



Application No: RC / RP
(For official use)

# Grandfathering Application Form for ECF on Retail Wealth Management (RWM)

Please read carefully the "Guidelines of Application for ECF on RWM Grandfathering" <u>BEFORE</u> completing this application form

This form is only applicable for the Relevant Practitioner from Authorized Institutions (Als) ONLY.

Please obtain endorsement from HR department for the verification on Key Roles/ Responsibilities for RWM practitioners (Annex) before submission to HKIB.

### Section A: Personal Particulars

| Title: ☑Mr. ☐ Miss ☐ Ms. ☐ Dr.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | HKIB Membership:                                 |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------|
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | ☐ Yes Mo                                         |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | (Please specify the Membership No.)              |
| Name in English: (as shown on identity document)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Name in Chinese: (as shown on identity document) |
| (Surname) EU EU (Given Name)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | 鱼步走                                              |
| HKID / Passport Number (please delete where inappro                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | opriate):                                        |
| D111668                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                  |
| Mobile Phone No.:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Primary Email Address <sup>1</sup>               |
| 9333555)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Secondary Email Address (If any):                |
| Correspondence Address:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Secondary Email Address (ff any):                |
| 12C/F, QW TONK, CENTRAL                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | 1K                                               |
| Name of Employer:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Office Telephone No.:                            |
| XYZ BANK                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | 3 for 38/0                                       |
| Position/ Job Title:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Department:                                      |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | BRANCH BANKING UTIPT.                            |
| Office Address:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                  |
| 2014 x 42 BAAK TOWER                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | , CENTRAL HK                                     |
| Total years of work experiences in Banking and Finance                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | ce:                                              |
| Lo Years                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                  |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | niversity / Tertiary Institution: Date of award: |
| This is a second of the second | ) o                                              |
| Other Professional Qualifications: Pr                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | on mm6 university toog                           |
| Other Professional Qualifications: Pr                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | ofessional Bodies:                               |
| CFP                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | IFPHK                                            |

All HKIB Training Confirmation, Examination Attendance and related communication will be sent via email by using the Primary Email Address



## Section B: Grandfathering application

Applicants with appropriate qualification(s) and relevant work experience may apply Grandfathering on Core Level or Professional Level of ECF on RWM Programme. Please "\sqrt{"}" the level which you would like to apply for Grandfathering.

| Please | Level of ECF on RWM<br>Programme                | Eligible Qualification          | Certified true copies of relevant documents | Year of Experience<br>Required           |
|--------|-------------------------------------------------|---------------------------------|---------------------------------------------|------------------------------------------|
|        | Core Level<br>(Modules 1 - 4 completed)         | Completed CFP Foundation Level  | Passed Examination Result                   | At least 1-year relevant work experience |
|        | Professional Level<br>(Modules 1 - 7 completed) | Possess valid CFP certification | CFP certificate                             | At least 3-year relevant work experience |

# Section C: Employment history

(List employment history of Retail Wealth Management work experience in reverse chronological order)

| Employer                                     | Position                                                    | Employment Period (DD / MM / YYYY)         | Roles<br>Verified by HR? |
|----------------------------------------------|-------------------------------------------------------------|--------------------------------------------|--------------------------|
| XYZ BANK                                     | ERPOUT MANABOR                                              | from 02/08/2008 to CURRENT from 01/07/2000 | Yes No                   |
| YDD BANK                                     | ERAMI MAMATER RELATIONSHIP MANAGIER CUSTOMER SERVICE OTHORR | from 0/107/2000<br>to 0/18/2008            | ✓ Yes □ No               |
| ABC BANK                                     | CUSTOMER<br>SHVICE OPHOBR                                   | from 30/05/1997<br>to 30/06/2000           | ☐ Yes ☐ No               |
|                                              |                                                             | from                                       | ☐ Yes ☐ No               |
|                                              |                                                             | from                                       | ☐ Yes ☐ No               |
|                                              |                                                             | from                                       | ☐ Yes ☐ No               |
|                                              |                                                             | from                                       | ☐ Yes ☐ No               |
| Total Number of Years and Months in the Reta | il Wealth Management Function                               | n: // Yours                                | Months                   |



# Section D: Grandfathering Application Fee

| Ap    | plication fee: HK\$1,000                                                                                                                                                                |
|-------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| V     | Paid by Employer                                                                                                                                                                        |
|       | A cheque / e-Cheque made payable to "The Hong Kong Institute of Bankers" (cheque no,).                                                                                                  |
|       | For e-Cheque, please state "ECF on RWM Grandfathering" under 'remarks' and email together with the completed enrolment form to <a href="mailto:ecf.rwm@hkib.org">ecf.rwm@hkib.org</a> . |
|       | Credit card:                                                                                                                                                                            |
|       | □ Visa □ Master                                                                                                                                                                         |
|       | Card No. Expiry Date (MM/YY)                                                                                                                                                            |
|       |                                                                                                                                                                                         |
| Name  | e of Cardholder:                                                                                                                                                                        |
|       | Total amount: HK\$1,000                                                                                                                                                                 |
| Signa | uture:                                                                                                                                                                                  |
| (as o | n credit card)                                                                                                                                                                          |

#### Section E: Statement on Collection of Personal Data

- It is necessary for applicants to supply their personal data and to provide all the information requested in the application documents, as otherwise HKIB may be unable to process and consider their applications.
- The personal data provided in this form will be used for processing your application for statistical and
  marketing (including direct marketing) purposes. The data will be solely handled by HKIB staff but may be
  transferred to an authorized third party providing services to HKIB in relation to the above purposes and
  prescribed purposes as allowed by the law from time to time.
- When the processing and consideration of all the applications for a particular programme have been completed: (a) the application papers of unsuccessful candidates will be destroyed (if you have indicated to receive our promotional materials then your contact details and related papers would be retained for such purposes); and (b) the application papers of successful candidates will serve as part of the applicant's official student records and will be handled by HKIB staff or by staff of an authorized third party providing services to HKIB in relation to the stated purposes. In all such circumstances, please be assured that any personal information you supply will be kept strictly confidential.
- Applicants understand that they have the right to check whether HKIB holds personal data about me and
  that, if so, they have a right of access to their personal data. They can request HKIB to correct any
  inaccurate personal data and if they need to obtain a copy of their personal data or have it corrected, they
  can write to the HKIB. They understand that HKIB is permitted by law to charge a reasonable fee for the
  processing of any data access request.
- Personal data provided on the application form will be used by HKIB for the purpose relating to application and admission. For details of the <u>Policy of Personal Data Protection</u> Statement, please refer to the website: <a href="http://www.hkib.org">http://www.hkib.org</a>
  - $\square$  Please tick if you DO NOT WISH to receive our latest updates and promotional materials through the communication channels as stated above, including discounts, promotion and offers from time to time.



### Section F: Acknowledgement and Declaration

- I declare that all information I have provided in this form is true and correct.
- I understand that the fees paid are non-refundable and non-transferable.
- I authorize HKIB to obtain the relevant authorities to release, any information about my qualifications and / or employment as required for my application.
- I acknowledge that HKIB has the right to withdraw approval of grandfathering status if I do not meet the requirements. I understand and agree that HKIB may investigate the statements I have made with respect to this application, and that I may be subject to disciplinary actions for any misrepresentation (whether fraudulent and otherwise) in this application.
- I confirm that I have read and understood the Policy of Personal Data Protection set out on HKIB website at www.hkib.org, and consent to the terms set out therein. I also understand that the Institute will use the information provided and personal data collected for administration and communication purposes.
- I have read and agreed to comply with the "Guidelines of Application for ECF on RWM Grandfathering" BEFORE completing this application form.

715-12018

| Sign  | ature Date                                                                                                                                                         |
|-------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| (Nam  | ne: Na Ku Ku )                                                                                                                                                     |
|       |                                                                                                                                                                    |
| i——   |                                                                                                                                                                    |
|       | Document Checklist                                                                                                                                                 |
| To fa | cilitate the application process, please check the following items before submission to the Institute. Thank                                                       |
| 6/    | Completed and signed this Application Form                                                                                                                         |
| D C   | Endorsed and verified by HR Department on Key Roles/ Responsibilities for RWM practitioners<br>Certified true copies of your HKID / Passport enclosed <sup>2</sup> |
|       | Certified true copies of CFP certificate or CFP Certification Examination (Foundation Level) result enclosed <sup>1</sup>                                          |
|       | Payment or evidence of payment enclosed (cheque or completed Credit Card Payment Instructions)                                                                     |
|       |                                                                                                                                                                    |
|       | FOR OFFICIAL USE                                                                                                                                                   |
| Rece  | ived by :(Staff Name) (Date)                                                                                                                                       |
|       | ssed by:(Staff Name)(Date)                                                                                                                                         |
|       |                                                                                                                                                                    |

Submitted copies of documents to the HKIB must be certified as true copies of the originals by:

The HKIB staff; or

HR/authorized staff of current employer(Authorized Institution); or A recognized certified public accountant / lawyer / banker / notary public; or

Hong Kong Institute of Chartered Secretaries (HKICS) member.

Certifier must sign and date the copy document (printing his/her name clearly in capitals underneath) and clearly indicate his/her position on it. Certifier must state that it is a true copy of the original (or words to similar effect)





Annex

# Grandfathering Application Form for ECF on Retail Wealth Management (RWM)

# HR Department Verification on Key Roles / Responsibilities for RWM Practitioners

#### Note:

- 1. Please fill in <u>ONE</u> form for each relevant practitioner in your application.
- 2. Please use BLOCK LETTERS when completing the information requested below.
- 3. Criteria for Grandfathering Application: ONE year of relevant work experience in RWM functions (Core Level)

  THREE years of relevant work experience in RWM functions (Professional Level)
- 4. The applicant may print more than 1 copy of this form for other position(s)

| Position / Functional Title                            | BRANUI MANAGER                        |
|--------------------------------------------------------|---------------------------------------|
| Full Name of Applicant (as set out on HKID / Passport) | Nh ka ku                              |
| Name of Employer                                       | XYZ BANK                              |
| Business Division / Department                         | BRANCH BANKING PBF1 From: 02/08/12/08 |
| Employment Period (DD / MM / YYYY)                     |                                       |
| Total number of years and months in RWM functions      | Years Months                          |

Please tick the appropriate key roles / responsibilities in relation to your current or past functional title / position in Authorized Institutions.

#### For Core Level grandfathering applicant

|    | Key Roles / Responsibilities                                                                                                 | Please "✓" where appropriate |
|----|------------------------------------------------------------------------------------------------------------------------------|------------------------------|
| 1. | Promote insurance and financial products to customers and explain product features to retail customers                       | /                            |
| 2. | Assist Relationship Managers in providing professional investment, insurance or wealth planning services to retail customers |                              |
| 3. | Handle customer enquiries in relation to insurance, investment and wealth management services                                |                              |
| 4. | Dealing in and advising on securities                                                                                        |                              |



## For Professional Level grandfathering applicant

|     | Key Roles / Responsibilities                                                                                                                                                                                                                                                                                          | Please "<" where appropriate |
|-----|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------|
| 1:: | Perform "Know Your Customer" (KYC) procedures for client on-boarding and regular profile update                                                                                                                                                                                                                       | V                            |
| 2.  | Perform product suitability analysis and recommend suitable products to retail customers                                                                                                                                                                                                                              |                              |
| 3.  | Explain key features, structures and risks of insurance, investment and wealth management products /solutions to retail customers                                                                                                                                                                                     |                              |
| 4.  | Manage customer relationships in accordance with the bank's service                                                                                                                                                                                                                                                   | V                            |
| 5.  | Act ethically and ensure compliance with regulatory requirements and internal policies and procedures                                                                                                                                                                                                                 | V                            |
| 6.  | Work closely with relevant parties to ensure timely and accurate execution of transactions, and conduct regular review of the performance of customers' asset portfolios                                                                                                                                              | V                            |
| 7.  | Keep abreast of the development of retail wealth management industry and economic conditions and product knowledge for meeting ongoing job requirements                                                                                                                                                               | V                            |
| 8.  | Dealing in and advising on securities                                                                                                                                                                                                                                                                                 | V                            |
| 9.  | Monitor and review KYC processes and customer risk profiling mechanism                                                                                                                                                                                                                                                | V                            |
| 10. | Oversee product suitability assessments, front line selling practices, and specific policies, procedures and controls to ensure front line staff recommend insurance, investment products and wealth management solutions that are suitable for their customers, having regard to customers' individual circumstances | V                            |
| 11. | Perform continuous review of the risk ratings assigned to customers, make revisions to the risk ratings as appropriate and alert customers to such changes in a timely manner                                                                                                                                         | V                            |
| 12. | Ensure ethical behaviors and compliance with regulatory requirements and internal policies and procedures                                                                                                                                                                                                             |                              |
| 13. | Manage customer relationships including handling of escalated complaint cases in relation to retail wealth management business                                                                                                                                                                                        | V                            |
| 14. | Ensure frontline staff are equipped with sufficient and relevant training on products and compliance                                                                                                                                                                                                                  | V                            |

# Verification by HR Department

| The employment information provided by the applicant in this form has been verified to be consistent with the information | or   |
|---------------------------------------------------------------------------------------------------------------------------|------|
| the applicant that is retained by the HR department of the applicant's employer (where the organisation has a record of   | this |
| information)                                                                                                              |      |

Signature & Company Chop Name:

Name:

Department:

Position:

Date

8 H / Roll

2





Annex

# Grandfathering Application Form for ECF on Retail Wealth Management (RWM)

# HR Department Verification on Key Roles / Responsibilities for RWM Practitioners

#### Note:

- 1. Please fill in ONE form for each relevant practitioner in your application.
- 2. Please use BLOCK LETTERS when completing the information requested below.
- 3. Criteria for Grandfathering Application: ONE year of relevant work experience in RWM functions (Core Level)

  THREE years of relevant work experience in RWM functions (Professional Level)
- 4. The applicant may print more than 1 copy of this form for other position(s)

| Position / Functional Title                            | RELMIONSHIP MANNESER                  |
|--------------------------------------------------------|---------------------------------------|
| Full Name of Applicant (as set out on HKID / Passport) | Nt Ku ku                              |
| Name of Employer                                       | YOO BANK                              |
| Business Division / Department                         | RETAIN BANKING OUPT. From: 01/07/2000 |
| Employment Period (DD / MM / YYYY)                     | From: 01/01/2000<br>To: 01/08/2008    |
| Total number of years and months in RWM functions      |                                       |

Please tick the appropriate key roles / responsibilities in relation to your current or past functional title / position in Authorized Institutions.

### For Core Level grandfathering applicant

|     | Key Roles / Responsibilities                                                                                                 | Please "<" where appropriate |
|-----|------------------------------------------------------------------------------------------------------------------------------|------------------------------|
| 1:: | Promote insurance and financial products to customers and explain product features to retail customers                       |                              |
| 2.  | Assist Relationship Managers in providing professional investment, insurance or wealth planning services to retail customers |                              |
| 3.  | Handle customer enquiries in relation to insurance, investment and wealth management services                                |                              |
| 4.  | Dealing in and advising on securities                                                                                        |                              |



## For Professional Level grandfathering applicant

|     | Key Roles / Responsibilities                                                                                                                                                  | Please "✓" where appropriate |
|-----|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------|
| 1.  | Perform "Know Your Customer" (KYC) procedures for client on-boarding and regular profile update                                                                               | 1                            |
| 2.  | Perform product suitability analysis and recommend suitable products to retail customers                                                                                      | V                            |
| 3.  | Explain key features, structures and risks of insurance, investment and wealth management products /solutions to retail customers                                             |                              |
| 4.  | Manage customer relationships in accordance with the bank's service                                                                                                           |                              |
| 5.  | Act ethically and ensure compliance with regulatory requirements and internal policies and procedures                                                                         | V                            |
| 6.  | Work closely with relevant parties to ensure timely and accurate execution of transactions, and conduct regular review of the performance of customers' asset portfolios      | V                            |
| 7.  | Keep abreast of the development of retail wealth management industry and economic conditions and product knowledge for meeting ongoing job requirements                       |                              |
| 8.  | Dealing in and advising on securities                                                                                                                                         | V                            |
| 9.  | Monitor and review KYC processes and customer risk profiling mechanism                                                                                                        |                              |
| 10. | Oversee product suitability assessments, front line selling practices, and specific policies,                                                                                 |                              |
|     | procedures and controls to ensure front line staff recommend insurance, investment products and                                                                               |                              |
|     | wealth management solutions that are suitable for their customers, having regard to customers' individual circumstances                                                       |                              |
| 11, | Perform continuous review of the risk ratings assigned to customers, make revisions to the risk ratings as appropriate and alert customers to such changes in a timely manner | /                            |
| 12. | Ensure ethical behaviors and compliance with regulatory requirements and internal policies and procedures                                                                     | V                            |
| 13. | Manage customer relationships including handling of escalated complaint cases in relation to retail wealth management business                                                |                              |
| 14. | Ensure frontline staff are equipped with sufficient and relevant training on products and compliance                                                                          |                              |

## Verification by HR Department

The employment information provided by the applicant in this form has been verified to be consistent with the information on the applicant that is retained by the HR department of the applicant's employer (where the organisation has a record of this information).

Signature & Company Chop

Name:

Department:

Position:

Date

2