

Frequently Asked Questions: New iOCBC Online Trading Platform

1. Why is there a need for OCBC Securities to change its iOCBC online trading platform?

OCBC Securities is upgrading its current iOCBC online trading platform to a more robust system with an improved user interface.

Importantly, users will now have multi-market access with a single login to this upgraded platform.

They will also enjoy better interactivity and enhanced reliability.

2. When will the new iOCBC online trading platform be launched?

The new iOCBC online trading platform will be operational from late April 2008.

Hence all iOCBC accounts will be migrated to the new system in batches from April to May 2008. Customers will be able to use the new system as soon as they are notified of their new user ID and password.

3. Do I need to re-learn the features and functions in the new iOCBC online trading platform?

The new system does include additional features that make it easier to use.

However, every effort has been made to design the new system around the features and functions of the existing platform. This to ensure your continued ease of use.

A user guide will also be available on www.iocbc.com to assist you.

We will be organising regular demonstrations to help our customers familiarise themselves with the new platform. Do look out for announcements on www.iocbc.com or for more information, please call **1800 338 8688** or **(65) 6338 8688**.

4. How will I know when my account has been migrated?

You will receive a notification letter containing your new user ID as well as further instructions on logging in, some time between April to May 2008. Your new password will be mailed to you separately.

Alternatively, you may call us at **1800 338 8688** or **(65) 6338 8688** or email us at e_services@ocbcsec.com to check on your migration status.

5. How do I log into the new online trading platform?

You can log in to the new trading platform at: https://www1.iocbc.com/iocbc_secure_client.jsp

6. I have multiple online individual trading accounts. Will I receive separate user IDs and passwords for the new system?

One of the key benefits of the new iOCBC online trading platform is a single login facility for multiple trading accounts.

Therefore you will receive one (1) set of user ID and password to access all the online accounts under your name.

7. I have an individual trading account and a joint trading account with OCBC Securities. Will I receive separate User IDs and passwords for the new system?

Yes, you will receive another set of user ID and password for your joint trading account.

Frequently Asked Questions: New iOCBC Online Trading Platform

8. How do I submit an order if I wish to trade under my Cash trading account and Share Financing account simultaneously?

If you have more than one (1) trading account, you must select the Account Type from the buy/sell order ticket.
If you have made an error in submission, you may withdraw your order immediately if the order has not been filled yet.
If the order has been filled, please contact your Trading Representative **immediately** for further assistance.

9. Will I lose any information due to the migration?

Your personal settings on the existing platform, such as "Watchlist", "Alert Settings" and "Alert Criteria" will **not** be transferred to the new system.
You are advised to recreate your personal preferences in the new system.

10. How many "Watchlists" can I create on the new system?

In the new system, you may create up to 5 "Watchlists" with 50 stocks in each list.
Each "Watchlist" can be customised by name in accordance to your preferences.

11. Will I be able to add securities listed in other Exchanges into my "Watchlist"?

Yes, we are pleased to feature this new capability on our upgraded platform.
The new iOCBC trading platform does support the addition of securities from Exchanges in Singapore, Malaysia, Hong Kong, Jakarta, Philippines and Thailand into your "Watchlist".
It is important to note that **only** prices from SGX (Singapore) and Bursa Malaysia will reflect real-time quotes. Price information from the remaining Exchanges will be delayed quotes.

12. Will my current records in "Portfolio" and "Trade History" be migrated to the new system?

Yes, the records in your current "Portfolio" and "Trade History" will be transferred to the new system. You will have access to this information in the new system when you log in.

13. I have updated my "Portfolio" manually. Will these records be migrated over?

Any manual adjustments that you may have made to your portfolio after our system migration date will not be reflected in the new system.
However you will continue to have access to your iOCBC account on the existing system to view your "Portfolio" until further notice. Do look out for announcements on **www.iocbc.com**.

14. Will the new system update my portfolio in the event of Corporate Action?

As per the current system, any adjustments to your holdings due to Corporate Action including Bonus Share issue, Rights issue, Share Split / Consolidation will **not** be automatically updated in your "Portfolio".
Do ensure that you have checked your latest holdings prior to submission of your sales orders. Any oversold positions by client will be considered as "Short Selling" and will be subjected to buying-in by SGX.