



## Please...

- ✓ Refer to the latest version of the **Terms and Conditions for Unit Trust Accounts and Terms of Service** available on the iFunds platform for detailed information on fees and charges, dealing procedures, and disclosures of transaction information.
- ✓ Complete in BLOCK LETTERS. Incorrect or incomplete forms will not be processed.
- ✓ Submit the completed form to your Manulife financial adviser representative.

## For Financial Adviser:

- ✓ Submit the completed form and supporting documents to **SGP\_iFUNDS\_Ops@manulifeam.com**, with the email subject "iFUNDS Unit Trust Redemption Form".

## 1. Account Information

Client Name (as per iFUNDS Account) \_\_\_\_\_  
 Client NRIC/ Identification Number \_\_\_\_\_  
 Client iFUNDS Account Number \_\_\_\_\_

## 2. Redemption Details

Fund Name & Share Class	Number of Units
1	
2	
3	
4	
5	

### Note:

1. To redeem all the units of the fund, please state "ALL".
2. A request for partial redemption, which will result in a remaining balance of the fund falling below the minimum holding as set out in the **Terms and Conditions for Unit Trust Accounts and Terms of Service**, is deemed to be a request for full redemption of the fund in respect of the relevant class(es).
3. Redemption proceeds will be credited to the client's iFUNDS cash account, CPF Investment Account, CPF Special Account or SRS account (as applicable). If the client would like to withdraw any amounts from their iFUNDS cash account, please submit a separate request.
4. Please allow up to 7 working days for the process to be completed.
5. Please note that this redemption form will only be accepted if you have been notified via the iFunds platform that iFunds platform is unavailable or malfunctioning.
6. By signing this form, the client confirms that he/she has read, understood and agree to the Important Notes for Unit Trust Transactions section of this form.
7. By submitting this form to Manulife IM (Singapore), the adviser confirms that he/she has read, understood and agree to the Important Notes for Unit Trust Transactions section of this form.

Client Signature

Full Name

Date

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# Important Notes for Unit Trust Transactions

## For financial adviser

- I confirm that I have checked the correctness, accuracy, completeness and authenticity of the above transaction(s).
- I confirm that I have fulfilled all relevant and regulatory requirements applicable to the above transaction(s), including without limitation completing the Customer Knowledge Assessment (“CKA”) within the meaning of and in accordance with the requirements of MAS Notice FAA-N16. In particular:
  - o I have recommended funds that are equal or lower than the client’s risk profile. The funds recommended are in line with the client’s investment objectives, financial situation and particular needs based on the completed Investment Risk Profile Questionnaire/ Plan Right document (as may be relevant), as well as the outcome of the CKA. I have explained to the client the features and risks of the transaction (including any possible disadvantages associated with any fund switch(es) and whether the client is entitled to a free fund switch), and have provided the client a copy of the applicable offering documents as part of my advice on the funds I have recommended in the transaction(s) above.
  - o Where my client has passed CKA and he/she has exercised his/her right not to accept advice concerning fund(s) that are unlisted Specified Investment Products within the meaning of MAS Notice FAA-N16, I have highlighted to the client that it is his/her responsibility to ensure the suitability of the fund and that the client will not be able to rely on the safeguards from section 36 of the Financial Advisers Act 2001 to file a civil claim in the event of a loss.
- I acknowledge that any fund prices or net asset values (“NAV”) displayed on the Manulife Investments iFunds Singapore platform are purely indicative, and the actual price or NAV of the fund(s) for the above transaction(s) is/are determined based on forward pricing. The NAV may change during the time of review and processing of the above transaction(s) and the NAV shall be available only after the relevant transaction has been confirmed by the fund manager or transfer agent of the relevant fund.
- For investments in funds included under the CPF Investment Scheme (“CPFIS”), I declare that I have checked that the client has opened a CPF Investment Account before; invested in the CPF Investment Scheme - Special Account before; and/or completed the Self-Awareness Questionnaire.
- By submitting this form, I acknowledge that I have read, understood and agree to the [Terms of Use](#) and [Privacy Policy](#) available on the Manulife Investments iFunds Singapore platform, and all the statements above.

## Important Notes for Unit Trust Transactions

### For client

- I confirm that I wish to proceed with the above transaction(s) and hereby authorise Manulife Investment Management (Singapore) Pte. Ltd. (the “**Company**”) to carry out the above transaction(s) on my Manulife Investments iFunds Singapore (“**iFunds**”) account.
- I acknowledge that any fund prices or net asset values (“**NAV**”) displayed on the iFunds platform are purely indicative, and the actual price or NAV of the fund(s) for the above transaction(s) is/are determined based on forward pricing. The NAV may change during the time of review and processing of the above transaction(s) and the NAV shall be available only after the relevant transaction has been confirmed by the fund manager or transfer agent of the relevant fund.
- I acknowledge and agree that I shall promptly provide, without undue delay, such information or documents as may be requested by the Company to ascertain and verify my identity and source of funds/wealth and comply with applicable laws and regulations. I acknowledge that the Company reserves the right to suspend or reject the execution of the above transaction(s) for verification or other purposes and the Company shall not be liable for any losses incurred in consequence.
- I agree to indemnify and hold harmless the Company against any and all losses, liabilities, costs and claims suffered by the Company arising from or in connection with the Company accepting and acting on my instructions relating to the above transaction.
- I acknowledge that if I redeem any units of funds subscribed or paid using monies from my SRS account (“**SRS Units**”), the redemption proceeds, if received by the CPF Investment Administrator before the settlement date of the relevant transaction, may temporarily be automatically invested in one or more money market funds until the settlement date. I acknowledge and agree that the Company will, as soon as reasonably practicable, arrange for such units in the money market funds to be redeemed and for the proceeds of redemption of such units to be paid to my SRS account. I acknowledge that the price of the SRS Units and the relevant money market fund may fluctuate during the redemption process described above, and that the proceeds of redemption that are paid to my SRS account may be more or less than the indicative redemption proceeds shown on the iFunds platform.
- I understand that I have completed the Customer Knowledge Assessment (CKA) and have been informed of the outcome accordingly. For the above transaction(s), I acknowledge that:
  - (i) I have passed the CKA, received advice from my financial adviser representative concerning the transaction above, and have decided to proceed with my financial adviser representative’s recommendation; or
  - (ii) I have passed the CKA and do not wish to accept the advice given by my financial adviser representative and instead wish to proceed with the transaction above; or
  - (iii) I have failed the CKA, received advice from my financial adviser representative concerning the fund(s) recommended to me, and it is my responsibility to ensure the fund(s) that I intend to transact in is/are suitable for me. I acknowledge that I have been duly informed of my CKA result and I am aware that the Company is unable to proceed to transact in the above transaction(s) on my behalf unless I have received advice from my financial adviser representative. I confirm that I have received advice from my financial adviser representative

## Important Notes for Unit Trust Transactions

### For client (continued)

concerning the above transaction(s) and believe the fund(s) that I intend to transact in above are suitable for me.

For (ii) above, I understand that it is my responsibility to ensure the suitability of the requested transaction(s) and I will not be able to rely on section 36 of the Financial Advisers Act 2001 of Singapore to file a civil claim in the event of a loss.

- For switch transactions:

(i) I acknowledge that I may incur fees and charges as a result of (a) the disposal of, or reduction in interest in, an existing fund; and (b) the acquisition of, or increase in interest in, a new fund. Before switching from one fund to another, I should find out whether I am entitled to free switching and consider carefully whether any fees, charges and/or disadvantages that may arise from a switch would outweigh any potential benefits. Some of the disadvantages associated with switching include the following:

- transaction costs may be incurred without gaining any real benefit from the switch;
- the new fund may offer a lower level of benefit at a higher cost or same cost, or offer the same level of benefit at a higher cost;
- penalties may be incurred for exiting the existing fund;
- the new fund may be less suitable for me.

(ii) I am aware that I should seek the advice of my financial adviser representative if in doubt or if further clarification is required.

(iii) Upon full switch out, I acknowledge that the Company and its service providers reserve the right to redeem all re-invested dividends that are credited after the switch, and credit the proceeds into my CPF Investment Account, SRS account or cash account (whichever is applicable).

- For investments in funds included under the CPF Investment Scheme (“**CPFIS**”):

(i) I hereby irrevocably declare to the Central Provident Fund Board (“**CPF Board**”):

- that I have: (1) opened a CPF Investment Account before; (2) invested in the CPF Investment Scheme – Special Account (“**CPFIS-SA**”) before; and/or (3) completed the Self-Awareness Questionnaire. If the above declaration is found to be false, I understand and agree that CPF Board will reject the withdrawal of moneys from my CPF Ordinary Account or CPF Special Account (as applicable), as the CPF Board thinks fit.

(ii) I hereby irrevocably authorise the CPF Board to:

- debit from my CPF Special Account the sum of monies specified by Phillip Securities Pte Ltd (“**PSPL**”) and/or fund managers, or the amount determined by the CPF Board for the purchase/placement of funds, including any related fees, expenses and charges under the CPFIS-SA;
- credit my CPF Special Account with any income or any proceeds from the liquidation of funds under the CPFIS-SA that are received from PSPL and/or fund managers; and

# Important Notes for Unit Trust Transactions

## For client (continued)

- disclose any particulars or information whatsoever relating to or in connection with any investment with PSPL and/or fund managers to facilitate any transactions that cannot be settled due to data discrepancies, insufficient funds or any other reasons that the CPF Board deems fit.

(iii) I understand that the above transactions shall be made, subject to the provisions of the Central Provident Fund Act 1953 of Singapore and the Central Provident Fund (Investment Schemes) Regulations as may be amended from time to time and also to all such terms and conditions as may be imposed by the CPF Board from time to time. I hereby agree to indemnify the CPF Board and shall keep the CPF Board indemnified against all actions, proceedings, liabilities, claims, damages, expenses or legal costs whatsoever arising out of or in connection with the CPF Board accepting and acting upon this authorisation.

(iv) **This table is applicable for funds with CPF OA/CPF SA as fund source:**

## What are trailer fees?

Trailer fees are fees payable to distributors (including financial advisors) who sell the fund to the investors. The trailer fees are generally paid out from a fund's annual management fees (which is part of the total expense ratio) by the fund manager or product provider to distributors. As such, trailer fees are not an additional cost to end investors.

**Source:** <https://www.cpf.gov.sg/member/faq/growing-your-savings/cpf-investment-schemes/what-are-trailer-fees>

Please see below table for trailer fees details of CPF-included products:

Asset Class	Trailer Fee Income (%) of Asset Class*	Median of Asset Class**
Equities	0 – 0.75%	0.45%
Balanced	0 – 0.45%	0.375%
Fixed Income	0 – 0.375%	0.20%

\* A collective range of Trailer Fee income (%) for each asset class

\*\* Calculated based on 50<sup>th</sup> percentile of trailer fee income

- I acknowledge that I have the right to cancel a subscription order by completing a cancellation request form and submitting it to the Company within 7 calendar days from the date of purchase, and that my right to cancel is subject to and shall be made in accordance with the [Cancellation Policy](#).

- I consent to the Company collecting, using, disclosing and/or processing my personal data for the purposes of administering my investment(s) and iFunds account(s), and such other purposes stated in the Terms and Conditions for Unit Trust Accounts and Privacy Policy. I also consent to the Company transferring my personal data to its affiliated companies and/or third party service providers (including without limitation Phillip Securities Pte. Ltd.), distributors, fund managers, or intermediaries for the above purposes.

## Important Notes for Unit Trust Transactions

### For client (continued)

- By signing this form, I confirm that I have read, understood and agree to the [Terms and Conditions for Unit Trust Accounts \(in particular Schedule 2 on Risk Disclosures\)](#) and [Terms of Service, Terms of Use, Privacy Policy, Best Execution Policy](#) and all the statements above, as well as the [offering documents of the fund\(s\)](#) that is/are the subject of the above transaction(s) and any other terms and conditions relating to the subscription to/redemption of the relevant funds, and confirm that I wish to proceed with the above transaction.