



輝立期貨私人有限公司

PHILLIP FUTURES PTE LTD

A member of PhillipCapital

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Co. Reg. No. 198305695G GST Reg. No. M2-00660994

Frequently Asked Questions

1) Why did Phillip Futures implement this change to the current practice?

The reason for this change is due to the inconsistency in the charges for different currencies and different banks.

To ensure transparency, Phillip Futures will stop charging clients on the remittance fee and the fee will be charged by the banks processing the remittance.

Clients are advised to check with the receiving bank on the indicative fee that may be charged.

2) Will there be any difference in the withdrawal process?

There is no change to the withdrawal process.

The submission can be done online through POEMS or by completing the hardcopy withdrawal form.

Online withdrawal can be submitted as follow:

Log in to POEMS → FUTURES or FOREX/GOLD → ACCOUNTS → ACCT MGMT → Withdrawal Form

Hardcopy form can be obtained via Phillip Futures website:

<http://www.phillipfutures.com.sg/resources/file/en/downloads/withdrawalForm.pdf>

3) With the new changes, is there any advantage for the clients?

For some clients, the bank charges may end up to be lower than the flat fee of USD40. However it depends on the amount transferred.

Phillip Futures provides the service of remitting funds as a value-added service for our clients. With this change, we can maintain our transparency on the remitting amount.

4) What is the difference between the previous and new practice?

Previously Phillip Futures charged a flat fee of USD40 regardless of the withdrawal amount. Clients will receive the instructed amount.

For the new practice, Phillip Futures will not be charging any fee for outgoing remittance and the fee will be charged only by the banks processing the remittance. Clients will receive the instructed amount less the bank charges.