

Frequently Asked Questions

1. To participate in this Equity and Funds Transfer-in Promotion, what do I need to do?

You will need to fulfil the following:

- (a) you are the primary account holder of an Eligible Trading Account;
- (b) you fill up and submit the [online registration form](#) (and other transfer-in forms that may be applicable per FAQs #2 and #3);
- (c) you successfully transfer Eligible Shares into your Eligible Trading Account(s) (“Shares Transfer-in”) with an aggregate value of at least S\$50,000 (or equivalent foreign currency) during the Funding Period; and
- (d) you hold all qualifying Eligible Shares in your Eligible Trading Account(s) until the end of the Holding Period.

“Eligible Trading Account” means a Basic Cash Trading Account, Share Financing Account or Online Equities Account with OSPL. The Eligible Trading Account can be an individual or joint retail account.

“Eligible Shares” means securities, exchange-traded funds and real estate investment trusts listed in Singapore, United States or Hong Kong, and excludes shares which were held with OSPL or any member of the OCBC Group prior to the Promotion Period.

“Funding Period” means the period from the date that the first Shares Transfer-in is successful till the end of the next calendar month after the date of the first successful Shares Transfer-in.

For example, if your first Shares Transfer-in is successful on 10th December 2024, the Funding Period is from 10th December 2024 to 31st January 2025. All successful Shares Transfer-in from 10th December 2024 to 31st January 2025 will qualify and count towards the Shares Transfer-in Amount.

“Holding Period” means the period from the end of the Funding Period till the end of the 4th calendar month after the date of the first successful Shares Transfer-in.

For example, if your first Shares Transfer-in is successful on 10th December 2024, the Holding Period is from 10th December 2024 to 30th April 2025. You should hold all qualifying Eligible Shares in your Eligible Trading Account(s) until 30th April 2025.

[Terms and Conditions apply.](#)

2. How do I transfer securities into my trading account(s) from CDP?

If you would like to transfer **all** your securities from CDP, you may do so via iOCBC Online/Mobile Trading Platform with your CDP linked trading account.

If you would like to transfer **part** of your securities from CDP, you will need to fill up and submit the CDP 4.2 form. You may submit this form via walk-in to our OCBC Securities Investors Hub or **mail in** the completed document to:

OCBC Securities Private Limited
18 Church Street #01-00,
OCBC Centre South,
Singapore 049479

Please note that only Eligible Shares (as defined in #1 of this FAQs) will qualify for this promotion.

3. How do I transfer securities that are not from CDP into my trading account(s) (for example, foreign shares or Singapore shares not custodised under CDP)?

If you would like to transfer foreign shares or Singapore shares not custodised under CDP, kindly fill up and submit this [Shares Transfer form](#). You may submit this form via walk-in to our OCBC Securities Investor Hub or **mail in** this completed document to:

OCBC Securities Private Limited
18 Church Street #01-00,
OCBC Centre South,
Singapore 049479

Please note that only Eligible Shares (as defined in #1 of this FAQs) will qualify for this promotion.

4. What are the fees and charges involved for SGX-listed shares custodised under OCBC Securities sub-account?

For SGX-listed Shares

Transfer-in fees	S\$10.90 per security.	Waived
Sub-account maintenance fees	S\$15 / quarter if there are securities. S\$2 / quarter if there are no securities.	Waived
Corporate action processing fees (non-cash dividend)	S\$10.90 (inclusive of GST).	Waived
Cash dividend	1% on net dividend (min S\$3, max S\$50) GST or equivalent is applicable depending on payment currency.	Waived

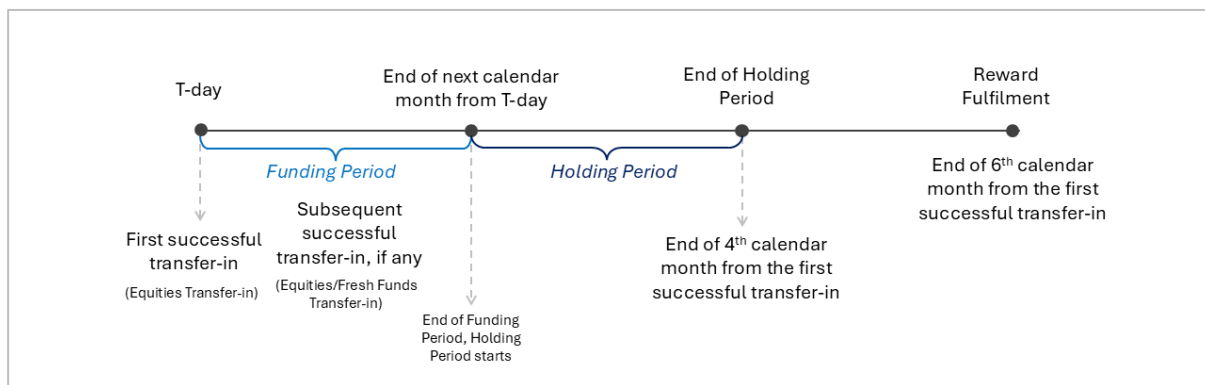
Do note that custody, corporate actions and other miscellaneous fees and charges for foreign shares transfer will still be applicable. For foreign shares transfer-in, there will be no charge(s) incurred from OSPL on the transfer-in.

5. What are the fees and charges involved for foreign shares custodised under OCBC Securities sub-account?

OCBC Securities does not charge transfer-in fees for foreign shares. However, you may be subject to fees charged by the respective Financial Institutions that you will be transferring from.

Foreign shares transferred into OCBC Securities are subject to custody fee charges of S\$2.18 per month which will be waived if there are a minimum of 2 trades a month. Foreign shares will also be subjected to corporate action fees.

6. How long is the Holding Period and when will I receive the rewards?



“Holding Period” means the period from the end of the Funding Period till the end of the 4th calendar month after the date of the first successful Shares Transfer-in. Rewards will be fulfilled and credited to your trading account by the end of the 6th calendar month from the date of the first successful Shares Transfer-in.

For example, if your first Shares Transfer-in is successful on 10th December 2024, the Holding Period is from 10th December 2024 to 30th April 2025. You should hold all qualifying Eligible Shares in your Eligible Trading Account(s) until 30th April 2025. Rewards will be fulfilled by the end of 30th June 2025.

7. Can I execute trades during the Holding Period and remain eligible for the promotion?

You can execute trades during the Holding Period, but shares transferred out of the trading account will not qualify for the promotion.

DIFFERENCE IN SERVICES BETWEEN CDP DIRECT ACCOUNTS AND OCBC SECURITIES SUB-ACCOUNTS

Corporate Actions

8. Will the processes for receiving corporate action entitlements change once an investor moves from a CDP direct account to OCBC Securities sub-account?

Yes, there will be changes in the way you will receive your corporate action entitlement as OCBC Securities will now handle the processing instead of CDP.

OCBC Securities will distribute the corporate action entitlements to clients after receiving them from CDP according to the payment method set up in OCBC Securities' records.

For more information on Corporate Action matters, please refer to

<https://www.iocbc.com/help-and-support/trading-our-products-corporate-actions>.

9. How will the processes for receiving dividends and other cash distributions change for an investor who moves from a CDP direct account to a sub-account? Why have I not received my dividends even though it is after the date that the Issuer indicated in their corporate announcement that the dividends would be paid out?

For clients with shares in Shares Financing account, clients' dividends will be put in share financing account by default.

For clients with shares in cash sub account, clients' dividends will be put in trust by default. To change the mode of crediting, client will need to fill in a Corporate Action Standing Instruction form.

Dividends will be processed on the same day as CDP. However, depending on your Standing Instructions, you may receive the payments later.

- For payment to TRUST, client will receive dividend on the same date as CDP
- For payment to Shares Financing account, client will receive dividend 1 business day later
- For payment via GIRO/ EPS/ payment swift, client will receive dividend 1 business day later

10. Non-cash corporate action events – How soon will my shares be reflected in my sub account with OCBC Securities after the date that the Issuer indicated in their corporate announcement that the shares would be credited?

For cash account clients, shares are adjusted on the same day as CDP. For share financing account clients, shares are adjusted 1 business day later.

11. Elections – Why is the deadline set by OCBC Securities shorter than the period indicated by the Issuer in their corporate announcement for the corporate action event?

OCBC Securities' deadline is 3 business days ahead of the date that the issuer indicated in their corporate announcement that the corporate action event would be open for. This is to ensure that OCBC Securities has sufficient time to process for submission to CDP.

12. How do I subscribe for corporate action events after my securities are transferred to OCBC Securities?

You can subscribe for corporate action events directly through OCBC Securities. Please check with your Trading Representative on how to subscribe for corporate action events.

Shareholders Rights

13. Can I still attend AGMs if my shares are held in sub-accounts? Can I still vote if my shares are held in sub-accounts?

Yes, you can request to attend and/or vote in AGMs by submitting a proxy form to OCBC Securities through customer service or your Trading Representative. Blank proxy forms are available on the SGX Company Announcement page.

14. Will I receive annual reports and general meetings notifications from the Issuer if my shares are held in sub-accounts?

OCBC Securities does not send annual reports and general meetings notifications from Issuer to client. Please check the SGX website (<https://www.sgx.com/securities/company-announcements>) for Issuer's announcements.

ACCESS TO CDP SERVICES

15. How do I subscribe to Treasury Bills (T-bills), Singapore Government Securities (SGS) and Singapore Saving Bond (SSB) if I hold shares in a sub-account with OCBC Securities? Can a sub-account holder subscribe for T-bills, SGS and SSBs?

You can continue to subscribe to T-bills, SGS and SSBs through your CDP direct account. Investors cannot subscribe for these through your own OCBC Securities sub-account.

16. Can a sub-account holder subscribe for IPOs through the ATM?

ATM subscription for IPOs is only available for CDP direct accounts.

17. Why are shareholdings transferred from a CDP direct account to a sub-account no longer reflected in CDP Investor Portal? How can I view my holdings in my sub-account?

The SGX Investor Portal reflects shareholdings in CDP direct accounts only; sub-account holdings are not visible to CDP and therefore unavailable through the SGX Investor Portal.

OCBC Securities sub account holders can view their holdings via the iOCBC custodised portfolio screen or their monthly statements.

18. Will my direct account be automatically closed after all securities have been transferred to OCBC Securities?

No, your CDP direct account will remain open.

ACCOUNT RELATED ISSUES

19. How do I retrieve my user ID and password to login to iOCBC?

For new OCBC Securities clients who have opened an account digitally, a welcome email would have been sent to you which you can use to setup your user ID and password.

If you opened an account using forms, the user ID and password will be mailed to you separately. The default user ID will be your trading account number in a 7-digit format, e.g. 0123456.

If you are an existing OCBC Securities client who has just applied for the iOCBC online trading account, the default user ID will be your existing trading account number in a 7-digit format, e.g. 0123456. Only the password will be mailed to you.

20. I have forgotten my password to my iOCBC Mobile/Online Trading platform, how can I retrieve it?

You may reset your password [here](#).

21. I have forgotten my username for login, how can I retrieve it?

Please call our customer service hotline

1800 338 8688 (Local)

+65 6338 8688 (Overseas)

For other queries relating to your account setup, kindly visit [iOCBC Help & Support page](#) for detailed instructions.