

City Index Asia Service FAQs

1. What is the City Index Asia Service?

The City Index Asia service is a service offered to customers in Asia who are not Singapore citizens or residents.

2. What products are offered on the Asia Service platform?

The following products are offered on the Asia Service platform:

- Foreign Exchange Leverage up to 400:1
- Currency pairs as those offered in current existing FX Platform
- CFD/indices leverage up to 200:1
- Gold, Silver Indices and 9 main global indices

3. How do I open an account under the Asia Service?

Clients are required to submit the completed application form together with supporting documents to open an account with City Index Asia. Application forms are available online at www.CityIndexAsia.com.

Hardcopies of application forms and documents are not necessary as these documents need not be originals nor do they need to be certified true copies.

Accounts are created upon receiving full application forms and complete supporting documents. However, complete activation of the account (whereby the password is provided to the client) will only take place upon funding of the account.

Clients have the option of submitting their application via the following channels:

- Online at www.CityIndexAsia.com (*applicable for individual account opening only*) and click on 'Apply for an account'
- Email to equiries@cityindexasia.com (*please submit the application form and documents in PDF format*)
- Fax to +65 6826 9968
- Mail to the following address:

City Index Asia
Account Opening Dept.
6 Battery Road #40-06
Singapore 049909

Corporate account holders and joint account holders can apply via email, fax and mail. The application form can be downloaded on www.CityIndexAsia.com (click on the Customer Agreement link in 'Apply for an account').

4. What supporting documents do I need to submit with my application?

Photocopies of documents are accepted, certified true copies are not required. Please refer to the application process above for modes of document submission.

I. Document Requirements for Individual Clients and Introducing Brokers

a) To verify identity

- A current signed passport; or
- A national identity card (displaying photograph); or
- A current driving licence (displaying photograph); and

b) To verify address

- A current driving licence (if not used for identity check); or
- A recent utility bill (excluding mobile telephone bills); or
- A bank, building society, or credit union statement or passbook containing your current address (not a credit card statement).

II. Document Requirements for Corporate Clients and Introducing Brokers

a) To verify identity of ALL DIRECTORS (listed on application form)

- A current signed passport; or
- A national identity card (displaying photograph); or
- A current driving licence (displaying photograph); and

b) To verify address of ALL DIRECTORS (listed on application form)

- A current driving licence (if not used for identity check); or
- An invoice for local government rates (for current year); or
- A recent utility bill (excluding mobile telephone bills); or
- A bank, building society, or credit union statement or passbook containing our current address (not a credit card statement). A certified map of your address, which identifies the location of your address, may also be required if a PO Box address is used.

c) Copy of the Articles of Incorporation

5. How do I fund my account?

Funding is only in US Dollar and may be made through credit card or bank wire transfer.

Credit Card

Deposit time: May take up to 1 business day

Fees: None

Withdrawal Eligibility: 30 Days

Note

- Restriction of \$10,000 deposit maximum over a 30-day period per customer
- Residents of Macedonia and Nigeria may not fund via credit card
- Minimum transaction amount of \$100
- City Index reserves the right to request a copy of client's credit/debit card for security purposes.
- City index also reserves the right to return credit/debit card deposits to the card at its discretion.
- City index does not guarantee deposit times in the event of a margin call

Bank Wire Transfer:

Deposit time: Within 1 business day of receipt during normal banking hours. Wires can take up to 48 hours in transit.

Fees: Please note that the Bank will charge an incoming fee that ranges from \$15 to \$25 for each transaction.

Withdrawal Eligibility: Immediate availability

Restrictions: None

Final Beneficiary Details:

Name: IFX Markets Limited T/A City Index

Bank Account Number: 816 704 027

IFX Markets Ltd Address: Level 38, Australia square Tower, 264-278 George Street, Sydney, NSW 2000

Telephone number: +61-2-9270-3661

Email address: info@cityindex.com.au

Beneficiary Bank Details:

Bank Name: JP Morgan Chase Bank

Swift Code: CHASUS33

ABA Number: 021000021

Bank Address: 84 East Ridgewood Avenue, Ridgewood, NJ 07450

Personal cheques and cash will not be accepted.

Please note that clients using Maybank to wire money may be required to provide more information for the transfer e.g. recipient address & telephone/website contact details

6. How do I withdraw my funds?

Customers who wish to withdraw their funds are required to fill in the withdrawal form available online at www.CityIndexAsia.com. The completed form may be returned to City Index via fax on +65 6826 9968 or by email to funding@cityindexasia.com.

Please note that a USD\$40 Bank Fee is applicable to withdrawal amounts.

If the customer is closing the account, City index Asia will close all positions at the current market rate if the customer has not already done so. City index Asia will not be responsible for margin calls resulting from a withdrawal request by the customer. All requested withdrawals will be processed the same business day if received by City Index Asia by 11 am (EST).

7. Who can I contact if I have any enquiries?

Customers can contact City Index Asia's customer service representatives from **7am to 10.30pm (Singapore time) on Mondays to Fridays** on +65 6826 9953 or via enquiries@cityindexasia.com.sg outside customer service hours.

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