

Frequently Asked Questions on the online trading feature for your Wealth Portfolio

General:

1. What does the Wealth Portfolio's new online trading feature entail?

Previously, you were not able to trade Equities (defined as exchange-listed shares, excluding Rights, Warrants, and Singapore Depository Receipts, Real Estate Investment Trusts (REITs) and Exchange-traded Funds) through your Wealth Portfolio. With this enhancement, you will be able to trade these Equities via the OCBC app and Internet Banking.

You will be able to trade on eight exchanges across these markets – Singapore, Hong Kong, the United States, the United Kingdom, Australia and Japan – and these trades will be settled through your Wealth Portfolio. Any newly traded Equities will be custodised with OCBC and/or a custodian nominated by OCBC.

2. How do I gain access to this online trading feature?

This feature is part of an enhancement to the wealth experience for OCBC Premier Banking and OCBC Premier Private Client customers. As such, it will be availed to you through your Wealth Portfolio if you are:

- a) At least 21 years old; and
- b) An OCBC Premier Banking or OCBC Premier Private Client customer.

To start trading, please use the OCBC app (Log in > More > Investments > Equities > Orders) or Internet Banking (Log in > Investments & Insurance > Equities).

If it is your first time logging in to these platforms, you may be asked to acknowledge the following:

1. A Customer Account Review (CAR); and
2. A Risk Warning Statement acknowledgement.

Thereafter, you will be able to access our online trading feature immediately. For more details, please contact your Relationship Manager or Client Advisor.

3. What is the initial deposit needed to open an OCBC Wealth Account?

The requirements for OCBC Premier Banking customers can be found [here](#), while those for OCBC Premier Private Client customers can be found [here](#).

4. What is the difference between trading using the Wealth Portfolio and a trading account and a securities account?

The Wealth Portfolio's new trading capability is an enhancement for OCBC Premier Banking and OCBC Premier Private Client customers.

Any new Equities you trade will be consolidated with the existing holdings in your Wealth Portfolio. This means that you will be able to take fuller advantage of the advanced portfolio analytics and investment tools we will roll out in the future. If you have a Wealth Financing facility, any marginable Equities you purchase through your enhanced Wealth Portfolio will increase your portfolio's borrowing power, up to the limit of your facility.

Another way to trade is through a trading account. A trading account is managed by a securities (stock broking) house like OCBC Securities Private Limited (OSPL).

You can link your trading account to a securities account like the Central Depository Private Limited (CDP) Securities Account. In this arrangement, any Singapore trades you execute will be reflected in your CDP Securities Account. CDP also acts as the custodian of your Singapore shares.

For those seeking a more unified experience, the OCBC Wealth Account (which holds your Wealth Portfolio and holdings) allows you trade, monitor your holdings and even bank using a single account.

5. If I have a CDP Securities Account, how do I transfer my holdings from CDP to my Wealth Portfolio

Please complete the CDP Form 4.2 and submit it to us via your Relationship Manager or Client Advisor. Do note that transfers from CDP to OCBC will take up to 10 working days.

6. I have a Single / Joint (And) / Joint (Or) account. Can I trade online through my Wealth Portfolio.

As our trading service is based on your Wealth Account (and by extension the Wealth Portfolio within it) set-up with OCBC Premier Banking or OCBC Premier Private Client. Account holders of a Single and Joint (OR) account can trade online with the Wealth Portfolio; however Joint (And) will not be able to do so.

7. Can a mandate trade on my behalf?

No, we are unable to support online trades by mandatees on behalf of the account holder(s).

8. Can I choose to disable the online trading feature of my Wealth Portfolio?

This feature will be incorporated into our standard Wealth Portfolio offering from 28 April 2025. Hence, we regret that it cannot be disabled.

Trading: General Information

9. What assets do you offer in this trading service?

Exchange-listed shares, Real Estate Investment Trusts (REITs) and Exchange Traded Funds (ETFs) in the eight supported exchanges.

10. Which markets can I trade online through the Wealth Portfolio?

You can trade in eight exchanges across these markets: Singapore, Hong Kong, U.S., UK, Australia and Japan stocks online. Here are details of the exchanges we offer:

Markets	Equities Listed On
Singapore	Singapore Exchange (SGX)
Hong Kong	Hong Kong Exchange (HKEX)

United States	New York Stock Exchange (NYSE), National Association of Securities Dealers Automated Quotation (NASDAQ), American Stock Exchange (AMEX)
United Kingdom	London Stock Exchange (LSE)
Australia	Australia Securities Exchange (ASX)
Japan	Tokyo Stock Exchange (TSE)

Trading: Placing an order

11. What is the cut off time for entering both buy and sell orders?

Orders, both buy and sell, can be entered throughout the day, 24 hours a day, 7 days a week. Within the specific market's trading hours, there will be direct market access. However, outside of the specific market's trading hours or mid-day break, orders, both buy and sell, will be accepted and queued for market open for execution.

12. What type of orders can I submit?

We can only accept limit and day orders.

13. What are limit orders?

When you place a limit order, you are stating the price at which you wish to buy or sell a stock. If that price is not met, your order will not be executed. A limit order guarantees a price but does not guarantee an execution.

14. Can I place an intraday sell order after my buy order is filled?

Yes, clients can sell intraday fully executed buy orders within the day.

15. Can I perform a contra trade?

Contra trades are not allowed. All buy trades are settled by cash up front, in the same currency of your order/trade, through the balances in your Wealth Portfolio.

16. Why can't I place an order for a particular stock?

Unable to place a buy order

If you are unable to complete a buy order, please check for any errors or on-screen messages prompted.

There are several reasons why a buy order may be declined, albeit non-exhaustive:

1. Your settlement account has insufficient cash for trading. Please top up your settlement account in the relevant trading currency.
2. The price entered is not in the correct bid size or out of the maximum price range allowed for the market.
3. Your account has insufficient collateral value to support your current trade amount.

If you require any further assistance, please contact your Relationship Manager or Client Advisor.

Unable to place a sell order

If you are unable to complete a sell order, please check for any errors or read the on-screen message prompted.

There are several reasons why a sell order may be declined, albeit non-exhaustive:

1. Your Wealth Portfolio has insufficient holdings for trading.

2. Your order is unable to be fulfilled due to pre-trade checks that are performed to prevent short selling.

If you require any further assistance, please contact your Relationship Manager or Client Advisor.

17. Can I do a cross-currency settlement?

All buy trades are settled by cash up front, in the same currency of your order/trade, through the balances in your Wealth Portfolio.

18. How can I use my Wealth Financing limit to trade online?

You will need to reach out to your Relationship Manager or Client Advisor to initiate a drawdown of your facility limit first. You will only be able to utilize the drawdown on the value date of the loan. Do note we have not enabled cross-currency settlement of buy trades; buy trades must be settled using the same currency balances.

19. Can I submit odd lot orders for online trading?

Order placement for odd lots is not supported. Order quantity must be in multiples of lot size as indicated on the platform.

20. How can I make sure my order is being placed?

Customer will be able to view the status of their orders on the “Orders” page (OCBC Digital Home Page > Plan > Invest > Equities > Orders). Additionally, a push notification will be sent to notify you of the outcome of your order.

21. How do I amend my order?

To amend your outstanding order (outstanding orders mean that it has not been executed yet), click on the specific order that you wish to amend in the “Orders” page. Thereafter, click on “Edit Order” at the bottom of the screen and you will be moved to the “Edit Order” page.

Please find the allowed amendment actions for each market:

Market	Allowed Amendment Action?			
	Quantity		Price	
	Increase	Decrease	Increase	Decrease
Singapore	Yes	Yes	Yes	Yes
Hong Kong	No	Yes	No	No
United States	No	Yes	No	No
United Kingdom	No	Yes	No	No
Australia	No	Yes	No	No
Japan	No	Yes	No	No

For non-SGX orders, amendments are only for reduction of the quantity, and you cannot amend the other parameters like price and payment mode.

For SGX orders, with the introduction of SGX Reach Advance Orders, you can now amend your SGX order by increasing or decreasing the price and/or quantity. This may result in a possible change in the priority of your order.

22. How do I withdraw my order?

If you have an outstanding order that is not yet filled, you may cancel it by going to the “Orders” page and selecting the specific order you wish to withdraw. Once done, you will be able to select “Withdraw Order” at the bottom of the screen.

The status of your order withdrawal can be viewed via the OCBC app (Login > Plan > Invest > Equities > Orders) or Internet Banking (Login > Menu bar (Investments & Insurance) > Equities > Manage Orders (Current orders)).

Please note that all withdrawal orders are subject to prior fills. If the order is partially filled, you can only make amendments / withdrawals only on the unfilled quantity.

23. How am I notified of the execution of a trade and the confirmation of the order when done?

The status of your orders can be viewed via the OCBC app (Login > Plan > Invest > Equities > Orders) or Internet Banking (Login > Menu bar (Investments & Insurance) > Equities > Manage Orders (Current orders)).

All customers will be receiving an email notification on the status of their orders. In addition, customers will also receive either a SMS or a push notification on the status of their orders depending on their notification preferences.

A contract note will also be sent to you in the same delivery mode as your Wealth Report. For example, if you have elected to receive your Wealth Report digitally, the contract note will also be sent to you digitally. You may also refer to the transaction activity in your Wealth Report for the upcoming month.

24. What happens if the order is not executed by the end of the business day?

All unmatched orders will expire at the end of the business day. You will receive an email and SMS/Push Notification that your order was not executed at the end of the business day.

Cash will only be debited upon successful execution on settlement day. If orders are not executed, your cash balances will remain in the Wealth Portfolio.

25. How long does it take for status of positions to be reflected?

Transaction status for all orders can be viewed in real-time via the OCBC app (Login > Plan > Invest > Equities > Orders) or Internet Banking (Login > Menu bar (Investments & Insurance) > Equities > Manage Orders (Current orders)).

However, do note that a filled order will take approximately one hour to be reflected in the overall Wealth Portfolio dashboard.

Trading: Market Specific Information

26. For more information on the relevant markets (Singapore, Hong Kong, United Kingdom, United States, Japan, Australia), please refer to: [Market Information](#)

Delivery & Settlement

27. When will the money be settled in my Wealth Portfolio after selling my online holdings?

The cash proceeds will be credited to your Wealth Portfolio. The funds will be available on the settlement date.

Markets	Settlement Date
United States	T+1
All others	T+2

28. How do I make deposit to settle my trade?

All trades will be debited from the available cash balance in your Wealth Portfolio. You may perform a money transfer from your OCBC account via the OCBC app or through your Relationship Manager or Client Advisor if you wish to top-up your Wealth Portfolio.

29. What should I do if I want to buy holdings in a particular market but do not have that currency in my Wealth Portfolio?

Do let your Relationship Manager or Client Advisor know of your intent – they will proceed to create the relevant currency in your Wealth Portfolio. You may thereafter perform a money

transfer to deposit funds into that newly created currency or a foreign exchange transaction through your Relationship Manager or Client Advisor.

Do be reminded that you are required to settle your trades in their base currencies. A foreign exchange can be performed prior to your trade, to ensure you have the balances in the matching currency.

30. How do I transfer securities to the Wealth Portfolio?

There are no fees involved for equities transfer in. However, other market charges such as stamp duties are payable by the client. For more information on transferring of securities and other market charges, please reach out to your Relationship Manager or Client Advisor for assistance

31. How are dividends and other corporate actions managed?

Like other holdings, corporate actions for your traded holdings will be managed as part of your Wealth Portfolio. Your Relationship Manager or Client Advisor will reach out to you whenever there is a corporate action that requires your response.

32. Can I use CPF and/or SRS funds to trade online?

Trades arising from this online trading service can only be done through balances in your Wealth Portfolio. Do reach out to your Relationship Manager or Client Advisor if you wish to find out more; they would be happy to share alternatives on investing using your CPF and/or SRS funds.

Fees

33. What are the commission fees and market charges?

If you are an OCBC Premier Banking customer, please refer to our latest pricing guide on OCBC webpage > Premier Banking > Our Solutions > Investments > Equities for the applicable brokerage charges.

If you are an OCBC Premier Private Client customer, please refer to our latest pricing guide on OCBC webpage > Premier Private Client > Our Solutions > Investments > Equities for the applicable brokerage charges.

34. Are there any custodian fees?

Please refer to our latest pricing guide for the most updated pricing. As of publication, there are no custody fees applied for all holdings in the Wealth Portfolio, including the online traded positions.

Risk Warning Statement

35. What is the Risk Warning Statement (RWS) about?

Foreign-listed investment products, including EIPs, may carry a different set of risks and different levels of protection for investors from those offered locally. Intermediaries such as banks are required to warn retail customers of the possible risks prior to the customer's first purchase of a foreign-listed investment product from 28 February 2013 and to obtain the customer's acknowledgement on the risk warning disclosure. This will apply to all foreign-listed investment products, regardless of whether the customer has transacted in such products prior to 28 February 2013, and whether the customer is assessed to have the relevant knowledge or experience to transact in listed SIPs.

Customers can acknowledge the prescribed Risk Warning Statement (RWS) by accepting it electronically after login to the OCBC app or Internet Banking. Please read and understand the contents of the RWS before indicating your acknowledgement of the RWS. If you have any questions on the RWS, please contact your Relationship Manager or Client Advisor.

36. What are Excluded Investment Products (EIPs)?

Excluded Investment Products (EIPs) are investment products which have terms and features that are generally understood by retail investors, and the classification of an EIP is determined by its complexity and not its risk level.

37. Are Overseas-Listed Investment Products classified as Excluded Investment Products (EIPs) or Specified Investment Products (SIPs)?

Monetary Authority of Singapore (MAS) has refined the prescribed list of EIPs to include Overseas-Listed Investment products that have materially the same product characteristics as that of EIPs traded on SGX.

Overseas-Listed EIPs include:

- 1) Ordinary foreign shares (exclude preference shares);

- 2) Company warrants;
- 3) Depository receipts;
- 4) Real Estate Investment Trust;
- 5) Bonds (plain vanilla); or
- 6) Business trusts

Listed on the following exchanges:

- NYSE
- AMEX
- NASDAQ
- HKEX
- SET
- IDX
- PHS
- SZSE
- SSE
- LSE
- TSE
- ASX
- Bursa Malaysia

Overseas-Listed Specified Investment Products (SIPs) are any Overseas-Listed Investment Products other than the Overseas-Listed EIPs above.

Customer Account Review (Listed Specified Investment Products)

38. What is the Customer Account Review about?

Effective from 1 January 2012, financial institutions such as banks, broking firms and financial advisors are required to assess if a retail investor has the relevant knowledge or experience to understand the risks and features of derivatives before offering any Specified Investment Products (SIPs) to him/her.

The Bank requires you to complete a Customer Account Review (CAR) to ascertain your understanding of derivatives before you invest in any SIPs listed on an exchange, regardless if you are new or existing customer. You must be assessed to possess knowledge or experience in derivatives in pursuant of CAR before the Bank allows you to request trading listed SIPs via your Wealth Portfolio.

39. What are Listed Specified Investment Products?

Specified Investment Products (SIPs) are complex financial products that have structures, features and risks that are more difficult to understand. There are generally two types of SIPs – those that are listed on an exchange and those that are unlisted. Some examples of SIPs listed on Singapore Exchange (SGX) and Overseas Exchange securities markets include the following:

- Certificates
- Exchange Traded Funds (ETFs)
- Exchange Traded Notes (ETNs)

- Futures (Extended Settlement Contracts)
- Structured Warrants
- Callable Bull / Bear Contracts (CBBCs)

Some examples of unlisted SIPs include the following:

- Over-The-Counter Products
- Leveraged Foreign Exchange

40. How will the requirements affect investors like me?

If you wish to trade listed SIPs, the Bank will have to conduct a CAR based on your declaration of your educational qualifications, work experience and investment or trading experience to assess whether you have the knowledge or experience to understand the features and risks of SIPs before trade in listed SIPs online through your Wealth Portfolio.

41. What are the qualifying criteria used in the CAR?

The criteria used in the CAR to determine if the investor qualifies are as follows:

a. Educational Qualifications

Diploma or higher qualifications in one of the following fields:

1. Accountancy
2. Actuarial Science
3. Business Administration/Business Management/Business Studies
4. Capital Markets
5. Commerce/ Economics /Finance
6. Financial Engineering
7. Financial Planning / Computational Finance and Insurance
8. Professional Finance-related qualifications (including Chartered Financial Analyst Examination conducted by CFA Institute, USA and the Association of Chartered Certified Accountants (ACCA) Qualifications)

b. Working Experience

Have a minimum of 3 consecutive years of working experience in the past 10 years, in the development of, structuring of, management of, sale of, trading of, research on or analysis of investment products (as defined in Section 2(1) of the Financial Advisers Act (Cap. 110) on the Monetary Authority of Singapore website), the provision of training in investment products or the provision of legal advice or possession of legal expertise in any of the foregoing. Work experience in Accountancy, Actuarial Science, Treasury or Financial Risk Management activities will also be considered relevant experience.

c. Investment Experience

At least 6 transactions in Listed SIPs in the preceding 3 years.

42. Do I have to fulfil all 3 criteria in order to qualify for the CAR?

To pass the CAR, you only need to satisfy 1 of the 3 criteria.

43. What is the validity period if I satisfy the CAR?

After you are assessed to be qualified to trade listed SIPs, we will conduct the CAR once every 3 years for accounts trading in Listed SIPs.

Notwithstanding that CAR is valid for 3 years, financial institutions are required to update Customer's profile at least once a year. As such, the Bank will request for an annual update of your education qualifications and investment experience or work experience and any other relevant information.

44. If I have completed and satisfied the CAR with another broking firm, do I have to undergo another assessment with OCBC Bank?

Yes, each financial institution has an obligation to conduct its own CAR for their customers. The successful outcome of the assessments conducted with other financial institutions is not transferable to OCBC Bank.

Wealth Portfolio Upgrade for existing customers with an OCBC Online Equities Account (OEA)

45. In what situations will a Wealth Portfolio Upgrade occur for existing OEA customers? What happens to the holdings in my OEA?

If you become have an existing OEA and become an OCBC Premier Banking or OCBC Premier Private Client customer, we will perform a Wealth Portfolio upgrade for you. This means that all your holdings (apart from those not supported by the Wealth Portfolio) will be transferred from your OEA to your new OCBC Wealth Account (as a recap, the OCBC Wealth Account holds Wealth Portfolios, where your holdings will reside within). The OCBC Premier Banking and OCBC Premier Private Client Terms and Conditions will apply to such holdings. The OEA Terms and Conditions will continue to apply to any remaining holdings in your OEA. If no holdings remain, your OEA will be closed and its T&Cs will no longer apply to you.

As part of the Wealth Portfolio Upgrade, any holdings transferred from your OEA to your Wealth Portfolio will be custodied with OCBC and/or a custodian nominated by OCBC. Any remaining holdings in your OEA will continue to be custodied with OSPL and/or a custodian nominated by OSPL.

Besides transferring your holdings, the Wealth Portfolio Upgrade will also involve transferring your cash balances to your Wealth Portfolio. This excludes currencies not supported by the Wealth Portfolio; these will remain in your OEA.

46. What is the difference between the new online Equities trading service through the Wealth Portfolio and OEA?

Our new unified platform will allow you to trade 'Equities' online from your consolidated Wealth Portfolio, through the OCBC app and Internet Banking in eight exchanges across the following markets – Singapore, Hong Kong, the United States, United Kingdom, Australia and Japan. Equities here is defined as exchange-listed shares (excluding Rights, Warrants, Singapore Depository Receipts), Real Estate Investment Trust (REITs) and Exchange-Traded Funds (ETFs) Your new online Equities transactions will be custodied with OCBC and/or a custodian nominated by OCBC. Trades will also be settled through your Wealth Portfolio. Online trading of Equities was previously not enabled in your Wealth Portfolio.

The OEA is a standalone cash trading account, where holdings are custodied with OSPL and/or a custodian nominated by OSPL. Going forward, the OEA will only be available to OCBC Personal Banking customers.

47. How does the launch of this new service affect me?

As an OCBC Premier Banking or OCBC Premier Private Client customer, the Equities you trade will be settled through your Wealth Portfolio and your holdings will be custodied with OCBC and/or a custodian nominated by OCBC.

To provide you with a unified wealth experience and greater convenience, we will also transfer any holdings and cash balances in your OEA to your Wealth Portfolio on 28 April 2025. This brings two key benefits:

1. **Better Portfolio Insights:** Any Equities we transfer, as well as those you subsequently purchase, will now be consolidated into your Wealth Portfolio. This consolidation allows our analytics tools - which will be availed through your Relationship Manager or Client Advisor at a later date - to deliver deeper insights into your portfolio.
2. **Enhanced Wealth Financing:** If you have a Wealth Financing facility, you will benefit from any marginable holdings we transfer from your OEA, as well as the Equities you subsequently purchase. Marginable holdings will increase your portfolio's borrowing power, up to the limit of your facility.

48. Can I choose to disable the online trading feature of my Wealth Portfolio and to continue trading using my OEA?

This online trading feature will be incorporated into our standard Wealth Portfolio offering from 28 April 2025. Hence, we regret that it cannot be disabled. If you have any concerns regarding your holdings, such as holdings in unsupported markets or unsupported assets that cannot be traded through the Wealth Portfolio, please refer to Q52.

You may also reach out to your Relationship Manager or Client Advisor if you wish to explore alternatives or have further questions around continuing trading using your OEA.

49. What eligibility requirements do I need to meet to trade Equities using my Wealth Portfolio?

To start trading, you must:

- a) Be at least 21 years old;
- b) Have acknowledged the Risk Warning Statement (RWS) for the trading of Overseas-listed Investment Products; and
Have completed and acknowledged the Customer Account Review (CAR) for the trading of Listed Specified Investment Products (SIPs).

50. If I have holdings in unsupported assets (e.g. Warrants and Exchange-traded Bonds) or unsupported markets (e.g. Shanghai Stock Exchange A and Shanghai Stock Exchange B), cash balances in CNY, MYR or THB, and/or suspended or delisted holdings in my OEA, will they be transferred to my Wealth Portfolio as well?

Our new online trading feature will not support such assets and holdings, including those not supported by OCBC and/or a custodian nominated by OCBC. They will instead remain in your OEA, which you can only access via the iOCBC trading platforms. Your Relationship Manager/Client Advisor will also be reaching out to provide more details.

51. If I have a trade that will be settled or a corporate action that will be settled/paid out after 28 April 2025, what will happen?

We will transfer your holdings linked to these trades upon settlement or the conclusion of the corporate action. Your Relationship Manager or Client Advisor will also be reaching out to provide more details.

52. Will there be a trading blackout during this transition?

If you place any overnight orders using your OEA after the US market closes (i.e. 4am on 26 April 2025) or have any outstanding Good-Till-Date orders in your OEA after 4am on 26 April 2025, these orders will be cancelled and not fulfilled.

We will also send you reminders on this through your Relationship Manager or Client Advisor or via SMS/push notification.

We seek your help to place these orders again from 9am on 28 April 2025 via your Wealth Portfolio.

53. I am unable to log in to the iOCBC trading platforms. What should I do?

The default username for logging in to the iOCBC trading platforms is your 7-digit OSPL trading account number. If you are unable to recall your username, please reach out to us at the iOCBC website > Contact Us.

If you have forgotten your password, please go to the iOCBC website > Login > Trouble logging in?. You will be asked to enter your username before you can change your password.

If you have forgotten both your username and password, please reach out to us (iOCBC website > Contact Us) to retrieve your username before changing your password online, if you have logged into our iOCBC trading platforms before; otherwise, the password will be mailed to you separately, which will be advised by our Contact Centre. This two-step approach is meant to safeguard your account and ensure that your iOCBC password is only known to you.

54. What are the fees and charges for Equities traded online through the Wealth Portfolio?

If you are an OCBC Premier Banking customer, please refer to our latest pricing guide for brokerage charges on OCBC webpage > Premier Banking > Our Solutions > Investments > Equities. No custody charges will apply to your holdings.

If you are an OCBC Premier Private Client customer, please refer to our latest pricing guide for brokerage charges on OCBC webpage > Premier Private Client > Our Solutions > Investments > Equities. No custody charges will apply to your holdings.