

Terms and Conditions for Investment Accounts (the “Terms and Conditions”).

GLOSSARY OF TERMS

Account	Your investment account with the Company.
Accredited Investors	A customer who has successfully declared themselves as accredited investor, as defined in the SFA, the same may be amended, re-enacted or re-constituted from time to time.
Application Form	The relevant administrative form or order form prescribed by the Company from time to time, which may be in paper form or in the form of an electronic record or form.
Application Monies	What you pay in respect of a purchase or subscription of an investment.
Business Day	A day that is not a Saturday, Sunday or a public holiday in Singapore.
Cash Account	An account which holds your uninvested cash.
Code	Shall have the meaning ascribed to it at Section B1(e)
Company	Navigator Investment Services Limited (UEN: 200103470W), a wholly owned subsidiary of Singapore Life Ltd.
Computer Virus	This includes any computer code that would damage or corrupt the data or integrity of data, storage media, other computer programs or computer systems or network or disrupt, disable, harm, interfere or otherwise impede in any manner the operation of or communications between computer hardware, software, firmware, computers, computer systems or networks as well as viruses, trojan horses, worms, software bombs, malware and other similar items or processes.
CPF Agent Bank	A bank appointed by the CPF Board to be an agent bank for the purposes of the CPFIS.
CPF and CPF Board	The Central Provident Fund and Central Provident Fund Board.
CPF Monies	CPF Ordinary and Special Accounts and monies therein.
CPF-OA and CPF-OA Monies	CPF Ordinary Account and monies therein.
CPF-SA and CPF-SA Monies	CPF Special Account and monies therein.
CPFIS	The CPF Investment Scheme.
CPFIS-OA	CPFIS - Ordinary Account.
CPFIS-SA	CPFIS - Special Account.
Custodian	Shall have the meaning ascribed to it in Section B5
Electronic Record	A record generated, communicated, received, or stored by electronic, magnetic, optical or other means in an information system or for transmission from one information system to another.
Electronic Services	The electronic services, inclusive of the Platform and Secured Website, as described in Section B1.
Financial Adviser	Any person who (a) carries on a business of providing financial advisory services and is a licensed or exempt financial adviser as defined in the Financial Advisers Act 2001, and (b) you have appointed to advise you on your Account(s) and has access to the Platform.

Fund	Shall refer to a collective investment scheme as defined under the SFA which is distributed by the Company and made available on the Platform.
GST	Goods and Services Tax.
Income	Monies arising from your investments, including but not limited to distributions, dividends, coupon proceeds, interest accruing to you, redemption proceeds and any other amount credited in units or monetary value to your Account in the manner received by the Company.
Instrument Currency	The currency in which the relevant investment is denominated.
Investment Application	Any application, request or order to open a Portfolio Account, subscribe for, switch, dispose or redeem investments using the relevant Application Form (including online application form), and includes any application, request or order to revoke, ignore or vary previous application, request or order.
Joint Account	An Account that is held jointly with another individual.
MAS	The Monetary Authority of Singapore.
Model Portfolio Strategy	Financial advice given by your Financial Adviser on prefixed allocation of selected Funds to meet your, among other things, investment and risk profile and your Financial Adviser may provide updated financial advice on the allocation and selection of Funds from time to time.
Model Portfolio Services or MPS	Shall have the meaning ascribed to it at Section C4.
Non-Wrap Account	Shall have the meaning ascribed to it at Section B4.
Personal Data	Personal data as defined under the Personal Data Protection Act 2012.
Personal Information	All information including Personal Data and financial information provided by You to the Company from time to time or such other information obtained by the Company from other database or public source or through your dealings with the Company (including information collected through your use of the Platform or a Website).
Platform	The Grow with Singlife online transaction platform operated by the Company as a platform that allows you access it to effect a Transaction.
Portfolio Account	A sub-account of the Account that holds your investments transacted via the Platform in respect of such sub-account.
Product Documents	The relevant documents provided to the Company by the fund manager, a distributor or a Fund in respect of the Fund, including but not limited to factsheet, prospectus, product highlight sheet, offering documents of the Fund.
RSP	Refers to regular savings plan.
Single Account	Has the meaning ascribed to it at Section B3(b).
Schedule for Funds Investment	The listing of fees chargeable, as amended or updated from time to time and as made available on the Website from time to time.
Restricted Scheme	A Fund which may only be offered or marketed to Accredited Investors in Singapore, or such other relevant persons as may be permitted under the SFA.
Secured Website	That part of the Website which is accessible only by using an assigned user identification tag and password.
SFA	Securities and Futures Act 2001, as amended from time to time.
SRS	The Supplementary Retirement Scheme.

SRS Account	Your SRS account with an SRS Operator.
SRS Monies	The Supplementary Retirement Scheme and monies therein.
SRS Operator	A bank designated by the relevant authority to operate SRS Accounts
Statements	Any document such as statements of account, contract notes, confirmations or notifications issued or provided in respect of your Account or any Transaction.
Terms and Conditions	The Terms and Conditions for Investment Accounts, as amended or replaced from time to time.
Transaction	Any transaction effected under your Account in respect of any investment, and includes purchase, subscription, switch, rebalancing, transfer, disposal, redemption of any investment and crediting of Income.
Website	The internet-based portal owned and/or operated by the Company (including the Secured Website).
Wrap Account	Shall have the meaning ascribed to it at Section B4.

A. DISCLAIMER

The Platform is provided by the Company as an execution-only service and the Company does not provide investment advice or any other advice to you by offering the services on the Platform.

All Transactions will be entered in accordance with your instructions given to the Company (including instructions given for and on your behalf by your Financial Adviser).

The Company is required to exercise due diligence when dealing with customers, natural persons appointed to act on the customer's behalf, connected parties of the customer, and/or beneficial owners of the customer. This process will require the Company to identify, verify and conduct a proper risk assessment before proceeding with opening an Account and the Transactions. You acknowledge that an Account cannot be set up and an Application Form or Investment Applications cannot be processed until all relevant checks have been cleared and approved by the Company, and you agree that you will not hold the Company liable for any price differences due to a delay in processing the Application Form or Investment Application and entering of a Transaction after the clearance and approval of such checks.

Neither the Company nor any of its related corporations (as defined under the Companies Act 1967) and their respective related corporations, officers, employees, or agents guarantee the maintenance or return of the capital invested by you, or the performance of any investment or your Account. The Company does not guarantee that your investment objective or particular need will be achieved through any investment made via your Account, the success of your Account, any repayment of capital, any particular rate of capital or income return or make any representation concerning the investments made via your Account including, without limitation, any representation with respect to income tax and other taxation consequences of such investments.

The Company reserves the right to determine which products and services to offer to you. In making available any product and service (including the Platform) available to you, the Company has not taken and will not take into consideration of your investment needs, objectives, risk profile, and financial situation or circumstances.

Before you make an investment decision on the basis of information contained in these Terms and Conditions, you need to consider, with or without the assistance of a Financial Adviser, whether the investments you intend to make via your Account are appropriate in the light of your particular investment needs, objectives, risk profile and financial situation or circumstances.

The Financial Adviser through whom you may open your Account and/or who may assist you in making investment decisions is not an agent of the Company and has no authority to bind the Company or to make any representation on behalf of the Company. You acknowledge that you will place no reliance on the Company in making any investment decision. Investing via your Account(s) requires consideration of all risks involved when investing, and in some cases of the particular risks associated with the specific investments you intend to invest in.

In distributing Funds via the Platform, the Company is not endorsing or recommending the Funds or their performance and you agree that you cannot infer from any information or material provided on the Platform (including any Product Document) as an endorsement or recommendation from the Company on the relevant Funds.

B. INVESTING THROUGH YOUR ACCOUNT

Important: The Account is only available to those persons who receive these Terms and Conditions from within Singapore. Read and retain these Terms and Conditions for future reference. All enquiries about your Account or these Terms and Conditions should be directed to the Company.

The Company reserves the right to decline any application (including an application submitted through your Financial Adviser to open an Account for and on your behalf, or any application to place an Investment Application at its absolute discretion, without providing any explanation to you.

These Terms and Conditions, together with the relevant Application Forms and any Investment Application (including those submitted through the Platform), shall govern all Transactions placed through the Company as your agent. By entering into a Transaction, you are accepting these Terms and Conditions here and you will be bound by them. In the event of any conflict or inconsistency between the Application Forms and these Terms and Conditions, these Terms and Conditions will prevail to the extent of such conflict or inconsistency (as the case may be).

You agree that the Company shall be entitled to rely on and act upon the relevant Application Form and the signature(s) (digital or otherwise) in such a form for the purposes of account opening, subscription, and other Transactions (where applicable) that were delivered to the Company via the Platform or in paper form.

B1. PLATFORM

- (a) The Company grants you a non-exclusive and non-transferable personal right to access and use the Platform to transact in Transactions.
- (b) Your access to and use of the Platform is at your own risk.

- (c) You must access or use the Platform in accordance with directions and guidelines issued by the Company from time to time or the relevant instructions available on the Platform.
- (d) The Company may, subject to and in accordance with these Terms and Conditions and the Terms and Conditions that govern the use of a Platform, provide you with the following Electronic Services:
 - (i) the transmission to the Company of any Investment Application (and the contents thereof) and any other communication relating or arising out of the foregoing which the Company may agree to accept;
 - (ii) the transmission to you of the results, confirmation, or status of any Investment Application (and the contents thereof) and any other communication relating or arising out of the foregoing which the Company may agree to transmit;
 - (iii) facilitate the communication between you, your Financial Adviser(s) and/or the Company in relation to any Investment Application and/or Transaction;
 - (iv) facilitate the collection of Application Monies from you; and
 - (v) any other Electronic Services which provides for or are ancillary to the foregoing and for any other matter which the Company is agreeable to providing, through the use of electronic records using the Website, any telecommunication networks or services, or other electronic networks or services.
- (e) You have the sole responsibility and shall be liable for the security and safe keeping of your user identification as well as all passwords, identification and other codes issued to you by the Company or by any certification authority duly recognised by the Company for the purpose of enabling you to access the Electronic Services (the "Codes"). You agree that the Company shall be entitled to rely on the digital signature and/or correct entry of the Codes (if applicable to ascertain whether any Investment Application and/or other instruction placed with the Company is yours, and to act on that assumption. You shall be fully responsible and liable for any such Investment Application and/or other instruction placed with the Company through the use of the Electronic Services notwithstanding that such Investment Application and/or other instruction may have been given by a third party with or without authority to give such Investment Application and/or other instruction on your behalf.
- (f) The Platform may not be available at certain times (e.g. daily downtime period as advised on the Platform or the Website). The Platform may also not be available periodically for the following reasons: (i) system and software maintenance, (ii) public holidays, and (iii) any other event where the Company needs to suspend the Platform. Consequently, you accept and agree that the Platform may not be available when you wish to execute Transactions.
- (g) You may only use the Platform and any other services, information, and materials made available through the Platform for your personal use. You must not allow or permit any other person to access or use the Platform and/or services, information, and materials made available through the Platform or otherwise deal with these for the benefit of any other person or in any other way that is not specifically contemplated by the terms here (including by way of downloading, copying, reproducing, adapting, publishing, broadcasting, selling, or distributing them).
- (h) The Company reserves the right to withdraw or suspend your right to access and/or use the Platform (and services, information, and materials made available through the Platform) at any time without prior notice to or obtaining consent from you and without providing any reason for such withdrawal or suspension.

- (i) You authorise your Financial Adviser named in the Application Form to:
 - open an Account on the Platform for and on your behalf; and/or
 - submit Investment Applications through the Platform for and on your behalf.

- (j) You are responsible for ensuring the details of such Investment Application as shown on the Platform are correct before you confirm the submission of the Investment Application via the Platform.
 - If the details of an Investment Application submitted by a Financial Adviser through the Platform are correct, you can elect to approve the Investment Application via the Platform where the Investment Application will then be submitted to the Company for processing.
 - If the details of an Investment Application submitted by a Financial Adviser through the Platform are not correct, you can elect to reject the Investment Application via the Platform where the Investment Application will then be cancelled.
 - Any dispute with respect to an Investment Application submitted by the Financial Adviser through the Platform must be resolved between you and the Financial Adviser.

- (k) The Company is not liable to you for any acts or omissions of the Financial Adviser in respect of your Financial Adviser's access or use of the Platform or any services provided by your Financial Adviser to you.

- (l) Prior to effecting any Transaction via the Platform, it is your sole responsibility to check the details of the Investment Application as shown on the Platform before proceeding. After approving the Investment Application via the Platform, it is your sole responsibility to check that the Investment Application was successfully submitted.

- (m) You agree that all Investment Applications submitted via the Platform are irrevocable once successfully submitted by you through the Platform.

- (n) You acknowledge and accept the risks of submitting Investment Applications via the Platform (including the risk of technical malfunction of your electronic equipment, the risk of any instruction being unauthorised or given by an unauthorised person, the risk that the Company may process your Investment Applications more than once if the same instruction is entered or given in duplicate (e.g. in different forms or modes) and the risk that any information provided or exchanged through the Platform (including any message or instruction sent via the Platform) cannot be guaranteed to be secure or free from Computer Virus, delay or third party attacks). In particular, the Company will not be responsible for wrong, inaccurate, or incomplete instructions received via the Platform, including those caused by Computer Virus in your electronic equipment or third-party attacks.

- (o) You acknowledge the risk that any Investment Application and/or other instruction placed with the Company via the Platform not being genuine or is forged, fraudulent, ambiguous, or erroneous, lies solely with you, and you undertake to keep the Company indemnified against all claims, losses and liabilities incurred by the Company arising out of anything done or omitted pursuant to such Investment Applications and/or other instructions given or purportedly given by you.

- (p) The Company shall not be obliged to proceed to input, transmit or otherwise process any Investment Application or information provided by you if the Company is of the view that there is any discrepancy, ambiguity, or contradiction in any such Investment Application or information; provided always that

the Company shall not be liable for any loss, damages or expenses suffered or incurred by you if the Company proceeds to input, transmit or otherwise process any such Investment Application notwithstanding any such discrepancy, ambiguity or contradiction.

- (q) Where any Investment Application is unsuccessful, the Company shall not be under any obligation to refund the relevant Application Monies to you. You acknowledge and agree that the obligation to refund such Application Monies lies solely with the relevant fund manager. The Company may facilitate the refund of such Application Monies, but the Company will only make such refund after it has received such monies from the relevant fund manager. The Company shall not be liable for any loss or damage caused by the delay in paying such refund to you after it has received the payment from the relevant fund manager.
- (r) Any electronic record relating to these Terms and Conditions, the Platform, notices, and Investment Applications kept and/or maintained by the Company shall be conclusive evidence of the contents thereof. You hereby agree to the admission as evidence in any court in Singapore of such electronic records maintained or kept by the Company and any part, copy or computer output thereof, as an original document, and you further agree not to challenge or dispute the admissibility, authenticity or accuracy of such electronic records or computer output thereof.
- (s) While the Company endeavors to ensure the accuracy and reliability of information and materials made available on the Platform, the Company does not guarantee the accuracy and reliability and accepts no liability (whether in tort or contract or otherwise) for any loss or damage arising from any inaccuracies or omissions. The use of such information and materials is at your sole risk.
- (t) The Company does not guarantee the timeliness, sequence, accuracy, adequacy, consistency or completeness of any information or material provided on or via the Platform and any such information or material is provided on an “as is” and “as available” basis. In particular, the Company does not give any:
- express or implied warranties (including warranties of merchantability or fitness for a particular use) with respect to such information or material; or
 - any express or implied warranties, representations or undertakings with respect to the prices available from the Platform (including, without limitation, any warranty, representation or undertaking that such prices are real-time market quotes or best available market prices).
- (u) Information and materials made available on the Platform may be derived from third parties and the Company does not give you any warranty, representation or undertaking with respect to such information and materials.
- (v) You agree that the Platform will not be free from any fault, error or defects in design or engineering and the transmission speed of the Platform may change without any prior notice. The Company neither assumes nor accepts liability for any loss or damage (whether direct or indirect), howsoever caused, as a result of any Computer Virus or similar issues arising from your use of the Platform where such events arose out of circumstances outside the Company’s reasonable control.
- (w) You agree that notices and communications given to you via the Platform are effective when made available on the Platform.

- (x) The Company may, at any time and without prior notice to you:
- vary the way the Platform operates;
 - change the content or format of the Platform; or
 - add to, remove or otherwise vary, end or suspend any feature or function of the Platform or the services, information and material made available through the Platform.
- (y) You are deemed to agree to the variation and the changes described above if you continue to access the Platform after the variation and changes are notified to you.
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B2. ACCOUNT

- (a) Your Financial Adviser must open an Account on the Platform for and on your behalf, before you can effect any Transaction via the Platform.
- (b) A Cash Account will be opened for each Account. You may open more than one Portfolio Account for each Account. A Transaction entered in respect of a Portfolio Account and any investment in a Fund that is acquired in respect of such Transaction will be held under such Portfolio Account.
- (c) The Company may, from time to time, make available additional features and enhancements to any of the Cash and Portfolio Accounts, and the availability of such additional features and enhancements are subject to these Terms and Conditions and such other terms and restrictions as the Company may specify in respect of relevant Cash and Portfolio Accounts from time to time at its discretion.
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B3. TYPES OF ACCOUNT

- (a) **Single Account.** You must be an individual at least 18 years of age to open and/or maintain an Account and access the Platform.
- (b) **Joint Account.** You may open a Joint Account with another individual who is at least 18 years of age. Joint Accounts may not be used for investments using CPF or SRS Monies.

In the event of demise upon any of the Joint Account holders and subject to any applicable law for the time being in force, upon the surviving Joint Account holder producing such satisfactory evidence of death of the deceased Joint Account holder to the Company, the Company reserves the right to:

- (i) Transfer existing investments in the Joint Account to a new/existing Single Account of the surviving Joint Account holder;
- (ii) Create one or more new Portfolio Account(s) under the new/existing Single Account of the surviving Joint Account holder to maintain the investments transferred from the Joint Account pursuant to this Clause. The Portfolio Account(s) may not carry transactional history from the Joint Account from which the investments were transferred from; and/or
- (iii) Terminate the Joint Account and cease all standing instructions (if applicable) in the Joint Account.

- (c) **Corporate account.** A company or corporation incorporated and registered in Singapore or outside Singapore, may open Corporate Account(s). All Application Forms and other instructions have to be signed by one or more signatories of the relevant company or corporation who have been expressly authorised by way of a board resolution of that company. You shall provide to the Company from time to time upon its request of such documents, including but not limited to documents relating to your corporate identity, registration and constitution and the authorisation of your authorised signatories.
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B4. TYPES OF PORTFOLIO ACCOUNTS

A Portfolio Account can be either a wrap Portfolio Account ("**Wrap Account**") or a non-wrap Portfolio Account ("**Non-Wrap Account**").

You can indicate if you would like a Portfolio Account to be a Wrap or Non-Wrap Account.

- (a) Features of Wrap Account
- (i) Unlimited free switching;
 - (ii) Upfront fee may be payable in respect of a Transaction and if payable, such upfront fee shall be debited from either your investment amount or Cash Account and you are deemed as authorizing the Company to debit such fee if you enter into the Transaction; and
 - (iii) Ongoing adviser fee (as agreed between you and the Financial Adviser of the relevant Portfolio Account and such fee may include a component of platform fee that is payable to the Company) is payable in accordance with the Schedule for Funds Investment. You will authorise the Company to either debit your Cash Account or redemption proceeds (if applicable) or, redeem units in the Funds to pay the ongoing adviser fee.
- (b) Features of Non-Wrap Account
- (i) No ongoing adviser fee is payable.
 - (ii) Platform fee is payable to the Company in accordance with the Schedule for Funds Investment. You will authorise the Company to either debit your Cash Account or redemption proceeds (if applicable) or, redeem units in the Funds to pay the platform fee.
 - (iii) Upfront fee and switch fee may be charged for each Transaction.

Details of fees payable for Wrap and Non-Wrap Accounts can be found in the Schedule for Funds Investment. All fees stated in Schedule for Funds Investment do not include GST. Any taxes, duties and/or other expenses arising from the said fees shall be borne by you.

B5. CUSTODIAL SERVICES.

- (a) The Company may at its discretion either serve as the custodian or appoint any custodian or sub-custodian as the custodian ("**Custodian**") that will hold on your behalf the units of Funds acquired by you through the Company under the terms hereof as your agent. The Company shall not be liable or responsible for any act or omission of any appointed custodian or sub-custodian in relation to the Funds

in their custody provided that the Company had exercised reasonable care and skill in the selection of such custodian or sub-custodian.

- (b) You authorise the Custodian to hold and to effect all Transactions in relation to your units of Funds on your behalf. The Custodian shall also have the power to effect any Transaction with respect to such investments upon:
 - (i) The sale, disposal or redemption of units of Funds for your Account;
 - (ii) The exchange of such units of Funds for other units of Funds or cash in the event there is a merger, consolidation, reorganisation, recapitalisation or readjustment of the units of Funds concerned;
 - (iii) The conversion of such units of Funds pursuant to their terms into other units of Funds;
 - (iv) The exercise of subscription, purchase or other similar rights represented by such units of Funds;
 - (v) The collection of income and other payments with respect to such units of Funds;
 - (vi) The transfer of such units of Funds to any other custodian or sub-custodian by the Company; and
 - (vii) For any other purpose incidental to or for effecting your instructions.
- (c) The Custodian will collect or will procure collection of all distributions, interest, redemption proceeds and other income payable or receivable in respect of your units of Funds.
- (d) On receipt of any such distribution, the Custodian will pay or will procure payment of the same (as they may be allocated to your units of Funds) in accordance with the directions of the Company pursuant to these Terms and Conditions within any period prescribed by law or otherwise in accordance with the Custodian's usual practice.
- (e) The Custodian or the Company will send to you reports, accounts and other communications that it has received in respect of any unit of Fund held by the Custodian on your behalf which it is required to be forwarded to you by law and within the stipulated timeframes, or in the absence of any such legal requirement, may in its discretion (without the Custodian being obliged to do so) send to you such reports, accounts and other communications which it may deem relevant. All rights of voting arising in respect of any unit of Fund in which you are invested (including directions as to any corporate entitlement arising there from and the exercise of rights attached to such unit of Fund) will be exercised by the Custodian in such manner as it may reasonably determine as being appropriate.
- (f) The Custodian may register all units of Funds or hold such units of Funds in its own name or that of its nominees or in such other name and held to its order as it may think proper. As your units of Funds will be held in the name of the Custodian or its nominees on your behalf, your rights in relation to such units of Funds may only be enforced through the Custodian or its nominees, as appropriate. In performing its duties, the Custodian may appoint, at its discretion, other parties as its agents, sub-custodians, nominees and delegates to perform in whole or in part any of its duties and discretions. The Custodian shall not be liable for any default of such agents, sub-custodians, nominees and delegates if employed in good faith.
- (g) You acknowledge that the Company and Custodian may maintain trust and custodian account(s) outside Singapore. Such account(s) will be subjected to regulations of the foreign jurisdiction, which may be different from the laws and practices in Singapore relating to trust and custodian account. Such

differences may affect your ability to recover monies and assets deposited in the trust and custodian accounts.

- (h) The Custodian shall not be liable for any loss, costs or damages suffered or incurred by you save where such loss is directly attributable to the fraud or gross negligence on the part of the Custodian in the performance of its custodial services. The Custodian shall under no circumstance be liable for any indirect, special or consequential damages (including loss of profits) whether or not they were foreseeable or likely to occur. Where the Custodian is an appointed custodian other than the Company, the Company shall not be liable to you for the solvency, corporate or regulatory status, acts or omissions of such Custodian.
- (i) All units of Funds which the Custodian or any of its agents, sub-custodians, nominees or delegates may hold from time to time on your behalf shall be subjected to a general lien for all costs and charges owed to the Company and to the Custodian and you consent and agree to the same. The Custodian shall have power to withhold and/or sell such units of Funds for the discharge of your payment obligations to the Company (on its instructions) or to the Custodian (as the case may be).
- (j) The Custodian may hold your monies and units of Funds with those of other investors on a commingled basis; if so, your interest in your monies and units of Funds may not be identifiable by separate certificates or other physical documents or electronic records. The Custodian shall maintain records of your interests in your monies and units of Funds that may be commingled and aggregated. For Income arising from aggregated units of Funds, you acknowledge that the Custodian has full discretion to the allotment and distribution of income amongst its customers.
- (k) As a result of commingling and aggregation of the units of Funds with those of other customers in the same account, you may be further exposed to losses of other customers. Any action that may be taken by you to enforce your rights, in relation to the units of a Fund held under the Custodian's name shall be directed at the Custodian. You acknowledge and agree and the Company shall not be liable to you for any actions, claims, cost, losses, charges, expenses, and damages suffered or incurred by you arising from or in connection with the insolvency of the Custodian, cessation of business of the Custodian and/or any act or omission of the Custodian.
- (l) If the Company or Custodian become insolvent, you may not receive your full value of the units of Funds or monies in your Cash Account(s) or, withdraw your monies and units of Funds. Any shortfall in relation to the value of aggregated monies and/or units of Funds, may be apportioned to you and other customers. Delays in identifying monies and/or units in Funds attributable to each individual customer in such situations may result in increased risk of losses. You may not receive the identical units of Funds deposited in custody. The Company may however, return to you units of Funds that are of same class, denomination quantity and nominal amount (and rank equally) with those originally deposited with or transferred to the Company. Provided that the Company has acted in good faith and used reasonable care in the selection and continued appointment of any Custodian, you agree that we are not responsible for any act, omission, default, or insolvency of such Custodian.

- (m) All prevailing expenses and costs payable for any custodial services, where applicable, shall be set out in the Website or Schedule of Funds Investment.
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B6. CASH ACCOUNT

Important Notes:

- **A Cash Account is not a bank account as it does not have any feature or function of a savings or current or multi-currency bank account.**
 - **Monies deposited into the Cash Account will be credited to the Company's master account held in trust with a licensed financial institution in Singapore or elsewhere. Monies deposited outside Singapore will be subject to laws and regulations of the relevant overseas jurisdiction which may be very different from Singapore laws and regulations and may not be subject to the same protection as that conferred on monies deposited with the relevant licensed financial institution in Singapore. Please refer to section B5 for information on how your monies may be handled by our appointed Custodian(s).**
 - **Monies in any Cash Account are not insured by the Singapore Deposit Insurance Corporation.**
- (a) You acknowledge and authorise the Company to open and maintain a Cash Account, in order to provide you with access to the Company's products and services (including access to the Platform).
- (b) You can fund your Cash Account by way of bank transfer or PayNow. The Company reserve the right to avail PayNow as an option to fund your Cash Account. The Company shall not be liable or responsible for any loss suffered or incurred by you arising from withdrawal and suspension of PayNow as a funding option for your Cash Account.
- (c) Subject to these Terms and Conditions and to the extent permitted by law or by the relevant authorities, your Cash Account may be used for:
- (i) the purposes of crediting Income and interest accruing to you in respect of your investments;
 - (ii) debiting fees and charges due from you; and/or
 - (iii) such other purpose as the Company may determine from time to time.
- (d) Subject to these Terms and Conditions, and to the extent permitted by law or by the relevant authorities, you authorise the Company to use any of your monies in your Cash Account to:
- (i) settle payments in respect of your subscriptions or purchase of investments;
 - (ii) make payments to meet any payment obligation incurred by you or on your behalf arising from any dealing in your investments, including payments arising in connection with the conversion, exchange, surrender or exercise of rights attaching to your investments;
 - (iii) make any investment permitted by law;
 - (iv) pay transactional charges incurred (including but not limited to brokerage charges and stamp duties) in connection with any dealing in your investments;
 - (v) settle any fees, charges, and expenses payable to the Company; and
 - (vi) make or withhold any payments required by law, including but not limited to income tax or other form of tax or assessment.

- (e) Where there are insufficient monies in your Cash Account to make the required payments in subparagraphs (d)(i) to (vi) above, you authorise the Company to sell or redeem any of the Fund(s) from your Portfolio Account(s) to pay the outstanding amount. You further agree that if there are insufficient monies in your Cash Account to effect the relevant Transaction, the Company is entitled to decline effecting the said Transaction without any liability to you.
- (f) You acknowledge that the monies in a Cash Account may be deposited by the Company in interest-bearing bank accounts in Singapore. Interest is computed daily. The Company will determine: (1) the portion of interest to be retained by the Company as administrative fee for maintaining the Cash Account and (2) the portion of interest that will be paid to you in respect of the monies deposited in your Cash Account and such portion will be credited to your Cash Account at the end of each calendar month. The Company reserves the right to utilise a portion of interest retained by the Company to offset any cost arising from marketing initiatives organised by the Company which may include paying rebates to financial advisers (including your Financial Adviser). The prevailing interest rates applicable to Cash Accounts can be found on the Website and/or Platform.
- (g) If a Cash Account denominated in a foreign currency (i.e. non-Singapore dollars) is set up, the monies in such Cash Account may be deposited in a bank account maintained by the Company with the relevant bank in the same foreign currency denomination. In such a case, you acknowledge and accept that foreign currency deposits are subject to prevailing to both exchange and interest rate risks, in particular, adverse interest rates on certain foreign currencies may result in either no interest being payable to your Cash Account, or interest being chargeable to your Cash Account.
- (h) The Company reserves the right to vary the interest rate to be paid on your Cash Account at any time at its absolute discretion. The Company shall not be liable or responsible for any loss suffered or incurred by you arising from any variation of the interest rates being paid on your Cash Account.
- (i) In the event that the Company is charged negative interest in respect of the monies deposited in the interest-bearing bank account, such negative interest will be charged to you and you authorise the Company to debit such negative interest from your Cash Account.
- (j) If interest is being paid, the Company may cease such payment at any time without giving any reason or prior notice. The Company shall not be liable or responsible for any loss suffered or incurred by you arising from any variation of the interest rates being paid on your Cash Account.
- (k) You may request for withdrawal of monies from your Cash Account(s) by submitting an Application Form to the Company. Such request will be subject to additional terms and conditions as may be imposed by the Company in respect of Cash Account from time to time or at the point of processing the request.
- (l) The Company reserves the right to impose a minimum and/or maximum balance to be maintained in your Cash Account; and minimum and/or maximum withdrawal amount that you can withdraw from your Cash Account.
- (m) The Company reserves the right to return to you monies from your Cash Account(s) at any time as determined by the Company, including and not limited to balance monies in Cash Account falling below minimum balance or exceeding maximum balance. If you have not provided the Company with a

nominated bank account, the Company will return you monies by cheque sent to your last known address in our records. If you hold more than one Cash Account, the Company has the discretion to determine from which Cash Account(s) such return will be made, and the amounts to be returned from each Cash Account.

- (n) The Company may reject any request to withdraw monies from a Cash Account at any time if an authority requires the Company to do so, if the Company is required by law or any agreement with any authority to do so or if the Company needs to comply with any policy associated with any order or sanction of an authority (including economic and trade sanctions regardless of whether such authority having jurisdiction over the Company). The Company is not liable for any loss or damage arising from such rejection.
- (o) For investments made with CPF Monies or SRS Monies, you agree that proceeds from any redemption or sale of the relevant Fund will, by default, be paid to your CPFIS-OA, CPFIS-SA or SRS Account (as the case may be) and not your Cash Account.

C. INVESTING IN FUNDS

- (a) In making an investment decision, please refer to the Product Documents of the relevant Funds for information about the risks associated with your choice of investments. Each Fund is offered on the basis of information set out in the relevant Product Documents, a copy of which is available from your Financial Adviser or the Website. You should read the relevant Product Documents before deciding whether to invest in the Funds. You acknowledge that the Company has no liability whatsoever to you for any error, misstatement, or omission in the Product Documents, or any costs, loss and/or damages suffered or incurred by you in connection with any transaction entered into or omitted to be taken by you on the basis of the Product Documents. Please refer to section C8 for terms and conditions on fund information and reports.
- (b) The value of the units in any Fund, and the income accruing to such units, may rise or fall. Funds are not bank deposits and they are neither guaranteed nor insured by the Company and/or its affiliates. The risks of investment include the possible loss of the entire principal amount invested. Past performance of any Fund is not indicative of its future performance.
- (c) In addition, the following should not be taken as an indication of the investment potential of any Fund:
 - (i) the credibility of the fund manager managing the Fund;
 - (ii) the probity of the investment company offering that Fund for investment purposes; or
 - (iii) the fact that the Fund is made available for investment under any of your Portfolio Accounts.
- (d) If the Company provides you with general information that may be relevant to any Fund, such information shall not be treated or construed as advice to you and the Company will not be responsible for any loss that you may suffer or incur as a result of any action taken or omitted to be taken by you on the basis of such information.
- (e) You hereby agree that the Company shall be entitled to receive the fees as set out in the Schedule for Funds Investment.

C1. SUBSCRIPTIONS

- (a) You may, from time to time, subscribe to units in one or more Funds through a Portfolio Account by approving the Investment Application submitted through your Financial Adviser to the Company. Such Transactions and your Investment Application will be subject to such limitations as may be imposed by the Company in respect of any particular Portfolio Account from time to time, including the mode of payment (either by way of cash, CPF Monies or SRS Monies) prescribed by the Company in respect of that Account.
- (b) When you subscribe to a Fund, you acknowledge that you have read and understood the Product Documents of the Fund and that your application to subscribe for units in the Fund(s) is made on the basis of the information in these Product Documents.
- (c) If the Application Monies is in a currency other than the Instrument Currency of the Fund, the Custodian will convert the subscribed amount, less any applicable fees and taxes, to that Instrument Currency of the Fund at such rate of exchange as the Custodian may at its sole discretion decide, to complete the Transaction. You shall be fully responsible and liable for any losses resulting from such currency conversion.
- (d) The Company will purchase, on your behalf, the maximum number of units at the prevailing price at the time of execution, with your Application Monies less any applicable fees and taxes deducted, in the relevant Instrument Currency.
- (e) In the event your subscription is rejected for whatever reason, the Application Monies used to subscribe to the units will be returned to your Cash Account. The refund will be processed in accordance with these Terms and Conditions and such other terms, conditions and limitations as may be imposed by the Company from time to time, including those set out in the relevant Application Forms.

C2. REDEMPTIONS

- (a) You may, from time to time, redeem your investments in your Portfolio Account, by approving the Investment Application submitted through your Financial Adviser to the Company. Such Transactions and your Investment Application will be subject to such terms and conditions as may be imposed by the Company in respect of any particular Portfolio Account from time to time.
- (b) Proceeds in respect of an Investment Application to redeem or sell the relevant Fund, will be paid into your Cash Account within such period as may be stipulated by the relevant authorities or otherwise in accordance with the Company's usual practice. The Company reserves the right to deduct any outstanding fees and charges owed to the Company from the proceeds prior to paying such amounts to your Cash Account.

- (c) Proceeds payable to you shall be settled in the Instrument Currency of the Fund. If the monies cannot be paid into your Cash Account in the Instrument Currency of the Fund, the Custodian may at its sole discretion effect payment in the equivalent of currency selected by the Custodian based on the applicable rate of exchange at the time the payment before crediting to your Cash Account. You shall be fully responsible and liable for any losses resulting from any currency conversion.
 - (d) You hereby agree and acknowledge that the Company assumes no responsibility whatsoever for any case of actual or potential bankruptcy or insolvency proceedings or fraud involving the Fund or Custodian or the relevant fund manager may be involved and which may cause a full or partial failure to meet payment of the proceeds or absence of payment of entitlements deriving from the Fund to you.
 - (e) If the remaining units of Funds in your Portfolio Account fall below the minimum balance set out in the Schedule for Funds Investment, the Company at its sole discretion may redeem your remaining units and close your Portfolio Account.
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C3. SWITCH

- (a) A switch involves the redemption of units in one or more Funds and using the redemption proceeds to subscribe for units in one or more other Funds.
 - (b) You may, from time to time, authorise the Company to switch units from one or more Funds under a Portfolio Account to one or more Funds under the same Portfolio Account by approving the Investment Application submitted through your Financial Adviser to the Company. Such Transactions and your Investment Application will be subject to such terms and conditions as may be imposed by the Product Documents and the Company in respect of any particular Portfolio Account from time to time or the Fund. The Company will not process any Investment Application to switch if the fund to be switched into is not distributed by the Company.
 - (c) The Transaction will be completed within such period as may be stipulated by the relevant authorities or the relevant fund manager(s) or, otherwise in accordance with the Company's usual practice.
 - (d) You authorise the Company to:
 - (i) deduct a switch fee (if applicable, as provided in the Product Documents) from your Cash Account for purchase of the Fund(s) to switch into; and
 - (ii) deduct all other fees, charges, taxes, or expenses to carry out the switch of Fund(s).
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C4. MODEL PORTFOLIO SERVICES or MPS

- (a) Your Financial Adviser may recommend or advise a Model Portfolio Strategy that is suitable for you and this section is applicable to you if you wish to use the Company's model portfolio services which refer to trade execution-only services provided by the Company ("Model Portfolio Services" or "MPS") to trade in and hold relevant Funds in respect of the Model Portfolio Strategy.

- (b) For clarity, an execution-only service is a trading service that is restricted only to the effecting of a Transaction by the Company based on your instructions given to the Company (whether given by you directly to the Company or given for and on your behalf by your Financial Adviser to the Company).
- (c) To use MPS, you will need to: (a) establish and maintain a Portfolio Account with the Company to hold the Funds in accordance with the Model Portfolio Strategy (including holding the Funds in the allocation and selection as advised by your Financial Adviser through the Model Portfolio Strategy).
- (d) The Company acts as your Custodian of the Funds purchased and held under your Portfolio Account established and maintained in respect of a Model Portfolio Strategy.
- (e) In providing MPS to you, the Company is not providing any financial advisory or discretionary investment management services to you nor is it endorsing the advice or view of your Financial Adviser given in respect of the Model Portfolio Strategy, or the Funds referenced in the Model Portfolio Strategy, or the relevant trade to be placed in respect of a Fund as advised by your Financial Adviser.
- (f) In cases where your Financial Adviser uses or relies on a Model Portfolio Strategy (that is branded with the name of the Company, GROW or such other name or trade name belonging to the Company) to advise you, such Model Portfolio Strategy may have been designed or developed by the Company (or a third-party adviser appointed to advise the Company) as non-binding asset allocation guidance and insights for your Financial Adviser and it is your Financial Adviser's responsibility to assess suitability of:
 - (i) the Model Portfolio Strategy (including any advice or information given in respect of such strategy e.g. allocation, composition or weightage of financial instruments) and
 - (ii) the financial instruments referenced in such strategy, for you in accordance with your Financial Adviser's duties and responsibilities in providing financial advisory services (as defined under Financial Advisers Act 2001) and applicable laws. Neither the Company nor its third-party adviser(s): (1) have designed or developed the Model Portfolio Strategy for you, (2) are acting, whether jointly or severally, as financial adviser or discretionary investment manager to you, or (3) are recommending or endorsing the Model Portfolio Strategy as advised by your Financial Adviser to you. The Company and its third-party adviser(s) shall not be liable to you for any losses (including indirect, special or consequential losses, loss of profits or similar kind whether they were foreseeable or likely to occur or not and even if you may have been advised of the possibility of such losses) incurred by you in connection with any Model Portfolio Strategy advised by your Financial Adviser or any Trades or advice given by your Financial Adviser in respect of such strategy.
- (g) From time to time, your Portfolio Account in respect of a Model Portfolio Strategy will be rebalanced. For purposes of using MPS for rebalancing, there will be two types of rebalancing, namely:
 - (i) Drift rebalancing. From time to time, your Financial Adviser may initiate a rebalancing of your Portfolio Account to address portfolio drift and you hereby authorise the Company to implement such portfolio drift rebalancing to align the Portfolio Account to the original target allocation recommended by your Financial Adviser where such rebalancing will not result in a change to original target allocation and/or Fund constituents to the Portfolio Account and you further authorise the Company to execute instructions given by your Financial Adviser for the purpose of portfolio drift rebalancing without further approval required from you.

- (ii) Portfolio rebalancing. If the rebalancing involves a change to the target allocation and/or Fund constituents of the Portfolio Account, your Financial Adviser will initiate a rebalancing request that will be notified to you via the Platform or such other means as the Company may deem appropriate, and you are required to approve such rebalancing request. If you do not approve such rebalancing request, your Portfolio Account will not follow the latest target allocation or Fund composition advised by your Financial Adviser and the Company will not implement the rebalancing initiated by your Financial Adviser.
- (h) You hereby acknowledge and agree that the Company may receive fees, commissions, rebates, benefits, or remuneration as part of the MPS rendered. You may refer to the Schedule for Funds Investment for further details.
- (i) All Transactions to be effected in respect of a Portfolio Account and a Model Portfolio Strategy will be completed within such period after the required approvals are obtained, as may be stipulated by the relevant parties or, otherwise in accordance with the Company's usual practice. You acknowledge that the Company will not be held accountable for any delays in performance arising from it.
- (j) In addition to the other rights set out in the terms here, the Company reserves the right, by giving you at least 30 days' written notice or any other period as may be stipulated or required or agreed by the relevant authorities, to terminate the MPS and close your Portfolio Account in accordance with the Terms and Conditions including the scenario as described in section C7(a)(iii).

C5. REGULAR SAVINGS PLAN

You may, from time to time, apply for an RSP subscription under any Portfolio Account by nominating a fixed amount to be invested in one or more Funds at a nominated frequency. Such Transactions and your Investment Application for an RSP subscription will be subject to such limitations as may be imposed by the Company in respect of any particular Portfolio Account from time to time, including the mode of payment (either by way of cash, CPF Monies or SRS Monies) prescribed by the Company in respect of that Portfolio Account.

The RSP amount will be deducted from your Cash Account or CPF Investment Account or SRS Account (depending on mode of payment elected by you) on a fixed date determined by the Company at your nominated frequency. The Company reserves the right to process such RSP subscription within the number of business days as may be stipulated or required by the relevant authorities or otherwise by the Company. Each RSP subscription may be subject to requirements of minimum subscription amount and a minimum holding period.

In the event the RSP cannot be made on your behalf by the Company for any reason, including insufficient balance in your Cash Account or CPF Investment Account or SRS Account or suspension or termination of any Fund into which the RSP amount is to be invested, the Company may, at its sole discretion, make further attempts to deduct the RSP amount from your Cash Account or CPF Investment Account or SRS Account at such time as the Company may determine or, cancel your RSP for future deductions. You agree to absolve the Company from any liability for any loss whatsoever and howsoever suffered arising from such cancellation.

C6. TRANSFER

You may submit an Investment Application to transfer units of Fund(s) held with another custodian to your Portfolio Account(s) held with the Company, by approving the Investment Application submitted through your Financial Adviser to the Company. Such Investment Application and the transfer will be subject to such terms and conditions as may be imposed by the Company from time to time.

Your units of Fund(s) from another custodian will be credited into your Portfolio Account(s) within such period as may be stipulated by the relevant authorities or otherwise in accordance with the usual practices of the custodian of your outgoing investments and the Company. The Company reserves the right to deduct fees, charges, taxes, or expenses to complete the transfer and you hereby agree and authorise to such deduction from your Cash Account or Account where necessary.

C7. DISTRIBUTION OF INCOME

- (a) If you have invested in any Fund which provides you with an option to reinvest any Income, the Company will select this as the default option. Income may either be reinvested as aforesaid, credited into your Cash Account, or paid to you (to the extent permitted by law or by the relevant authorities).
- (b) Should you redeem, switch out or transfer out your units in a Fund prior to the crediting of dividends, it is at the Company's sole discretion to deal with the dividends due to you as it deems appropriate, either to be reinvested or, paid out to you in monetary value credited to your Cash Account.

C8. MINIMUM TRANSACTION AMOUNTS AND PROCESSING TIME

- (a) All your Transactions in Funds will be subjected to the minimum investment amounts applicable to the relevant Portfolio Account as prescribed by the Company from time to time.
- (b) If you submit an Investment Application through your Financial Adviser to the Company where the request does not satisfy the minimum transaction requirements set by the Company, the Company reserves the right to:
 - (i) Reject your Investment Application; or
 - (ii) Endeavour to aggregate your application with those of other investors to meet such minimum transaction requirements; or
 - (iii) Effect your instructions on receipt of instructions from other investors so as to aggregate your application with such other investors' applications to meet the minimum transaction requirements.
- (c) You agree that your Transactions will be processed in accordance with these Terms and Conditions and such other terms, conditions and limitations as may be imposed by the Company from time to time, including those set out in the relevant Application Form.

- (d) While the Company reasonably endeavours to process your Investment Applications in a timely manner, the completion of the relevant Transactions is dependent on the individual fund manager, the source of funding for the relevant Transaction, the specific procedures for each particular Fund and the Company's usual practice. Units in any Fund to be acquired or redeemed pursuant to an Investment Application will be acquired or redeemed at the prevailing unit price at the relevant valuation date for that Fund on the date that the relevant fund manager accepts and carries out the transaction request received from the Company, and in the case of subscription requests to be accepted only on an available funds basis, such later valuation date after the date the relevant fund manager receives the subscription monies. All subscription monies will be submitted to the relevant fund manager after deducting any applicable fees and charges due to the Company.
- (e) Trade orders submitted below amounts stated in Schedule for Funds Investment may be delayed or cancelled at the Company's discretion. These Terms and Conditions should be read in conjunction with the Schedule for Funds Investment.
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C9. SUSPENSION OF TRANSACTIONS AND VALUATION

- (a) You acknowledge and agree that the Company has the right to suspend the processing of Transactions of units in any Fund or the provision and/or publication of the prices of units in any Fund due to any of the following:
- (i) when dealings in any Fund have been suspended prior to the processing of the Transaction;
 - (ii) when any of the recognised stock exchanges or markets on which the unit prices are quoted is closed other than the usual business closing hours or days, or has restricted dealings;
 - (iii) when the fund manager managing any Fund is unable to transfer money, or considers that any transfer of money for purposes of completing the investment or redemption of units under your Account is not possible at the normal exchange rates (if applicable);
 - (iv) when an Investment Application is not submitted according to these Terms and Conditions and/or those of the applicable Application Forms; or
 - (v) the occurrence of any other circumstances which, in the Company's opinion, renders the calculation and/or provision or publication of fair and accurate unit prices not possible.
- (b) The Company will not be responsible for any losses that may be suffered by you due to such suspension of processing for any Transaction or the provision and/or publication of the prices of units in any Fund by the fund manager(s) or the Fund.
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C10. TERMINATION AND WINDING-UP OF FUNDS

- (a) You acknowledge and agree that:
- (i) the Company may give you such prior notice as may be required by law or stipulated by the relevant authorities (and in the absence of such requirement or stipulation, in accordance with usual business practices) of the termination and/or winding-up of any of the Fund in which units

- are acquired under your Account, if the Company is notified that such Fund will be closed to further investments and/ or is or is to be terminated or wound up (subjected to the Company having received such notice in good time from the fund manager or trustee of the relevant Fund);
- (ii) if notice of termination and/or winding-up of a Fund is given and units in the Fund under your Account are to be redeemed, the Company shall use the proceeds from such redemption to subscribe into other Funds only if it receives the relevant Application Form from you within the period stated in the notice of termination and/or winding-up. In the absence of such instructions, the company shall pay the redemption proceeds to your Cash Account; and/or
 - (iii) if the remaining balance in your Portfolio Account falls below the minimum balance set out in the Schedule for Funds Investment, the Company may redeem your holdings fully, pay the redemption proceeds to your Cash Account and close your Portfolio Account. The Company will not be responsible for any losses that you may suffer or incur as a result of full redemption of your holdings and subsequent closure of your Portfolio Account.
- (b) Notwithstanding anything in these Terms and Conditions, the Company has the right to discontinue or suspend the offer of any Fund through the Company.
- (c) You authorise the Company to redeem your units in any Fund (if any) with a stipulated maturity date upon its maturity as specified by the relevant fund manager and pay the redemption proceeds to your Cash Account. The Company shall use the proceeds to subscribe into other Funds only if it receives the Investment Application from you on or before the maturity of the first Fund.
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C11. FUND INFORMATION AND REPORTS

- (a) The Product Documents for each Fund are provided to the Company by the relevant fund managers and may be obtained from the Company or the Website. You must obtain the up-to-date versions of such Product Documents (either from the Company or the fund manager or the relevant representative of the Fund) and read and understand them before submitting an Investment Application. When you submit an Investment Application to the Company (including the submission of the same via the Platform), you are representing and warranting that you have received, read, and understood the Product Documents and you understand that your Transactions will be entered on the basis of such Product Documents and pursuant to the terms thereof. In entering a Transaction, you agree to be bound by such Product Documents. The Product Documents are not prepared by the Company and the Company has no liability or responsibility to any person (including you) for any error, misrepresentation, or omission in such documents or the accuracy, timeliness, or completeness of the documents. The Company shall not be liable or responsible for any costs, losses and damages suffered or incurred by you in connection with any transaction entered into or steps taken or omitted to be taken by you on the basis of such Product Documents.
- (b) You consent to receiving Product Documents by electronic means via the Secured Website, including by provision of an electronic link to the relevant reports. The latest Product Documents may be

obtained from the Company or the Website at the frequencies stipulated by the relevant authorities, provided the Company has received the same from the relevant fund managers.

- (c) You understand and acknowledge that any information or material not contained within any Product Document made available to you as an electronic record do not form part of the said Product Document and that the investment is offered only on the basis of the information in the relevant Product Document as contained within the said document.

C12. CANCELLATION NOTICE

- (a) Right of cancellation and cancellation period.

You have the right to cancel your subscription of units in any Fund within seven (7) calendar days (or such period permitted by the relevant authorities) from the date on which the initial subscription was made (the “Cancellation Period”). This right of cancellation is not available if:

- (i) you are not an individual;
- (ii) you are an existing holder of units in a Fund who subsequently subscribes for units in that Fund after the Cancellation Period;
- (iii) you switch units in a Fund in accordance with paragraph (d) below; or
- (iv) you are a participant in a regular subscription for units in a Fund and making a second or subsequent payment for subscription.

Where the last day of the Cancellation Period falls on a Saturday, Sunday or a public holiday in Singapore, the Cancellation Period will be extended to the next Business Day. If you request the cancellation of a subscription of units in a Fund, the Company or the relevant fund manager will cancel the subscription in full. Neither the Company nor the relevant fund manager are obliged to partial cancellation of your subscription of units unless required to do so by applicable law or regulation.

Any such cancellation is subject to maintenance of the minimum holding requirements set out in the Schedule for Funds Investment. The Company has the right to suspend the cancellation of units of any Fund during any period when the issue or valuation of units of that Fund is suspended by the fund manager of that Fund in accordance with the terms of the Fund’s prospectus.

- (b) Procedure for cancellation.

Cancellation requests may be made on the prescribed administrative form for cancellation. A cancellation request must be submitted to the Company within the Cancellation Period (which is determined by the postmark for submissions made by ordinary post).

The Company may in its sole discretion reject cancellation requests with insufficient or incomplete details.

A cancellation request that is received and accepted by the Company on or before the Company’s cut-off time (as determined by the Company from time to time) on a Business Day is treated as received on

that Business Day. A cancellation request received and accepted after the Company's cut-off time on a Business Day or on a day that is not a Business Day, is treated as received on the next Business Day.

Please note that the CPF Board, the CPF Agent Banks, the SRS Operators and other settlement agents are not authorised to receive cancellation requests

(c) Cancellation proceeds.

The cancellation proceeds payable to you shall be calculated as follows:

- (i) for cancellation requests for units received during the initial offer period of a Fund, at an amount equal to the total amount paid by you for the subscription of those units (the "Gross Investment Amount");
- (ii) for cancellation requests for units received after the initial offer period of a Fund, the lower of:
 - (1) the aggregate of the value of the units on the relevant dealing day of the Fund, based on the realisation price on such dealing day and the front-end load fee, sales charge or upfront fee paid (if any) for such units (the "market value of the units"); or
 - (2) the Gross Investment Amount.

If the market value of the units is greater than the Gross Investment Amount, the difference will not be paid to you. If the market value of the units is lower than the Gross Investment Amount, the Company will pay the market value of the units only. You may therefore not get back your original investment.

The Company reserves the right to deduct an administrative fee from the cancellation proceeds for expenses reasonably related to the subscription and cancellation.

(d) Realisation and the exchange, switch or conversion of units.

You may choose to realise your units by submitting a redemption request instead of cancelling them. However, you will not be entitled to any benefits that may apply to the units if they had been cancelled (i.e. there will be no refund of the front-end load fee, sales charge or upfront fee and the levy of any applicable realisation charge is allowed). The realisation proceeds may be lower than the cancellation proceeds if any appreciation in the value of the units is less than the front-end load fee/sales charge/upfront fee and/or the realisation charge (where applicable). Also, the published prices of the units are indicative in nature and can change during the period between the submission and processing of your redemption request.

You may switch units of a Fund (the "First Fund") subscribed for units of another Fund (the "Second Fund") during the Cancellation Period applicable to the subscription of the First Fund, and you shall have the right to cancel the subscription of units in the Second Fund. In this respect, please note that:

- (i) you shall not receive any refund of front-end load fee, sales charge or upfront fee in relation to the subscription agreement in respect of the First Fund;
- (ii) it is not certain whether you would be in a better or worse position if you switch Funds; and
- (iii) you may be charged a switch fee for the switch.

C13. UNCLAIMED MONIES AND UNITS IN FUNDS

If there are any monies or units in Funds standing to the credit of any Account (including a trust account) which are unclaimed by you six (6) years after the last transaction with or through the Company, and the Company determines in good faith that it is not able to trace you, you agree that all such monies or units in Funds including any and all accretions and accruals thereon (which in the case of monies shall include all interest earned thereon and all units in Funds and their respective accretions and accruals which may have been made with such monies; and in the case of investments shall include all accretions and accruals thereon), the same shall be deemed to have been forfeited by you in favour of the Company and may be appropriated by the Company to itself to utilise in any manner the Company so wishes for its own benefit. You shall thereafter have no right to claim such monies or units in Funds and/or their accretions and accruals and you shall be deemed to have waived and forfeited all your rights to monies and/or units in Funds and/or their accretions and accruals in favour of the Company.

D. ELECTRONIC SERVICES

D1. No warranty

- (a) The information and materials contained in the Website or provided as part of the Electronic Services (including text, graphics, links, or other items) (collectively, the “Content”) and the Electronic Services are provided on an “as is” and “as available” basis. The Company does not warrant the accuracy, adequacy or completeness of the Content, and expressly disclaims any liability for errors or omissions in the Content. No warranty or condition of any kind, implied, expressed or statutory (Including but not limited to the warranties of non- infringement of third party rights, title, merchantability, satisfactory quality, fitness for a particular purpose and free from Computer Virus) is given in conjunction with the Electronic Services or the Content.
 - (b) The Company makes no warranty that the Electronic Services or any service or information comprised therein will be uninterrupted, timely, secure, or error free, nor does the Company make any warranty as to the results that may be obtained from the use of the Electronic Services or as to the accuracy or reliability of any information obtained through the Electronic Services or that defects in any software utilised or provided in conjunction with the Electronic Services will be corrected.
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D2. Limitations on use

- (a) Your right to use the Electronic Services is personal to you. You agree not to resell or make any commercial use of the Electronic Services, or any Electronic Services or information comprised therein. The Company retains the right, at its sole discretion, to determine whether or not your conduct is consistent with the letter and spirit of these Terms and Conditions.
- (b) Use of the Electronic Services is subjected to all applicable laws and regulations (whether having the force of law or not), and you agree:
 - (i) not to use the Electronic Services for any illegal or immoral purposes;

- (ii) not interfere with or disrupt computer networks or systems connected to, supporting or hosting the Electronic Services or the Company;
 - (iii) to comply with all regulations, policies and procedures of networks connected to or which may be hosting the Electronic Services or the Website; and
 - (iv) not to transmit through the Electronic Services, the Website or any Application Form or Investment Application, any unlawful, harassing, libellous, abusive, threatening, harmful, vulgar, obscene or otherwise objectionable material of any kind or nature.
- (c) You shall not use any Computer Virus, device, software or routine to interfere or attempt to interfere with the proper working of the Electronic Services or the Website, and shall not take any action that imposes an unreasonable or disproportionately large load on the Electronic Services or its associated infrastructure (including any computers supporting the Electronic Services or, hosting or connected to the Website).
- (d) The Company does not make any representations or warranties about any web page you may access through the Electronic Services, the Website or any Application Form or Investment Application. Any such web page is independent from the Electronic Services, the Website or any such Application Form or Investment Application, and the Company has no control over, or responsibility with respect to the information provided or activities undertaken by any such web page. A link between the Website or any Application Form or Investment Application to another web page does not mean that the Company endorses that web page. You should make your own independent decision about your interactions or communications with any other web page.
- (e) In providing the Electronic Services to you, the Company may in its discretion, from time to time and without notice to you:
- (i) amend, modify, suspend or terminate the operation of the Electronic Services;
 - (ii) suspend or terminate your access to or use of the Electronic Services; or
 - (iii) deactivate the Codes and shall not be liable to you for any claims, liabilities, and losses which you may suffer as a result of any of the above actions.
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D3. Presumption of identity

Any requests, information or instructions sent by you to the Company through the use of the Website shall be given only in accordance with the security requirements stipulated by the Company from time to time. You agree that if instructions or messages are given by you to the Company via the use of electronic records there will be an irrefutable presumption that any instructions or messages received by the Company through such means, purporting to be given by you, is actually given by you and you shall be bound by and be responsible and liable for all consequences relating thereto, as if such instructions or messages had been given by you, even if you are able to prove that such instructions or messages were not given by you. All information and instructions shall be deemed to be made at the time received by the Company and in the format received.

D4. Intellectual property

All intellectual property rights (including copyrights, trademarks and other similar rights) to all materials and information (including pictures, graphics, text, page headers, buttons, images, animated pictures and sound) which may be made available through the Platform, the Website, any Application Form or Investment Application, or in any web page or web pages which may be created by the Company and used in connection with the Platform, Website or any Application Form or Investment Application, the provision of the Electronic Services or otherwise in connection with the Website or any Application Form or Investment Application, are owned by or licensed to the Company, its service providers and/or professional advisers (as the case may be). You shall have no interest in the said materials, information or web pages. You may not reproduce, retransmit, disseminate, sell, distribute, publish, broadcast, circulate or commercially exploit any of the said materials, information or web pages in any manner without the expressed written consent of the Company.

E. IMPORTANT INFORMATION FOR ACCOUNT HOLDERS

E1. Exclusion of liability

- (a) You agree that the Company, the Custodian and their respective nominees (and a reference to “the Company” in this section shall be a reference to the Company, the Custodian or their respective nominees, as the case may be) shall not be liable for any loss, damage or expense suffered or incurred by you (including but not limited to losses suffered as a result of the exercise by the Company of the powers or discretions conferred on it by these Terms and Conditions, and whether in its capacity as administrator of your Account, or otherwise, as the case may be), which is not due to the deliberate fault or negligence of the Company. In any event, the Company shall not be liable, whether in tort, in contract or otherwise, for any consequential or indirect losses of any kind, including loss of profits. The Company shall not be imputed with notice or knowledge of any information you may have communicated to your Financial Adviser. Transactions carried out by the Company on your instructions, made or given or purporting to be made or given by you or by any other person on your behalf, shall be binding on you for all purposes regardless of the circumstances prevailing or the nature of the transaction or arrangement or the amount of money involved and notwithstanding any error or misunderstanding or lack of clarity in the terms of such instructions or other communications. You shall indemnify and hold the Company harmless against any and all loss, damage, costs, charges and/or expenses suffered and/or incurred by the Company as a result of acting or relying on any of your instructions made or given or purporting to be made or given by you or by any other person on your behalf (in whatsoever form given, whether by electronic, facsimile, written means or otherwise).
- (b) The Company accepts no responsibility and shall have no liability whatsoever to you:
- (i) in relation to your receipt of advice or recommendation from your Financial Adviser (including those indicated in the relevant Application Form or Investment Application that your Financial Adviser submits through the Platform for your confirmation). You acknowledge the importance of seeking independent financial advice with respect to any investment you may wish to make; and
 - (ii) for any costs, expenses, disbursements, liabilities, obligations, penalties, claims, demands, actions, proceedings, judgement, suits, losses (including any consequential loss and any loss of investment opportunity), or damages of whatsoever nature suffered or incurred by you as a result of, or in connection with, any Transaction made or omitted to be made by you on the basis of any information provided by the Company.

- (c) The Company makes no warranties or representations, implied or otherwise not expressly set out in these Terms and Conditions and, to the fullest extent permitted by law, all such warranties and representations, whether implied or otherwise, not expressly set out in these Terms and Conditions are excluded.
- (d) To the fullest extent permitted by the law, you acknowledge and agree that the Company shall not be liable to you for any damages, losses, or expenses, whether arising out of contract or tort (including but not limited to direct, indirect, incidental, special or consequential damages or economic loss) arising out of or in connection with these Terms and Conditions, the Electronic Services or any other service provided by the Company, including but not limited to the following events or matters:
- (i) any acts beyond the control of the Company, including, without limitation, acts of God, acts or regulations of any governmental or supra-national authority, war or national emergency, accident, fire, lightning, equipment failure, telecommunication line equipment failure, riot, strikes, lock-outs, industrial disputes (whether or not involving the Company's employees) or epidemics or infectious diseases;
 - (ii) any defect, deficiency or malfunction in and or any breakdown, disruption or failure of any telecommunications, delivery failure of electronic mail communications or notifications, computer or other electronic equipment or system (whether or not owned, operated or maintained by the Company or any other person and whether or not used in the provision or operation of any service by the Company), including but not limited to:
 - (1) the inability or failure of any such equipment or system to accept and/or recognise and/or properly and accurately store, process and/or transmit dates or data incorporating or relying on dates, or the processing, storage and/or transmission of any inaccurate date or data by virtue of such inability or failure of any such equipment or system;
 - (2) the failure of any such equipment or system to accept, recognise or process any Application Form or Investment Application or other instruction;
 - (3) a breakdown in or the failure of any website through which the Company may offer any of the Electronic Services;
 - (iii) any cessation, interruption or delay in transmission or any wrongful interception of any instruction through any telecommunications, computer or other electronic equipment or system (whether or not owned, operated or maintained by the Company or by any other person and whether or not used in the provision or operation of any service by the Company);
 - (iv) the corruption or loss of any data stored in any equipment, terminal, or system or instruction or in the course of transmission through the Internet, any computer or any electronic or telecommunications system used by the Company or any other person whether or not in connection with any Account or the provision or operation of any service, including any errors generated in the transmission of any data or instruction;
 - (v) the cessation or interruption of the availability or operation of any service, including the Electronic Services;
 - (vi) the failure or refusal of the Company or any other person to accept or honour any Application Form or Investment Application or other instruction; and

- (vii) any failure on the part of the Company to perform its obligations or duties to you caused by or arising from any one or more of the events or matters set out in any one or more of the foregoing sub-paragraphs.
 - (e) The officers and employees of the Company are not authorised to make any representation or bind the Company in any way that is inconsistent with these Terms and Conditions. The Company does not make any expressed or implied recommendation concerning any investment available through your Account. Any information provided in relation to any investment available through your Account is furnished without regard to the investment objectives, financial situation or particular needs of any particular person, and in deciding on any Transaction you shall do so entirely on your own assessment of the merits of any such Transaction.
 - (f) You agree that the limitations in this section shall survive and apply even if any limited remedy specified in these Terms and Conditions is found to have failed its essential purpose. You are aware that circumstances could arise in which the remedies and limitations on liability set forth herein may appear insufficient to you. In the light of the overall agreement reached hereunder, you agree that the limited remedies and liabilities of the Company set out herein are part of a reasonable allocation of the risks and benefits of the agreement between the parties taking all relevant factors into consideration and the availability and costs of insurance with respect to the said risks.
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E2. Your liability

- (a) You agree to pay on demand all fees and charges relating to your Account. You also agree to indemnify the Company, the Custodian and their related entities and respective nominees, their respective officers and employees against any claims, liabilities, expenses, losses or costs (including legal costs on a full indemnity basis) suffered or incurred by them as a result of:
 - (i) Any default by you of your obligations under these Terms and Conditions;
 - (ii) The performance by them of their obligations, or exercise by Them of powers conferred under these Terms and Conditions (including acting on your instructions, notices or requests and incurring fees and charges) not arising from their own negligence, fraud or wilful default;
 - (iii) Any infringement by you of any intellectual property, including trademarks, copyrights, rights of confidence or other rights, of any person or entity;
 - (iv) The enforcement of these Terms and Conditions and/or the recovery of any sums owed by you in respect of your Account;
 - (v) Claims of third parties which may be brought or asserted in respect of your Account and/or these Terms and Conditions;
 - (vi) The acts of your agents, attorneys or Financial Advisers;
 - (vii) Your failure to comply with applicable laws when making any investment through your Account;
 - (viii) Charges owing to your error, including but not limited to bounced cheques due to wrong account number provided;
 - (ix) Otherwise in connection with your Account and these Terms and Conditions;
 - (x) any improper use of the Platform and any failure to comply with the instructions and guidelines given by the Company with respect to the access and/or use of the Platform and the services, information and materials made available through the Platform.

- (b) This obligation is a continuing obligation, independent of your other obligations under any agreement which you may have with the Company. It continues after termination of your Account or any Cash and Portfolio Accounts under your Account.
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E3. Risks

As with any investment, there are risks involved with your investments made through your Account. You acknowledge that:

- (a) All investments carry a risk component. You should carefully consider any investment decisions under your Account and obtain any independent advice which you consider necessary in making such investment decisions. Portfolio values may rise and fall and you may not receive:
- (i) a return of some or all of your capital;
 - (ii) a particular rate of return on capital; or
 - (iii) any return at all.
- (b) You are responsible for ensuring that the investments made by you meet your investment objectives and that you are in compliance with the laws, regulatory policies or other statutory requirements that may be applicable to you when making any investment.
- (c) the Company shall bear no liability or responsibility whatsoever to you for any error, misstatement or omission in any Product Document or any other material prepared by or issued by the relevant fund manager or Fund.
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F. GENERAL

F1. Fees & payments

- (a) You may make payments to the Company in such manner as the Company may accept from time to time. You shall authorise the Company to debit any outstanding sum on the due date of (in the case of fees and expenses) the relevant fees and expenses or (in the case of any Transaction) the relevant Transaction from your Cash Account.
- (b) If there are insufficient monies in your Cash Account, you authorise the Company to redeem units in Fund(s) (if any) in which you have invested, at such times and to the extent determined by the Company, to pay the outstanding fees and expenses. Any Investment Application received from you during such redemption for outstanding fees and expenses will only be processed by the Company after the completion of such redemption.
- (c) If there are fees due in relation to MPS or any fees due to the Company, you agree that to fund your Cash Account to ensure there are sufficient funds in such Cash Account so that the Company can deduct such fees from the Cash Account. In the event that there are insufficient funds in your Cash Account for deduction of such fees, you agree and hereby instruct us to redeem relevant Funds from the relevant Portfolio Account held with the Company. You shall be fully responsible and liable for any losses

resulting from such redemption effected by the Company to pay such fees. For the avoidance of doubt, you acknowledge and agree that such fees extend to Ongoing Adviser Fee that the Company collects on behalf of your Financial Adviser. For more details, please refer to the Schedule for Funds Investment. For the time period that the fees due in respect of MPS or any fees due to the Company remain outstanding, no Investment Application will be processed by the Company until such time that such fees are paid in full.

- (d) The Company shall be entitled to charge interest on any sum or payment due to the Company from you at such rate and calculated and/or compounded in such manner as the Company may, in its discretion, impose and determine from time to time and to debit your Account in respect of the interest due.
- (e) All payments from you to the Company or from the Company to you shall be settled in the relevant Instrument Currency. In the event that monies received by the Company are in a currency other than the Instrument Currency, the Company may convert such monies to the Instrument Currency at such rate of exchange as the Company may decide at its sole discretion. You shall be fully responsible and liable for any losses resulting from any currency conversion.
- (f) All payments made by you to the Company shall be in free and clear funds and net of all deductions or withholdings. If you are obliged (whether by law or otherwise) to make any deduction or withholding, you shall pay to the Company such greater amount which after such deduction or withholding shall ensure that the net amount actually received by the Company will equal the amount which would have been received by the Company had no such deduction or withholding been required.
- (g) You shall be liable for any taxes, duties, disbursements, costs and/or other expenses incurred by the Company in connection with your Account or otherwise in connection with you. You shall reimburse the Company upon demand for any such payments made by the Company on your behalf. All interest, fees, commissions and other charges of the Company are exclusive of any GST or any other applicable sales tax which shall be charged to and borne by you.
- (h) The Company shall be entitled, without notice to you, to set-off any debts owing by you against any amounts due to you whether the debts are actual or contingent and irrespective of its currency denomination. The Company shall be entitled to effect currency conversions and at such rates of exchange as the Company may in its sole and absolute discretion determine for the purposes of effecting such set-off.
- (i) To the extent permitted by law or by the relevant authorities, the Company shall pay you in cash by crediting the relevant amount into your Cash Account or, your nominated bank account if the former is not available. If neither Cash Account nor nominated bank account is available, a cheque for the relevant amount will be sent to your last known address in our records. The Company reserves the right to impose a service charge or administrative fee at such amount as the Company may prescribe from time to time for the replacement or reissuance of cheques.
- (j) The Company shall not be liable to you or any other person for any loss whatsoever suffered that is attributable to any payments or transfers made by the Company in good faith.

F2. Right not to act

Public

Notwithstanding anything in these Terms and Conditions to the contrary, whether expressed or implied, the Company shall be entitled at any time to decline to act on your instructions with respect to any Transaction, Application Form or Investment Application without providing any reason for doing so. In particular, the Company reserves the right to reject instructions that are, in the Company's opinion, incomplete, unclear or ambiguous, or which may cause the Company to contravene any laws or regulations for the time being in force, or if your signature differs from that given as a specimen to the Company or if the Company suspects the instructions are not given by you. The Company shall not incur any liability to you as a result of the Company's refusal to act.

F3. Statements

- (a) Statements confirming your Transactions will be sent to you via the Platform or Secured Website (or via such other methods in circumstances as may be determined by the Company from time to time at its sole discretion) at the frequencies stipulated by the relevant authorities or otherwise in accordance with the Company's usual practice. For the avoidance of doubt, Statements that are being disseminated other than via the Platform or Secured Website may be ceased at any time by the Company without giving any reason or prior notice, and thereafter all such Statements will be sent to you only via the Platform or Secured Website.
 - (b) You may access the Platform or Secured Website with your assigned user identification and password to receive Statements on or to check your investment balances, Transactions, the performance of your investments and other information as may be provided by the Company from time to time.
 - (c) The Company will send Statements of your investment holdings to you via the Platform or Secured Website (or via such other methods in circumstances as may be determined by the Company from time to time at its sole discretion) at frequencies stipulated by the relevant authorities or otherwise in accordance with the Company's usual practice. For the avoidance of doubt, Statements that are being disseminated other than via the Platform or Secured Website may be ceased at any time by the Company without giving any reason or prior notice, and thereafter all such Statements will be sent to you only via the Platform or Secured Website.
 - (d) Whenever you receive Statements from the Company, you agree that you will inform the Company of any mistakes or omission or disagreements within fourteen (14) days from the date of the relevant Statement. If you fail to do so, you are deemed to have agreed to accuracy of the contents in such Statement and will no longer have the right to dispute the accuracy of the Statement. Nothing in this Clause shall prevent the Company from sending an updated Statement if it detects an inaccuracy.
 - (e) Your Statements will be available on the Platform or Secured Website for up to twelve (12) months. Please download copies of your Statements for future reference.
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F4. Communications

- (a) Any notice to be given by the Company to you will be sent to your last known email address in our records or through secured electronic mail via the Platform or Secured Website or via such other methods in circumstances as may be determined by the Company from time to time at its sole discretion. Any such notice shall be deemed to have been sent at the time of transmission or (in the case of any other mode of communication) at the time of dispatch.
 - (b) Any advice or confirmation that an instruction has been received and/or a Transaction has been effected through the Company will be sent to you to your last known email address in our records or through secured electronic mail via the Platform or Secured Website or via such other methods in circumstances as may be determined by the Company from time to time at its sole discretion. Any such advice or confirmation shall be deemed to have been received by you immediately after transmission or (in the case of any other mode of communication) at the time of despatch, and it is your duty to check such advice or confirmation.
 - (c) Where the Company receives any instructions via telephone, the Company shall not be obliged to act until its receipt of confirmation of such instructions in writing or such other form as may be acceptable to the Company.
 - (d) Any notice or communication to be given by you to the Company must be in writing delivered by post or by email from your last known email address in our records or by secured electronic mail to such address as the Company may provide on the Website from time to time. Any such notice shall be deemed to have been received by the Company only upon actual receipt by the Company.
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F5. Updating your Personal Data and Information

- (a) You are solely responsible for ensuring your Personal Data and Information maintained by the Company remains updated. You can update your Personal Information via the Platform or Secured Website or submitting a relevant Application Form to the Company. For certain updates, you may be required to provide supporting documentation including but not limited to request for updates on the following citizenship, residence, tax residency, address(es) on record and nominated bank account.
 - (b) For changes to contact numbers, email addresses or any change in relation to your Account, the Company reserves the right to perform validation before effecting the changes in records maintained by the Company.
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F6. Insolvency or Death

In the event the Company becomes aware of your insolvency or (in the case of an individual) of your demise, the Company will act as the law (including the applicable rules and regulations relating to the use of CPF Monies) requires in respect of your Account, assets in your Portfolio Accounts and your Cash Account. Applicable fees will be chargeable until account closure takes place as per the Schedule for Funds Investment.

F7. Processing of Personal Data and Personal Information

Personal Data Consent

- (a) You consent to the Company collecting, using and/or disclosing your Personal Data (whether contained in the Application Form or Investment Application, or obtained from other sources, through your dealings with the Company or the use of the Platform or a Website or existing data in the Company's record or to be collected in the future) for the following purposes:
- (i) to provide you access to the Platform and related Secured Website, and for other ancillary purposes related to your access of the Platform and related Secured Website;
 - (ii) to issue and administer your existing and/or new Account(s) and Cash Account(s) including the processing of your Personal Data for account maintenance and transaction purposes;
 - (iii) for statistical, research, compliance, audit and regulatory purposes;
 - (iv) to provide information on product enhancements and services relevant to your needs.
- (b) You also consent to the Company disclosing and transferring your personal data to Singapore Life Ltd. ("Singlife"), Singlife related group of companies, third party service providers, suppliers, fund managers, distributors and intermediaries (including your Financial Adviser(s), where applicable), whether located in Singapore or elsewhere, for the above purposes, and managing your policy(ies) with Singlife, where applicable.
- (c) Where applicable, you confirm and agree that for the Personal Data of third-party individual that you have disclosed to the Company, that you have, prior to disclosing such Personal Data to the Company, obtained the appropriate consent from such individual to:
- (i) permit you to collect, use and/or disclose the individual's Personal Data to the Company for the above purposes;
 - (ii) permit the Company to collect, use and/or disclose the individual's Personal Data for the above purposes; and
 - (iii) permit the Company to disclose and/or transfer the individual's Personal Data to Singlife, Singlife related group of companies, third party service providers, suppliers, fund managers, distributors and intermediaries (including your Financial Adviser(s), where applicable), whether located in Singapore and/or elsewhere, for the above purposes, and managing your policy(ies) with Singlife, where applicable.
- (d) You have read, understood and agree to be bound by the terms of the Company's Data Protection Notice (found on <https://singlife.com/en/pdpa>) as may be amended, supplemented and/or substituted by the Company from time to time, and confirm that you are aware that the latest version of such terms (amended, supplemented and/or substituted version) will be posted on the Website and such version shall bind you upon posting and/or where you continue to use the relevant products and services offered by the Company to which such terms relate to.

Use of Cookies

The Company may use cookies and similar technologies (for example beacons, and tags) (collectively, "cookies") when you access a Website or the Platform so that the Company may track your preferences and

usage patterns to allow for improvements to the Platform and also for planning, product development, marketing and research purposes including improvements and enhancements in our service to you. We may also collect IP addresses to help us diagnose problems. Refer to our Cookie Policy (found on <https://singlife.com/en/cookie-policy>) for more information.

Security of Personal Information

The Company has implemented suitable security processes and technologies to protect Personal Information in its possession and to protect it from unauthorised use and access.

Marketing

If you have provided your consent, the Company may use your Personal Information to provide you information on the Company's, Singapore Life Ltd ("Singlife")'s and Singlife related group of companies' products and services by mail, telephone, email or messaging on any messaging platform (including SMS), where applicable. Your Personal Information may continue to be used for these purposes after the termination of your Account(s) and/or Cash Account(s). However, should you wish to withdraw your consent, you may contact the Company at cs_navigator@singlife.com or +65 68277555.

Data Protection Notice

Personal Information provided by you via the Platform or a Website may be used for data analytics, business reporting, to improve our products and services as well as to improve the user experience and journey. It may also be used to respond to your queries and requests and for any purposes you have agreed to during your user journey.

Please refer to the Company's Data Protection Notice (found on <https://singlife.com/en/pdpa>) for more information on the collection, use, disclosure, administration and management of your Personal Data, as well as information on how to access and change your Personal Data and/or marketing consents.

F8. Tax Compliance

- (a) You consent to the disclosure of your Personal Data or Information relating to the Account to any governmental authority where such disclosure is required by any applicable laws (including applicable laws imposing any reporting and/or withholding obligations on the Company), including the Inland Revenue Authority of Singapore and/or the U.S. Internal Revenue Services.
- (b) You will provide to the Company such Personal Data and Information as may be required by the Company from time to time to fulfil our contractual, legal or regulatory obligations. If you fail or refuse after a request is made, the Company may not be able to provide further services or assistance in respect of your Account and we reserve our right to cancel or terminate the Account without being liable to you.
- (c) You acknowledge and agree that:
 - (i) you are solely responsible for understanding and complying with your respective tax obligations (including but not limited to tax payment or filing of returns or other required documentation) relating to the payment of all relevant taxes in all jurisdictions in which those obligations arise, and relating to the Account and/or services provided by the Company;

- (ii) certain countries may have tax legislation with extra-territorial effect regardless of your place of domicile, residence, citizenship or incorporation;
 - (iii) the Company do not provide tax advice. You will seek independent legal and/or tax advice at your own costs and expense;
 - (iv) you will inform the Company of any change in circumstances (e.g. long-term job posting to a foreign jurisdiction, change in tax residency or citizenship) which may affect your tax residency status. You are to ensure all your submissions to the Company are accurate and you agree to notify the Company if any submission is inaccurate; and
 - (v) if your tax status has changed to a U.S. tax status or you have become a U.S. citizen or resident, you will notify the Company within 30 days of the change.
- (d) Any sum that may be payable by the Company to you shall be subject to all applicable laws, including any withholding tax requirement, foreign exchange restriction or control. You agree and acknowledges that pursuant to the foregoing the Company may perform, or cause to be performed withholding of any monies payable to you, deposit any such monies into a sundry or other account and/or retain such monies pending determination of the applicability of such withholding tax requirement, foreign exchange restriction or control. The Company shall not be liable for any losses that may be incurred by reason of such withholding, retention or deposit.
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F9. Termination of your Account

- (a) The agreement constituted by these Terms and Conditions between you and the Company in respect of your Account will continue until it is terminated in accordance with these Terms and Conditions. Your Account may be terminated by the Company or yourself for any reason. The Company may terminate your Account or any Cash and Portfolio Account under your Account by giving you at least 30 days' written notice or any other period as may be stipulated by the relevant authorities or necessary to comply with any regulatory directive.
- (b) Additionally, the Company may terminate an Account immediately without prior notice to you if:
 - (i) the Company is required by law or any agreement with any authority to do so or if the Company needs to comply with any policy associated with any order or sanction of an authority (including economic and trade sanctions regardless of whether such authority having jurisdiction over the Company);
 - (ii) at any time, as a result of your domicile, nationality, residency status, tax status or any other relevant status, the provision or continued provision of any product or service to you would or might in the Company's opinion constitute a breach of a law, requirement of any authority, or a contractual obligation owed by the Company to another party; or
 - (iii) the Company is of the view that an Account is being operated in an irregular or improper manner.
- (c) You may terminate your Account at any time by completing and sending the relevant Application Form to the Company with instructions to dispose, sell or redeem all your investments, withdraw all balances in all Cash Accounts (if any) and requesting for closure of your Account. If your Account is terminated at your request or by the Company, the Company:
 - (i) may finalise any incomplete aspects of your instructions in respect of your Account or the relevant Portfolio Account received up to and including the termination date;

- (ii) reserves the right not to pay any interest that has been accrued and is payable if your Account or any Portfolio Account under your Account is terminated before the Company distributes the interest into any of your Cash Accounts;
 - (iii) reserves the right not to pay any income arising from your units of Funds which is below such minimum amount as the Company may determine in its discretion from time to time, if your Account or any Portfolio Account under your Account is terminated prior to the receipt of such income by the Company;
 - (iv) may deduct from your Cash Account the sum of any outstanding fees and charges in respect of your Account or the relevant Portfolio Account;
 - (v) may deduct any outstanding fees and charges owed to the Company from the sale or redemption proceeds of your investments in your Account or the relevant Portfolio Account if there is insufficient cash standing in the relevant Cash Account to settle such outstanding fees and charges in respect of your Account or the relevant Portfolio Account; and/or
 - (vi) may continue to charge your Account or the relevant Portfolio Account with fees and charges for Transactions between the termination date and the date on which all monies and units of Funds in your Account or the relevant Portfolio Account are disposed of or have been transferred in accordance with your written instructions given separately to us or these Terms and Conditions.
- (d) The Company will follow your written instructions on the disposal of your units of Funds in your Account or the relevant Portfolio Account under your Account. If the Company does not receive your instructions concerning disposal of units of Funds in your Account or the relevant Portfolio Account, then the Company may transfer units of Funds in your Account or the relevant Portfolio Account under your Account to you, or dispose or redeem the units of Funds in your Account or the relevant Portfolio Account and pay the proceeds to you, without any liability to you for any loss whatsoever suffered that is attributable to such payments, transfers, sales or redemptions made by the Company in good faith.
- (e) A dormant Portfolio Account with no unit of Fund and/or value, may be terminated by the Company or yourself with immediate effect and with notice without reason.

F10. Accredited Investor

- (a) If you qualify as an accredited investor (as defined in Section 4A(1)(a) of the SFA) and you successfully opt in to be treated by the Company as an accredited investor, you may then be eligible to invest in Restricted Schemes provided:
- (i) You are not prohibited from acquiring such shares by reason of your residency, domicile, nationality or other standing; and
 - (ii) You are fully aware or have consulted and been advised by a financial or legal advisor on the terms and risks which may be applicable to the Restricted Schemes.
- (b) For Restricted Scheme purchased or subscribed through a joint Account, you understand that both account holders must qualify and successfully opt in to be treated by the Company as accredited investors in Singapore or such other relevant persons as may be permitted under the SFA or the relevant subsidiary legislation.

F11. Authorisations to CPF Board

(a) For CPF-OA monies

- (i) You authorise your CPF Agent Bank to debit or credit your CPF Investment Account for the settlement of approved investments purchased, disposed or redeemed by you, in accordance with the sum of monies specified, including all fees, expenses and bank charges (if any), needing additional signatures for each future purchase, disposal or redemption.
- (ii) You also authorise the CPF Board to withdraw from your CPF-OA for the credit of your CPF Investment Account the sum of monies specified by the CPF Agent Bank or the Company or the amount determined by the CPF Board for the purchase of approved investments including fees, expenses or bank charges related to the investments and other charges of the CPF Agent Bank.
- (iii) For regular subscription, you confirm that you have submitted a standing instruction to your CPF Agent Bank. You acknowledge that in the event that any Investment Application cannot be processed or accepted by the Company for any reason, including your standing instruction not being effective, data discrepancies or insufficient funds or investment holdings in the relevant CPF accounts, your Investment Application may be cancelled at the Company's sole discretion. You agree to absolve the Company from any liability arising from such cancellation. You also acknowledge that charges may be imposed by the CPF Agent Bank (as determined by the CPF Agent Bank) in relation to any Transaction.
- (iv) You consent to the disclosure by the CPF Agent Bank to the Company of any information deemed appropriate by the CPF Agent Bank in connection with the Transactions being processed.

(b) For CPF-SA monies

- (i) You authorise the CPF Board to:
 - (1) debit your CPF-SA with the sum of monies specified by the Company or the amount determined by the CPF Board for the purchase of approved investments including fees, expenses or bank charges related to such investments; and
 - (2) credit your CPF-SA with Income or any proceeds arising from your investments under the CPFIS that are received by the company and/or withdrawn, disposed or redeemed by you.
- (ii) You consent to the disclosure by the CPF Board to the Company of any information deemed appropriate by the CPF Board in connection with the Transactions being processed, and further authorise the CPF Board and its appointed agents to have access to and obtain (and authorise the Company to release) any information regarding your Account with the Company.
- (iii) You agree to indemnify the CPF Board and shall keep the CPF Board indemnified against all actions, proceedings, liabilities, claims, damages, expenses or legal costs whatsoever arising out of or in connection with the CPF Board accepting and acting upon this authorisation.

You acknowledge that in the event that any Investment Application cannot be processed or accepted by the Company for any reason, including data discrepancies or insufficient funds or investment holdings in the relevant CPF accounts, your Investment Application may be cancelled at the Company's sole discretion. You agree to absolve the Company from any liability arising from such cancellation.

F12. Authorisation to SRS Operator

- (a) You authorise your SRS Operator to:
- (i) debit your SRS Account with the sum of monies specified by the Company for the settlement of your indicated investments including fees, expenses or bank charges related to the investments and other approved bank charges under the SRS;
 - (ii) credit your SRS Account with Income or any proceeds arising from your investments that are received by the Company and/or withdrawn, disposed or redeemed by you; and
 - (iii) disclose to the Company any information deemed appropriate by the SRS Operator in connection with the Transactions being processed.
- (b) You acknowledge that in the event that any Investment Application cannot be processed or accepted by the Company for any reason, including data discrepancies or insufficient funds in your SRS Account, your entire Investment Application may be cancelled at the Company's sole discretion. You agree to absolve the Company from any liability arising from such cancellation. You also acknowledge that charges may be imposed by the SRS Operator in relation to Transactions.
- (c) You consent to the disclosure by the SRS Operator to the Company of any information deemed appropriate by the SRS Operator in connection with the Transactions being processed.
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F13. Miscellaneous

- (a) The Company may modify these Terms and Conditions from time to time by giving you 30 days' notice (or such other period as may be stipulated or agreed by the relevant authorities or as may be necessary to give effect to any regulatory directive or change to applicable laws, regulatory policies, or statutory requirements), after which the revised Terms and Conditions will be binding on you. Your continued use of your Account after such modification has come into effect shall be deemed an agreement by you to these Terms and Conditions as so modified. You may obtain the latest version of these Terms and Conditions from your Financial Adviser or the Website.
- (b) No failure, delay, relaxation, or indulgence on the part of the Company in exercising any power or right conferred upon it in these Terms and Conditions shall operate as a waiver of such power or right, nor shall any single exercise of any such power or right preclude any other or future exercise thereof, or the exercise of any other power or right under these Terms and Conditions.
- (c) If any provision of these Terms and Conditions is held or interpreted by any governmental authority or court of competent jurisdiction to be illegal or invalid under present or future laws or regulations effective and applicable during the term of these Terms and Conditions, such provisions shall be fully separable and these Terms and Conditions shall be construed if such illegal or invalid provision had

never comprised a part of these Terms and Conditions and the remaining provisions of these Terms and Conditions shall remain in full force and effect and shall not be affected by the illegal or invalid provision or by its severance from these Terms and Conditions.

- (d) These Terms and Conditions shall be governed by and construed in accordance with Singapore law. You irrevocably submit to the non-exclusive jurisdiction of the Singapore courts.
- (e) A person who is not a party to these Terms and Conditions has no right under the Contracts (Rights of Third Parties) Act 2001 to enforce any provision of these Terms and Conditions, except that the Custodian or any entity appointed by the Company or the Custodian to act as a nominee for your investments shall be entitled to the benefit of the indemnities and exemptions from liability contained in these Terms and Conditions as if it had been a party to these Terms and Conditions.
- (f) In the event that the Company ceases its business activities for any reason whatsoever, the Company shall procure that all your assets and/or monies have been accounted for and returned to you as soon as practicable. If you cannot be contacted or do not give any instructions or make any claim in relation to the said assets and/or monies after a period of six (6) months, the Company shall have the absolute and sole discretion to make arrangements for such assets and/or monies to be paid to and dealt with by the courts of the Republic of Singapore.