

Mutual Fund Online Application (eKYC)

Annotated for the Enhanced Community Quarantine Period
April 6, 2020



Frequently Asked Questions (FAQs)

1. What is eKYC?

Electronic Know-Your-Client, or eKYC, is a feature introduced by Sun Life Asset Management Company, Inc. (SLAMCI) that enables new clients to apply for and open a peso mutual fund investment account online, through sunlifefunds.com.

2. How does an online account opened online differ from an account opened using the regular application process?

| Client Type | Investment Limit | Redemption Limit | Requirement |
|-----------------|------------------|---|---|
| Online Client | Php50,000.00 | Check for pick-up in branch with one-time verification* | Selfie with a Valid ID |
| Verified Client | No Limit | No Limit | One-time verification at a Sun Life branch or Advisor Attestation** |

*Sun Life branch check pick-up option is not available during the ECQ period

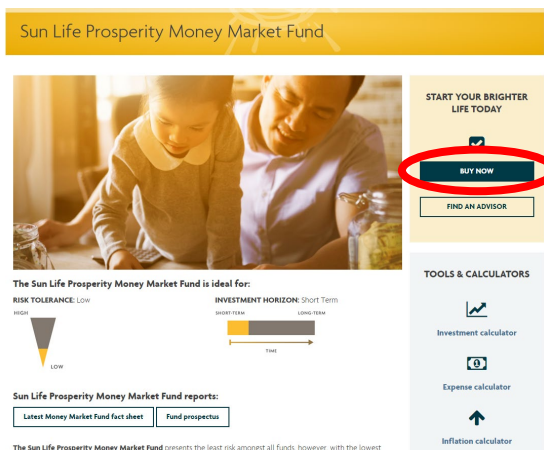
**Advisor Attestation available only available during the ECQ period – contact your MF advisor for details

For clients with no advisors, please email Phil-SLAMCI@sunlife.com for questions

3. How can I use SLAMCI's Online Application – eKYC platform?

To access, click on the **"Buy Now"** button on the website product page of the fund:

- Fill out the application form
- Upload a selfie with valid primary ID
- Complete payment



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4. What are the requirements for opening a SLAMCI account online?

- One (1) valid primary government ID (e.g. Driver's License, Passport, UMID) and,
- Accomplished online mutual fund account application form

5. How long does it take for an online account application to be approved?

Account application review and processing takes three (3) business days – for the period of the Enhanced Community Quarantine. Please note, however, that SLAMCI may ask for additional details prior to application approval.

6. How can an online account be verified?

Account verification may be performed at a Sun Life branch, requirements are;

- Personal appearance
- One (1) valid primary government ID

For the Enhanced Community Quarantine Period, clients with advisors may request their mutual fund advisors to attest to their identity and confirm actual face-to-face meetup. For clients with no advisors, please email Phil-SLAMCI@sunlife.com to request advice.

7. How can SLAMCI mutual fund investment accounts be managed?

New clients should receive an SMS and an email confirmation with the registration link to the [My Sun Life portal](#) and the [Sun Life PH mobile app](#) upon account application approval. These online platforms may be used to view and manage SLAMCI mutual fund investments.

8. Is there a minimum initial investment amount required to open a SLAMCI mutual fund account online?

Yes, there is a minimum initial investment requirement set per fund:

- a. Sun Life Prosperity Money Market Fund: Php100.00
- b. All other peso-denominated Funds (Bond, Balanced etc.): Php1,000.00

9. What are the payment options available for eKYC?

- Online Fund Transfer or Bank Deposit (Recommended)
- Sun Life Prosperity Card
- Over-the-counter at a Sun Life Branch (not available during ECQ)

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10. What are the sales load options available for the online eKYC platform?

At the moment, sales load options for initial investments are set to:

| Fund | Sales Load |
|----------------------|------------|
| Money Market Fund | No Load |
| Achiever Funds | Back Load |
| All other Peso Funds | Front Load |

Subsequent investments made through the [My Sun Life account web portal](#) and the [Sun Life PH mobile app](#) will have the option to be invested using the Front-End or Back-End load.

11. What is the minimum additional investment amount required?

The minimum additional investment amount required varies per fund:

- Sun Life Prosperity Money Market Fund: Php100.00
- All other peso-denominated Funds (Bond, Balanced etc.): Php1,000.00

12. What redemption options are available?

A verified client has the credit to bank account or CSC check pick-up redemption* options. Meanwhile, only the latter option is available to an unverified online client.

**Sun Life branch check pick-up option is not available during the ECQ period.*

13. Is there a minimum or maximum redemption amount?

The minimum redemption amount varies per fund:

- Money Market Fund: Php100.00
- All other peso funds (Bond, Balanced etc.): Php1,000.00

There is no maximum redemption amount limit. However, any redemptions that will cause a fund to fall below the initial investment amount requirement will trigger full redemption of the fund.

14. May the eKYC platform be used to open additional mutual fund accounts?

No, the eKYC platform is only available to new SLAMCI clients.

15. Who can I ask for further information?

- For initial investment / eKYC related questions, please send an email to SLAMCI.eKYC@sunlife.com.
- For other SLAMCI account related questions, please send an email to SunLink@sunlife.com or call (+632) 8-849-9888.