

Annex B

Consultation Paper on Requirements on Controls Against Market Abuse: MAS consulted on enhanced requirements for licensed and exempt FIs in Singapore that undertake the regulated activity of dealing in capital markets products. The new requirements are aimed at improving controls and facilitating investigations into cases of market abuse.

Guidelines on Individual Accountability and Conduct / Information Paper on Culture and Conduct Practices of Financial Institutions: MAS consulted on a set of proposed guidelines to strengthen accountability and standards of conduct across the financial industry in 2018/2019. MAS has also informed banks, insurers and capital market intermediaries in 2019 of its plans to publish an information paper on culture and conduct practices of FIs.

Complaints Handling and Resolution Regulations: MAS issued a consultation paper on the revised biannual report and implementation timeline for the Complaints Handling and Resolution (CHR) regulations in 2019. The CHR regulations apply to financial advisers that serve retail clients, and are slated to be published in Q1 2020.

Requirements on Execution of Customers' Orders: MAS issued a consultation paper to formalise expectations for licensed and exempt FIs in Singapore to establish policies and procedures to execute customers' orders on the best available terms to support fair outcomes for customers.