SINGCAPITAL
ENRICHING LIFE BEYOND FINANCE
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Dear Valued Clients

WELCOME

It gives us great pleasure in welcoming you to our ever-growing family of clientele and friends, and assures you of our high standards of care and service.

Please do visit our website from time to time for updates and information.

1. SERVICING ENQUIRIES

Your Financial Consultant is the first person you should contact for any matter concerning your financial portfolio.

Alternatively you may contact us at 62582212 or email to us at enquiry@singcapital.com.sg for assistance.

All our Financial Consultants are under the supervision of Financial Advisory Directors and our administrative staff will assist you to look into your enquiries whenever necessary.

2. YOUR FEEDBACK IS IMPORTANT TO US

While every effort will be made to ensure good sales and servicing, if you have a matter that you are not happy about, you should first contact your Financial Consultant.

If you are still not satisfied with the response from your Financial Consultant, please contact us.

We take a serious view on feedback received and will investigate and inform you of its outcome and action taken. We may require you to give written statements as part of our investigation process.

If you are not satisfied with attending administrative staff or manager, please direct your feedback to the Compliance Officer.

Feedback against product providers that are sent to us will be redirected to the product provider concerned.

3. FINANCIAL LITERACY OF CONSUMERS

You are encouraged to visit the MoneySENSE on MAS website at www.mas.gov.sg to gather valuable information to enhance your basic financial literacy.

The MoneySENSE programme covers 3 tiers of financial literacy:

Tier I - Basic Money Management - which covers skills in budgeting and saving, and provides tips on the responsible use of credit;
Tier II - Financial Planning - to equip Singaporeans with the skills and knowledge to plan for their long-term financial needs; and
Tier III - Investment Know-How - which imparts knowledge about the different investment products and skills for investing.

Alfred Chia BSc, CFP, FChFP
Chief Executive Officer

This is a computer generated letter and no signature is required.