

## LINK OTHER ACCOUNTS

If you encounter any problems while following this procedure, please contact us for assistance at [support@silverbullion.com.sg](mailto:support@silverbullion.com.sg) or call us at [+65 6100-3040](tel:+6561003040), [+1 \(848\) 285-5466](tel:+18482855466) (US callers), [+44 114 697 7458](tel:+441146977458) (UK callers), [+31 970 102 57458](tel:+3197010257458) (EU callers), [+61 480 097 458](tel:+61480097458) (AU callers).

## WHAT IS THE BENEFIT OF THE MULTI-ACCOUNT FEATURE?

The Multi-Account Feature allows you to consolidate all of your Silver Bullion Accounts under a single username and password, making it easier to manage your accounts as you don't need to remember and set up different user names, passwords, and two-factor authentication when logging into the Silver Bullion website.

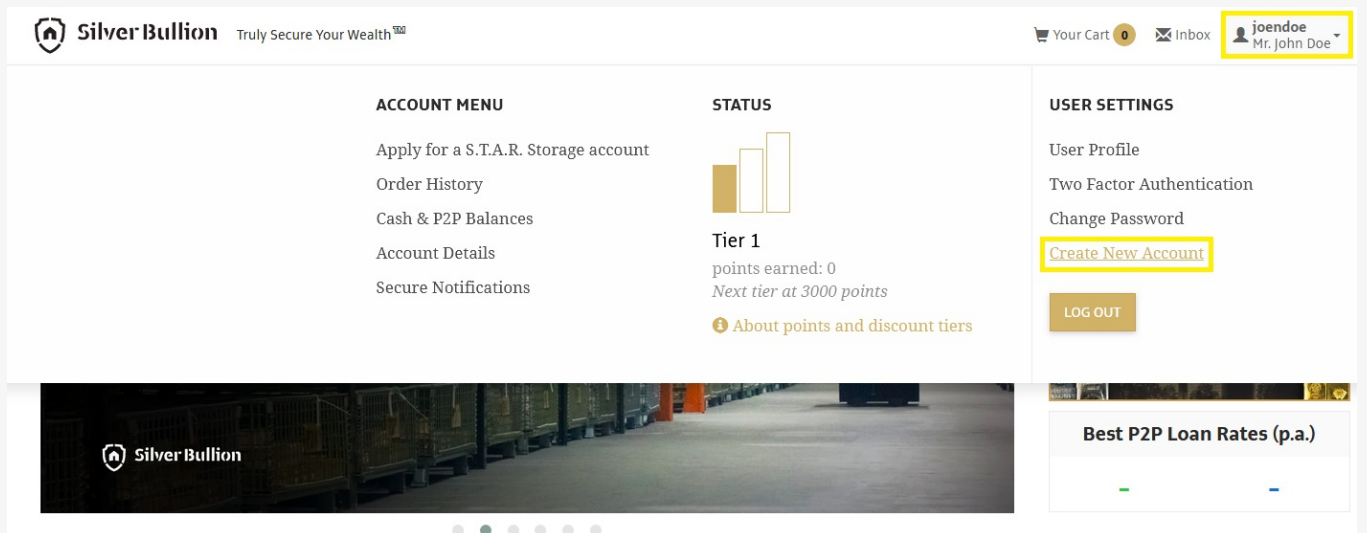
This feature also allows you to consolidate all emails or notifications into a single email address.

If you already have 2 or more accounts and wish to consolidate them into a single username and password, you may follow this [ACCOUNT LINKING GUIDE](#).

## THE STEPS:

### Step 1

Log-in to your account and click on your **PROFILE** (top right corner of the page), then select **CREATE NEW ACCOUNT** under the User Settings column.




The screenshot shows the Silver Bullion user profile page. The top navigation bar includes the Silver Bullion logo, the tagline 'Truly Secure Your Wealth™', and user account information for 'joendoe Mr. John Doe'. The main content area is divided into three columns: 'ACCOUNT MENU', 'STATUS', and 'USER SETTINGS'. The 'ACCOUNT MENU' lists options like 'Apply for a S.T.A.R. Storage account', 'Order History', 'Cash & P2P Balances', 'Account Details', and 'Secure Notifications'. The 'STATUS' section shows a bar chart and 'Tier 1' with 'points earned: 0' and 'Next tier at 3000 points'. The 'USER SETTINGS' column includes 'User Profile', 'Two Factor Authentication', 'Change Password', and 'Create New Account' (highlighted with a yellow box), and a 'LOG OUT' button. A banner image at the bottom left shows a warehouse interior with the Silver Bullion logo. A 'Best P2P Loan Rates (p.a.)' section is visible at the bottom right.

### Step 2


Select the type of account you wish to open. Learn more about the types of accounts [HERE](#).

SIGN UP FOR ANOTHER ACCOUNT




**Joint Account**

An account registered in the name of two (2) individuals under joint tenancy with rights of survivorship.




**Trust Account**

An account registered in the name of a trust, while a trustee controls the management of the investments.




**Joint Account with a Minor**

An account registered in the name of two (2) individuals, with one being under 18 years of age. This type of account is held under joint tenancy with rights of survivorship.



**Business Account**

An account registered in the name of corporations, company, partnership, limited liability companies or unincorporated legal structures.



**Retirement Account**

An account registered in the name of a retirement investment vehicles held by the client such as IRA LLCs, Self-Directed IRA, Superannuation, etc.

**Step 3**

Complete the new account opening process by following these guides:

**Opening a Personal Account?** Click [HERE](#).

**Opening a Joint Account?** Click [HERE](#).

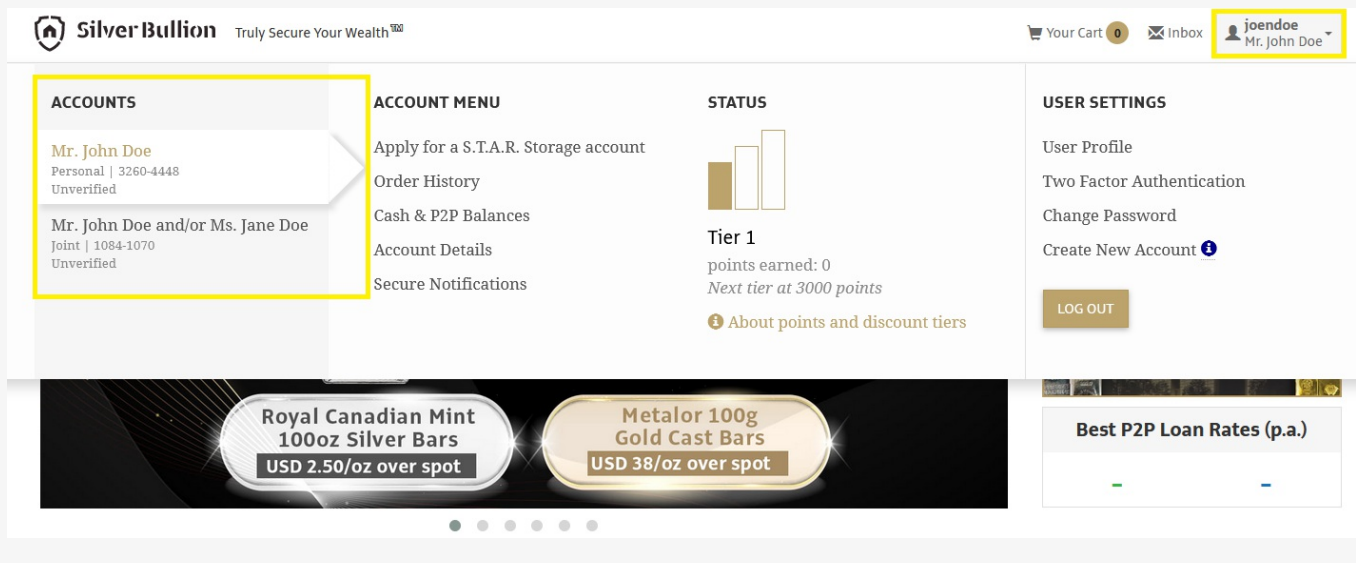
**Opening a Business/Company Account?** Click [HERE](#).

**Opening a Trust Account?** Click [HERE](#).

**Opening an IRA or Superannuation Account?** Click [HERE](#).

**Step 4**

Once a new account has been created under the current log-in, you can easily switch between accounts through the **PROFILE>ACCOUNTS** section of the main page.



The screenshot shows the user profile page for 'joendoe Mr. John Doe'. The 'ACCOUNTS' section is highlighted with a yellow box and contains two entries:

- Mr. John Doe**  
Personal | 3260-4448  
Unverified
- Mr. John Doe and/or Ms. Jane Doe**  
Joint | 1084-1070  
Unverified

Other sections visible include 'ACCOUNT MENU' (Apply for a S.T.A.R. Storage account, Order History, Cash & P2P Balances, Account Details, Secure Notifications), 'STATUS' (Tier 1, points earned: 0, Next tier at 3000 points), and 'USER SETTINGS' (User Profile, Two Factor Authentication, Change Password, Create New Account, LOG OUT).

**If you already have 2 or more accounts and wish to consolidate them into a single username and password, you can follow the steps below.**

**ACCOUNT LINKING STEPS:**

## Step 1

Log-in to your account and click on your **PROFILE** (top right corner of the page), then select **USER PROFILE** under the User Settings column.

**Pro-Tip:** In the interest of security, you are required to set up two-factor authentication (2FA) to complete the account linking process.

The screenshot shows the Silver Bullion user profile page. The top navigation bar includes the Silver Bullion logo, the tagline 'Truly Secure Your Wealth™', and links for 'Your Cart', 'Inbox', and the user profile 'joendoe Mr. John Doe'. The main content area is divided into three columns: 'ACCOUNT MENU' with links like 'Apply for a S.T.A.R. Storage account', 'ORDER HISTORY', 'CASH & P2P BALANCES', 'ACCOUNT DETAILS', and 'SECURE NOTIFICATIONS'; 'STATUS' showing 'Tier 1' with 'points earned: 0' and 'Next tier at 3000 points'; and 'USER SETTINGS' with options for 'User Profile', 'Two Factor Authentication', 'Change Password', and 'Create New Account'. A 'LOG OUT' button is also present. Below the main content is a banner for 'Best P2P Loan Rates (p.a.)'.

## Step 2

Under your User Profile page, scroll down to the **REQUEST TO LINK YOUR OTHER ACCOUNT** section and click on the **REQUEST ACCESS** button.

The screenshot shows the 'REQUEST TO LINK YOUR OTHER ACCOUNTS' section of the user profile page. The left sidebar contains navigation options: 'Manage Holdings', 'My Parcels', 'Renew Storage', 'Request Sellback', 'Request Delivery', 'Order History', 'Account Balances', 'Documents (Statements, audit reports)', 'Account Details', and 'User Profile'. The main content area includes an 'ENABLE' button, a 'CHANGE YOUR PASSWORD' section with a 'CHANGE YOUR PASSWORD' button, and the 'REQUEST TO LINK YOUR OTHER ACCOUNTS' section. This section contains the text 'Request to link other existing Silver Bullion accounts you own with the same login credentials.' and a 'REQUEST ACCESS' button, which is highlighted with a yellow box.

## Step 3

Enter the 8-digit **S.T.A.R. ID** (e.g., 1234-5678) of the Silver Bullion Account(s) you wish to link to your current log-in, then click **SUBMIT REQUEST**.

**Pro-Tip:** You can find your Silver Bullion Account's S.T.A.R. ID by logging into your Silver Bullion Account and going to your **PROFILE** (top right corner of the page) > **ACCOUNT MENU**.

## Request To Link Other Accounts You Own

Please enter the 8-digit account number of other existing accounts you own to be accessed with the same login credentials.

1084-1070
Enter Account Number
Enter Account Number
Enter Account Number
Enter Account Number

Your current username (kimsabularse) and password will be used to access these accounts henceforth once your request is approved.

SUBMIT REQUEST

## Step 4

Once your account linking request has been approved by our team, the linked account will become available in your **PROFILE**, and you can then easily switch between these accounts through the **PROFILE>ACCOUNTS** section of the main page.

The screenshot shows the Silver Bullion user profile page. At the top, the Silver Bullion logo and tagline 'Truly Secure Your Wealth' are visible. The user's name 'joendoe Mr. John Doe' is shown in the top right corner. The main content area is divided into four sections: ACCOUNTS, ACCOUNT MENU, STATUS, and USER SETTINGS. The ACCOUNTS section is highlighted with a yellow box and contains two entries: 'Mr. John Doe' (Personal | 3260-4448 | Unverified) and 'Mr. John Doe and/or Ms. Jane Doe' (Joint | 1084-1070 | Unverified). The ACCOUNT MENU section lists options like 'Apply for a S.T.A.R. Storage account', 'Order History', 'Cash & P2P Balances', 'Account Details', and 'Secure Notifications'. The STATUS section shows 'Tier 1' with 'points earned: 0' and 'Next tier at 3000 points'. The USER SETTINGS section includes 'User Profile', 'Two Factor Authentication', 'Change Password', and 'Create New Account'. At the bottom, there are promotional banners for 'Royal Canadian Mint 100oz Silver Bars' and 'Metalor 100g Gold Cast Bars', and a 'Best P2P Loan Rates (p.a.)' section.

## WHAT HAPPENS NEXT?

If you create a new Silver Bullion Account under the current log-in, the created account will automatically be linked to your current logged-in account. You can easily switch between accounts through the **PROFILE** section of the main page.

If you are linking existing accounts, our team will review your account linking request to ensure that you are authorized to link the accounts. We will notify you via e-mail or secure notification once our review is complete.

## HOW DO I REVOKE ACCESS TO ACCOUNTS?

Access to accounts can be revoked by the Authorized Administrator of such an account. Contact us for assistance at [support@silverbullion.com.sg](mailto:support@silverbullion.com.sg) or call us at +65 6100-3040, +1 (848) 285-5466 (US callers), +44 114 697 7458 (UK callers), +31 970 102 57458 (EU callers), +61 480 097 458 (AU callers).