

## Frequently Asked Questions (FAQ)

### 1. What are the POEMS Mobile 1 apps?

POEMS Mobile 1 (POEMS SG) is the first-generation mobile trading platform launched back in 2010, designed for multi-asset trading on-the-go.

POEMS Mobile 1 consists of – POEMS SG (iPhone), POEMS SG (Android), POEMS SG (iPad).

### 2. When will POEMS Mobile 1 be discontinued?

POEMS Mobile 1 apps will be discontinued with effect from 26 June 2021.

### 3. Will my trading account still be valid after 26 June 2021?

Yes, the discontinuation of POEMS Mobile 1 does not affect the validity of your POEMS account. You will still be able to gain access to the POEMS suite of platforms (POEMS Mobile 2.0, POEMS 2.0 and POEMS Pro) with your existing account.

### 4. Do I need to do anything for this discontinuation?

There is no action required from you for this discontinuation. However, as POEMS Mobile 1 will be discontinued on 26 June 2021, those who are still using this platform are encouraged to start using POEMS Mobile 2.0 or other POEMS platforms (POEMS 2.0 and POEMS Pro).

### 5. Can I still use POEMS Mobile 1 to trade before the discontinuation date?

Yes, you may continue to use POEMS Mobile 1 before 26 June 2021 to place trades.

### 6. What will happen to orders that are submitted on POEMS Mobile 1 before the market closes on 25 June 2021?

DAY orders that are submitted and not executed during market hours, will expire after market close on 25 June 2021. Customers may check their order status via POEMS Mobile 2.0, POEMS 2.0 and POEMS Pro.

### 7. What will happen to orders that are submitted on POEMS Mobile 1 after the market closes on 25 June 2021?

Orders that are submitted after market close on 25 June 2021 will remain in queue. Customers may check their order status via POEMS Mobile 2.0, POEMS 2.0 and POEMS Pro.

### 8. I have some watchlists in POEMS Mobile 1, do I still have to create new watchlists for POEMS Mobile 2.0?

Watchlists in POEMS Mobile 1 are synced with the newer platforms. You do not need to create/replicate your Watchlists in POEMS Mobile 2.0.

You can view your watchlist counters in POEMS Mobile 2.0 via “Watchlists” (which can be located in the Main Menu (top left corner icon)).

### 9. What are the alternative trading platforms that I can use to trade?

POEMS offer a wide selection of new generation platforms, including:

- [POEMS Mobile 2.0](#) (iOS/Android Smartphones and Tablets),
- [POEMS 2.0](#) (Desktop – Web-based) and
- [POEMS Pro](#) (Desktop – Application-based)

The aforementioned platforms do not require any subscription and the same login credentials can be used to access these platforms.

Click [here](#) to access a comprehensive guide to navigate the POEMS suite of platforms.

**10. Where can I learn more about POEMS Mobile 2.0?**

For more information about POEMS Mobile 2.0, please click [here](#).

**11. Who do I contact if I need help navigating POEMS Mobile 2.0?**

Learning new things can be intimidating – but fear not, as help is available.

Click [here](#) to watch webinar and tutorial videos on how you can navigate POEMS Mobile 2.0. You may also refer to [our comprehensive guide](#) to learn how you can navigate the POEMS suite of platforms.

If you require further assistance, please feel free to reach out to your Trading Representative(s). Alternatively, you may also contact our Customer Experience Unit at 6531 1555 or email to [talktophillip@phillip.com.sg](mailto:talktophillip@phillip.com.sg)