



## Instructions

1. For recommended system requirements, please refer to the Platform section in [www.phillipfutures.com.sg](http://www.phillipfutures.com.sg) for more details.
2. If you encounter any platform issue, please feel free to contact us at (65) 6538 0500 (Client Service team), (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 (Applicable to All Platforms)

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 Pte Ltd ("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.
4. Phillip Futures will not be liable for claims arising from the use of all order types and/or any loss occurred from system outages. You are reminded that if you undertake transactions on an electronic trading system, you will be exposed to risks associated with the system including the failure of hardware and software. The result of any system failure may be that your order is either not executed according to your instructions or is not executed at all. Phillip Futures shall not be liable for any losses arising out of any form of system failure or other unforeseen circumstances (e.g. power failure, terrorist acts, bombs, virus attacks, system bugs, etc) that will cause our server to malfunction.
5. 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.
6. 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.
7. Phillip Futures or the Customer may terminate the use of the Electronic Broking Facilities by giving written notification to the other party.
8. 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.
9. 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.
10. Market conditions or operations of the rules of certain markets may increase risk of loss by market conditions making it difficult or impossible to effect transactions or liquidate or offset positions. If you have positions, this may increase the risk of loss.
11. Phillip Futures reserves the rights to terminate trading system access or disable exchange access if there is no trading activity or abuse of such system as determined solely by Phillip Futures.
12. Phillip Futures reserves the rights to impose charges from time-to-time for the access to any exchanges.
13. You acknowledge that executed price from "Market Order" function may differ from your point of entry price due to liquidity depth and volatility of market at the instance of execution.
14. You acknowledge that the status for all working orders could be unknown when the trading platform experiences major outage and that you should contact the Dealing Desk for confirmation regarding the status of your working orders.
15. Access to exchanges may be deactivated from your trading platform if there is no trading activity for that particular exchange for the previous 2 calendar months.
16. All working orders have to be cancelled for switching of trading platform.
17. All FX/Precious Metals open positions are required to be closed to facilitate the switching of trading platforms.
18. Forex/Precious Metals (Gold/Silver/Palladium/Platinum) working day orders not done by 5.00am Singapore time (during US daylight saving time) or 6.00am Singapore time (during US non daylight saving time) will be auto-cancelled by the system.
19. Usage of Mobile trading app and/or any Web Terminal to perform transactions or access services provided by Phillip Futures may incur data download cost from your mobile service provider. A suitable mobile data package plan is strongly recommended to minimise unnecessary costs from your service provider. Trading in mobile devices and web based terminal is subjected to network connectivity in the vicinity. Phillip Futures is not liable for any delay or price error in your trade execution due to network latencies. You are advised to check with the helpdesk/dealing desk for the status of order should there be uncertainties.
20. All trading platforms are supplied "as is". Neither Phillip Futures nor any affiliated company gives any warranties in relation to the trading platforms 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 trading platforms, in whole or in part, will be error free or will operate without interruption. No warranty is given that the trading platform will be compatible with any hardware or software.
21. You understand and consent to your email address provided to Phillip Futures, to be used by Phillip Futures in any manner permissible by law for the purpose of facilitating your access to any of our trading platforms and/or services. Should you withdraw or decline to provide the aforementioned consent, you accept and agree that your access to our trading platforms and/or services may be compromised.



22. In the event that your account and the content displayed on the platform fall out of sync due to possible technical error, PFPL will take reasonable steps to reconcile the difference as appropriate.
23. FX/Precious Metals price quotations on the platform are derived from quotes made available to PFPL by multiple liquidity providers. During platform open and closure times, there could be illiquidity that results in widening of price spreads. For this reason, PFPL reserves the rights to conduct price matching suspensions after platform opening and before platform closure.
24. Phillip Futures may at any time revise any Terms and Conditions ("T&C") related to trading platform and/or trading access. Please always refer to [www.phillipfutures.com.sg](http://www.phillipfutures.com.sg) for the latest T&C or you may contact us at (65) 6538 0500 to enquire.

### Additional Terms and Conditions

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

#### Phillip Nova

1. Your username will be sent to your registered email address. To activate the login, click on the URL in the email to go to Phillip Nova login page and use the 'Forgot Password' function to set a password. Your login will be activated once password has been set successfully.
2. You will need to set a password which meets at least 3 of the following criteria:
  - a. English upper case characters (A...Z)
  - b. English lower case characters (a...z)
  - c. Numeric character (0...9)
  - d. Non-alphanumeric characters (eg. !, @, #, \$, %, ^, &, ?, \*, etc)
3. After setting of password, a message will confirm that your password is set. You will be prompted to log in with your new password.
4. Password expires after 90 days.
5. Phillip Futures will not be liable for claims arising from the use of all orders types available in the platform.
6. Open Position 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.
7. For those ICE exchanges contracts which trading hour ends at 7am Singapore time, the day orders not done by 6.10am will be flushed out from the system. The removal of such orders will be 1 hour earlier during US Daylight Savings period.
8. Phillip Nova can be access via any HTML5 supported web browser.
9. The price displayed on the chart for FX/Precious Metals is based on Bid price.
10. The platform allows trading of Forex from 1K, Gold from 1 troy ounce and Silver from 50 troy ounces onwards.
11. Phillip Nova Mobile app is available as a supplementary platform for Phillip Nova users. It can be downloaded via the Apple Store or Google Play Store. The user ID and password is the same Phillip Nova.

#### POEMS Professional

1. Login password will be sent to you via email, but activation will only be completed upon receipt of your reply/acknowledgement.
2. Upon first login, you will be prompted to change your password to minimum 8 alphanumeric characters.
3. After the 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 expires after 90 days.
5. Access to POEMS Professional may be temporarily deactivated for users with no trading activity for more than 2 calendar months. S\$20 administration charge will be imposed for any resumption of services after termination.
6. Phillip Futures will not be liable for claims arising from the use of all orders types available in the platform.
7. 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.
8. For those ICE exchanges contracts which trading hour ends at 7am Singapore time, the day orders not done by 6.10am will be flushed out from the system. The removal of such orders will be 1 hour earlier during US Daylight Savings period.
9. Charges for API subscription are at USD1200 per annum (before GST). The fee is prepaid and will be charged for the period of January to December, however the fee will be prorated if you subscribe at the middle of the year (e.g. USD1100 if you subscribed in February). There will be no refund made if the subscription is being terminated halfway. The subscription will be auto-renewed at the beginning of the year and the full fee USD1200 will be charged. Please inform us 2 weeks in advance before the following year if you do not want to renew the subscription.



**FX365**

1. Login password will be sent to you via email, but activation will only be completed upon receipt of your reply/acknowledgement.
2. For commission based FX/Bullion trading, charges are based on per 100K FX / 100oz Gold / 5,000oz Silver notional value. Any amount more than 100K FX / 100oz Gold / 5,000oz Silver notional, or lesser, the commission will be prorated accordingly.
3. Zero commission trading applies to electronic trading only. Regular commission rates will apply for call-in execution service.
4. The platform allows trading of Forex from 1K, Gold from 1 troy ounce and Silver from 50 troy ounces onwards.
5. 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. Phillip Futures will not be liable for any losses related to such rejected orders.
6. 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.
7. The Open, High, Low and Close prices displayed on the instrument panel or list and the price displayed on the chart is based on the mid-price of the Bid/Ask spread.
8. FX365 Mobile app is available as a supplementary platform for FX365 users. It can be downloaded via the Apple Store or Google Play Store. The user ID and password is the same FX365.

**CQG**

1. Login password will be sent to you via email, but activation will be completed upon receipt of your reply/acknowledgement.
2. Upon first login, you will be prompted to change your password to minimum 8 alphanumeric characters.
3. After the 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 expires after 90 days.
5. Customer may be post billed for any data fees after termination.
6. 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.
7. API Login may incur development and maintenance charge and exchange fees apply depending on subscription.
8. Phillip Futures will charge a subscription fee of US\$25 (before GST) per month for CQG Trader application. Transaction fee is chargeable at USD0.25/lot and capped at USD495.
9. The full monthly subscription fee and applicable market data fees will be charged regardless of the date of subscription. There will be no prorating of fees.
10. Continuous subscription will be charged in the new month if no instruction to terminate CQG is received.
11. Any termination of CQG trader account has to be submitted via email to [futures@phillip.com.sg](mailto:futures@phillip.com.sg).

**CQG Mobile**

1. You are required to be an existing CQG user.
2. CQG Mobile is available as a supplementary platform for CQG users and access will only be granted upon request. The user ID and password is the same as CQG Trader.
3. For CQG Trader user, the login username and password will be your existing CQG Trader username and password. QTrader and CQG Integrated Client users, login username and password will be the existing order routing username and password.
4. CQG Mobile can be access via any HTML5 supported web browser. No additional application is required for CQG Mobile when accessing from mobile phones or tablets.

**TT**

1. The platform's performance is subject to the user's hardware capabilities, software compatibilities, broadband speed and/or service provider's network performance.
2. You agree to sign the TT End User License Agreement in order to use the TT platform.
3. The full monthly subscription fee and applicable market data fees will be charged regardless of the date of subscription. There will be no prorating of fees.
4. You acknowledge and agree to be committed to the fees as stated in the Fee Schedule below:
  - (i) Market data and Subscription fees as charged by TT over [here](#).
  - (ii) PFPL TT platform fees

Services	Monthly Fee
Screen user	USD 100
FIX (per user)	USD 500

6. Notice of Termination: 1 month



### Market Data Subscription

1. Monthly subscription fees may be applicable for certain exchanges.
2. The monthly subscription fee will be deducted from your Phillip Futures account at the beginning of each month. Please note that the full subscription fee is payable even if the feed is subscribed in the middle or end of the month.
3. To terminate or amend your subscription, you may send in your request to [futures@phillip.com.sg](mailto:futures@phillip.com.sg). The instruction has to be sent using your registered email address with Phillip Futures. Please inform us 2 weeks before the next billing month, if you wish to terminate your data subscription as once the fee for the new subscription month has been processed, it is non - refundable.
4. The monthly subscription fees for chargeable exchanges are as follow:

### Equity Data

- L1 Market data contains best Bid and Ask prices, corresponding volume, and basic market information.  
 L2 Market data contains L1 data and market depth up to 10 levels of Bid and Ask.

Exchange	Non-professional	Professional
HKEX (L1)	HKD 145.00	HKD 145.00
HKEX (L2)	HKD 240.00	HKD 240.00
NDAQ (L1)	Waived	USD 16.00
NYSE (L1)	Waived	USD 8.00
AMEX (L1)	Waived	USD 8.00
SGX (L1)	Waived	Waived
SGX (L2)	SGD 24.00	SGD 24.00

### Futures & Futures Options Data

Exchange	Non-professional	Professional
CME	Waived	USD 111.00
CBOT	Waived	USD 111.00
NYMEX	Waived	USD 111.00
COMEX	Waived	USD 111.00
CME Group Bundle	Waived	N.A.
DME	USD 5.50	USD 79.50
EUREX (Non Asia-Pacific Countries/Region)	EUR 12.50	EUR 55.00
EUREX (Asia-Pacific Countries/Region)	EUR 1.50	EUR 55.00
HNX	USD 14.00	USD 14.00
ICE Futures Europe Commodities	USD 128.00	USD 128.00
ICE Futures Europe Financials	USD 113.00	USD 113.00
ICE Futures U.S.	USD 113.00	USD 113.00
ICE Futures Canada	USD 36.00	USD 36.00
JPX (OSE & TOCOM)	Waived	USD 10.00
TAIFEX	EUR 2.50	EUR 21.00

Data Feed (API) Fee	Institutions
ICE Futures Europe Commodities	USD 750
ICE Futures Europe Financials	USD 660
ICE Futures U.S.	USD 660
ICE Futures Canada	USD 210

- Note:
- Fees stated above exclude GST.
  - Fees are charged in respective currencies (i.e. AUD, EUR, HKD, SGD and USD). Do ensure you have sufficient AUD, EUR, HKD, SGD or USD in your account to prevent currency deficit interest charges.
  - Fees are subject to change from time to time. Please always refer to [www.phillipfutures.com.sg](http://www.phillipfutures.com.sg) for the latest information or contact us at (65) 6538 0500 to enquire.