

## MEMORANDUM

TO : All Remisiers

FROM : The Management

DATE : 2 October 2015

RE : **Cessation of TA@dress System**

We refer to the various Memorandums issued on the above subject.

We wish to reiterate that due to the TA@adress system being outdated, no longer under maintenance and we do not have the source codes, it is imperative that we move the various reports to the TCPPro system.

Listed below are some of the issues that were highlighted by some remisiers and the actions taken by the Management to rectify/incorporate them into the TCPPro system:

- a) Issue : Difficulty in accessing the Web Report. Intermittently, there will be instances where the remisier cannot access the Web Report.  
Solution : Please contact our ITD helpdesk at extension 2000, for assistance.
- b) Issue : Unable to view clients particulars and details.  
Solution: We have engaged our vendor on this and is under 'User Acceptance Testing (UAT)'. The latest target date for implementation is 26 October 2015.
- c) Issue : Payment information is not online.  
Solution: Our ITD is sorting this out and rechecking the data. It will be available, at the latest, by 26 October 2015.
- d) Issue : Need to open extra windows to view reports.  
Solution : You may have multiple monitors to view the various windows. Please contact our ITD for assistance on this.

e) Issue : Description of the foreign shares are not clear.

Solution : Will review and standardise the description to that stated in the respective exchanges

f) Issue : Inability to see clients IPO shares on the market day before listing.

Solution : Have engaged our vendor on this and working to resolve this, at the latest, by 26 October 2015.

Please let us know if you have any other issues which we need to resolve so as to improve the efficiency of your work. The deadline to submit your issues to CCD will be 9 October 2015.

The Management would like to reassure all our remisiers that the issues raised will be resolved before the TA@dress system is shut down.

Thank you.

