

Platform Activation related

What do I need in order to access the Online Mutual Funds Platform?

In order to use the Online Mutual Funds platform, you must have access to Standard Chartered Bank's mobile banking platform and have an Investment Profile. You can download the SC Mobile App [here](#).

What is an Investment Profile?

An Investment Profile is a tool that captures your general attitude towards your investment needs, objectives and risk profile. You should maintain an updated investment profile in order to invest via the Online Mutual Funds Platform. To create an Investment Profile, please speak with your Relationship Manager or visit any of our branches or contact our call center number +973 17531532 (Personal Banking) or 8000 1400 (Priority banking)/ Overseas: +973 17578299.

Upon my first-time login, it is mentioned that a suitability assessment will be carried out before any subscription orders are executed on the Online Mutual Funds platform. What is a suitability assessment?

A suitability assessment is an evaluation of your risk appetite based on the information provided on your Investment Profile i.e. risk tolerance, investment objective, investment experience or knowledge, financial situation and financial needs.

Please note that the Central Bank of Bahrain requires that the bank seeks information from their retail customers (and potential retail customers) about their needs, circumstances and investment objectives (including their risk appetite), relevant to the services to be provided.

For the purposes of satisfying the above requirement, the bank has to ensure that the information and facts pertaining to customers are accurate, complete and up to date.

Transaction related

What transactions can I place via the Online Mutual Funds Platform?

You can place subscription orders (Buy) and redemption orders (Sell) via the Online Mutual Funds Platform. The Buy orders can be either for Lumpsum Mutual Fund orders or Smart Savings Plan orders.

What is the difference between a Lumpsum Mutual Fund order and a Smart Savings Plan order?

A Lumpsum Mutual Fund order is one in which units of a Mutual Fund are purchased in one go, whereas in a Smart Savings Plan, the units of a Mutual Funds are purchased on a monthly basis for a specified period of time. Currently the minimum contribution period for a Smart Savings Plan is 24 months.

What does Client Directed mean?

Client Directed is a service that allows for the execution of an order, with or without receiving any recommendation about the merits or risks of the investments or their suitability.

The Central Bank of Bahrain expects the bank to ask the customer or potential customer to provide information regarding his knowledge and experience in the investment field relevant to the specific type of financial instrument or service offered or demanded so as to enable the the bank to assess whether the financial instrument or service is appropriate to the customer. The evaluation of the customer's needs, circumstances and investment objectives (including risk appetite) can be done through a structured questionnaire i.e. CIP and client classification through the Status Declaration Form.

When can I place my order?

While you can place your investment orders via the Online Mutual Funds Platform 24 hours a day, the Bank will use reasonable endeavours to deliver any Buy/Sell order to the appropriate Fund House in respect of the relevant investments on the same Dealing Day as the date upon which the Bank receives the order. This is subject to the order being received by the Bank before the cut-off time of the appropriate recipient in respect of the relevant investment.

If the Bank receives instructions from you past the cut-off time as mentioned above, the Bank will use reasonable endeavours to deliver the Order to the recipient on the next Dealing Day following the date upon which the Bank received the order.

After the Bank has submitted your order to the fund house, it is executed on the Dealing day for the fund you have submitted the order for. The definition of dealing day is not the same across the different funds. Please refer to the fund's offering documents before order placement.

What is the dealing day?

The dealing day refers to specific days in which you can subscribe to investments or redeem holdings in your investment as detailed in the relevant fund provider prospectus.

When will my investment in the Smart Savings Plan be executed?

Your investment in the Smart Savings Plan will be executed on the due date that you have selected on the platform (i.e. either the 10th, 20th or 28th of that month).

You must submit your plan setup instruction at least one day prior to the due date in order for the investment to be executed in the same month. Otherwise, your investment will be executed in the following month.

Why is the Bank's process date not the same as the dealing date?

The bank's process date is the date in which your order is placed with the fund house. The dealing date is the date in which the purchase of your units with the fund house are confirmed.

When will my account be debited for subscription orders through the Online Mutual Funds platform?

Upon successful receipt of your order, your account will be blocked with the total settlement amount. The debit to your account will occur after your order has been confirmed with the respective Fund House.

Please keep your account sufficiently funded to ensure you request is completed. In case your order is rejected, you will be contacted by either your relationship manager or a representative from your branch.

What is the minimum amount for each subscription?

Each fund house will have a specific minimum investment amount which you will be able to view on the Online Mutual Funds Platform.

What is the Indicative NAV?

The indicative Net Asset Value (NAV) is the indicative price with which you will be purchasing each unit of the fund. This number is quoted on a daily basis and could fluctuate.

How quickly can I get the proceeds after I redeem a fund?

The Turnaround time for crediting redemption proceeds will vary depending on the fund's settlement cycle and the fund's currency.

Please refer to the fund's offering document for further details.

Which types of accounts can be used for subscription or redemption of funds?

You can use your Current and Savings Accounts for subscription or redemption instructions

Can I cancel/amend my orders?

Once submitted via Online Mutual Funds, the orders cannot be amended or cancelled.

What is the Investment Account number?

The Investment Account number is a unique account that is created for you solely for purposes of facilitating your investment. This number will be referenced in all notices concerning your investment with us.

Holding related

How is average unit cost calculated?

The average unit cost is your total investment amount divided by your holding units. Total investment amount refers to the amount excluding commissions that you have invested in the particular fund. Unit Dividends and Cash Dividends are distributions made by the fund and hence not included as investment amount.

Please note that the figure is for reference only and may not truly reflect the average unit cost of your holding since your purchase.

How is unrealised profit/loss calculated?

Unrealised profit/loss is calculated as: (Fund's latest price – Average Unit cost) * Holding units.

Why is the fund price quoted on the site not the price as of today?

The unit price of an investment fund on any business day can only be calculated after all the markets close and will be announced on the next business day.

Order Status & Transaction History related

What is the difference between Order Status and Transaction History?

You can find orders not yet settled under Order Status (in the "My Orders" page) for your tracking. Once we settle the orders, units will be allocated to your investment fund account; for redemption, proceeds will be credited to your settlement account.

All settled orders will be displayed under Transaction History.

Queries and Complaints

Who should I contact in case I want to raise a query?

- In person: Visit the nearest Standard Chartered bank branch and the dedicated staff will receive and address your complaint
- Telephone: Call the 24-hour Contact Centre where a team of agents are standing by to assist you; +973 17531532 (Personal Banking) or 8000 1400 (Priority banking)/ Overseas: +973 17578299.
- For Priority Banking clients, please feel free to contact your relationship manager. You can also reach out to the Priority Banking service desk on <Prioritybanking.Bahrain@sc.com>

Who should I contact in case I want to lodge a complaint?

Every complaint provides us an opportunity to delight you. You may raise a complaint by sending it to us on: eService.Bahrain@sc.com or through the channels above. Upon acknowledging receipt of a logged complaint, we shall investigate and effectively respond within a timely manner.



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Who should I contact in case I want to lodge a complaint?

Every complaint provides us an opportunity to delight you. You may raise a complaint by sending it to us on: eService.Bahrain@sc.com or through the channels above. Upon acknowledging receipt of a logged complaint, we shall investigate and effectively respond within a timely manner.