

## Complaint on Mis-selling of Structured Product

1.	<b>Your name, NRIC, address, telephone</b> 名字, 身份证号码, 地址, 电话
2.	<b>Which financial institution, branch, name of representative</b> 你是在哪一间金融机构, 哪一分支行与哪一位销售代表购买这结构性产品的?
3.	<b>Product, amount invested, date</b> 你所购买的金融结构性产品, 金额和购买时的日期
4.	<b>How did you get involved in the investment? What happened?</b> 你是如何接触到这一些产品的? 在整个过程中, 到底发生了什么事?
5.	<b>Were you alone or accompanied by another person? Who?</b> 在你购买这产品时, 有人陪伴在身边吗? 如有, 是谁?

6.	What did the representative (who sold the investment to you) tell you about investment? 那一位把产品售卖给你的行销代表是怎么介绍给你这产品的？
7.	Did the representative tell you about any guarantee on your investment? 这行销代表是否有提到任何对这产品的担保？
8.	Did they make you sign any form regarding the investment? Did you understand the content of the form? Was it given to you before or after you agreed to make the investment? Did you read the form? Did you understand the content? 他们有让你签任何关于这产品的文件吗？你是否了解这文件的内容？这文件是在你答应购买这产品前还是后才交给你的？你有仔细阅读这文件吗？
9.	Did you rely on the advice of the representative in making the investment? Which were the <i>important</i> aspects of the advice? 你是否是依赖对这行销员的忠告或消息来决定是否买下这产品？哪一些消息是至关重要的？
10.	Do you have any other statements to make regarding this matter? 你还有什么关于这产品的事件要记录在案的？

OPTIONAL: If you wish to see a lawyer to make a statutory declaration (fee \$120), please call Ms Ivy Goh at 68999888.