

11 January 2012

GENERAL FAQs FOR CUSTOMERS

SECTION I: PROVISIONAL LIQUIDATION OF MF GLOBAL SINGAPORE

Q1: What is the status of MF Global Singapore now?

- With effect from 1 November 2011, Messrs Bob Yap Cheng Ghee, Chay Fook Yuen and Tay Puay Cheng from KPMG have been appointed as Provisional Liquidators (the “**Provisional Liquidators**”) of MF Global Singapore Pte. Limited (the “**Company**”) to oversee the winding down of the business and affairs of the Company.

Q2: What is the provisional liquidation about?

- Provisional liquidation is the process of winding down the business and affairs of the Company in an orderly manner.
- The business, affairs and property of the Company are now managed by the Provisional Liquidators.
- The provisional liquidation is intended to safeguard the interests of the customers and creditors of the Company.
- The provisional liquidation of the Company does not take away the proprietary rights of its customers, particularly in respect of monies and assets held on trust for its customers on a segregated basis, in Singapore and elsewhere. In this regard, the Provisional Liquidators have set as one of its primary objectives to call in assets of the Company’s customers wherever situated, and return the same to customers according to their proprietary entitlement as soon as practicable.
- Under provisional liquidation, all general unsecured creditors of the Company will be treated equally.

SECTION II: CUSTOMERS’ PROPRIETARY FUNDS/ASSETS

Q3: Are my monies safe and segregated?

- Under Singapore’s Securities and Futures Act and its related regulations, the Company, as a holder of a Capital Market Services license, is under an obligation to segregate the monies and assets of a customer.
- The monies and assets placed by customers with the Company are required to be held in segregated accounts and dealt with in accordance with the Securities and Futures Act and its related regulations. These monies and assets do not belong to the Company and cannot be used by the Company except in accordance with the Securities and Futures Act and its related regulations. Customers’ monies and assets

held by the Company on trust in Singapore cannot be commingled with the Company's own monies and assets.

- The position, in this regard, in relation to customers' monies and assets in foreign countries may vary depending on the laws of those countries, for example Australia, the United States of America and the United Kingdom.

Q4: What is the status of collection of customers' segregated and proprietary funds?

- Since their appointment on 1 November 2011, the Provisional Liquidators have been working hard in collecting customers' segregated funds from local and overseas financial institutions, third party counterparties, clearing members and clearing houses. At the same time, the Provisional Liquidators have been working with the officers of the Company to reconcile and verify the records of the Company in relation to the customers' account balances and segregated accounts, and to verify customers' ownership to the monies and assets in such accounts.
- The Provisional Liquidators are still awaiting information (including close-out prices) from various third party counterparties, clearing members and correspondent brokers. This delay in receipt of information from such third parties has in turn resulted in the Provisional Liquidators being unable to fully and accurately verify and reconcile customers' positions, which is necessary to facilitate the release of customers' segregated funds. The Provisional Liquidators continue to follow up closely on this.
- While the above process continues to be ongoing and significant work remains to be done, the Provisional Liquidators have, as pointed out, made significant progress in the collection of customers' segregated funds.
- As at 31 December 2011, the Provisional Liquidators have collected a total sum of approximately US\$405 million, representing some 86% of customers' segregated monies funds and they continue to make every effort to procure the return of all the remaining uncollected customers' segregated funds.

Q5: What steps will be taken to collect the remaining customers' funds?

- There remains an estimated 14% of customers' segregated and proprietary funds (as may be accountable by the Company to its customers yet to be collected. These are largely held in customer segregated accounts maintained by the Company with financial institutions, counter-parties to and correspondent brokers of the Company, including in particular affiliates of the Company in Australia, Hong Kong, Taiwan, United Kingdom, and the United States.
- The Provisional Liquidators continue to make every effort to procure the return of these remaining uncollected customers' funds. To this end, the Provisional Liquidators have asked these third parties for a full account and the immediate return of all monies and assets (including proprietary funds) belonging, due and/or attributable to the Company and its customers.
- However, these third parties are likely to require some time to reconcile their own books and records prior to releasing funds to the Company. Such reconciliation is necessary to facilitate the return of funds by the Company to customers who dealt in trades through such third parties. This will take some time.

- In addition, where customers' monies and assets are denominated in foreign currencies and/or are overseas, please note that the return of such monies and assets will be subject to relevant arrangements in those jurisdictions, including the positions taken by the regulators and administrators of the MF Global affiliates in those jurisdictions.
- The Provisional Liquidators will consider, at the appropriate stage, taking such further or other steps as may be necessary for the collection of such remaining customers' funds.

Q6: When am I going to get all my funds back?

- As the bulk of customers' funds have now been collected, the Provisional Liquidators are now looking to effect a partial return of up to US\$350 million to customers identified by the Provisional Liquidators as being entitled to such funds, and the Provisional Liquidators will be seeking the Singapore Court's sanction in this regard. Please refer to the Notification of Proposed Interim Distribution of Customers' Funds which the Provisional Liquidators have sent to the relevant customers of the Company.

Q7: I read in media reports that the Trustees of MF Global, Inc. have obtained approval from the US Court and intends to transfer/release a percentage of customers' funds. Does this include my segregated funds?

- MF Global Inc. ("**MFGI**") is the counterparty of the Company in relation to trades of products of ICE Clear US, NYSE Liffe US, and Kansas City Board of Trade (the "**MFGI-related Trades**").
- The Company understands that on 17 November 2011, the United States Bankruptcy Court of the Southern District of New York granted the Trustee of MFGI an order approving the "*return [of] a sixty-percent distribution to those former MFGI customers that had only cash in their accounts as of the commencement of this proceeding on October 31, 2011*" (the "**US Order of Court**").
- The Company has since been informed by the Trustee of MFGI that the US Order of Court does not apply to the Company's customers. This is because the amount maintained by the Company with MFGI, through which the Company's customers executed MFGI-related Trades, did not consist of cash only, as there were positions which remained open as of 31 October 2011. In addition, the customer on MFGI's books and records is the Company (maintaining a master account with MFGI for and on behalf of its customers for purposes of holding monies and assets of customers), and not the customers of the Company.
- Furthermore, on 9 December 2011, the United States Bankruptcy Court of the Southern District of New York granted the Trustee of MFGI an order approving a further bulk transfer and distribution to former retail commodities customers of the Company in US with US futures positions. The Company understands that this similarly does not apply to the Company and/or its customers.
- Notwithstanding this, the Provisional Liquidators have asked the Trustee of MFGI for a full account and the immediate return of all monies and assets (including

proprietary funds) belonging, due and/or attributable to the Company and its customers. However, the Company understands that the Trustee of MFGI is likely to require some time to reconcile MFGI's books prior to releasing funds to the Company. Such reconciliation is necessary to facilitate the return of funds by the Company to customers who dealt in MFGI-related Trades. This may take some time.

Q8: It was recently reported that the Trustee of MF Global, Inc. had indicated that there is an apparent shortfall in their segregated customer accounts which may exceed US\$1.2 billion. Will this affect MFGS customers' segregated funds? Are there missing funds from MFGS' customers' segregated funds?

- As the Trustee of MF Global Inc. ("MFGI") is still in the course of reconciling MFGI's books as well as investigating into the above shortfall, it will take some time before the Trustee of MFGI will be in a position to confirm the extent to which the above apparent shortfall pertains, if at all, to the segregated monies and assets of the Company's customers.
- In addition, some 14% of the Company's segregated customer funds remain to be collected and the process of reconciling and verifying customers' accounts (and their entitlements to proprietary funds) remain ongoing.

Q9: Should I come to your office to withdraw my funds?

- The Provisional Liquidators propose to effect an interim distribution of customers' funds to the Company's customers entitled to receive such proprietary funds. Please refer to the Notification of Proposed Interim Distribution of Customers' Funds which the Provisional Liquidators have sent to the relevant customers of the Company.

Q10: Must I complete and submit the Company's standard withdrawal form in order to receive my funds in the proposed Interim Distribution?

- Please see answers to FAQs – Proposed Interim Distribution which has been sent to relevant customers of the Company.

Q11: I had completed and submitted the Company's standard withdrawal form. Did you receive my withdrawal form that I have submitted?

- If you wish to verify the Company's receipt of your withdrawal form, please provide your full name, account number and your contact number for us to confirm this, after which the Company will get back to you.

SECTION III: STATUS OF TRADE POSITIONS AND CONFIRMATION OF TRADE PRICES

Q12: What is the status of my CFD positions?

- The Company's counterparty for CFD trades is MF Global Australia Limited (Administrators Appointed) ("**MFGA**"), which went into administration on 1 November 2011.
- MFGA has confirmed that all Equity, Index, FX and Commodities CFD positions entered into by the Company's customers have been closed-out.
- With regard to Australian and Asian Equity CFDs, the Company understands from the Administrators of MFGA that on 23 November 2011, Deutsche Bank ("**DB**") had provided them with information regarding the close-out of all MFGA hedge positions. However, according to MFGA, the data received from DB was not sufficient to enable MFGA to reconcile the information in relation to individual CFD client positions. MFGA has since reverted to DB and requested for additional information in order to carry out the reconciliation process. With regard to the close-out values and dates of the other CFDs, the Company also understands that MFGA is currently awaiting such information from its hedge counterparties.
- As such, the Company continues to await further details from MFGA in respect of the above CFDs, so as to confirm its own calculations for purposes of the Company's closed-out transactions. Once the Company has this information and is able to determine the close-out prices relevant for customers, notice will be given to its customers accordingly.

Q13: What is the status of my Foreign Exchange ("FX**") positions?**

- All FX positions of the Company's customers have been closed-out.
- In this regard, the Company is the counterparty to its FX customers, and in turn entered into mirror hedging transactions with its liquidity provider. The Company's liquidity provider has exercised its right pursuant to the insolvency of the Company's US parent to close-out all the Company's hedging transactions as of 1 November 2011. The Company correspondingly had no choice but to implement a mirror closing out of its customers' FX transactions.
- The Company is in the process of reconciling the these FX transactions with its books and records, and once the Company is able to do so, notice will be given to its customers as to the relevant close-out prices accordingly.

Q14: What is the status of my positions on SGX?

- Upon the close of trading on 3 November 2011, Singapore Exchange Limited ("**SGX**") has suspended the membership of the Company on Singapore Exchange Securities Trading Limited, Singapore Exchange Derivatives Trading Limited and Singapore Exchange Derivatives Clearing Limited with immediate effect.

- All of the Company's customers' open positions on SGX have already been closed-out or transferred.
- The Company is currently reconciling its records in relation to these positions and any associated margin or collateral, with a view to facilitating the release of such margin or collateral.

Q15: What is the status of my trading positions on overseas exchanges?

- With regard to overseas exchange-traded contracts, all of the open positions of the Company's customers have either been closed-out or transferred by the Company, or closed-out by overseas clearing houses or exchanges.
- Elaboration on the status of positions of the Company's customers on the various overseas exchanges is set out below, based on information received by the Company from the relevant counterparties, clearing members, and exchanges.

Positions on CME Group of Exchanges

- The Company has submitted all instructions, as received, to transfer (without margin) or to close-out open positions in relation to products on the Chicago Mercantile Exchange Group ("**CME**"), including OTCs, which are cleared by Bank of New York Mellon Clearing LLC ("**BNYMC**").
- The Company understands that all transfer instructions have been executed. Any remaining open positions which were not already transferred or closed-out have expired or have been liquidated by BNYMC. Close-out values have been provided to the Company and the Company is in the course of reviewing and reconciling such information prior to advising customers of the same.

Positions with ICE Clear US, NYSE Liffe US, and Kansas City Board of Trade

- As of 24 November 2011, the Company understands from MFGI that all open positions with ICE Clear US, NYSE Liffe US, and Kansas City Board of Trade, for which MFGI is the clearing member, have either been transferred (without margin) or closed out unilaterally by MFGI or pursuant to customers' instructions (which the Company had onward submitted to the Trustee of MFGI). Close-out values have been provided to the Company and the Company is in the course of reviewing and reconciling such information prior to advising customers of the same.

Positions on Sydney Futures Exchange ("**SFE**")

- The Company understands from publicly released information that all open positions on the SFE have been closed-out. The Company is currently awaiting confirmation of the close-out values from MFGA.

Positions on Bursa Malaysia, HK Futures Exchange ("**HKFE**"), Tokyo Stock Exchange ("**TSE**"), Osaka Stock Exchange ("**OSE**"), Tokyo Commodities Exchange ("**TOCOM**"), and the Korea Stock Exchange ("**KSE**")

- All open positions of customers of the Company in respect of products on Bursa Malaysia, HKFE, OSE, TSE, TOCOM, and KSE, have been either transferred or liquidated pursuant to customers' instructions or unilaterally by the Company's

counterparties. Close-out values have been provided to the Company and the Company is in the course of reviewing and reconciling such information prior to advising customers of the same.

Positions on NYSE Liffe UK and London Metal Exchange (“LME”)

- The Company has onward submitted all instructions received from its customers to transfer (without margin) or to close-out open positions on NYSE Liffe UK and LME to MF Global UK Limited (In Administration) (“MFGUK”), which is the Company’s clearing member on these exchanges.
- MFGUK has confirmed that all open positions on NYSE Liffe UK and LME which were not transferred have been closed-out by the relevant clearing house or third party broker. MFGUK, however, has not provided the relevant close-out prices to the Company. The Company continues to follow up closely on the above.

Positions with Dubai Gold Exchange, ICE Clear Europe, Eurex Clearing AG, Montreal Exchange, Grupo BME (MEFF), NASDAQ OMX, MONEP, and South African Futures Exchange

- The Company understands that all positions of the customers of the Company with Dubai Gold Exchange, ICE Clear Europe, Eurex Clearing AG, Montreal Exchange, Grupo BME (MEFF), NASDAQ OMX, MONEP, and South African Futures Exchange, have been closed-out by these various exchanges and clearing houses.
- Close-out values of positions on Dubai Gold Exchange, ICE Clear Europe, MONEP, and South African Futures Exchange, have been provided to the Company and the Company is in the course of reviewing and reconciling such information prior to advising customers of the same.
- With regard to the other positions on the remaining exchanges, close-out values of these positions have yet to be communicated to the Company, but the Company is continuing to follow up closely on this.

Q16: How will my close-out settlement amounts be calculated? When will I know of my close-out settlement amounts?

- Generally, the quantum of profit or loss arising from the closing-out of open trading positions will be based on the actual profit or loss incurred on the day of such closing-out.
- For CFDs, upon their being closed-out, MFGA is expected to provide the Company with calculation of the relevant close-out settlement amounts. Upon receipt of such information, the Company will then be in the position to be able to advise its customers of the settlement amounts. This may take some time. See also answer to Question 12 above.
- As for FX transactions, the Company will let its customers know the final position with respect to their FX transactions as soon as practicable. In this regard, the Company is currently verifying and reconciling its customers’ FX transactions against the information received from its liquidity provider before the Company is able to provide its customers with their close-out settlement amounts. This may take some time. See also answer to Question 13 above.

- For positions on overseas exchanges which have been closed-out, the Company is still awaiting confirmation of the close-out settlement amounts from some of its correspondent brokers and/or relevant clearing members. As a result, until all such information has been received, the Company is unable to fully verify and reconcile its customers' positions and/or amounts, or to advise its customers of the same. This may take some time. See also answers to Questions 14 and 15 above.

Q17: Statements of account received by me do not appear to accurately and/or do not reflect that such positions have been closed out or the close out values of my positions. Are these statements accurate?

- As a result of trades/positions being closed or terminated by counterparties and/or clearing members of the Company and/or relevant exchanges since 1 November 2011, and/or as a result of the close-out or termination values not having yet been notified to the Company, certain trade and/or position (including what may appear as open positions on your statements of account), price and cash balance data, stipulated in any statement of account issued to customers of the Company may not necessarily be accurate. For example, it may not be reflected in the statements that CFD positions have been closed out and such statements may not also include the relevant close out values.
- The Company is awaiting the provision of information with respect to the positions under each of the Company's customer accounts from its various counterparties and/or clearing members, so as to enable the Company to verify the above. The Company will continue to follow-up on this. Once the Company has received such information and verified the same against its own records, the Company will provide you with an accurate statement of account. Please note, however, that there may be delays in this regard on the part of such counterparties, clearing members, and/or clearing houses, and/or as a result of events taking place beyond the control of the Company. Pending the provision of an accurate statement of account, you should not rely on any statement of account previously issued by the Company as true and accurate. Please note, however, that the above inaccuracy in the statements of account you have received thus far, by reason of the above verification process, does not affect any pre-existing claim, right, entitlement, which you may have in relation to assets or monies which rightfully belong to you.
- In the meantime, for the above reasons, the Company has ceased to issue statements of account to its customers with effect from 21 November 2011 and will only re-commence issuance of statements of account to its customers after it has received and verified information from its counterparties and/or clearing members as mentioned above.

Q18: Why have I ceased to receive statements of account from the Company?

- See answer to Question 17 above.

Q19: When can I start trading again?

- The Company is not allowed to take on new positions, except for reduction or liquidation of positions.

SECTION IV: CUSTOMERS' CLAIMS AGAINST AFFILIATES

Q20: I have received invitations from the administrators of MF Global Australia Limited to lodge Proofs of Debt with them. What should I do?

- The Company understands that the administrators of MF Global Australia Limited (“**MFGA**”), MF Global Securities Australia Limited (Administrators Appointed), and Brokerone Pty Limited (Administrators Appointed) (collectively, the “**Australian Entities**”) may have sent such invitations to you. The Company understands from the administrators of the Australian Entities that such invitations were transmitted to customers as part of a formal notification of the first meeting of creditors of the Australian Entities that their administrators are required to provide under the Corporations Act 2001 (Cth) of Australia. This may be because you may have appeared, based on the client account records of the Australian Entities, possibly as customers of the Australian Entities.
- The First Creditors’ Meeting took place on 11 November 2011 in Sydney, Australia, and the Company was represented at the said meeting. The Second Creditors’ Meeting took place on 22 December 2011.
- The informal proof of debt forms required to be submitted for the First Creditors’ Meeting is used for voting purposes at the first meeting only and will not necessarily form the basis of any calculations made by the administrators for the purposes of distributing funds or other property to creditors. Creditors will have subsequent opportunities to submit proofs of debt and amend the value they intend to claim against the Australian Entities.
- In relation to customers of the Company who undertook CFD transactions, they may also have received such invitations because MFGA is the counterparty to the Company for these transactions, and these customers may have appeared in the records of MFGA in relation to these CFD transactions for purposes of identification and record, notwithstanding that the Company is, by contract, the sole counterparty to MFGA in respect of these transactions. Insofar as the Company is also the agent of its customers (of whom you may be one if the terms for your agreement with the Company so provide), the Company will be taking such action as it deems appropriate as against MFGA and/or its administrators.
- Customers of the Company may wish to seek independent legal advice in relation to such invitations from the administrators of the Australian Entities, including the lodgment of any proof of debt if they believe that they are direct customers or creditors of the Australian Entities.
- More information regarding the First Creditors’ Meetings on 11 November 2011 can be found in MFGA’s Notice to Clients dated 7 November 2011, a copy of which can be found at [https://www.deloitte.com/assets/Dcom-Australia/Local%20Assets/Documents/Services/CRG/Bus%20under%20admin/MF%20Global/Deloitte MFGlobal circular to creditors re first meeting 20111107.pdf](https://www.deloitte.com/assets/Dcom-Australia/Local%20Assets/Documents/Services/CRG/Bus%20under%20admin/MF%20Global/Deloitte%20MFGlobal%20circular%20to%20creditors%20re%20first%20meeting%2020111107.pdf)
- More information regarding the Second Creditors’ Meeting on 22 December 2011 can be found in MFGA’s Notice to Clients dated 14 December 2011, a copy of which can be found at [http://www.deloitte.com/assets/Dcom-Australia/Local%20Assets/Documents/Services/CRG/Bus%20under%20admin/MF%20Global/Deloitte MFG notice to clients 14Dec11.pdf](http://www.deloitte.com/assets/Dcom-Australia/Local%20Assets/Documents/Services/CRG/Bus%20under%20admin/MF%20Global/Deloitte%20MFG%20notice%20to%20clients%2014Dec11.pdf).

Q21: Do I have to lodge a claim form with the Joint Special Administrators of MFGUK?

- The Company understands from publicly available information that all customers of MFGUK have also been invited to submit claims by 30 March 2012 for the return of their money. Such claim forms are available for download from the website www.kpmg.co.uk/mfglobaluk, from 8 December 2011 onwards.
- MFGUK is the Company's counterparty for trades on Dubai Gold Exchange, ICE Clear Europe, Eurex Clearing AG, LME, NYSE Liffe UK, and MONEP. Customers of the Company who have traded on the above exchanges are not required at this stage to complete and submit a formal "claim form" relating to such trades. This is because as a customer of MFGUK on MFGUK's books in relation to such trades, the Company will be taking such action as it deems appropriate for its customers against MFGUK and/or its administrators, including lodging claims on behalf of the Company's customers where appropriate in respect of such trades.
- However, customers of the Company who are also the direct customers or creditors of MFGUK should seek independent legal advice as to whether they are required at this juncture to lodge a claim form with the Joint Special Administrators of MFGUK.

Q22: Do I have to lodge a claim form with the Provisional Liquidators of MF Global Hong Kong Limited (Provisional Liquidated Appointed) ("MFGHK")?

- The Company understands from publicly available information that all customers of MFGHK have been invited to submit claims by 16 December 2011 for the return of their money, so as to facilitate the early completion of the reconciliation and determination process. Such claim forms are available for download from the website www.MFglobal.com.hk, from 5 December 2011 onwards.
- In this regard, MFGHK is the clearing member for trades conducted by customers of the Company on HKFE. To the extent that MFGS customers have traded on HKFE, their proprietary monies and assets maintained with the Company may be with HKFE. Customers of the Company who have traded on the above exchange through the Company are not required at this stage to complete and submit a formal "claim form". This is because as a customer of MFGHK on MFGHK's books in relation to such trades, the Company will be taking such action as it deems appropriate for its customers against MFGHK and/or its administrators, including lodging claims on behalf of the Company's customers where appropriate in respect of such trades.
- However, customers of the Company who are also the direct customers or creditors of MFGHK should seek independent legal advice as to whether they are required at this juncture to lodge a claim form with the Provisional Liquidators of MFGHK.

Q23: Do I have to lodge a claim form with the Trustee for the liquidation of MFGI?

- The Company understands from publicly available information that all claim forms of commodities and securities customers of MFGI must be received by the Trustee on or before 31 January 2012. For all other types of MFGI customers, the general claim forms must be received by the Trustee on or before 2 June 2012. All claim forms are available for download from the website http://dm.epiq11.com/MFG/Project/default.aspx#Section4_5.

- In this regard, MFGI is the Company's clearing member for trades on ICE Clear US, NYSE Liffe US, and Kansas City Board of Trade. To the extent that MFGS customers have traded in these MFGI-related Trades, their proprietary monies and assets maintained with the Company may be with MFGI. Customers of the Company who have traded on the above exchanges through the Company are not required, at this stage, to complete and submit a formal "claim form". This is because as a customer of MFGI on MFGI's books in relation to such trades, the Company will be taking such action as it deems appropriate for its customers against MFGI and/or its administrators, including lodging claims on behalf of the Company's customers where appropriate in respect of such trades.
- However, customers of the Company who are also the direct customers or creditors of MFGI should seek independent legal advice as to whether they are required at this juncture to lodge a claim form with the Trustee of MFGI.

SECTION V: MISCELLANEOUS

Q24: Will a meeting be convened for creditors of the Company? Can a customer of the Company attend the meeting?

- Yes, a meeting of creditors of MFGS will be convened by 1 March 2012. The Provisional Liquidators will notify all known creditors of the Company of details of such meeting in due course. Customers of the Company, who are also creditors of the Company and to whom a debt is due and owing from the Company, as known to the Company, will be notified of such creditors' meeting.

Q25: Will a separate meeting be convened for customers of the Company?

- The Provisional Liquidators do not at present consider there to be any necessity to convene a meeting of customers of the Company. As and when such necessity arises, the Provisional Liquidators may do so.

If you have any further query or require any clarification, please call the Investor Hotline No: (65) 6866-6796 or send your query to SG-mfglobal@kpmg.com.sg.

(Note: The information contained and the matters stated herein are based solely on the books and records of the Company as reviewed by the Provisional Liquidators of the Company, and/or information and documents in the possession of the Company and known to the Provisional Liquidators of the Company. Whilst such information and matters are true and/or accurate to the best of the knowledge, information and belief of the Provisional Liquidators, some of the information and/or matters may be subject to change and the Provisional Liquidators of the Company shall not be liable in any manner whatsoever for any reliance which may be placed on such information and/or statements).