

COMPIAS TIMES

Issue #03-2020

INSIDE THIS ISSUE

Topic (1)

Page 2



- Documents Required
- Pitfalls Of Incomplete Process

Topic (2)

Page 4



What To Cover Under Basis Of Recommendations [“BOR”] Of PIAS FP?

If you have any suggestions, feedback and/or topics you would like us to cover, please drop us a note at compliance@pias.asia

We look forward to hearing from you!

For internal circulation only.

Disclaimer: The information contained in this document is only for use by its intended recipients and should not be disseminated to parties outside of PIAS. PIAS accepts no liability whatsoever with respect to the use of this document or its contents.

Client Transfer

Scenario \ Required Document (s)	PIAS Client Transfer Form	Letter of Appointment (“LOA”)	Letter of Undertaking (“LOU”)	Product Provider’s Change of Representative Forms	Client’s Identification Document
Transfer (new) Clients into PIAS *	✓			✓	✓
Taking over Clients from a resigned PIAS Representative	✓	OR ✓			
Taking over Clients from a PIAS Representative arising from his/her retirement, death or total permanent disability			✓		
Re-assign Clients from a PIAS Representative to another PIAS Representative	✓				
Transfer out Clients from PIAS to a new firm	✓				

Legend

* Additional documents are required for corporate clients

For More Information

- Business Support User Guide Version 3.1
[\[Home → PIAS Resource Library → Guides & Manuals → PIAS Submission Guidelines and Checklist\]](#)
- “Client Transfer Forms” can be located via following Docushare link (as of June 2020):
[\[Docushare → PIAS Resource Library → Forms → Client Declaration\]](#)



For internal circulation only.

Disclaimer: The information contained in this document is only for use by its intended recipients and should not be disseminated to parties outside of PIAS. PIAS accepts no liability whatsoever with respect to the use of this document or its contents.

Client Transfer

Pitfalls Of Incomplete Process

We are here to protect you!



PIAS Client Transfer Form - Section D: Declaration by Client

Section D: Declaration by Client

I/We:

- (in the case of individual subscriber(s)) confirm that I/we am/are not an undischarged bankrupt(s), have not committed any act of bankruptcy within the last 12 months and no bankruptcy order has been made against me/us during that period, and I/we am/are not subject to any order made under the Mental Disorders and Treatment Act (Cap. 178 of Singapore);
- (in the case of a corporate subscriber) confirm that we are not insolvent and that no order has been made nor a resolution has been passed for our winding up, judicial management or other similar action;
- represent that all information given to PIAS herein is true and correct;
- consent to the disclosure to or by PIAS of any information in relation to my/our Policy(ies) or investment account(s) by or to any of its affiliates or any person or entity required to facilitate the operation of the Policy(ies) or investment account(s), and/or to comply with all applicable laws, regulations, notices and/or guidelines;
- acknowledge that PIAS may reject any of my/our instructions including, but not limited to, those that, in PIAS's sole and absolute discretion, are deemed incomplete, unclear or ambiguous, or if my/our signature(s) differ(s) from what was originally provided as a specimen to PIAS, and PIAS will not be responsible for any losses that may be suffered by me/us due to such rejection of any of my/our instructions;
- agree that any communication from PIAS (including notices, confirmations and policy statements) may be sent to me/us via secured electronic mail or via such other methods as may be determined by PIAS from time to time at its sole and absolute discretion;
- consent to PIAS transferring my/our personal data to PIAS related group of companies and/or third party service providers, reinsurers, suppliers or intermediaries, whether located in Singapore or elsewhere, for the above purposes.
- also consent to PIAS collecting, using, processing and disclosing my personal data for the processing of above request in accordance with the Company's data available at www.proinvest.com.sg

1. Client Not Subjected To Anti-Money Laundering Due Diligence

- If the PIAS Client Transfer form is not completed, the Client will not be subjected to AML/CFT screening at the point of transfer.

2. Potential Breach of Personal Data Provision Act (PDPA)

- If the PIAS Client Transfer form is not completed, the Client has not given you the consent to contact them or to service them post transfer

3. Withholding Of Commission

- Company may not be aware of this transfer resulting in commission not being paid to you.

4. Omission To Go For Mandatory Product Training

- If the transferred policy is categorized as a complex product requiring mandatory product training in PIAS, both PIAS Representative and Supervisor may miss out in attending the training.

5. Servicing of Client May Be Compromised

- Company will not update respective Providers.

What To Cover Under Basis Of Recommendations [“BOR”] Of PIAS FP?

Key Elements under Section 12 : Basis Of Recommendations In PIAS Financial Planner requiring documentation

Features Of Product

- Premium Amounts
- Policy Terms
- Premium Terms

Benefits Of Product

- Whether Benefits Are Guaranteed Or Non Guaranteed.
- This is in addition to explaining the contents of the Policy Illustration.

Risks Of Product

- For a life policy, (i) the risk factors that may result in benefits payable to be less than the illustrated values, and (ii) the alternative scenarios in Policy Illustration.
- For a Unit Trust, the risks stated in the prospectus or profile statement.

*Disclaimer: The abovementioned description shall not be deemed to be exhaustive

MYTH Vs. FACT

MYTH: By omitting to indicate product benefits, risks, and limitations from PIAS Financial Planner is an administrative lapse/or error under Balanced Scorecard (BSC) framework.

FACT: Omitting product benefits, risks, and limitations from PIAS Financial Planner may lead to an infraction under BSC framework as is a requirement in the Financial Adviser Act (“FAA”) Section 25.

Basis Of Recommendations [“BOR”]

Products Comparison For FARs Under Transitional Allowance Scheme

Under PIAS Transitional Allowance [“TA”] scheme requirements, it is mandatory that three(3) product comparison be documented for each type of life insurance product (i.e. endowment, whole life, term, critical illness).

Special feature on Short Term Tranche Product:

Such product does not have similar product recommendations for product comparison purposes.

WE HEAR YOU

With effect from 16 April 2020, PIAS Management has exempted TA Reps from the requirement of three (3) products comparison for **tranche product** due to its limited availability period for a short-term tranche product.

(Alert!) TA Reps will still need to document the Transitional Allowance mandatory disclosure statement in PIAS Financial Planner remained unchanged.

PIAS Representatives are reminded to ensure information given to Clients are clear, adequate, not false or misleading to avoid any possible disputes or complaints from clients.

For More Information

- Financial Advisers Act (Cap. 110)
- Notice FAA-N03 Information to Clients and Product Information Disclosure

For internal circulation only.

Disclaimer: The information contained in this document is only for use by its intended recipients and should not be disseminated to parties outside of PIAS. PIAS accepts no liability whatsoever with respect to the use of this document or its contents.