

## **Our Commitment To Fair Dealing**

KGI Securities (Singapore) Pte. Ltd. has reviewed and enhanced its delivery in fair dealing outcomes, and further strengthened its internal measures to ensure that we continue to provide relevant products and services to our customers. We have taken into consideration of the MAS Guidelines on Fair Dealing issued on 3 April 2009 (last version on 20 February 2013) and are committed to promote good market conduct practices when dealing with our customers.

Delivering fair dealing outcomes to our customer is an on-going effort. We believe in fostering appropriate relationship with our customers. KGI Fraser Securities has implemented the following key enhancements as part of our effort in our commitment to fair dealing.

- Ensure continuous education programme for our trading representatives
- Structured recruitment practices to ensure representatives are competent and fit and proper
- Be clear and transparent to our customers
- Be responsive to our customers' needs request and attend to complaints promptly and effectively

### **Submission of Complaints**

**Email** : [sgp.cso@kgi.com](mailto:sgp.cso@kgi.com)

**Mail** : **KGI Securities (Singapore) Pte. Ltd.**  
4 Shenton Way, #12-01  
SGX Centre 2  
Singapore 068807

**Attention: Customer Service Department**

The Management of KGI Securities (Singapore) Pte. Ltd. is committed to delivering fair dealing outcomes to our customers. We will continue to put in place good practices to uphold the best industry standards.