

## FREQUENTLY ASKED QUESTIONS

# CLIENT SUITABILITY ASSESSMENT

### 1. What is the Client Suitability Assessment (CSA)?

The Client Suitability Assessment (CSA) is a profiling tool that provides us information to enable us to guide you in choosing investments that are best suited to your objectives, risk tolerance, preferences, experiences, specific needs and circumstances, among other factors.

We request that you provide us sufficient and honest answers to the CSA questions to enable us to assess your investor/risk profile and make reasonable investment recommendations based on the information you shared.

### 2. What are the questions asked in the CSA?

The following are the minimum information required for the CSA:

- Personal data or demographics, some of which may have been provided when you accomplished your Customer Information Sheet
- Investment objective or the specific financial goal/s you wish to achieve by investing
- Investment experience which includes the various investment products and/or services you are familiar with or have access to
- Knowledge and financial situation to assess your level of financial sophistication and to determine suitability of our products with your disclosed financial capacity
- Investment time frame/horizon or the length of time you intend to or that you are capable of remaining invested
- Liquidity requirement or any anticipated need for cash through redemption of your intended investment
- Risk tolerance or your understanding of, tolerance for, and capacity in managing various risks

### 3. Who should take the CSA?

Prior to opening an investment account, all prospective clients are asked to take the CSA to help us ascertain your investor/risk profile and determine the appropriateness and suitability of the product/s to be recommended.

For investment accounts with two or more individual clients, the CSA of the primary account holder shall be our basis for profiling the account.

**4. Are there correct answers to the CSA questions?**

There are no right or wrong answers to the questions. Your responses are specific to your circumstances and your honesty will help us to better assist you.

**5. What does my final score and risk profile/investor profile mean?**

After taking the CSA, you will be classified in one of the following investor/risk profiles:

Investor/Risk Profile	Description
CONSERVATIVE	An investor who, when faced with two investments with a similar expected return (but different risks), will prefer the one with lower risk. He dislikes risk and would settle for lower but fixed returns. His overriding concern is to protect principal amount of investments and earn a steady stream of interest income.
MODERATELY CONSERVATIVE	An investor who seeks relatively stable return on investment that is slightly higher than traditional term deposit and who is willing to take minor negative fluctuations in returns. Moderately conservative investors usually have to settle for modest investment growth which might make it difficult to meet long-term goals.
MODERATELY AGGRESSIVE	An investor who seeks a balance between growth in capital and income and who is willing to take negative fluctuations in returns. Moderately aggressive investors want to increase the value of their portfolios while protecting their assets from the risk of minor losses.
AGGRESSIVE	Growth and earning the highest returns are the main concerns of this investor. He is willing to take negative fluctuations in return including possible loss of initial investment.

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Based on your investor profile, certain UITF products are deemed most suitable to your financial circumstances.

**6. I want to understand the questions better and/or know the products recommended for me. Anyone who can help me with this?**

One of our Wealth Managers will be more than willing to walk you through and answer any of your questions. Contact them at:

Jose Lorenzo Sison	(0917)1535413	jlcsison@bpi.com.ph
Gia Ruiz	(0917)1334764	gg Ruiz@bpi.com.ph
Jose Miguel Gamo	(0917)1276850	jmggamo@bpi.com.ph

Our Wealth Managers may also be reached via Viber or Skype. Know more by visiting our Wealth Wednesdays page at <https://www.bpiassetmanagement.com/pages/wealth-wednesdays>.

You may also contact us by calling (632) 8580-AMTC (2682) or e-mailing [bpi\\_asset\\_management@bpi.com.ph](mailto:bpi_asset_management@bpi.com.ph).

**7. When should I retake the CSA?**

Over time, there may be changes to your personal and/or financial circumstances that may affect your answers to the CSA. Hence, we ask that you retake the CSA every three (3) years to update your investor/risk profile and to ensure continued relevance/matching of your investor profile with the products recommended to you.

You are also free to retake the CSA sooner than 3 years if you feel there are significant changes to your personal and/or financial circumstances that may affect your responses.

**8. How do I retake the CSA?**

You may conveniently reassess your profile through BPI Online. Access the step-by-step guide at <https://www.bpiassetmanagement.com/pages/how-to-update-your-risk-profile-with-bpi-online/>.

Alternatively, you may also visit your branch of account so one of our UITF Certified Marketing Personnel may assist you in updating.

**9. What if I get a low score in the CSA? Should I retake it to get a higher score?**

We wish to emphasize that there are no right or wrong answers to the CSA. Your score is reflective of your truthful responses and will be most valuable to us as we make a reasonable assessment of your profile. As such, you do not need to retake the CSA immediately to get a higher or a different score.

As mentioned in item 7, we emphasize our recommendation to retake the CSA every three (3) years for updating, or prior to three (3) years if you feel there are significant changes to your circumstances.

**10. I retook the CSA which changed my investor/risk profile. I noticed I am no longer able to subscribe to my preferred investments. Why is this so?**

It is possible that you have been reassessed to a different risk profile where your preferred investments are no longer suitable/recommended to you. As we value your protection, we only allow our clients to invest in products suitable to them via our digital platforms.

If you really want to push through with investments beyond your current profile, we recommend that you visit the nearest branch for a discussion of the additional risks you will be taking.

**11. Can I just retake the test to change my investor/risk profile and allow me to process all my preferred investments online?**

We wish to reiterate that the CSA is intended to help us understand you and make reasonable recommendations based on the information you shared. Retaking the assessment for convenience defeats the objective methodology of the CSA which may expose you to unnecessary higher or additional risks.

To better gauge the need for updating, please free to talk to us by calling (632) 8580-AMTC (2682) or e-mailing [bpi\\_asset\\_management@bpi.com.ph](mailto:bpi_asset_management@bpi.com.ph).