

## FAQ

### Buy sell or Switching Funds



- ✓ a. General
- ✓ b. Buy Funds
- ✓ c. Sell Funds
- ✓ d. Switch Funds
- ✓ e. Transfer Funds
- ✓ f. Dividends and Payout

### Account info inquiry and updates



- ✓ a. Personal Details
- ✓ b. Portfolio/Holdings
- ✓ c. Transactions
- ✓ d. eStatements
- ✓ e. Other (special cases) eg. Deceased

### eScheduler



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- ✕ a. How to set up Order
- 
- ✕ b. Order Processing
- 
- ✕ c. Order Maintenance
- 
- ✕ d. Payment
- 
- ✕ e. Regular Investment Plan (REIP) (Discontinued)
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Payment



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- ✕ a. General
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- ✕ b. eScheduler
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- ✕ c. Autopay
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- ✕ d. HSBC Bill Payment
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- ✕ e. Faster Payment (FPS)
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- ✕ f. Money Transfer
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Login or Reset Password



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- ✕ a. Login
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- ✕ b. Forgot/reset Password
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- ✕ c. Technical Issues
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▼ a. Setting up the Account

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▼ b. Documents submission

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▼ c. Promotions

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▼ d. Guidance

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▼ a. Birthday Offer

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▼ b. ePoints

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▼ c. Account Tiers

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▼ d. Current marketing campaigns

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# Let's Solve It<sup>®</sup>

Feel free to call our InvestorLine or email us if you would like further information about our Funds or J.P. Morgan DIRECT Investment Platform services:

(852) 2265 1188

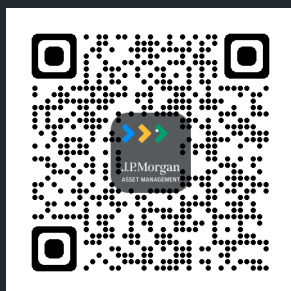
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J.P. Morgan Asset Management

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