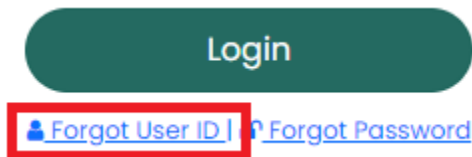


Frequently Asked Questions (FAQ)

1. I have forgotten my User ID. What can I do?

Please click on "**Forgot User ID**" at Login screen to receive your User ID via your registered email address with Avallis. If your email address is not available with Avallis you can write in to ava_investments@avallis.com, contact your adviser or call +6562205333.

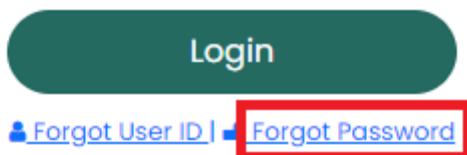


2. I have entered my Email Address and Date of Birth (DOB) as required to request for my User ID, but I did not receive any email. What happened?

It may be because the Email Address you have entered is not the same as the one in our records, or you have entered a wrong DOB. Please try again or contact us at ava_investments@avallis.com.

3. I have forgotten my Password. What can I do?

Please click on "**Forget Password**" at Login screen to reset the Password. A One-Time Password (OTP) will be sent to your registered email address with Avallis and you will be guided to create a new Password. If your email address is not available with Avallis, you can write an email to ava_investments@avallis.com or your adviser or call +6562205333.



4. Can I change my User ID?

Yes, you can change your User ID upon successful log in to the Client Access application. Please click on your display name at the top right corner of the screen and select the option "**Change User ID**".

5. Can I change my Password?

Yes, you can change your Password upon successful log in to the Client Access application. Please click on your display name at the top right corner of the screen and select the option "**Change Password**".

6. My online access is locked. What happened?

Your online access may be locked after 3 failed login attempts, due to wrong combinations of User ID and Password. If this happens, an email will be sent to your registered email address. Please check your email for instructions to unlock. You may also write to ava_investments@avallis.com, contact your Adviser or call +65 6220 5333.

7. What should I take note of to prevent log in failure?

Please note that your User ID and Password are case-sensitive. You will not be able to log in if there is a mismatch between your registered User ID and Password.

8. I did not receive any email notifications. What happened?

If your email address is not registered with Avallis Financial, you will not receive any email notification. If your email address is registered, please check the spam/junk folder. You may want to consider whitelisting our email address by adding our email address to your Contact List, so that the emails from us do not go to spam/junk folder.

9. I have forgotten which Email Address I have registered with Avallis. What can I do?

Please email to ava_investment@avallis.com with your full name and last 4 characters of your NRIC/Identification number. If you wish to change your registered email address, please contact your Adviser for the Update of Personal Particulars Form.

10. I am still having problems logging in after trying out all the above. What can I do?

Please perform the following actions:

- a. Clear your browser cache and try again.
- b. Try using alternative browser. Recommended browsers are: Google Chrome, Microsoft Edge, Firefox.
- c. Try to access other web sites to ensure that you are connected to the internet.
- d. Retry after some time.
- e. Go to the Client Access from Avallis website at www.avallis.com

If the above actions do not help, please write a descriptive email to ava_investments@avallis.com and provide screenshots of error messages, if any.