

e-Statement FAQs

1. What is an e-Statement?

It is an electronic version of your statement that you can view or download via our iOCBC online trading platform at your convenience. Eligible accounts opened from 29 September 2020 onwards will automatically be enrolled for e-Statements only.

2. How about my paper statement?

We will cease the paper versions of Trading and Monthly Statements from November 2020 onwards.

3. How do I continue receiving paper statements?

Simply log into the iOCBC platform, go to the e-Statement tab, click on manage e-Statement and check the box to continue receiving paper statements. Such requests will take effect after 2 working days and thereafter you will be able to receive paper statements. Monthly statements will be sent to you on a monthly basis while trading statements will be sent to you when you perform a transaction.

4. What are the e-Statements available?

There will be 2 e-Statements available.

- 1) Your Trading Statement - we have merged the following paper statements into one e-Statement:
 - a) Daily Contract Note (US and Non-US)
 - b) Daily Contract Cancellation (US and Non-US)
 - c) Daily Contra Statement
 - d) Daily Contra Reversal Statement

- 2) Your Monthly Statement – we have merged the following paper statements into one e-Statement:
 - a) Monthly Trust Account Statement
 - b) Monthly Account Transaction Statement
 - c) Monthly Custody Statement
 - d) Monthly Sub Account Statement
 - e) Daily Shares Deposit / Withdrawal
 - f) Monthly Dividend Statement
 - g) Other Corporate Action Advice – Additional Information

5. Am I eligible for e-Statements?

You will receive e-statements if you have online access to our trading platform and an email address registered with us.

6. How will I know whenever new e-Statements are ready for viewing?

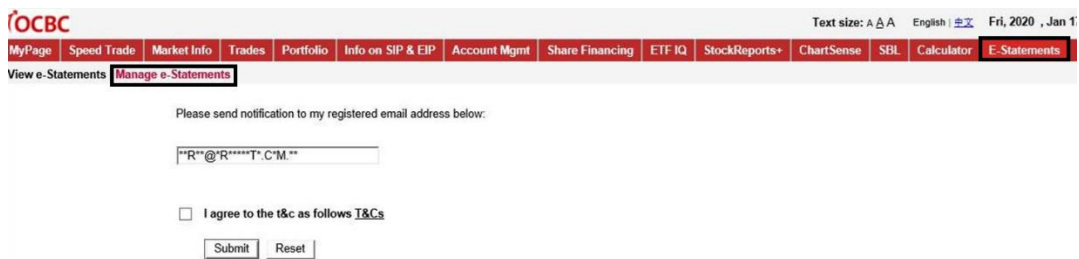
You will receive an email notification from us when your e-Statement is ready for viewing. You may then log in to our iOCBC online trading platform to view or download your e-Statements.

7. How do I apply for online access to the trading platform?

Please mail this application form to us or submit it at any OCBC Bank branch.
<https://portal.iocbc.com/assets/pdf/ospl/One-Time-Password-OTP-Token.pdf>

8. How do I update my email address?

You can log into your iOCBC Platform to update your email address. Please allow 3 working days for updating. An email notification will be sent to your new email address after your email is successfully updated.



9. What should I do if I forgot my login ID, password and/or One Time Password token?

Please call our Customer Service Executives at 1800 338 8688 or, if abroad, at +65 6338 8688 so that we may assist you with your login. Alternatively, you may email us at cs@ocbcsec.com.

10. Can I view my past statements or contracts in electronic form?

Past statements will not be converted to e-statements. If you need your past statements, we can send them to you in paper form with an administrative fee of S\$10.00 (subject to 7% GST) for each quarterly period (Eg. For all statements issued within the same quarter).

Please call our customer service hotline at 1800 3388688 or if overseas, at +65 63388688 to request for the reprints.

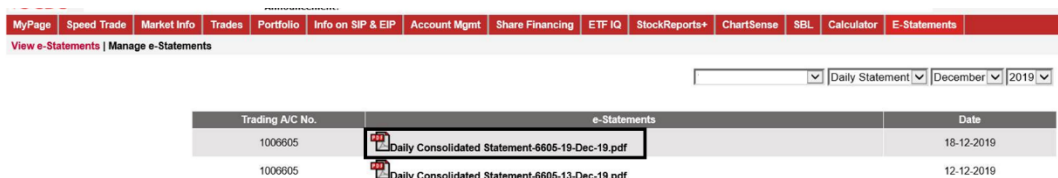
11. How do I view my e-Statements?

Just log in to our platform and click on the “e-Statements” button as shown below.



12. I am seeing 2 dates, which date should I refer to?

Do refer to the date as highlighted below. This is the date where an email notification was sent to you.



The screenshot shows the OCBC Securities website interface. The top navigation bar includes links for MyPage, Speed Trade, Market Info, Trades, Portfolio, Info on SIP & EIP, Account Mgmt, Share Financing, ETF IQ, StockReports+, ChartSense, SBL, Calculator, and E-Statements. The 'E-Statements' button is highlighted with a red box. Below the navigation bar, there is a section for 'Daily Statement' with a dropdown menu showing 'December' and '2019'. A table below shows the following data:

Trading A/C No.	e-Statements	Date
1006605	 Daily Consolidated Statement-6605-19-Dec-19.pdf	18-12-2019
1006605	 Daily Consolidated Statement-6605-13-Dec-19.pdf	12-12-2019

13. Am I able to view my e-Statements via my mobile application?

e-Statement is made available via desktop only. We will eventually implement it on the mobile application. Do look out for our notification!

14. Can I choose to receive e-Statements for only some of my accounts?

You are unable to choose. Your choice of e-Statements or paper statements will apply to all your accounts.

15. How long will each e-Statement be stored on the online platform?

Your Trading e-Statement will be stored for 3 months, whilst your Monthly e-Statement will be stored for a year. We encourage you to download them to your personal storage when they are available on the platform.

16. As a corporate customer, when will I be enrolled to receive e-Statements?

We are currently launching e-Statements for retail customers only. We will inform you when we launch e-Statements for corporate customers. Thank you for your patience.