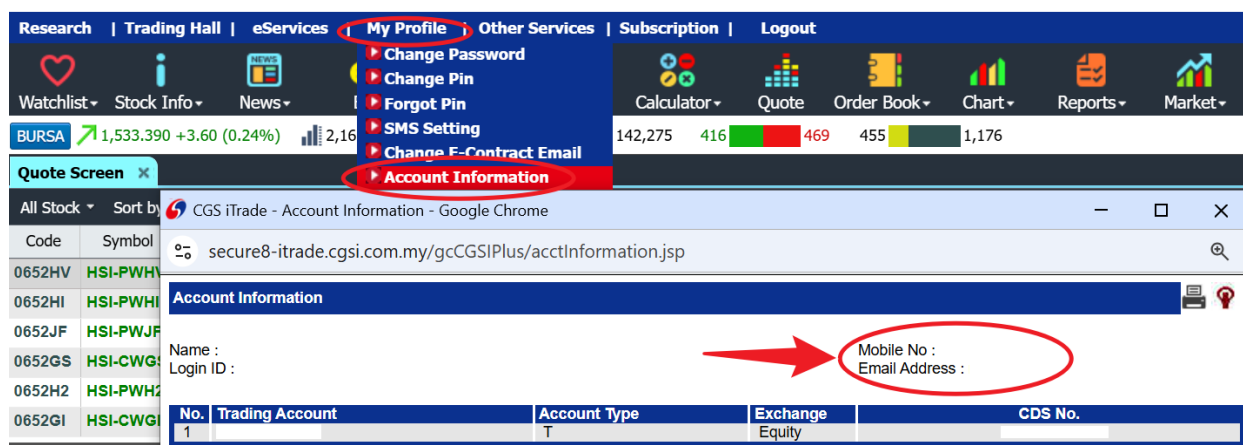


## Frequently Asked Questions

No	Item	Description			
1	Q	<b>What is Two-Factor Authentication (2FA) and why do I need to update my contact details?</b>			
	A	2FA adds an extra layer of security <b>to safeguard your online trading accounts</b> . In line with the regulatory requirements, CGS will implement 2FA where you must enter the One-Time Pin (OTP) each time you login to iTrade account, after entering your USER ID and password.  Hence, to ensure smooth login experience with the upcoming 2FA, your contact details must be up to date.			
2	Q	<b>What happens if my contact details are not up to date?</b>			
	A	If your contact details are not up to date, you will not be able to access the iTrade platforms once 2FA is implemented.			
3	Q	<b>How will I receive the OTP?</b>			
	A	You'll receive the OTP via your registered email			
4	Q	<b>How do I check if contact details are correct?</b>			
	A	<p>You can check your contact details on iTrade web.</p> <p>Login via iTrade Web &gt; <b>My Profile</b> &gt; <b>Account Information</b> &gt; Verify Mobile No. &amp; Email Address.</p> 			
5	Q	<b>My contact details are outdated. How can I update them?</b>			
	A	<p>Please complete the “Client Information Update Request” form and submit it to your respective Dealer’s Representative (“DR”).</p> <table><tr><td>Client Information Update Request Form – Equities</td><td><a href="#">Download here</a></td></tr><tr><td>Client Information Update Request Form – Futures</td><td><a href="#">Download here</a></td></tr></table>	Client Information Update Request Form – Equities	<a href="#">Download here</a>	Client Information Update Request Form – Futures
Client Information Update Request Form – Equities	<a href="#">Download here</a>				
Client Information Update Request Form – Futures	<a href="#">Download here</a>				

6	Q	<b>My contact details are up to date. Do I need to do anything?</b>
	A	No action is needed — you're all set!
7	Q	<b>I have both Equities and Futures trading accounts. Do I need to submit both forms?</b>
	A	Yes. You are required to complete and submit both forms to your respective DR.
8	Q	<b>Can I update my contact details online?</b>
	A	No, updates must be made using physical Client Update Form and submitted via your DR.
9	Q	<b>How long does it take for my details to be updated?</b>
	A	Your information will be updated within 5 working days upon submission, subject to verification.
10	Q	<b>Who should I contact if I need help updating my details?</b>
	A	Please contact your DR or reach out to our Call Centre. Click <a href="#">Contact Us</a>