Crowe Horwath enoVestor Mobile FAQ  
  
1. What are my Fund ID, Organisation ID and User ID to login to enoVestor Mobile?  
  
Your credentials are included in the Welcome Letter.  
  
2. What should I do if I have forgotten my Fund ID, Organisation ID or User ID?  
  
Kindly email to [enovestorcare@crowehorwath.com.sg](mailto:enovestorcare@crowehorwath.com.sg) to request for the retrieval of your credentials.  
  
3. What should I do if I have forgotten my login PIN?  
  
You can reset your login PIN by clicking on this link. This process expects that your current mobile number and email address are updated in our records.  In case you have changed your mobile number and/or email address, please download and complete the attached enoVestor Maintenance Form and mail to:

Crowe Horwath First Trust Fund Services

8 Shenton Way

#05-01 AXA Tower

Singapore 068811

Attention: enoVestor Care  
  
4. Do I need to fill up an additional form to register additional user(s) for enoVestor Mobile?  
  
Yes. Please download and complete the attached enoVestor Maintenance Form and mail to:

Crowe Horwath First Trust Fund Services

8 Shenton Way

#05-01 AXA Tower

Singapore 068811

Attention: enoVestor Care  
  
No additional registration or fees are required.  
  
5. I have just received all my login credentials. Can I login to enoVestor Mobile immediately?  
  
Yes. Upon your first login using the PIN provided earlier, you will be prompted to change your login PIN.

6. What are the services available on enoVestor Mobile?  
  
Some of the key features include:  
  
• Update account holder information instantly and securely  
  
• Retrieve detail of all subscriptions, redemptions, transfers and other related transactions  
  
• View current and historical outstanding share balances and market value of investment portfolio   
  
7. Who can I contact if I need further assistance?  
  
Kindly email to [enoVestorcare@crowehorwath.com.sg](mailto:enoVestorcare@crowehorwath.com.sg) and we will revert to you within the next business day.  
  
8. Where can I find the Terms and Conditions that govern this service?  
  
You may download the Terms and Conditions here.

9.Does enoVestor Mobile has a built-in automatic logout feature?

Your session will be automatically terminated if you are inactive for more than 10 minutes. You will need to login again using your Fund ID, Organisation ID, User ID and PIN if you wish to continue to access to the service.

10. How many invalid login attempts can I make before my user account is locked out from enoVestor Mobile?

The User ID will be locked out after 5 invalid login attempts.

11. What should I do if my user account is locked?

If your user account is locked, please download and complete the attached enoVestor Maintenance Form and mail to:

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Attention: enoVestor Care