

## **FAQs for “One Hour Trade Service”**

### **1) Who is eligible for “One Hour Trade Service”?**

“One Hour Trade Service” is only applicable to customers who apply in person, for an individual trading account, at OCBC Securities 18 Church Street #01-00 before 3pm on weekdays excluding public holidays.

### **2) What are the types of accounts offered?**

The customer can open individual “Cash Trading Account”, “Share Financing Account” and “Shares Borrowing and Lending Account”.

### **3) Are there any deposits required for account application?**

The customer may be required to place an initial deposit for the opening of the individual trading account. This is for the purpose of credit assessment and assignment of trading limit. If the customer is not a Singapore Citizen or Singapore Permanent Resident, a minimum deposit of S\$2,000 is required upon opening of account.

### **4) What are the types of collateral acceptable for Share Financing and Share Borrowing and Lending account?**

For Share Financing or Share Borrowing and Lending account, customer will be required to put in cash or cheque as collateral in order to be eligible for “One Hour Trade Service”

### **5) What documents are required to be submitted to qualify for the One-Hour Trade Service?**

The customer will need to present the following documentation during application

- a. Original Identification documents, i.e. NRIC/Passport (mandatory)
- b. Latest CPF/SRS Investment statements or CPF/SRS investment account details(for CPF/SRS investments)
- c. Latest CDP statements/Bank statements/Income Tax assessment/Payslip

### **6) Which trading representative will be assigned to the customer?**

Accounts will be tagged to the respective Trading Representative as specified by the customer. If the customer does not have preferred Trading Representative, a house dealer will be assigned to the customer at the point of application.

### **7) Is the “One Hour Trade Service” applicable to customers without a CDP account?**

Yes.

### **8) Can the customer use their CPF/SRS for “One Hour Trade Service”?**

Yes, customer will need to furnish his/her latest CPF/SRS Investment statements or account details at the point of application for CPF/SRS trades.

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### **9) Will the customer be able to trade online under the “One Hour Trade Service”?**

The “One Hour Trade Service” is not available for trading over the Internet through iOCBC. The password for trading via iOCBC will be sent to the customer upon successful application.

### **10) What are the exchanges and markets that the customer can trade in 1 hour?**

The 1 Hour Trade Service is available for all exchanges and markets offered by OSPL.

### **11) Will the customer be able to execute a buy transaction only or a sell transaction as well?**

Customer will be able to execute buy or sell transactions with “One Hour Trade Service”.

### **12) Can customer perform contra transactions under “One Hour Trade Service”?**

Yes, this will be the same as our current procedure.

### **13) How can customer settle their initial trades?**

Customer can settle their initial trades using cash, cheques or Internet Funds Transfer. Other electronic payment modes will only be available about one to two weeks after application is submitted and upon our issuance of a confirmation letter to customers.