

# Switching Order for Retirement Mutual Fund or Long Term Equity Fund or Super Savings Fund between Asset Management Companies



Please fax to 0-2352-3389 or email to client.services.th@aberndeenstandard.com before 13.00 P.M. of the transaction date.

The Asset Management Company or registrar has the right to refuse the registration of transfer or pledge of Retirement Mutual Funds / Long Term Equity Funds set up before 1 January 2020 / Super Savings Funds.

## 1. Data for switching the fund

Switching out to other Asset Management Companies

Submission Date.....

Switching in from other Asset Management Companies

Transaction Date.....

Unit holder's Name

Unit holder's Number

Switching-out fund

Asset Management Company Name

Switching-in fund

Asset Management Company Name

## 2. Switching the fund details

Switching out as number of units  Units

Switching in as amount in Baht  Baht (Details as attached)

Cheque of Bank.....Branch.....Cheque No. ....

Number of units or amount in words

## 3. The important conditions for investment (please choose below)

### Investor's risk level is classified with the invested fund. (please choose below)

I/We have received and understood the investment advice from the management company and/or its distributors.

### Investor's risk level is not classified with the invested fund.(please choose below)

The fund stated above is the fund with the risk level higher than my/our risk profile whereby the management company and/or its distributors have provided me/ us with additional explanation on risk level of such fund and I/we understand and accept risks involve with such investment.

### Investor who invests in Foreign Investment Funds (FIF) please choose below to accept the condition

I/We have acknowledged, understood and accepted that my investment in the fund stated above is a foreign investment fund is subject to currency risk and may get lower return than the amount initially invested.

Unit holder(s) Signature ..X.....

## 4. For unit holders of Retirement Mutual Funds / Long Term Equity Funds set up before 1 January 2020 / Super Savings Funds

In case of a fund dissolution, I/We accept and agree that the Management Company shall transfer my/our investment units to other Retirement Mutual Funds / Long Term Equity Funds set up before 1 January 2020 / Super Savings Funds in accordance with the criteria and procedure as specified in the Fund project.

In case the investor receives unit allotment, the investor acknowledges and agrees to be bound by the fund project approved by the Office of the SEC and any subsequent lawful amendments including the commitment between the asset management company and unit holders legally prepared and executed by the fund trustee.

I, the subscriber, acknowledge that investment in foreign investment fund (FIF) is subject to currency risk and may get a return lower than the amount initial invested. I/We will present this switching order to the switch-out asset management company, so that it can arrange to transfer the money from the redemption of units to "Aberdeen's Funds Subscription Account". I/We also provide a confirmation note to Aberdeen Standard Asset Management (Thailand) ("The management company") by 12.00 a.m. of the 4<sup>th</sup> business day, commencing from the first day that the units have been redeemed from the switch-out asset management company. In the case that the information provided by the switch-out asset management company does not match the information stated on this switching order, I/We confer and authorise Aberdeen Standard with the right to make an appropriate decision on my/our behalf.

In case of a switching-out to other asset management companies, I/We agree that if the payment of the fees applicable to such transaction (if any) is not fully made within the next two business days from the receiving date of such order by the management company I/We confer and authorize the management company with the full power on my/our behalf to revise and modify such switch-out order to be a redemption order or to proceed with any other acts as deemed appropriate by the management company and I/We agree to be bound by such acts as if they are performed by myself/ourselves. In the regard, I/We shall not claim for any losses/damages from the management company as a result of such actions.

I/We agree not to cancel this switching order in any circumstances. I/We accept and agree to be bound by all terms and conditions specified in the Fund's Prospectus. I/We have also received the Investors' Bill of Rights, the Fund's Prospectus and Tax manual which contains material information for investors. I/We also have read and understand the Investor's manual on the back of this form.

Investors should be aware of the requirements regarding the personal income tax benefits of this investment. The event that investors redeem before the period required, investors may lose the personal income tax benefits and must return the value of all such benefits to the Revenue Department. I/We irrevocably consent to the Management Company to the disclosure of any information under all of my/ our Mutual Fund Account(s) opened with the Management Company to any organization or government agencies domestically or abroad for the verification purposes or to comply with relevant laws or obligations as the Management Company deems appropriate.

In case I/We fail to comply with the request from the Management Company to provide additional information, documents or consents to Management Company as required by the afore-mentioned laws or obligations , I/We hereby authorize and irrevocably consent to the Management Company to close my/our Mutual Fund Account(s) opened with the Management Company and/or to redeem all of my/our outstanding unit trusts for the purpose of the closure of my/our Mutual Fund Account(s) as the Management Company deems appropriate as if it was done by me/us. I/We hereby agree not to demand for any damages arising thereof from the Management Company.

**Warning :** Mutual funds are not a bank deposit and are subject to investment risks. The value of investments and the income from them may fall as well as rise, and you are not guaranteed to get the money redemption or investment units could not be sold within the specified period. There is also a risk that your redemption proceeds are delayed or denied. Investors should subscribe/ redeem unit trusts through organization and/or person that has been approved or accredited by the office of the SEC.

The management company may charge the front-end fee to group of investors or each investor on a different rate. More details can be found at our notice board or the subscription and redemption service providers or [aberndeenstandard.com/thailand](http://aberndeenstandard.com/thailand) or please contact our client services.

In case the order is sent via facsimile, I/We agree that the transaction shall not be deemed complete until I/We shall contact the management company and receive order receipt confirmation. I/We agree to deliver the original document to the management company within 7 days from sending the order via facsimile. In case there is any discrepancy or the management company has not receive original document, I/We agree to be bound by the transaction executed by using order received via facsimile. In any cases, I/We agree and authorize the management company to rely on the order received from facsimile or electronic Email with the same legal effect to the original order.

I have received and understood the fund performance comparison of the fund I wish to invest.

Unit holder (s) Signature...X..... TEL. (Please specify) ..... Please use the same signature as in the Master Account Opening Form	<b>Official Distributor use</b>	
	<b>Marketing</b>	<b>Registrar</b>
<b>Distributor use only</b>	Note.....	Reference No. ....
	Received.....	Input.....
Transaction Code.....Agent/Branch Code.....Staff Code.....	Authorised Signature.....	Checked.....
	IC No. ....	Signature verified.....

## Investor's Rights

1. You have the right to be informed of any information regarding the asset management company that your service provider represents.
2. You have the right to request for the name and address of the asset management company, service provider as well as their contacting officers.
3. You have the right to be informed of risk involving with investing in investment units with recommendation, warnings and explanation on risks in investing in investment units including warning in case you are refuse to provide information or giving the updated information.
4. You have the right to request for any information that may materially affect your benefits as a unitholder and/or investment decision. For example, whether the fund you wish to invest in is due to merge with another mutual fund or not.
5. You have the right to be informed of any information regarding conflict of interest issues. For example, fees or other incentives that service provider may receive from subscription or redemption of units.
6. You have the right to reject any "cold calling\*" contact.
7. In the event that you decide to invest in a mutual fund via a cold calling contact and you are not as institutional investor (as defined by the SEC), you have the right to cancel the subscription or redeem the units in that fund if it is within the period specified by law.
8. You have the right to request for the fund prospectus from the asset management company or the service provider.

\*when the asset management company, underwriter or service provider contact new customers to convince them to invest in mutual fund for the first time, usually unsolicited.

## How to file customer complaint

The unit holder may file a complaint about the business operation of the asset management company, underwriter, service provider (corporate or individual), both verbally and in writing. The unit holder may file their complaints to any of the following venues.

### 1. Company

#### **Aberdeen Standard Asset Management (Thailand) Limited**

28<sup>th</sup> Floor Bangkok City Tower, 179 South Sathorn Road,  
Thungmahamek, Sathorn, Bangkok 10120

Telephone number 02-352-3388 Fax number 02-352-3389

[aberndeenstandard.com/thailand](http://aberndeenstandard.com/thailand)

Contact Customer Service Center :

Tel. 0-2352-3388

Email : [client.services.th@aberndeenstandard.com](mailto:client.services.th@aberndeenstandard.com)

The comments can be made verbally or in writing. A verbal complaint will be recorded in written form and will verified/certified by the unit holder. The management company has a duty to resolve the issue for unit holders as well as send the complaint form along with the resolution to the Office of the Securities and Exchange Commission every quarter. The filing must be done within 15 days after the end of the quarter.

### 2. Underwriter and Service Provider

The comments can be made verbally or in writing. A verbal complaint will be recorded in written form by the service provider and must be verified/certified by the unit holder. If the service provider is able to resolve the issue, the complaint form, as well as the resolution, will be submitted to the management company within 7 days after the issue has been resolved.

### 3. The Office of Securities and Exchange Commission (SEC) (Help Center)

333/3 Vibhavadi-Rangsit Road

Chomphon , Chatuchak Bangkok 10900, Thailand

Telephone Number 02 695 9999

The Office of the SEC will pass on the complaints to Aberdeen, who will resolve the issue and report the resolution back to the Office of the SEC within 30 days from the day that the complaint was received. If the issue is not resolved, Aberdeen has a duty to submit the progress report to the Office of the SEC every 30 days until the issue is resolved. After the issue is resolved, Aberdeen or the service provider