

Frequently Asked Questions on Unit Trust

1. How can I confirm that my transaction instruction has been accepted?

When you submit a transaction instruction, you will receive the Bank's reference number, which means that the Bank has accepted the relevant instruction. All transaction instructions submitted before the cut-off time of each business day will be processed by the Bank within the same day; while transaction instructions submitted after the cut-off time will be sent to the relevant fund house on the next business day for further processing.

2. Can I cancel or change my transaction instruction?

The submitted transaction instruction cannot be changed. You must cancel the original transaction instruction before entering a new one. Transaction instruction cancellation can be applied through the Instruction Status function, but must be submitted and accepted by the Bank before the Bank's cut-off time on the same day.

3. When will the Bank debit the subscription amount from my settlement account?

For all subscription transaction instructions submitted before the cut-off time of each business day, the Bank will debit the relevant subscription amount from your settlement account before 5:00 pm on the same day. The subscription transaction instruction submitted after the cut-off time will be processed on the next business day.

4. Is there a minimum subscription amount for Internet Banking/ Mobile Banking Unit Trust Services?

All fund subscriptions must meet the minimum subscription amount of the relevant fund. Each fund house has different rules. For details, please refer to the relevant fund offering documents.

5. When will I receive the redemption amount after fund redemption?

The redemption amount will generally be credited into your settlement account within 4-8 business days after the fund house has confirmed the transaction. However, if the fund does not provide daily dealing, you may need to expect a longer redemption period. For details, please refer to the relevant fund offering documents.