

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



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

Payment



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

Login or Reset Password



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- ✕ a. Login
-
- ✕ b. Forgot/reset Password
-
- ✕ c. Technical Issues
-

▼ a. Setting up the Account

▼ b. Documents submission

▼ c. Promotions

▼ d. Guidance

▼ a. Birthday Offer

▼ b. ePoints

▼ c. Account Tiers

▼ d. Current marketing campaigns

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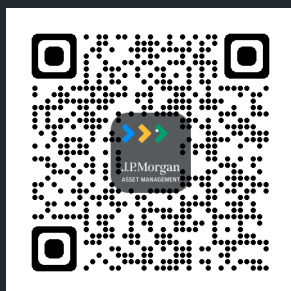
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