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## FAQs

### An Introduction to digiPortfolio

#### What is digiPortfolio?

digiPortfolio is a hassle-free, ready-made investment portfolio that is designed to give you instant global diversification, to help protect and grow your wealth.

#### Who is digiPortfolio designed for?

digiPortfolio is designed for you if you:

- Want to invest simply and confidently
- Don't have time to watch the market
- Want experts to nurture your investment
- Want a quick and easy way to diversify regionally or globally
- Want to supplement other investments as part of your long-term strategy

#### What is the minimum age to invest?

While you need to be at least 18 years old to invest in the ETFs-based, Income and SaveUp Portfolios. The Funds-based Portfolios, which requires to a Wealth Management Account, needs you to be at least 21 years old.

#### How is digiPortfolio different from Robo-Advisors?

Robo-advisors are digital platforms driven by algorithms that provide automated financial planning services with little or no human supervision. A typical robo-advisor collects information from clients through an online survey, and then uses the data to offer advice and/or automatically invest client assets.

Many robo-advisors in Singapore are stand-alone fintech companies with limited market capital, or part of the brokerage platforms of banks, which are separate from the full suite of banking products and services.

digiPortfolio is created and delivered by the Safest Bank in Asia and Best Digital Bank Globally. [View Awards & Accolades.](#)

DBS Bank also enjoys the highest credit ratings from the three top credit rating agencies in the world. digiPortfolio's investment process is completely integrated into the bank's secure systems so you have peace of mind knowing you are not being redirected to a third-party platform to transact. This also affords greater convenience as your internet banking login details are the only credentials needed to start investing

#### Who or what is managing my investment in digiPortfolio?

The DBS Investment Team which has extensive experience managing bespoke portfolios are applying their experience and skill to constructing and managing digiPortfolio. So, you can have peace of mind knowing you are in good hands.

#### What is the advantage of digiPortfolio over investing on my own?

When you invest on your own, you need to monitor your investments frequently. If not, daily. When you invest with digiPortfolio, you delegate this task to a dedicated team of portfolio managers who have invested and managed bespoke portfolios for private banking clients. To better drive your investment goals, the team stays on the pulse of market developments and aligns your portfolio to the current investment views of our Chief Investment Officer..

## digiPortfolio Portfolios

### Funds-based Portfolios

#### What are the Funds-based Portfolios?

The Funds-based Portfolios are:

Global Portfolio	Global Portfolio Plus
<ul style="list-style-type: none"> <li>Starts from SGD/USD1,000</li> <li>Comprises of 4-6 funds</li> <li>0.75% p.a. flat management fee</li> </ul>	<ul style="list-style-type: none"> <li>Starts from SGD/USD10,000</li> <li>Comprises of 8-10 funds</li> <li>0.75%-0.85% p.a. tiered management fees, based on portfolio value</li> </ul>

### ETFs-based Portfolio

#### What are the ETFs-based Portfolios?

The ETFs-based Portfolios are:

Asia Portfolio	Global Portfolio
<ul style="list-style-type: none"> <li>Starts from SGD1,000</li> <li>Comprises of 4-7 SGX-listed ETFs that are also Excluded Investment Products ("EIPs"). This means that investors are not required to undergo any investment knowledge or experience assessment to start investing.</li> <li>Focused on Singapore, India, and China markets</li> <li>0.75% p.a. flat management fee</li> </ul>	<ul style="list-style-type: none"> <li>Starts from USD1,000</li> <li>Comprises of USD-denominated ETFs traded on the London stock exchange</li> <li>The ETFs are selected based on stringent criteria, including the liquidity, expense ratio, tracking error and replication method</li> <li>0.75% p.a. flat management fee</li> </ul>

### SaveUp Portfolio

#### What is the SaveUp Portfolio?

The SaveUp Portfolio serves as a conservative approach to optimise your savings. It comprises primarily fixed-income instruments that are screened and selected based on stringent criteria, including average bond portfolio credit rating, average bond portfolio duration and currency denomination. The minimum investment starts at just S\$100.

#### How does the SaveUp Portfolio differ from a fixed deposit scheme?

There is no minimum lock-up period, and you may withdraw your SaveUp Portfolio any time. However, unlike fixed deposit schemes, the underlying yield from the SaveUp Portfolio is not guaranteed and will vary depending on market conditions. Investments in SaveUp Portfolios are not capital guaranteed either.

#### What does indicative yield mean? Is that my potential return from investing in the SaveUp Portfolio?

No, your potential return may not necessarily be the indicative yield. The indicative yield is projected by aggregating the individual yield ranges of the underlying unit trusts allocated to the portfolio. The yield may not be indicative of future performance and may vary depending on market conditions too. Therefore, it is not guaranteed that you will receive the indicative yield as your returns.

### Income Portfolio

#### What is the Income Portfolio?

The Income Portfolio aims to generate a stable payout of 4% p.a., to be paid out quarterly. You can choose to have the payouts credited directly to your MCA or reinvest them in your Income Portfolio. This portfolio comprises REITs, bonds and dividend equities that are screened and selected based on stringent criteria. The minimum investment starts at just S\$1,000 or US\$1,000.

### When will I receive the payouts from my Income Portfolio?

The quarterly payouts will be distributed every 1<sup>st</sup> January, April, July and October. Your portfolio must be opened for at least 30 calendar days for it to be eligible for income payout. For example, if you have opened your portfolio on 30<sup>th</sup> January, you will start receiving quarterly payouts from 1<sup>st</sup> April onwards. This is to ensure that there is sufficient time for income to be accumulated in the portfolio.

### Will the Income Portfolio always generate a payout of 4% p.a. (1% quarterly)?

The 4% p.a. is a target payout which may vary depending on market conditions. This payout may be distributed from dividends received or distributed out of capital invested.

## digiPortfolio Investment Strategy

### What is the investment strategy of digiPortfolio?

digiPortfolio's objective is to achieve a return befitting the respective mandate over an investment cycle of 3 – 5 years while managing the price fluctuation (risk) because of the market.

To achieve this, our strategy is to invest in a portfolio of exchange traded funds or unit trusts across asset classes including fixed income (bonds) and equity. Bonds provide steady income streams and equities provide capital growth. For any specific mandate, we will adjust the weights in either bonds or equities depending on our view on the market. We form this view together with our Chief Investment Officer (CIO) team – a dedicated team of analysts that form macro strategy. For example, in the Comfy Cruisin' Portfolio that is initially 45% invested in bonds funds, 50% in equities funds and 5% in cash, we would increase the weight in equities and decrease the weight in bonds if we believed that equities would outperform bonds over a certain period of time. Our adjustments are calibrated and not excessive.

### How are the risks managed in digiPortfolio?

The DBS Investment Team undertakes prudent risk management to guard against excessive risk in the portfolios. Our portfolio specialists consider acceptable price fluctuations to achieve certain returns.

Risk management also mitigates downside risks if our projections do not work out as we may have intended. For example, if we took an outsized investment in equities and it corrected heavily, it would cause undue stress to the portfolio. Having risk management standards and practices in place provides safeguards in the decision-making process.

### How often is digiPortfolio rebalanced?

To make the portfolio effective, the portfolios are reviewed quarterly and rebalanced when necessary. Regular rebalancing enables the portfolios to remain resilient no matter how the market moves.

### How long should I remain invested in a digiPortfolio?

We believe that one should take a long-term view when investing to enjoy the benefit of compounded returns. Staying focused on long term targets will help investors overcome the anxieties caused by short term market volatility. A good guide is an investment cycle of 5 years.

Compounding generates additional gains by staying invested. In the illustration below, based on an initial investment amount of \$10,000, a 6% annual return reaps \$3,000 over 5 years if the investor withdraws the gains every year. If the investor did not withdraw the gains and stayed fully invested, the profit after 5 years would be \$3,382 instead of \$382 more.

Year	1	2	3	4	5	Cumulative
Simple	\$10,600	\$11,200	\$11,800	\$12,400	\$13,000	\$3,000
Compound	\$10,600	\$11,236	\$11,910	\$12,625	\$13,382	\$3,382

Short term investing requires good skill and timing to achieve success. However, this is difficult to execute during periods of volatility. The chart below is the MSCI World Index from 2013 to 2017. Suppose an investor started investing in 2013, he would have made some profit before meeting the rough patch in 2015. He may then decide to sell his investments to avoid further volatility (Refer to Period 1 below). He may even wait a while before returning to the market. This may have meant missing out on the rally that proceeded in 2017 (Period 2). If he had stayed fully invested during the whole period, he could have benefited from the full 58% gain.



## Buy, Withdraw and Close portfolios

### How do I start an investment through digiPortfolio?

Simply login to digibank online or digibank app and access 'digiPortfolio' via the 'Invest' menu / button.

- Select the portfolio you wish to invest in.
- Indicate your preferred risk level (not applicable for SaveUp and Income Portfolios) and funding account, funding currency and amount.
- Then confirm your decision after checking that your order details are correct.

	Funds-based digiPortfolio	Income / SaveUp digiPortfolio	ETFs-based digiPortfolio
Type of account needed	DBS Wealth Management Account (WMA)	<ul style="list-style-type: none"> <li>• eMultiCurrency Autosave (eMCA)</li> <li>• eMulti-Currency Autosave Plus (eMCA+)</li> <li>• Multi-Currency Autosave Plus</li> <li>• Multiplier Account</li> </ul>	<ul style="list-style-type: none"> <li>• eMultiCurrency Autosave (eMCA)</li> <li>• eMulti-Currency Autosave Plus (eMCA+)</li> <li>• Multi-Currency Autosave Plus</li> <li>• Multiplier Account</li> </ul>
Eligible account type	Individual/ Joint-alternate	Individual	Individual
Investment Experience needed	Customer Knowledge Assessment	Customer Knowledge Assessment	Customer Account Review (CAR) for Global Portfolios

### How long does it take to set up a digiPortfolio investment?

Almost immediately after funding your investment. We make signing up for digiPortfolio a breeze. In three simple steps, digiPortfolio is created. We will proceed to place the trades automatically to launch your portfolio in a timely manner.

(Do note that there may be cut-off timings (including holidays) for underlying funds / ETF trading hours that we must adhere to. Any trades placed after the cut-off, or on holidays will be placed at the next available trading day.)

### **Can I change my investment amount by topping up or withdrawing from my portfolio(s)? (Can I change my investment amount?)**

You can top up your portfolio at no minimum/maximum cap anytime you wish with no additional fees. Simply click on the top-up button next to your existing portfolios in digibank online or your digibank app to increase your investment amount for the respective portfolio.

For withdrawals, you only need to maintain the minimum investment sum for your selected digiPortfolio by clicking the withdraw button. This may involve selling some or all of your holdings in the portfolio. The selling process will take several days.

Do note that withdrawals from your digiPortfolio can only be done through digibank online.

### **How do I top-up or withdraw?**

You can do it anytime through digibank online or digibank app.

Through digibank online:

- Login to digibank online
- Select "Invest" in the top ribbon, then click on "digiPortfolio"
- Click on "Top-up" or "Withdraw"
- Input transaction details, click "Next"
- Review your transaction details before clicking "Submit"

Through digibank app:

- Login to digibank app
- Select "digiPortfolio" from the "Accounts" tab on your landing page
- Select which portfolio you would like to top-up
- Tap on "Top Up" or "Withdraw" button
- Input transaction details. Tap on "Next"
- Review your transaction details before tapping on "Confirm"

The typical turnaround can take up to 10 business days for Funds-based/Income/SaveUp digiPortfolios and up to 5 business days for ETFs-based digiPortfolios. These estimated timelines comprise of regular market settlement timelines for funds and ETFs. For withdrawals, the proceeds will be automatically credited back to your selected crediting account.

### **How do I close my digiPortfolio?**

After logging into digibank online or digibank app, select the digiPortfolio you wish to close and submit your closure request. If you have multiple digiPortfolios you will need to repeat this process for each one. The holdings in the selected digiPortfolio will be sold with the proceeds returned to your funding account. The selling process for Funds-based/Income/SaveUp digiPortfolios will take between 7-10 business days while the process for ETFs-based digiPortfolios will require between 3-5 business days. These estimated timelines comprise of regular market settlement timelines for funds and ETFs.

### **Why was there a difference from requested withdrawal amount and the actual amount transferred?**

To maintain the right asset allocation in your portfolio post-withdrawal, our algorithm calculates the quantity of each ETF/fund to redeem to fulfil your withdrawal request. Due to market volatility, there might be a lower amount of cash generated. We would like to assure you that in most periods, the withdrawal request amount will be fulfilled, with the remaining portion of your digiPortfolio aligned to the portfolio allocation.

### **Can I still hold selected funds/ETFs after the closure of my digiPortfolio?**

No, once the closure request is submitted all the holdings in the digiPortfolio will be sold and the proceeds returned to your funding account. If you wish to remain invested in specific funds/ETFs, you will need to purchase them individually via digibank.

### Will my investment in a Funds-based/ETFs-based/Income/SaveUp Portfolio be counted towards the investment category of my Multiplier Account?

Yes, investments in Funds-based, ETFs-based, Income and SaveUp Portfolio will count towards the investment category of your Multiplier account. For new investors, investments in either Funds-based, ETFs-based, Income or SaveUp Portfolio will count towards the investment category of DBS Multiplier. For existing digiPortfolio holders, a minimum investment of SGD1,000 per transaction (or equivalent amount in USD) is required to qualify for DBS Multiplier.

### What happens if there is insufficient money in my account?

You will need to top up your account by transfer or deposit.

### Why can't I purchase a digiPortfolio?

You will need the following to invest in a digiPortfolio:

- Access to digibank – our digital wealth management platform
- A DBS Wealth Management Account (“WMA”) to manage your investments in Funds-based digiPortfolios. You will need to transfer funds into your WMA as monies in your Savings/Current/Multi-Currency Account(s) cannot be used to invest in a Funds-based digiPortfolio.
- An individual Multi-Currency Account to invest in ETFs-based, Income and SaveUp Portfolios:
  - [My Account](#), [eMulti-Currency Autosave \(eMCA\)](#), [eMulti-currency Autosave Plus \(eMCA+\)](#), [Multi-Currency Autosave Plus](#) and [Multiplier Account](#).
- If you are intending to buy a USD digiPortfolio, you will need to already have USD in your funding account. Otherwise, you can transfer USD from your Multi-Currency Account (MCA) or do a FX transaction into your WMA.

### What is the Customer Account Review (CAR) and Customer Knowledge Assessment (CKA) for?

#### Customer Account Review (CAR)

This is to assess whether you have the relevant knowledge or experience to understand the risk and features of Listed Specified Investment Products prior to any purchases made online or at the Bank's branch. Please complete the Assessment to the best of your knowledge before investing.

#### Customer Knowledge Assessment (CKA)

This is to assess if you have the relevant knowledge or experience to understand the risk and features of Unlisted Specified Investment Products prior to any purchases made online or at the Bank's branch. Please complete the assessment to the best of your knowledge before investing.

### After completing the CAR and CKA, I am told that I cannot invest in digiPortfolio. Why?

You do not have the relevant knowledge or experience to understand the risks and features of Listed and/or Unlisted Specified Investment Products. You may pick another portfolio that does not require any prior investment experience such as the Asia Portfolio.

### Can I invest in digiPortfolio using my CPF or SRS funds?

No. Currently, digiPortfolio is not included in the list of investment products for which CPF or SRS funds can be used. We will provide an update if digiPortfolio becomes included.

### Can I set up a Regular Savings Plan?

Regular investment helps investors to spread out their investment timing decisions and to make investing affordable. We will update you when this feature is made available.

### Is there a lock-in period for investing with digiPortfolio?

No. There is no lock-in period for investing. Do note that you will have to wait for ongoing transactions (from a prior portfolio purchase, top up, withdrawal or rebalancing) to complete before new transactions can be initiated.

### I cannot click on the top-up or withdraw button. Why and what should I do?

This happens because there are outstanding/pending orders for your portfolio, as the DBS Investment Team is currently populating your initial portfolio purchase or rebalancing your portfolio to ensure that it is aligned to our latest investment views. Once the outstanding orders are completed, you will be then able to carry out your top-up, withdraw

or close requests. This could take an estimated 7-10 business days, as both buys and sells may be generated for your portfolio as a result of portfolio rebalancing. Please check back into the digiPortfolio page later.

#### **When will my portfolio transactions be reflected in my account?**

When the order has been received and confirmed with the respective fund house / stock exchange, the transaction will be reflected in your portfolio holdings. However, as settlement has not yet occurred, the transaction will be shown under "Pending Transactions". Once the transactions have settled, they will be reflected in the 'Settled Transactions' section on your digiPortfolio page

#### **Why are some funds in the model portfolio not bought for my portfolio?**

Some funds have restrictions that prohibit purchases based on the client's nationality or residency. These restrictions are listed in the individual fund prospectus which may be found under 'My Portfolio'.

### **Monitoring your digiPortfolio**

#### **How do I view the market value of my portfolio and my portfolio performance?**

Everything you want and need to know about your investments is available on digibank online and your digibank app. It will take a few days for the respective funds/ETFs to be purchased and reflected in your portfolio.

To check on the status of your portfolio or view your portfolio summary, simply access the 'My Portfolios' section of the digiPortfolio page in digibank online. Here's how:

For digibank online:

- Login to digibank online
- Select 'digiPortfolio' in the top ribbon
- Choose the portfolio you would like to view
- Your Portfolio Details page presents details such as your portfolio's Indicative Market Value, Performance, Asset Allocation and Holdings, and Portfolio Insights & Updates

For digibank app:

- Log in to digibank app
- Select "digiPortfolio" from the "Accounts" tab on your landing page
- Choose the portfolio you would like to view
- Your Portfolio Details page presents details such as your portfolio's Indicative Market Value, Performance, Asset Allocation and Holdings, and Portfolio Insights & Updates

#### **Why is my portfolio value indicative? When are the purchase/sale prices available?**

digiPortfolio is a portfolio of Funds/ETFs.

Fund investments operate on a forward pricing basis. This means that fund prices are only calculated at the end of the day after the fund house has calculated the value of the unit trust, Net Asset Value "NAV". This means that for the Funds-based/Income/SaveUp Portfolio, you will not know in advance the price you will get for the units in a fund. There is usually one to two days delay after the reference day.

ETFs are quoted on the stock exchange on bid/ask (i.e. sell/buy prices). For the ETF Portfolios, the indicative value that is shown is based on the last traded price of the previous trading day.

#### **Where can I view my portfolio dividends?**

Simply log in to digibank online or digibank app to view your digiPortfolio dividends.

For digibank online:

- Log in to digibank online
- Select "digiPortfolio" from the top ribbon
- Choose the portfolio you would like to view
- Dividend received can be found in your portfolio "Dashboard", under "Transaction Summary"



For digibank app:

- Log in to digibank app
- Select "digiPortfolio" from the "Accounts" tab on your landing page
- Choose the portfolio you would like to view
- Dividend received can be found in your portfolio "Overview", under "Portfolio Transaction Summary"

#### Where can I view the transaction history for my portfolios?

Simply log in to digibank online or digibank app to view details of your digiPortfolio transaction history.

For digibank online:

- Log in to digibank online
- Select "Invest" from the top ribbon, select "digiPortfolio"
- Select which portfolio you would like to view
- Transaction History can be found in the "Transactions" tab on the Portfolio Details page

For digibank app:

- Log in to digibank app
- Select "digiPortfolio" from the "Accounts" tab on your landing page
- Select which portfolio you would like to view
- Transaction History can be found in the "Transactions" tab on the Portfolio Details page

#### Where can I obtain a copy of the respective portfolio's information?

Details of the underlying funds/ETFs in each portfolio are available in the Portfolio Details page in digibank online and digibank app. You will be able to view the fund prospectuses and fact sheets. In addition, there are short commentaries from the DBS Investment Team on the reasons for including each fund/ETF in the portfolio.

#### What is rebalancing?

Every 3 months, the DBS Investment Team will evaluate the portfolios to ensure that the allocation of assets in each portfolio is aligned with the investment goal and the risk level. If needed, the portfolios will be reconstituted and rebalanced by buying and/or selling specific assets. We will keep you updated on the 'Insights & Updates' section of your Portfolio Details page.

#### Can I change the risk level of a portfolio I have opened?

Yes. Simply close your current portfolio and open a new one with the new risk level. But do remember to select a portfolio that suits your risk profile. Investing in portfolios that are above your risk profile may expose you to greater risks than you are prepared for or result in losses beyond what you are able to bear.

#### I do not see my ETFs-based/Income/SaveUp portfolios in my statement. Why?

Our digiPortfolio statement currently only shows Funds-based digiPortfolios. We will update you when statements are made available for the other portfolios.

#### Will I receive regular statements?

Statements will only be sent for your Funds-based Portfolios. But updated details of your portfolio transactions, holdings and performance are always available on demand on digibank online or your digibank app.

### digiPortfolio Management Fees

#### How are digiPortfolio Management Fees calculated?

Fees are calculated based on the value of your portfolio at the end of each day. These daily fees are accumulated over time, then deducted from the cash portion of your portfolio after the end of the calendar year or upon closure of the account. You will see it in your transaction history as "DPS Management Fee". Note that this fee will be subject to GST at the prevailing rate.

## Funds-based digiPortfolios

Portfolio Type	Global Portfolio (0.75% p.a.)	Global Portfolio Plus (0.75% - 0.85% p.a.)
Currency Denominated	SGD/USD	SGD/USD
Management Fee	\$7.50 a year for each \$1,000	\$85 a year (0.85% for the first \$10,000)  \$320 a year (0.80% for the next \$40,000)  0.75% for portfolios more than \$50,000 (as per portfolio value)

## ETFs-based digiPortfolio

Portfolio Type	Asia Portfolio (0.75% p.a.)	Global Portfolio (0.75% p.a.)
Currency Denominated	SGD only	USD only
Management Fee	\$7.50 a year for each \$1,000	\$7.50 a year (0.75% for each USD\$1,000)

## Income / SaveUp digiPortfolio

Portfolio Type	Income Portfolio (0.75% p.a.)	SaveUp Portfolio (0.25% p.a.)
Currency Denominated	SGD/USD	SGD only
Management Fee	\$7.50 a year for each \$1,000	\$0.25 a year for each \$100

**How much do I have to pay to invest in digiPortfolio?**

There is only one fee.

Based on the portfolio value, the annual management fee is at 0.25% to 0.85% depending on the portfolio you choose. There will be no sales charge, platform fee, switching fee, withdrawal fee or closure fee.

This management fee goes towards the research, investment strategy, market monitoring and rebalancing of the digiPortfolio and is charged once a year, or at the time of portfolio closure.

This portfolio management fee does not include the fund management fee charged by the underlying funds, which is already captured in the fund's total expense ratio. The underlying funds are selected by our Investment Team for their strong track record and potential to outperform the market net of fund management fees.

**When will fees be debited from my account?**

Management fees are debited once a year. No action is required from you as the fee will be deducted from your digiPortfolio cash balance. If your cash balance is insufficient, we will increase it to the required amount by reducing the proportion of Unit Trust / ETF that you hold at prevailing prices.

If you close your portfolio, the applicable fees will be debited prior to closure.