

If you have forgotten your POEMS trading account password, below are the options for you to request for a new one:

- Register for the Password Online Reset service by calling us at 6531 1555 or visit any of our Phillip Investor Centres so that you can get a new password online after the activation of service. It will take less than a few minutes for registration, activation and change of password. You may refer to the Password Online Reset FAQ [here](#) for more information.
- Visit any of the Phillip Investor Centres to get a new password immediately. NRIC or passport is required for verification purposes.
- Print out the [form](#), complete it and email/mail/fax it back as indicated. Once your form has been received and processed, we will generate a new password which will be sent to your mailing address according to our system. Generally, you may receive the pin mailer three to five working days for local mailing address /or one to two working weeks for overseas mailing address after request received.

If you do not have Adobe Reader, Click [here](#) to download and Install.