

## FAQ

### Discontinuation of BoostMyMoney in partnership with UOB Asset Management

#### 1. What is happening to the BoostMyMoney service?

The partnership between Boost and UOB Asset Management for the BoostMyMoney service will be discontinued effective 1<sup>st</sup> March 2026. This means, after this date, new investments into BoostMyMoney will no longer be accepted, and potential returns on your existing BoostMyMoney balances will end on 31<sup>st</sup> March 2026 ("End Date"). You will have time until 31<sup>st</sup> March 2026 to carry out self-withdrawal.

#### 2. How do I submit a withdrawal request?

To make a withdrawal request

a. Open your Boost app and click on the BoostMyMoney icon.

b. Then select "Cash Out" and follow the on-screen instructions to initiate a withdrawal.

You will be required to specify the amount you wish to withdraw (full amount) and provide the necessary details such as your bank account information. We strongly encourage all customers to select Bank account or Boost Bank as your withdrawal destination without any limits.

#### 3. How do I check the status of my BoostMyMoney Cash Out transaction?

On your Boost App, navigate to Profile → Transaction History, to see details and status.

#### 4. What happens if I do not withdraw my funds after the End Date?

If your BoostMyMoney account still holds a balance after the End Date, from 1<sup>st</sup> April 2026 onwards, the remainder of funds will be automatically sold at market value and credited into your pre-set withdrawal destination. Such credit transfer takes place upon completion of audit, which typically takes one (1) month.

#### 5. What happens if I found out that I do not have a pre-set withdrawal destination or bank account?

If you encounter difficulties in setting up a withdrawal destination, you may choose to withdraw to your Boost Wallet by 28<sup>th</sup> February 2026. Otherwise, please contact our Customer Service Team at [support@myboost.co](mailto:support@myboost.co) immediately for assistance.

#### 6. Can I choose to withdraw to my Boost Wallet?

Yes, please note that from the date of notice until 28<sup>th</sup> February 2026, you may withdraw up to 95% of your total fund amount into your Boost Wallet. Whereas the remaining 5% of your total fund will require a bank transfer to your pre-set withdrawal destination by 31<sup>st</sup> March 2026 before 4.p.m. Otherwise, the fund will only be credited to you upon completion of audit, which typically takes one (1) month from 1<sup>st</sup> April 2026.

#### 7. Who can I contact if I have questions or enquiries about this service discontinuation?

You can reach out to our Customer Service team via [support@myboost.co](mailto:support@myboost.co).

**Disclaimer:** Official communications to BoostMyMoney customers will be issued exclusively via email direct marketing (EDM) and in-app push notifications. Boost will never request any form of payment from customers for the purpose of carrying out withdrawals referred to in this FAQ. Boost shall bear no liability for any losses arising from Customers acting on unauthorised payment or transfer requests.