



**PASSWORD RESET FORM FOR ELECTRONIC TRADING PLATFORM**

Please complete the form and put a ✓ where applicable. Your request will only be processed upon receipt of the completed form. Please mail the completed form to the address above. Alternatively, you may fax to (65) 6536 7367 or email to [futures@phillip.com.sg](mailto:futures@phillip.com.sg). Login password will be sent to you by email (by post for POEMS). Activation will only be completed upon receipt of acknowledgment reply except POEMS.

**YOUR PARTICULARS**

**Full Name:**

**Email:**

**Futures A/C No:**  **Contact No:**

**ELECTRONIC TRADING PLATFORM**

**Trading Platforms**

- POEMS
- POEMS Professional
- Phillip Promark
- FX365
- FXTrader
- M-Trader \*
- Others: \_\_\_\_\_

Note:  
 \* Reset of password is also available via POEMS

**DECLARATION**

I/we declare, warrant and agree:

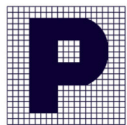
- (a) that I/We have read, understood and agree to abide by the prevailing clauses governing Electronic Broking Facilities and Risk Disclosure Statement as per the Client Trading Agreement (CTA), a copy which I/we acknowledge has been made available and received by me/us during account opening.
- (b) that I/we am/are aware of latest and updated Terms and Conditions is also accessible on the website.
- (c) Phillip Futures reserves the rights and may at any time revise these Terms and Conditions.

Signature (as per CTA): \_\_\_\_\_

Date: \_\_\_\_\_

**FOR OFFICIAL USE ONLY:**

<b>For Marketing / Ops Dept:</b> Received Date:  _____ Check By: Name / Signature  _____ Verify By: Name / Signature  _____ <b>Remarks:</b>	<b>For IT Dept:</b>  Received Date:  Name / Signature:  Name / Signature:	<b>Processed and Verified by</b>	
		<b>PATS</b>	<b>POEMS</b>
		<input type="checkbox"/> Pending POEMS	<input type="checkbox"/> Pending PATS



### Instructions

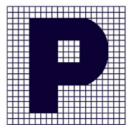
1. For Login instructions and recommended system requirements, please refer to the E-Trading section in [www.phillipfutures.com.sg](http://www.phillipfutures.com.sg) for more details.
2. If you encounter any problem, please feel free to contact us at (65) 6538 0500 (Marketing Desk), (65) 6531 1788 (IT Support Desk) or email us at [futures\\_techsupp@phillip.com.sg](mailto:futures_techsupp@phillip.com.sg).
3. For dealing matters, please call (65) 6535 1155 (Futures) or (65) 6536 7200 (Spot Forex / Bullion).

### General Terms and Conditions

1. These terms and conditions do not supersede any previous conditions, understandings, commitments or obligations, as stated in the Customer Trading Agreement. If any part of these terms and conditions become invalid, illegal or unenforceable in any respect under any law the legality, validity and enforceability of the remaining provisions shall not in any way be affected or impaired.
2. Except to the extent required by law, Phillip Futures and its affiliates does not make any representation or warranty, expressed or implied, regarding the fitness of the Electronic Broking Facilities or their content for any particular purpose, or that will be compatible with the files on the Customer's browser and/or operating system, or that is free of viruses, errors or other harmful components or that defects in them will be corrected.
3. Without prejudice to any rights you may have at law which cannot legally be excluded or restricted, in no event will Phillip Futures or any affiliated company be liable for any damages which arise out of the use or inability to use the Electronic Broking Facilities in contract, in tort (including negligence) or otherwise (including, without limitation, damages for loss of business profits, business interruptions, loss of business information or data, loss of goodwill, special, indirect or consequential or other pecuniary loss or a third part claim), even if Phillip Futures or any affiliated company has been advised of the possibility of such damages. Phillip Futures will not be liable for claims arising from the use of Synthetic!, Synthetic#, Exchange based, GTC, IOC, VWAP, STOP, Market orders.
4. In the event that you call in to cancel, amend or check your order, no warranties or claims arising from the cancellation / amendment of orders via call-in shall be entertained.
5. You acknowledge that you understand the risk associated with using the server based price triggered STOP orders. You are strongly advised to check the status of such orders after the close of the respective market(s), and you assume the responsibility of checking that the order is properly triggered.
6. Phillip Futures or the Customer may terminate the use of the Electronic Broking Facilities by giving written notification to the other party.
7. You may not alter, modify or support, copy or otherwise reproduce, reverse engineer, decompile or disassemble the Electronic Broking Facilities or any related documentation issued by Phillip Futures.
8. The Electronic Broking Facilities and any related documentation issued by Phillip Futures or any affiliated company and remains owned by or licensed to Phillip Futures and are protected by US copyright laws and international treaty provisions. All rights are reserved by Phillip Futures and its affiliated companies.
9. Phillip Futures reserves the rights to terminate trading system access or disable exchange access if there is no trading activity.
10. Phillip Futures reserves the rights to impose charges on accessing to any futures exchanges.
11. Phillip Futures may at any time revise these Terms and Conditions.

### Additional Terms and Conditions

The Additional Terms and Conditions are only applicable when the relevant Trading Platform is being selected in the Electronic Broking Facilities Application Form.



## POEMS

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1. New POEMS A/C is created for Futures, Forex & Bullion trading only.
2. Upon activation of service(s), the PIN will be sent to your designated Primary Account mailing address by ordinary mail.
3. Password will expire in 90 days upon first login of new password.
4. Any request received by Phillip Futures after 11am shall be processed on the next working day.
5. Access to foreign futures exchanges may be deactivated for POEMS user who has no trading activity for that particular exchange for the previous 2 calendar months.
6. Access to POEMS Futures.FX may be temporary deactivated for users with no trading activity for more than 2 calendar months.
7. All open positions and orders are required to be cancelled and closed for any switching of trading platform request.

## POEMS Professional

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1. Login password will be sent to you via email but activation will be completed upon receipt of your reply.
2. Upon first login, you will be prompted to change your password to minimum 8 alphanumeric characters.
3. After change of password, a message will confirm that your password is changed after the login. At the next login, you can use the new password.
4. Password will expire in 90 days upon first login of new password.
5. Access to foreign futures exchanges may be deactivated for POEMS Professional user who has no trading activity for that particular exchange for the previous 2 calendar months.
6. Access to POEMS Professional may be temporary deactivated for users with no trading activity for more than 2 calendar months.
7. Phillip Futures will not be liable for claims arising from the use of Synthetic!, Synthetic#, Exchange-based orders types.
8. S\$20 administration charge will be imposed for any resumption of services after termination.
9. Average price and last price indicated on Position tab are indicative only. For full details of the trades please refer to the statement sent on the following day.
10. All open positions and orders are required to be cancelled and closed for any switching of trading platform request.
11. API Login without any trading activity will be billable without pro-rated charges at SGD150/month for individual and SGD1300/month for corporate (before GST).

## Phillip Promark

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1. Phillip Futures will charge a subscription fee of US\$900 per month for Promark version with Prism and US\$750 per month for Promark version without Prism.
2. Any termination of Promark account has to be submitted via email to [futures@phillip.com.sg](mailto:futures@phillip.com.sg).
3. The full monthly subscription fee will be charged regardless of the date of subscription. There will be no prorating of fees.
4. Continuous subscription will be charged in the new month if no instruction to terminate Promark is received.
5. There is no volume obligation for users who would like to continue their subscription on Promark during the subscription period.
6. Password will expire in 90 days upon first login of the new password.
7. S\$20 administration charge will be imposed for any resumption of services after termination.

## M-Trader

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1. You are required to be an existing POEMS user with Forex/Gold access.
2. You are required to update your valid email address and mobile phone number in ACCOUNTS > ACCT MGMT > Update Particulars.
3. M-Trader currently offers regular Forex/Bullion contracts only.
4. Upon activation of service(s), the password will be sent to your designated Primary Account email address registered with Phillip Futures.
5. Please note that by using M-Trader you may incur data download cost from your mobile service provider. Hence, a suitable mobile data package plan is strongly recommended to minimise unnecessary cost from your service provider.
6. Password will expire in 90 days upon first login of the new password
7. All transactions in this statement shall be subjected to the by-laws, regulations and those customs of the respective markets, exchanges and clearing houses and the laws of respective countries.
8. Any apparent error or discrepancy must be reported immediately to Phillip Futures or to your Account Executive followed by a written notification to the company within 5 business days from the date of this statement, failing which you shall be bound by this statement.



250 North Bridge Road #07-01 Raffles City Tower Singapore 179101  
Tel: 6538 0500 Fax: 6533 0593 www.phillipfutures.com.sg  
Co. Reg. No. 198305695G GST Reg. No. M2-00660994

#### **FX365 / FXTrader**

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1. Commission charges differ for regular (50,000) and mini (10,000) contracts.
2. Order rejection will only be validated during price matching and NOT at the point of order submission. Therefore, if you have insufficient funds, the system will still accept the working order and order will only be rejected when the price is hit.
3. Phillip Futures will not be liable for any losses related to rejected orders as stated in the above Clause.
4. You acknowledge that all working orders will be flushed out from your screen when the system experience major outage and you should contact the Dealing Desk for queries regarding your working orders.
5. All working orders will be flushed out at 11am the next Trading Day (Applicable for transfer of platform only).
6. The FX365 software is supplied "as is". Neither Phillip Futures nor any affiliated company gives any warranties in relation to the FX365 software and all conditions and warranties, expressed or implied, statutory or otherwise, including but not limited to any implied warranties of merchantability and fitness for a particular purpose, are explicitly excluded. Phillip Futures and its affiliates expressly **do not warrant** that the FX365 software, in whole or in part, will be error free or will operate without interruption. No warranties are given that the FX365 software will be compatible with any hardware or software.
7. Without prejudice to any rights you may have at law which cannot legally be excluded or restricted, in no event will Phillip Futures or any affiliated company be liable for any damages which arise out of the use or inability to use the FX365 software in contract, in tort (including negligence) or otherwise (including, without limitation, damages for loss of business profits, business interruptions, loss of business information or data, loss of goodwill, special, indirect or consequential or other pecuniary loss or a third party claim), even if Phillip Futures or any affiliated company has been advised of the possibility of such damages. Phillip Futures **will not be liable** for claims arising from the use of **GTC, IOC, VWAP, STOP, Market** orders.
8. In the event that you call in to cancel, amend or check your order, no warranties or claims arising from the cancellation / amendment of orders via call-in shall be entertained.
9. All open positions and orders are required to be cancelled and closed for any switching of trading platform request.