

## FAQ – Smart Allocation Model (SAM)

### Account Opening

#### 1. Qualifications of the Applicants for Account Opening

- 1.1 Being an individual of Thai nationality only
- 1.2 Aged 20 years old and above.
- 1.3 Having information of Citizen ID Card to fill in the account opening application form.
- 1.4 Having a bank account and being a user of the mobile banking application that provides the service of digital identity authentication via the NDID platform or requires identity authentication with Citizen ID Card at 7-Eleven Counter Service.
- 1.5 Joint accounts are not permitted for account opening.

#### 2. I used to have a fund account with Krungsri Asset Management. Can I use it for making investment with SAM?

No, you must open a new unitholder account to ensure that the monitoring of investment portfolio and status is in accordance with the selected target. The opening of new account will be done after you have conducted the assessment of suitable investment portfolio. The system of SAM and the online account opening can be operated via @ccess mobile around the clock.

#### 3. What are the channels through which I can apply for the service of SAM?

Currently, the SAM system provides service via @ccess mobile only. You can follow a step-by-step procedure to assess the investment portfolio suitable for your investment target and open an online fund account instantly around the clock. After opening a fund account, you must add the bank account for paying the subscription proceeds in order to start investment according to the selected plan.

### Investment Plan


#### 1. How many investment plans are there in SAM system?

Currently the SAM system has three main investment plans, i.e., Goal-based plan, Retirement plan, and Absolute target return plan. Under each plan there will be investment portfolios with different level of investment return for each investor depending on the specified information.

#### 2. How many investment plans can I create?

You can create unlimited investment plans. However, starting investment for each plan requires opening of a new fund account in order that the monitoring of portfolio status and investment target is in the most efficient way possible

**3. Can I change the investment plan that has been already created?**

Yes. If the account has yet to be opened, you can press the sign of  to change the type or details of the investment plan. However, if you have already opened an account or made investment and want to change the investment plan, you can go to the “Settings” menu and then select “Change Plan” to assess the new investment plan. After the new plan is selected, the system will notify you to rebalance the investment portfolio in accordance with the newly selected plan.

**4. Can I delete or cancel the investment plan that has been created?**

Currently it is not possible for you to delete or cancel the investment plan but you can change the type of the investment plan. If you want to cease this model portfolio investment, you can redeem all the investment units, and if you want to invest with this same investment plan in the future, you can invest instantly without having to open a new fund account. Nevertheless, if there is no outstanding balance in such fund account, and the account is inactive for a consecutive period of more than one year, the Company reserves the right to close this account and you will not be able to use this account for making transactions in the future.

## Making Transactions

**1. What is the cut-off time?**

The cut-off time for each transaction round is 12.00 hours. If you send the transaction orders within such time period, the transaction will be effective on that business day and the system will deduct the money at the end of the effective date of the transaction. If the transaction date of any fund within the investment plan falls on a non-trading day of the fund, the system will postpone the transaction of that specific fund to the next business day and the investment amount pending transaction will be displayed as the amount pending allocation on the “Investment Portfolio” page.

**2. If I want to rebalance the asset allocation of some or all the funds within the investment plan by themselves, can I do so?**

No, because the SAM system assigns the optimal weights of investment and/or redemption in accordance with the investment plan selected by each investor. You therefore cannot determine the portfolio weights of the funds by yourself.

**3. What is the minimum amount for making transaction?**

Minimum subscription amount for initial subscription is 10,000 Baht and for subsequent subscription is 1,000 Baht. (Aggregate amount of all funds).

Minimum redemption amount is 1,000 Baht. (Aggregate amount of all funds).

**4. How to pay the subscription proceeds?**

Payment of the subscription proceeds must be deducted from the bank account linked with the fund account only. The system will not accommodate the payment of subscription proceeds made by other methods such as credit card payment, QR code payment, redemption of credit card points, etc.

**5. Can I set a regular investment plan?**

Yes, a regular investment plan can be set only after the Investor has made the initial investment and the investment units have been allocated. The minimum investment amount for regular investment plan is 1,000 Baht with a transaction frequency of monthly or weekly selected by the investor. In this regard, one investment portfolio can have only one regular investment plan.

**6. What is the period for receiving the redemption proceeds?**

The period for receiving the redemption proceeds will be according to investment round of each fund which is normally not exceeding 5 business days next to the transaction date exclusive of the public holidays in foreign countries. The system will gradually deposit the redemption proceeds to the bank account you specified at the time the transaction is made.

**7. What is the structure of service fee?**

This asset allocation service does not incur any additional charges, but you still have to pay the relevant front-end fee, back-end fee, and brokerage fee in the same manner as normal fund subscription. However, the Company will waive the switching fee arising from the rebalancing of investment portfolio through this service.

**8. Can I cancel the transaction?**

You can cancel the pending transaction before the cut-off time for sending the subscription/redemption orders.

**9. What are the channels through which I can make the transactions?**

The account opened for using the service of SAM can send the transaction orders through the channel of @ccess mobile at the menu of SAM only.

**10. Can I use the SAM account to make the transactions of fund subscription/redemption/switching by selecting the fund based on my own decision?**

No. If you want to make the transactions of fund subscription/redemption/switching by selecting the fund based on your own decision, you must open a new account for such transactions by going to the "Account Opening" menu via the channel of @ccess Mobile.

## Asset Allocation of the Investment Portfolio

### 1. What are the guidelines for investment portfolio allocation of the system?

The criteria used for developing an asset allocation is to create an investment return that is closest to target on a portfolio of lowest risk. The portfolio risk is calculated based on the standard deviation which represents a measure of risk. This process of calculation will start from determining the types of assets, the funds under each asset type, and the portfolio weight constraints of each asset, which are appropriate for the risk acceptance level of the investors. All these factors are subject to the consideration of the relevant committees. You can study further details from the White Paper.

### 2. Why the actual asset allocation when making additional investment or redeeming the investment units is not the same as the proportion of the recommended portfolio?

The asset allocation for additional investment or redemption of investment units is conducted based on the principle of cash flow rebalancing by selling the overweight assets or buying the investment units of the underweight funds to rebalance the portfolio weights to close to the investment plan selected by the investor as much as possible.

### 3. How does the system monitor the investment portfolio?

The committee will carry out an analysis to assess the market conditions and viewpoints on investment on a quarterly basis in order to rebalance the investment portfolio to ensure consistency with the target of expected return of the investor.

During the investment process, the system will regularly monitor the investment portfolio of the investors and compare the actual portfolio weights of each investor with the recommended portfolio. If the actual portfolio weights of any investor deviate significantly from the recommended portfolio, the system will notify such investor that the existing portfolio falls under the criteria of portfolio rebalancing. In this respect, you must determine by yourself to accept or reject the portfolio rebalancing, the system then will proceed according to your instruction.

### 4. What is portfolio rebalancing? And what are the guidelines for it?

The process of portfolio rebalancing will enable the investment portfolio of each investor to become appropriate and generate investment return meeting the expected target in the long run. The criteria for portfolio rebalancing will consider selling the overweight assets and buying the investment units of the underweight funds to rebalance the portfolio weights to close to the investment plan that is selected and confirmed by the investor as much as possible.

In carrying out portfolio rebalancing, after being notified of the intention by the investor, the system will switch the investment units of the source fund into KFCASH-A or other fund as specified by the Management Company. Upon completion of the switching-in process, the system will then switch the investment units in KFCASH-A to the destination fund in order that the actual portfolio weights are close to the recommended portfolio as much as possible.

**5. What are the conditions of portfolio rebalancing?**

- The investment portfolio must have a minimum value of 5,000 Baht.
- There must not be any transactions waiting for allocation of investment units including any pending transactions in the portfolio.
- The actual portfolio weight of each asset must deviate from the recommended portfolio more than the specified proportion, or the total portfolio weights of all assets must deviate from the recommended portfolio more than the specified proportion.
- In the case where the investment portfolio deviates from the recommended portfolio due to market fluctuations, there must be an interval of 30 days between the current portfolio rebalancing and the previous round of portfolio rebalancing.

**6. How can I monitor my investment status?**

You can monitor the investment status by yourself via the menu of SAM on @ccess Mobile 24 hours a day including the information about current total investment value, return on investment, and comparison of actual investment with the recommended asset allocation. In addition, you can also retrieve the information of historical investment to view the status of transactions and retrieve the diagram showing the forecast of investment growth under the target investment portfolio as well as adjusting various information, such as monthly investment contribution and expected retirement age, to determine how these adjustments affect the target investment.