

Date Received:

EXIT FORM FOR RESIGNED REPRESENTATIVE

Section A. Resigned Representative's Information			
Name of Representative: (as in NRIC/Passport)			
NRIC/Passport No:	Appointment: <input type="checkbox"/> Tier3 <input type="checkbox"/> Tier2 <input type="checkbox"/> Tier1		
PIAS Rep Code:	Financing Scheme: <input type="checkbox"/> Yes <input type="checkbox"/> No		
Branch:	Vesting: <input type="checkbox"/> Yes <input type="checkbox"/> No		
Contact No.:	Indemnity: <input type="checkbox"/> Yes <input type="checkbox"/> No		
Email:	Introducer: <input type="checkbox"/> Yes <input type="checkbox"/> No		
Reason for Leaving:	GI Certified : <input type="checkbox"/> Yes <input type="checkbox"/> No		
	Resignation Date:		
	Last Day at PIAS:		
Section B. Outstanding Liabilities			
*Any outstanding payments (e.g. MAS Licence Fee) will be deducted from commission directly.			
Total amount payable: _____ (including Transition or Recruitment Allowance Scheme, if any):		<input type="checkbox"/> Commission deducted : _____ <input type="checkbox"/> Cheque : _____	
Are the outstanding items returned? Yes / No			
Section C. Client Transfer Instructions			
<input type="checkbox"/> Internal Transfer (Servicing & Commission Rights*) *Commission rights will only be transferred upon receipt of Client Transfer Form / Letter to Propel Client Transfer Team.			
Name of new servicing representative(s):	PIAS Rep Code:	Signature:	GI Certified : <input type="checkbox"/> Yes <input type="checkbox"/> No
<input type="checkbox"/> External Transfer (Only Servicing rights to new firm) *Commission rights will only be transferred upon receipt of client transfer form.			
Name of new firm:			
Remarks / Additional Instruction(s):			
Section D. Acknowledgement			
I hereby acknowledge: <ul style="list-style-type: none"> In the event that no clients' transfer instruction is made before the last day, it will be transferred by default to the direct supervisor. For external transfers to be effective, letter of client's consent must be obtained and submitted to Propel Client Transfer Team within 90 days after the last day in PIAS. For indemnity, the resigned representative is required to pay the amount in the event that PIAS receives a clawback subject but not limited to Zurich Life Insurance Singapore, Friends Provident, Utmost Wealth and General Insurance (GI) due to cancellation of any policies or unpaid GI renewal policies. All documents and other effects and property belonging to PIAS including such property containing customer information has been returned to PIAS or securely disposed per Personal Data Protection Committee's Guide to Disposal. 			
Name of Resigned Representative:	Signature:		Date:

Date Received:

Section E. To be Signed by Supervisors and PIAS				
	Financial Service/Group Director	Financial Services Manager	Business Development Manager	AMU
Name				
Signature				
Date				

FAQs for Resigned Advisers

- How do I know if I have vesting rights and can continue receiving commission for my clients after I have resigned from PIAS?**
 PIAS will continue to pay you commission for the first 90 calendar days after your last day of service. Any commission payment after the first 90 calendar days is conditional upon you having a valid MAS RNF code and PIAS receiving consent from each client to indicate that they wish to continue being serviced by you at your new FA firm.

 If you are under a Financing scheme at the point of resignation and/or have outstanding liabilities after you resigned you will not be eligible for the vesting rights. All clients' commission rights shall remain with PIAS.
- What documents do I need to submit to continue receiving commission for my clients based on the vesting rights stated in my Representative Agreement?**
 You will need to submit the original copy of the duly completed and signed PIAS Client Transfer Form to Propel Client Transfer Team at 6 Shenton Way, OUE Downtown 2, #09-08 (S) 068809 or Email signed form to pias.transfer@singlife.com. One form is required per client. Please complete all your client's policy numbers and account numbers on the form to ensure proper processing. Once PIAS Client Transfer Team has received all your forms, we will proceed to update the servicing rights and commission rights in PIAS to you for the said client within 90 calendar days.
- Can clients return a scanned copy of the client consent letter by email?**
 As this involves the commission and servicing rights of the client, we will require the original copy to ensure we have processed accurately. The original copy is also required in the event of any dispute.
- Can I submit the Letter of Appointment instead of the PIAS Client Transfer Form?**
 We will require the original and duly completed copy of the PIAS Client Transfer Form. We are unable to accept any other form of documents.
- I cannot meet up with all my clients within 90 calendar days to sign on the PIAS Client Consent Forms, can I request for an extension?**
 Unfortunately, we are unable to monitor any forms received after the 90 calendar days has ended. In order to continue receiving your commission, please ensure you submit your forms to Propel Client Transfer Team within the 90 calendar days after your last day in PIAS.
- I checked my payslip and realised only 3 out of 5 clients were transferred to me, the remaining 2 clients commission were not paid to me, why is this so?**
 You may have submitted 3 client transfers to PIAS whereas the remaining 2 were not provided to us.
- When will I receive my commission payment?**
 Commission payment to resigned advisors with vesting rights are payable on the 1st commission run of every quarter in March, July, September and December. A payslip will be sent to your personal email address whenever commission payment has been made. Please ensure you have updated your personal email address with PIAS. Should there be any change in your personal email address please inform AMU at pias.amu@singlife.com.
- Will PIAS inform the product providers?**
 AMU will inform the respective product providers of your last day in PIAS and they will proceed to terminate your agent codes accordingly. Some product providers will require client consent in order to continue granting you servicing rights in your new FA firm. Hence, you will need to inform the product providers to grant you servicing rights for your clients when you have joined your new FA Firm, PIAS is unable to do this on your behalf.
- Who can I contact if I have any enquiries regarding commission payment or client transfer?**
 For any commission enquiries, please email to pias.comenquiry@singlife.com. The Commission Team will work towards responding to your enquiry within 3 working days, however please note that there may be delays during commission payment run dates. For any servicing enquiries, please email to Propel Client Transfer Team at pias.transfer@singlife.com.