Frequency Asked Questions [FAQs]

e-Supplementary Form for PIAS Electronic Financial Planner [eFP]

Q1 What is the purpose of the e-Supplementary Form?

The e-Supplementary Form allows our PIAS Representatives to rectify lapses/possible infractions uncovered by Supervisor during approval of the eFP.

Q2 What should I do if my Supervisor rejects my eFP?

Please submit a new eFP if your Supervisor rejects the eFP. The use of the e-Supplementary Form is not applicable in this case.

Q3 What should I do if my Supervisor returns my eFP? / When do I use the e-Supplementary Form?

You may use the e-Supplementary Form to address the lapses/possible infractions in the eFP highlighted by your Supervisor.

Q4 Will RM&C, the Independent Sales Audit unit [ISA], take into consideration the rectifications made via the e-Supplementary Form in its assessment of my Balanced Scorecard [BSC] Grade?

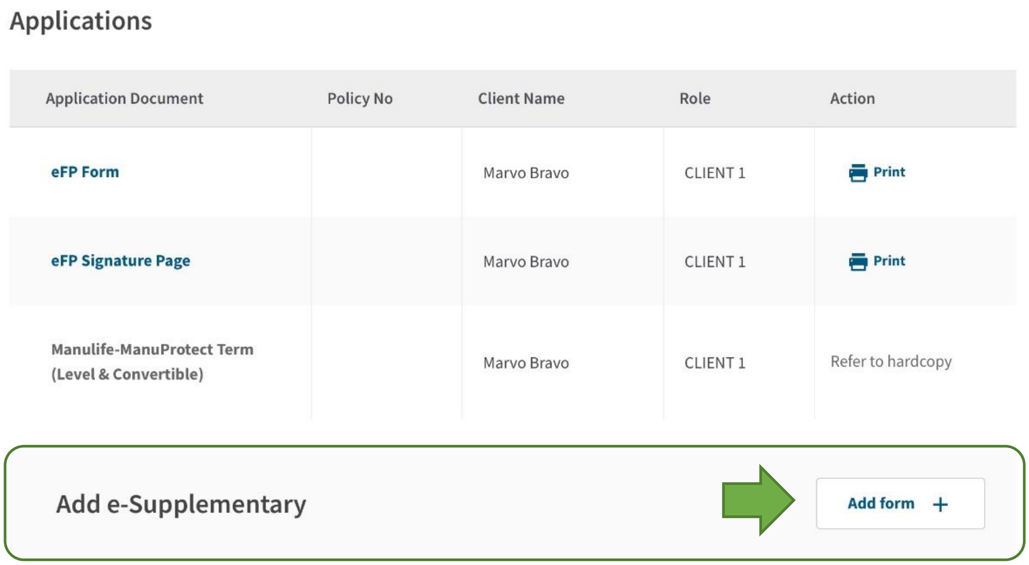
You must <u>submit the e-Supplementary form with your eFP submission</u> for RM&C to consider the rectifications made via the e-Supplementary form.

Q5 How do I create the e-Supplementary Form?

After your Supervisor returns the case, under the 'Case Details & Status' page, go to the 'Case Info & Updates' tab (default).

You will find the 'Add e-Supplementary' option after the 'Applications' section. Tap on the "**Add form +**" to create an e-Supplementary form.

Updated Sept 2021

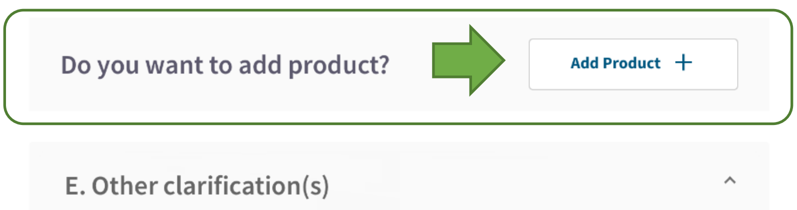


Applications

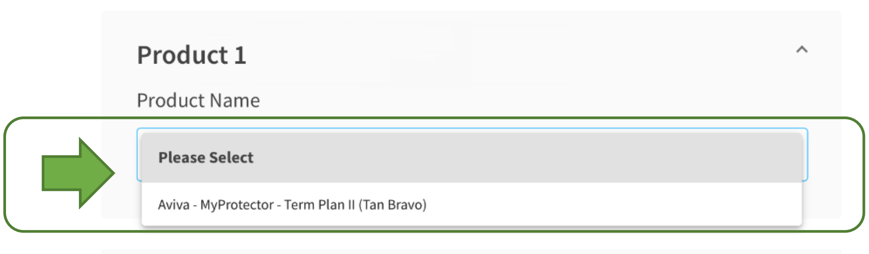
Application Document	Policy No	Client Name	Role	Action
eFP Form		Marvo Bravo	CLIENT 1	Print
eFP Signature Page		Marvo Bravo	CLIENT 1	Print
Manulife-ManuProtect Term (Level & Convertible)		Marvo Bravo	CLIENT 1	Refer to hardcopy

Q6 How do I complete e-Supplementary Form?

Go to the section ‘Do you want to add product?’ and tap on the “**Add Product +**” button to start.



Select the product that you wish to address in the e-Supplementary form to activate the text boxes ‘C. Client’s Objective(s)’ and ‘D. Basis of Recommendations’.



Fill up the form accordingly and tap on the “**Preview and Sign**” button to sign on the e-Supplementary Form and tap on “**Close**” to exit. When you return to the “Case Details & Status” page, you will see the form status updated as “Signed ✓” and you may proceed to re-submit the case to your Manager.

Q7 Can I make changes to the e-Supplementary Form after it is signed?

You can make changes to the e-Supplementary Form as long as the case has not been submitted to Business Support or the case is not rejected.

To update the e-Supplementary Form, tap on the **Client's name** to view the e-Supplementary Form

Scroll down to the end and tap on "**Regenerate**" to enable editing. Please note that the action cannot be undone and all signatures on the e-Supplementary Form will be removed.

Q8 What happens if I do not complete the e-Supplementary Form?

Any infractions uncovered in the assessment by RM&C during BSC review shall be factored into the BSC framework i.e. your BSC Grade may be affected by the lapses/possible infractions in the eFP.

Q9 Who do I contact if I require further clarification on the e-Supplementary Form?

Please email your questions to Compliance department at compliance@pias.asia

Q10 Who should I contact if I need clarification on training related matters on eFP?

Please email your questions to Training & Competency department at training@pias.asia

Q11 Who should I contact if I need clarification on BSC matters?

For BSC audit matters, please email your questions to Compliance department at compliance@pias.asia
For BSC training related matters, please email your questions to Training & Competency department at training@pias.asia