

- This form should be completed by the Supervisor and submitted to Business Support for lodgement.
- **Supervisors are required to perform Client call back to Selected Client before lodgment of the case to Business Support. Refer to Annex for more information.**
- The call back is to ensure that clients have understood their purchases and Representative's recommendation.
- Supervisors are encouraged to perform the client call back via recorded line / SpiderGate.

SECTION 1: PURPOSE						
<input type="checkbox"/> Selected Client	<input type="checkbox"/> Roadshow	<input type="checkbox"/> Door-to-Door	<input type="checkbox"/> Street Canvassing	<input type="checkbox"/> Close Monitoring	<input type="checkbox"/> BSC/ Close Supervision	
Name of FAR			FAR Code			
Branch						
SECTION 2: DETAILS OF EVENT (TO BE COMPLETED FOR ROADSHOWS/DTT/STREET CANVASSING)						
Date of Event						
Event Venue						
SECTION 3: DETAILS OF CLIENT						
Name of Client:		Identification No.				
Selected Client:	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Spoken Language	<input type="checkbox"/> English	<input type="checkbox"/> Mandarin	<input type="checkbox"/> Dialect
SECTION 4: DETAILS OF PRODUCT PURCHASED						
S/N	Name of Product Purchased			Investment/ Premium Amount	Application Date	
SECTION 5: DETAILS OF CLIENT CALL-BACK						
Call-Back to Client via (Please tick & indicate the contact no. and mode)						
<input type="checkbox"/> Home Number -		<input type="checkbox"/> Mobile Number -		<input type="checkbox"/> Office Number -		
	First Attempt		Second Attempt		Third Attempt	
Date / Time / Extension	/		/		/	
<input type="checkbox"/> Client is uncontactable. <input type="checkbox"/> Language used to communicate with Client: _____						

SECTION 5: DETAILS OF CLIENT CALL-BACK (CONT'D)

PLEASE TICK AND CONFIRM WITH CLIENT ON THE FOLLOWING:

- ☐ Client acknowledged that proper fact find and needs analysis was conducted before product recommendation.
- ☐ Client is aware of the **key product features, risk and limitations***
- ☐ Client acknowledged that the recommendation is suitable for him/her and confirmed that the recommendation is within his/her affordability, risk profile and he/she had set aside emergency funds for liquidity purposes.
- ☐ Client is aware of the transaction costs and / or possible disadvantages of switching **(if applicable)**.
- ☐ Client acknowledged receipt of the relevant sales documents.

APPLICABLE FOR POLICY/POLICIES PAYABLE BY CPF MEDISAVE ACCOUNT ONLY;

- ☐ Client is aware that premiums are deducted through CPF Medisave account. Cash top-ups may be required in the event of failed deduction attempt(s) / insufficient funds / increase in premiums (e.g Integrated Shield Plans).

Remarks

Supervisor's Signature

Supervisor's Name

Date

***General Guide (For reference only)**

Whole Life & Endowment Insurance Plans - Single/ Regular Premium

- This is a lump/regular sum payment insurance plan with savings element.
- The surrender value is made up of guaranteed and **NON-GUARANTEED** portions (*not applicable for non-participating plans*).
- Non-guaranteed bonus will become guaranteed only after the bonus is declared and vested. The yield at maturity is dependent on the profits of the insurance company (*not applicable for non-participating plans*).
- Insurance policies are long-term commitments. Ending it pre-maturely may involve high costs.
- Single Premium plan: Ensure that the client has no need for the money that he/she has paid for this policy during the term of the insurance plan.
- Regular Premium plan: the client must regularly pay the premium to keep the policy active.
- 14 days free look

Term Insurance

- This is a regular premium term insurance plan and for group insurance, it will include coverage for company employees' protection needs.
- There is **no surrender / cash value** for this policy since this is a non-participating plan.
- Insurance policies are long-term commitments. Ending it pre-maturely may involve high costs.
- The client must regularly pay the premium to keep the policy active.
- 14 days free look

Investment Linked Policies (ILP) - Single/ Regular Premium

- This is a single / regular premium payment insurance plan with investment element.
- ILPs usually do not have guaranteed cash values and the surrender value depends on the price of the units in the sub-fund which in turn depends on the sub-fund's performance.
- Insurance policies are long-term commitments. Ending it pre-maturely may involve high costs.
- The amount of the premium used for insurance coverage, charges and buying units are unbundled and transparent. They are disclosed in the Product Summary, Benefit Illustration and Policy Contract.
- Fees include Insurance coverage charges, Fund management fees, Policy/administration charges, Surrender charges, Bid-Offer Spread and Fund Switching Charge.
- 14 days free look

Investment (Collective Investment Scheme)

- This is a Unit Trust (UT) investment.
- The funds are invested into stocks, bonds and other financial instruments including derivatives where performance is affected by prevailing market conditions. As such it is not possible to predict whether the Net Asset Value (NAV) of the fund will rise or fall.
In the worst case scenario, it is possible for a total loss of the initial capital invested.
- Marketing fact sheets and brochures may make references to targeted / potential fund payouts. ***Note that these payouts are not guaranteed*** and one may receive low or no payouts.
- Fees include an initial sales charge, annual management fees, performance fees (where applicable), redemption fee (where applicable), administration fee, trustee fees and platform fees.
- Past Performance, prediction, projection or forecast is not necessarily indicative of future performance.
- The fund prospectus & marketing fact sheets should be read before making a decision to purchase the fund.
- Where currency conversion is involved to purchase the UT, there is element of foreign exchange risk.
- 7 days cancellation

***通用指南（仅供参考）**

终身寿险和储蓄保险计划 – 单期 / 定期保费

- 这是具有储蓄性质的一次性 / 定期支付保费的保险计划。
- 退保金额由资本保证、**非资本保证**部分组成 **（不适用于非参与式分红保险计划）**。
- 在余利经声明和授予后，非保本余利将成为保本余利。到期收益取决于保险公司的利润 **（不适用于非参与式分红计划）**。
- 保单为长期承诺。提前退保可能产生高昂费用。
- 单期保费计划：确保客户在保险方案期限内对已支付保单的钱无其它需要。
- 定期保费计划：客户必须定期支付保费，以维持保单有效。
- 14 天免费审阅期

定期保险

- 这是一个定期保单。若是针对团体保险，将包括公司员工的保障需求。
- 因为这是非参与式分红计划，该险种**无退保费 / 解约金**。
- 保单为长期承诺。到期前结束可能涉及高昂费用。
- 客户必须定期支付保费，以维持保单有效。
- 14 天免费审阅期

投资联结保险(ILP) - 整付 / 定期保费

- 这是具有投资质的整付 / 定期支付保费的保险计划。
- ILPs 通常没有保本解约金和退保费用，这取决于附属基金的单位价值，并依次依赖于附属基金的表现。
- 保单为长期承诺。到期前结束可能涉及高昂费用。
- 用于保险范围、费用和购买单位的保费金额分类定价且透明。且在产品简介、利益说明和保单合约中予以公开。
- 费用包括保险费用、基金管理费、保单 / 管理费、退保费、买卖差价和基金转换费用。
- 14 天免费审阅期

投资（集体投资计划）

- 这是单位信托基金（UT）投资。
- 你的资金投入到股票、债券和其他包括衍生产品的金融工具，其性能受现行市场行情影响。因此，基金净资产价值（NAV）是否会上升或下降是无法预测的。
- 在最坏的情况下，初始资本投资可能遭受全部损失。
- 市场实况表和手册可对目标 / 潜在基金支出提供参考。请注意，这些支出无担保，收回的可能低于支出，或零收回。
- 费用包括首次销售费、年管理费、业绩费（如适用）、赎回费（如适用）、管理费、信托费和平台费。
- 过去业绩、预报、推测和预测不一定反映未来业绩。
- 在决定购买该基金前，应仔细阅读基金招股说明书及销售情况表。
- 倘若货币兑换涉及购买 UT，将存有外汇风险元素。
- 7 天撤销期

Annex to PIAS Client Call-Back Form

PIAS GUIDE ON CLIENT CALL BACK TO SELECTED CLIENT

Definition of a Selected Client

1. A Selected Client is one who meets any two of the following three criteria:
 - i) 62 years of age or older
 - ii) not proficient in spoken or written English
 - iii) have below GCE 'O' level or 'N' level certifications, or equivalent academic qualifications

Role of PIAS Representative

2. To properly identify clients who meet the profile of a Selected Client during fact-find and complete Section 2. Trusted Individual of the PIAS Financial Planner accordingly.

Role of PIAS Supervisor

3. To perform Client call back to the Selected Client during the pre-transaction check. For avoidance of doubt, if the Selected Client was accompanied by a Trusted Individual during the advisory and sales process, the Supervisor is still required to perform the pre-transaction Client call-back.
4. To perform the Client call back to the Selected Client via recorded lines (e.g., call back via a recorded office line or SpiderGate account), before completing the Client Call Back form accordingly.

Scope of Call Back

5. The Client call back to the Selected Client is applicable to investment products, including life policies, under the Financial Advisers Act (FAA), and standalone A&H policies such as Medisave-approved policy.
6. For Accredited Investors who are identified to be Selected Client, PIAS Supervisors are also to perform call back to the Selected Client.

Call Back Requirements

7. During the call, PIAS Supervisor should cover the following (a) to (f), to ensure that the Selected Client understands the purchase and that the sales was conducted in a professional manner:
 - a. The basis of the recommendation in question.

- b. The main features of the product being recommended (e.g., the premium payment term, the period and structure of the payout, whether the product is capital guaranteed/non-guaranteed, etc.)
- c. For Medisave-approved policies, client is aware that premiums are deducted through CPF Medisave account and cash top-ups may be required in the event of failed deduction attempt(s) / insufficient funds / increase in premiums.
- d. Key risks (e.g., market risk or capital risk) and limitations of the product (e.g., early termination of certain policies may result in policyholders receiving returns that are less than the premiums that they have paid).
- e. Existence of the free-look period.
- f. Whether PIAS Representative is unprofessional or unethical in his dealings with the Selected Client (e.g., offering unauthorized gifts, offering to pay the premium on behalf of the client, selling aggressively, improper switching, etc.)

Lodgement with Business Support

8. Upon successful call back, the Client Call Back form must be submitted together with the sales document to Business Support for lodgement.
9. If the Selected Client is uncontactable, PIAS Supervisor may treat the call back as closed after 3 unsuccessful call attempts across different timeslot and days*. The Client Call Back form, completed with the call attempt details and reasons, must be submitted together with the sales document to Business Support for lodgement.

* Note: Please refer to FAQ below for the interval between each call attempt.

Enquiries

10. For enquiries or clarifications on the client call back requirements to Selected Client, please contact Risk Management & Compliance ("RM&C") department via email: pias.compliance@singlife.com
11. If you need assistance with your SpiderGate account to conduct the call back, please contact your BDM.

Annex to PIAS Client Call-Back Form

FAQs

Q1. If the Client can speak fluent English but is unable to write English, is the Client deemed to be proficient in English?

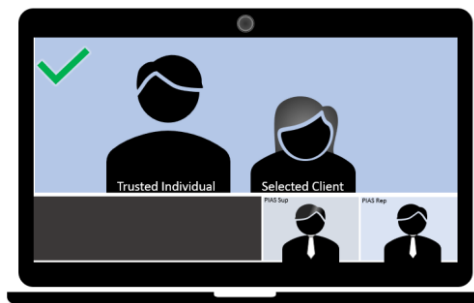
The Client is deemed not proficient in English. To be considered proficient in English, the Client must be able to speak and write English. Please refer to the matrix below :

Speak English	Write English	English Language Proficiency
No	No	Not Proficient
Yes	No	Not Proficient
No	Yes	Not Proficient
Yes	Yes	Proficient

Q2. Is it necessary for a PIAS Supervisor to conduct pre-transaction Client call-back to the Selected Client if the PIAS Supervisor was present, together with the PIAS Representative, during the advisory and sales process with the same Selected Client?

No, the Client call back to the Selected Client is not required. PIAS Representative/Supervisor must ensure that a copy of the Joint Fieldwork report is submitted together with the sales document to Business Support for lodgement.

In the event the sales advisory was completed via Non-Face-to-Face (“NF2F”) sales advisory mode, PIAS Supervisor must capture a screenshot of the NF2F. PIAS Representatives/Supervisors are reminded that the Trusted Individual must be present for NF2F Sales advisory with the Selected Client. For avoidance of doubt, the screenshot must show the Selected Client physically accompanied by the Trusted Individual and both PIAS Representative and PIAS Supervisor are present in the video call.



Q3. If the Selected Client was accompanied by a Trusted Individual during the sales advisory process, should the Client call-back be conducted with the Selected Client or with the Trusted Individual?

The call-back should be conducted on the Selected Client. This is to ensure that the Selected Client understood his/her purchase based on the translation or explanation of the Trusted Individual.

However, if the Selected Client requests the call-back to be conducted with the Trusted Individual, the PIAS Supervisor should check on the Trusted Individual's understanding of the product and seek confirmation with him/her that the correct understanding has been relayed to the Selected Client.

Upon completion of the call back with the Trusted Individual, Supervisor is to complete the Client Call Back form stating the details of both calls to the Selected Client and the Trusted Individual.

Q4. Is the Client call back to the Selected Client applicable only to transactions that fall under the scope of the Balance Scorecard Framework (“BSC”)?

No, the Client call back to the Selected Client is applicable to investment products, including life policies, under the Financial Advisers Act (FAA), and standalone A&H policies such as Medisave-approved policy.

Q5. Are Accredited Investors who happened to be a Selected Client also subject to the Client call back by PIAS Supervisor?

Yes. For Accredited Investors who are identified to be Selected Client, PIAS Supervisors are also to perform call back to the Selected Client. PIAS Supervisors can identify if the Accredited Investor is a Selected Client via Section C. Selected Client Declaration of the Accredited Investor Declaration Form (For Individual).

Annex to PIAS Client Call-Back Form

- Q6. If the Selected Client was prospected at retailers and public places or a client of a PIAS Representative under Close Monitoring and subjected to call back by the appointed independent external party, is the PIAS Supervisor still required to perform the Client call back to the Selected Client?**

Yes. The Client call back to the Selected Client must be made by PIAS Supervisor and cannot be replaced by the call back made by the appointed independent external party.

During the sales advisory, PIAS Representatives should inform the Selected Client that they will receive two(2) separate calls from (a) PIAS Supervisor and (b) PIAS appointed independent external party.

- Q7. Are there any guidelines on the interval between each call attempts?**

The calls are to be made across different timeslot and days. Refer to the illustration below.

Attempt	Day/Time	Call Result
1 st attempt	Monday / 10:00am	No Answer
	Monday / 10:10am	No Answer
2 nd attempt	Tuesday / 2:00pm	No Answer
	Tuesday / 2:10pm	No Answer
3 rd attempt	Wednesday / 6:30pm	No Answer
	Wednesday / 6:40pm	No Answer

- Q8. Is it mandatory to perform the Client call back to the Selected Client via recorded line?**

PIAS Supervisors are strongly encouraged to perform the client call back via recorded line and keep the audio recordings in the event of an audit or investigation.

PIAS Supervisors may wish to note that the MAS has issued a Consultation Paper (P007-2021) to improve transaction-related safeguards for retail clients, which requires all Client call back to be made via recorded lines. More information will be shared when the requirements are finalized.

- Q9. Can the Client call back to the Selected Client be dismissed if the PIAS Supervisor is on leave?**

In the event that the PIAS Supervisor is on leave, the proxy Supervisor is required to perform the Client call back to the Selected Client.

For enquiries or clarifications on the client call back requirements to Selected Client, please contact Risk Management & Compliance ("RM&C") department via email: pias.compliance@singlife.com

If you need assistance with your SpiderGate account to conduct the call back, please contact your BDM.
