



CUSTOMER SERVICE

If you have any queries, problem, grievance or dispute relating to or arising out of the use of OCBC Securities online trading platform, you can call us at 1800 338 8688 or (65) 63388688. We are available to attend to you from 8.30a.m to 6.00p.m (Mondays to Fridays, excluding Singapore Public Holidays). We will advise on the immediate steps to be taken by you and/or actions that we will take.

Alternatively, you may send us an email to e_services@ocbcsec.com and we will try to respond to you within 24 hours provided that we receive your notification during business hours and the following day is not a Saturday, Sunday or public holiday, in which case we will reply on the next business day.

Dispute Resolution

We are committed to providing you quality service. We will promptly attend to any dispute, which you may have in respect of or arising out of OCBC Securities online trading platform. We will immediately investigate any dispute brought to our attention. Soon thereafter, we will consult you in good faith with a view to reaching a quick and amicable resolution of the matter, satisfactory to both parties.

Unavailability of Online Trading Platform

In the event that OCBC Securities online trading platform is unavailable, you are encouraged to perform your transactions via your Trading Representative.

Co. Reg. No.: 196600262R