



## **M-ABLE USER GUIDE**

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## I. LOGIN

### 1. Download the app

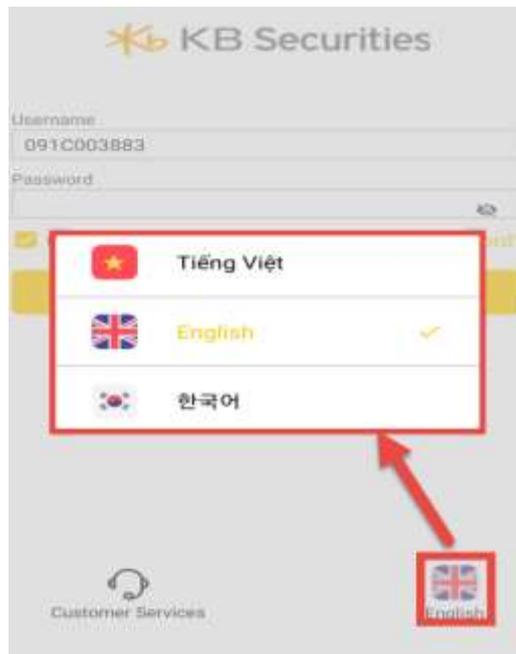
To use the app M-Able, Customer download the installation as follows:

- Download the app M-Able for IOS operating system:
  - Step 1: On the Iphone go to App Store.
  - Step 2: Click on "M-Able"
  - Step 3: Click on "Install" to install.
- Download the app M-Able for Android operating system:
  - Step 1: Go to Play Store.
  - Step 2: Click on "M-Able".
  - Step 3: Click on "Install" to install.

### 2. Login

Step 1: After downloading the application to mobile phone, customers click on the application to login to the system.

Step 2: Choose the language that customer to use.



Step 3: Enter information:

- Username: Registered account number
- Password: Registered password
- Customers are able to select **Remember me** to save the username for the following login.

Step 4: Click on **LOGIN** to access the system



  
Customer Services

  
English

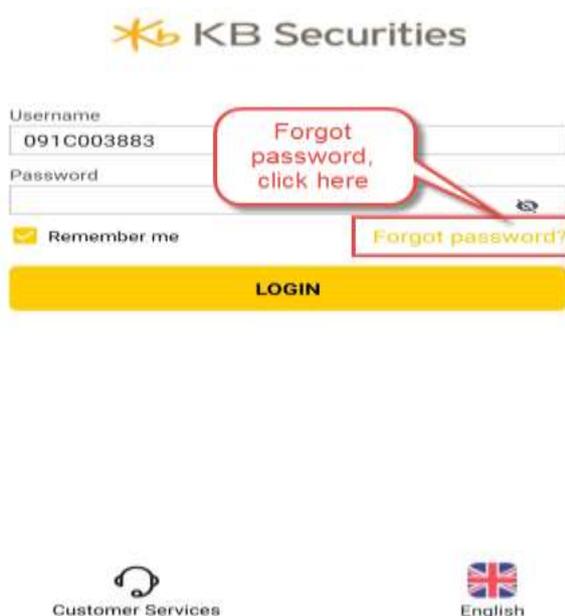
- Username: Registered account number
- Password: Registered password
- Customers are able to select **Remember me** to save the username for the following login
- Click on **LOGIN** to access the system

*Note: Customers those who have used other KBSV trading channels, can login to M-able with the same login/ order password as other online channels.*

### 3. Forgot password

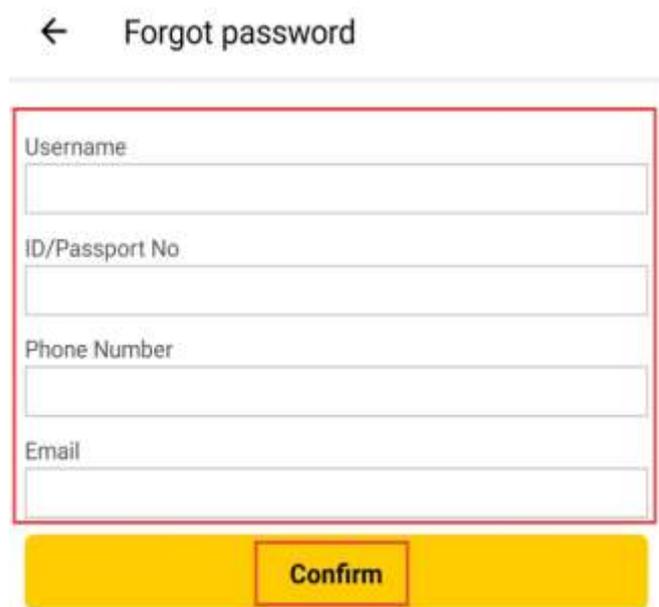
Customers who forget the password can get a new password:

Step 1: At the login screen: Click **Forgot Password**



  
Customer Services

  
English



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Step 2: Filling in the following information:

- Username: Registered account number
- ID/Passport No: Registered ID/Passport No
- Phone number: Registered contact number
- Email: Registered email address

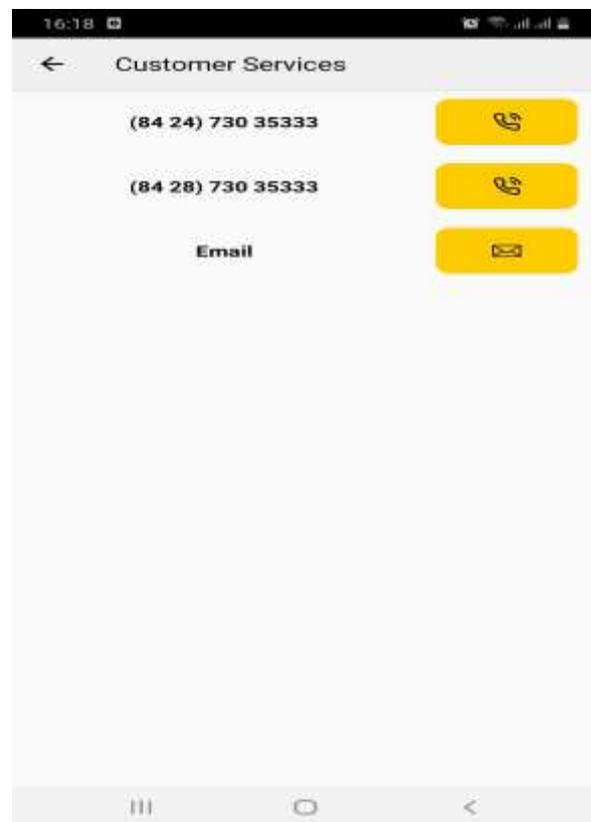
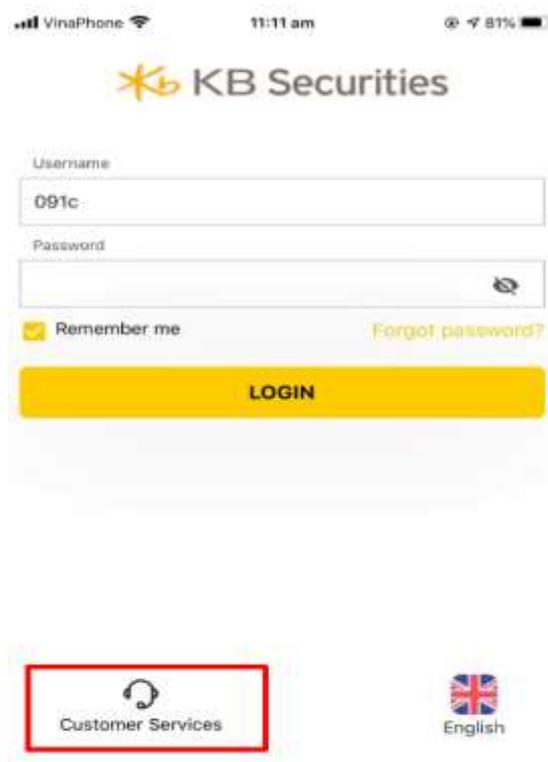
Step 3: Click on **Confirm**

The transaction was successful, the system will be sent the new password (login password and the order password) to customer's registered email address & the phone number.

Click  to return to the login screen.

#### 4. Customer Services

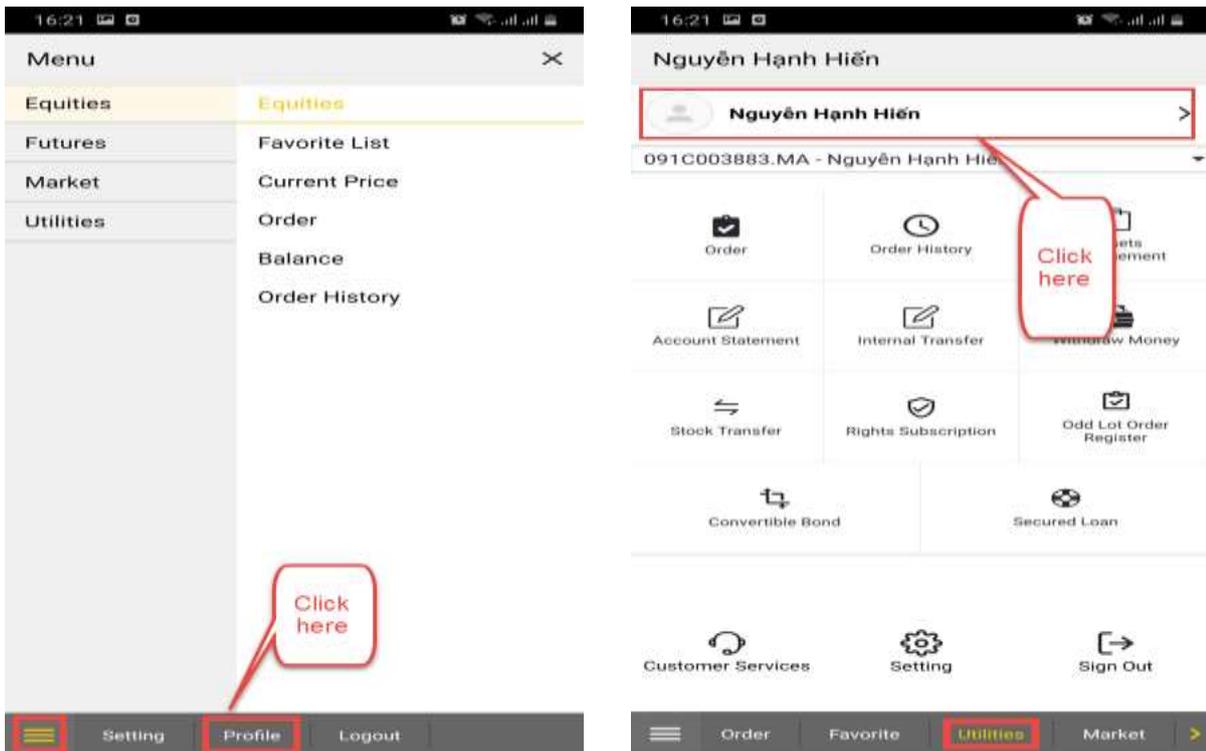
Customers select **Customer Services** symbol on the left of the screen and the system will display contact information with KBSV. The customers are able to contact directly or send emails to KBSV



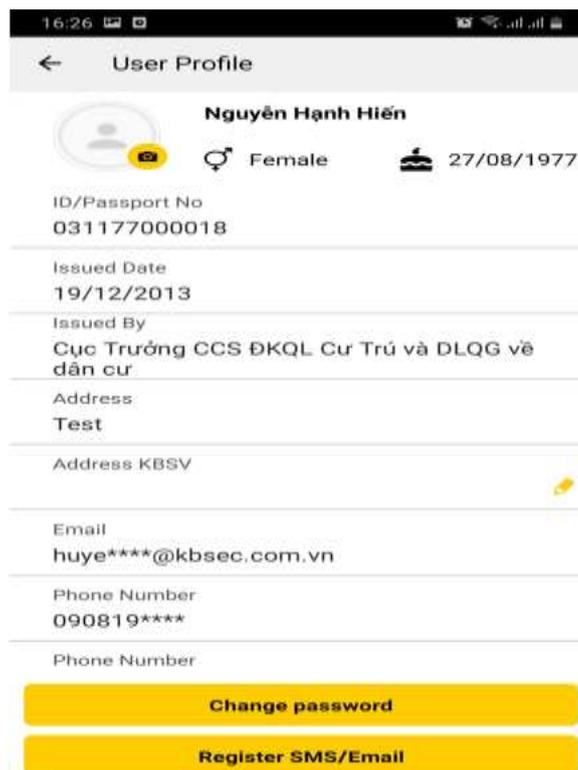
#### 5. Customers' profile

Customers are able to see their account information in 2 ways:

- Click on  at the bottom menu bar, and select **Profile**
- At the menu: click on **Utilities**



- The screen Customer's profile



## 6. Register Email/SMS

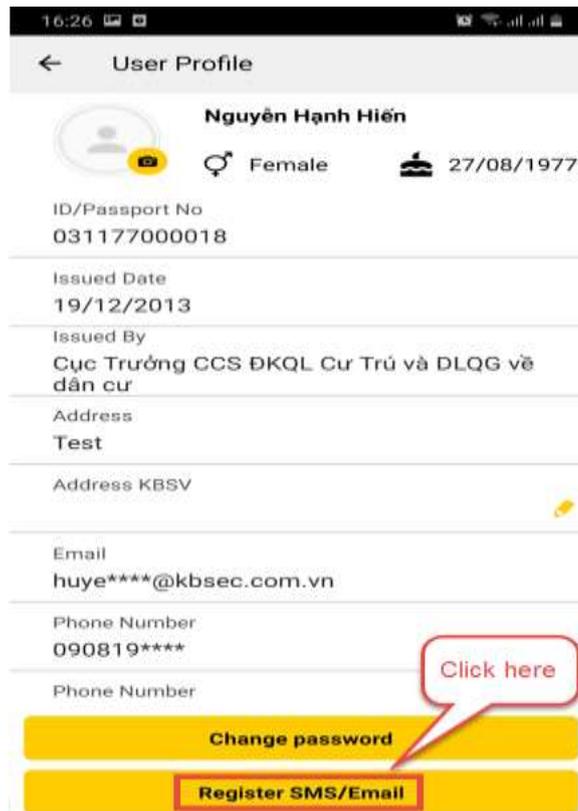
Customers are able to register or cancel register SMS/Email following steps:

Step 1: Customers are able to see their account information in 2 ways:

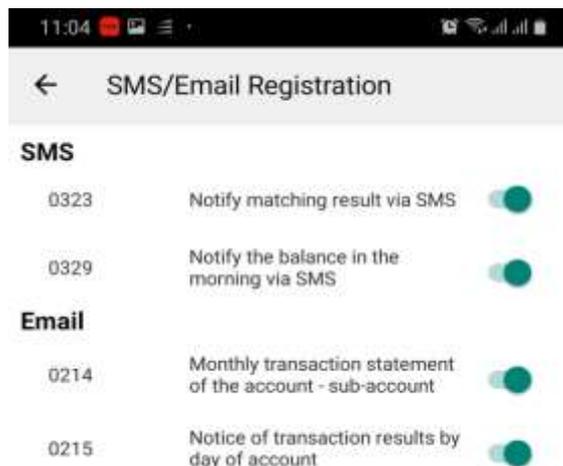
- Click on  at the bottom menu bar, and select **Profile**
- At the menu: click on **Utilities**

Step 2: Click on **Register SMS/Email**

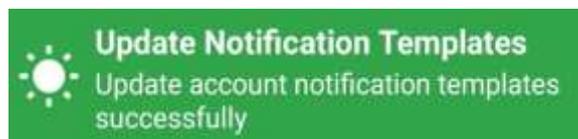
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Step 3: Choose on or off the button  to register to receive or not receive SMS/Email



Step 4: Successfully register SMS/Email or cancel to register SMS/Email, then display notification:



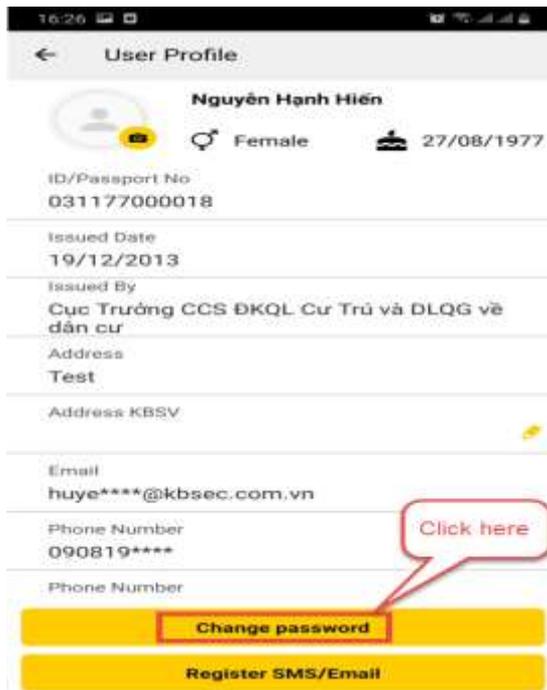
## 7. Change Login Password and Change Order Password

Customers are able to change their login password/order password by:

Step 1: Click on **More** at the menu bar

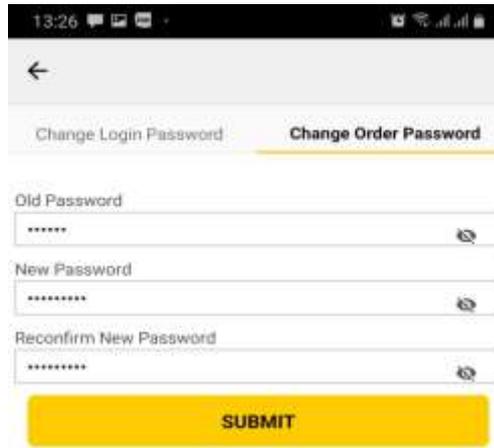
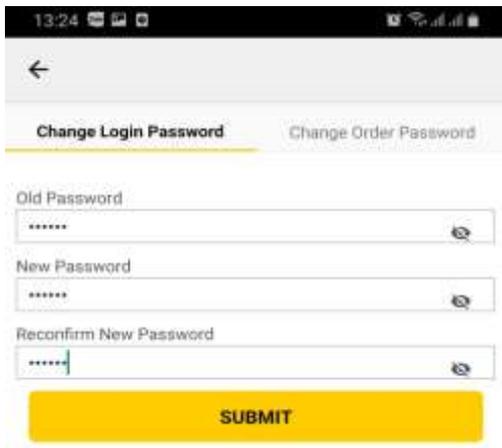
Step 2: Click on **Customers' account**

Step 3: Click on **Change password**

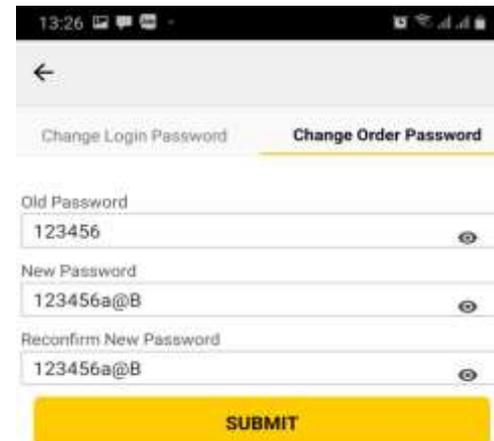
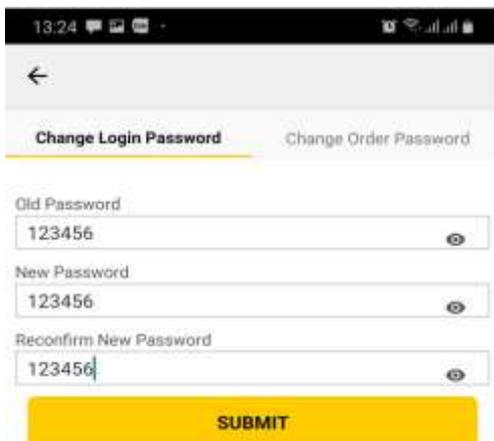


Step 4: Filling in the following information

- Old Password: Password being used
- New Password: A new password (having 7 characters including upper cases, lower cases, numbers and special symbols)
- Reconfirm New Password: Retype the new password



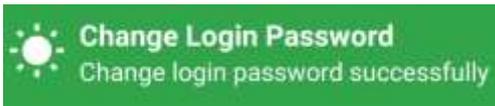
Customers choose to display the entered password for checking by click button 



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Step 5: Click **SUBMIT** to complete changing password

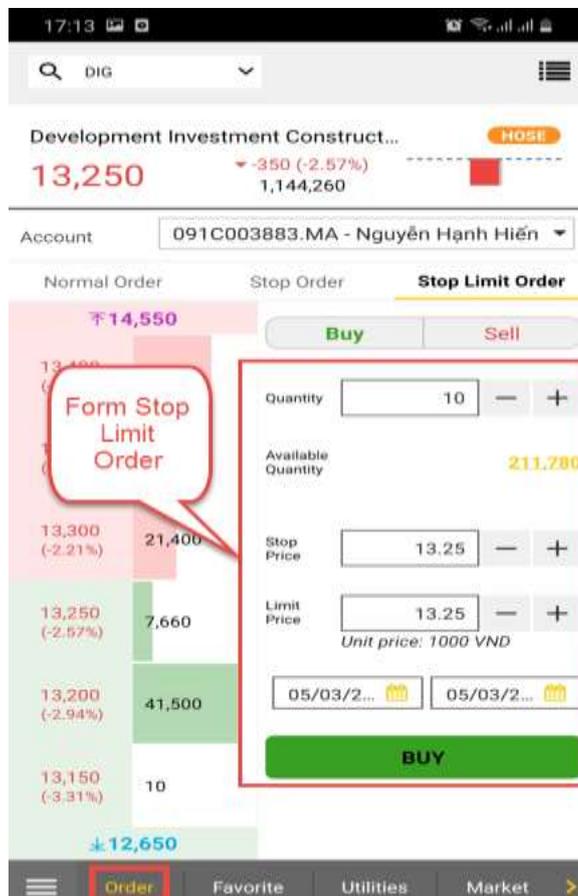
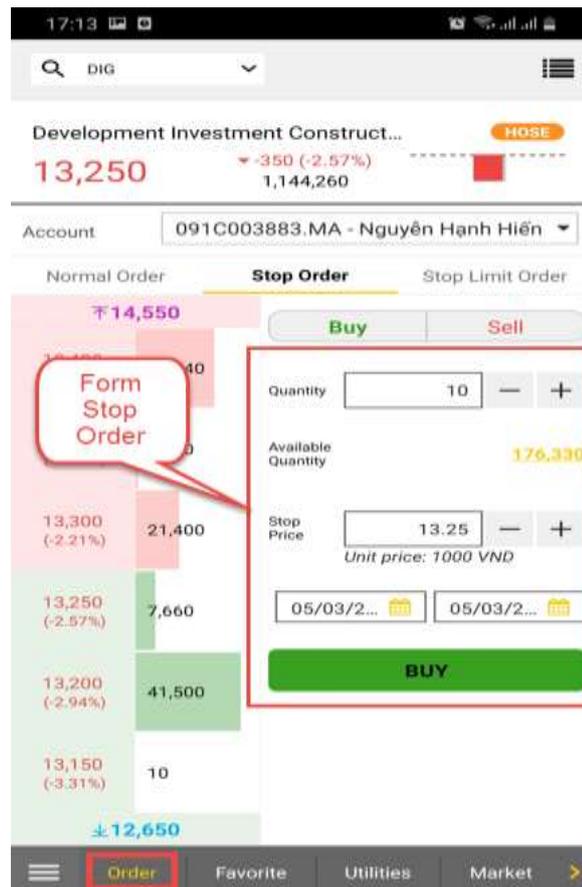
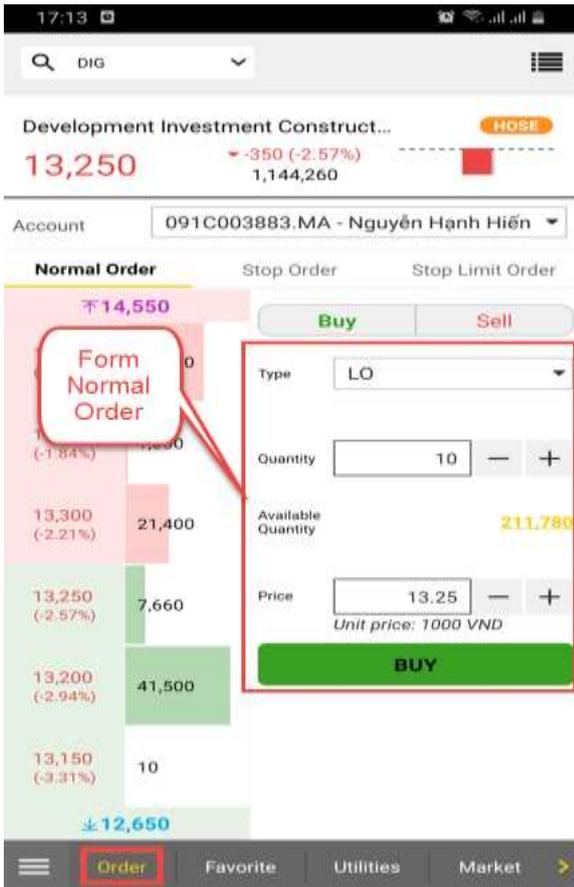
Step 6: Change password successfully then display the notification:



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## II. PLACE ORDER

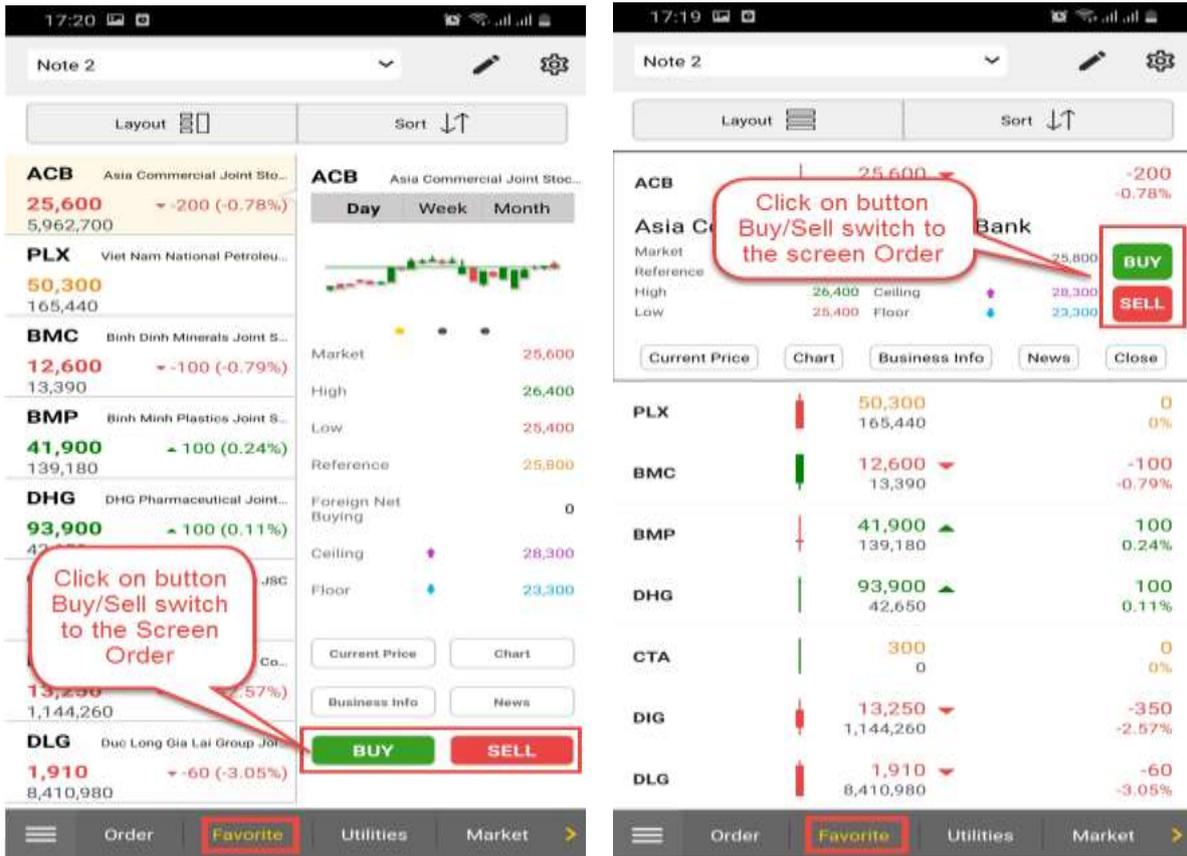
The **Order** screen is including 03 tab" **Normal Order**; **Stop Order**; **Stop Limit Order**.



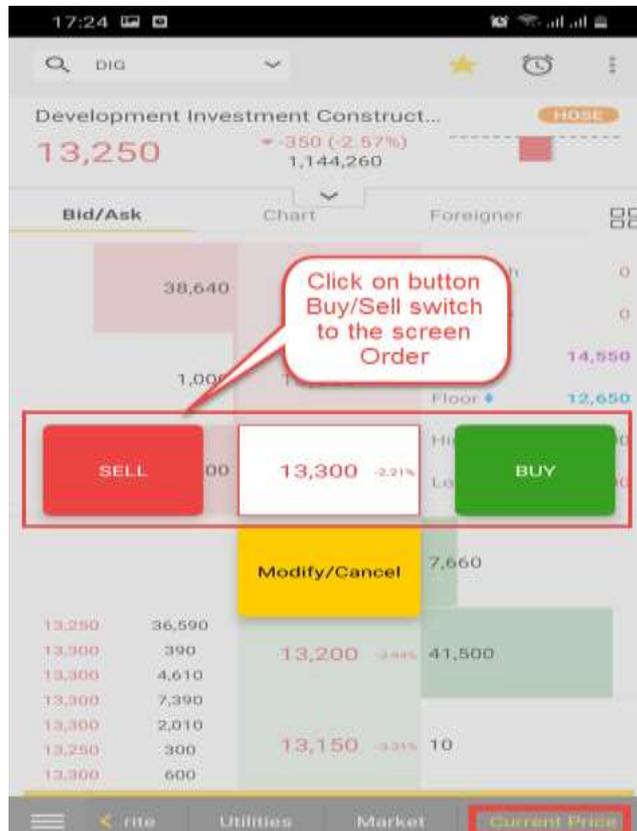
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**1. Switch to the Order screen**

On the **Favorite** screen, click on the button **BUY** or **SELL** then switch to the **Order** screen

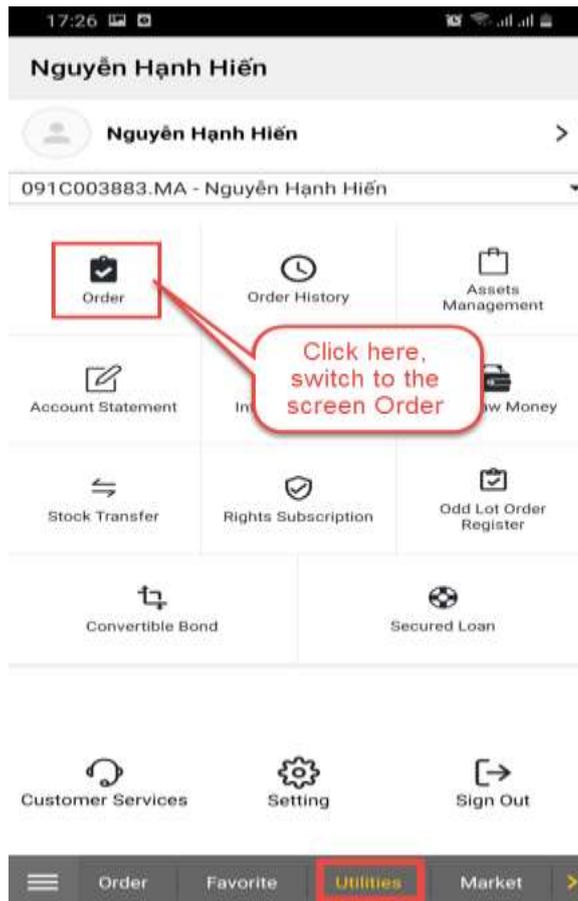


- From the **"Current Price"** screen: click on the cell to place order, the screen displays the button **BUY** or **SELL**, click on **Buy/Sell** then switch to the **Order** screen:



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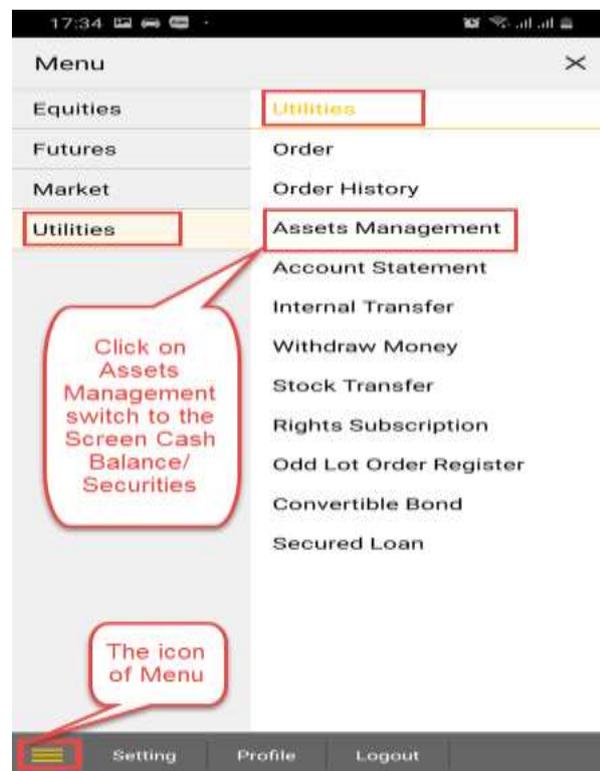
- On the **Utilities** screen: Click on  then switch to the **Order** screen



On the **Utilities** screen, click on **Balance**: Click on **Buy/Sell**, on tab **Cash Balance** or **Securities Balance** then switch to the **Order** screen

The screenshot shows the Assets Management screen. The 'Buy/Sell' column is highlighted with a red box. A callout bubble points to it with the text: "Click on Buy/Sell switch to the screen Order".

Ticker		Total Balance	T0 Buy	T1 Buy	T0 Sell	T1 Sell
A32	Buy	5,990	0	0		
MA	Sell	4,490				
AAV	Buy	17,000				
MA	Sell	16,000				
ACB	Buy	30,780	0	0		
MA	Sell	119,580	2,100	3,100		
BBC	Buy	10,000	0	0		
MA	Sell	10,000	0	0		
BCC	Buy	23,500	0	0		
MA	Sell	23,500	0	0		
BMP	Buy	8,000	0	0		
MA	Sell	0	0	1,000		



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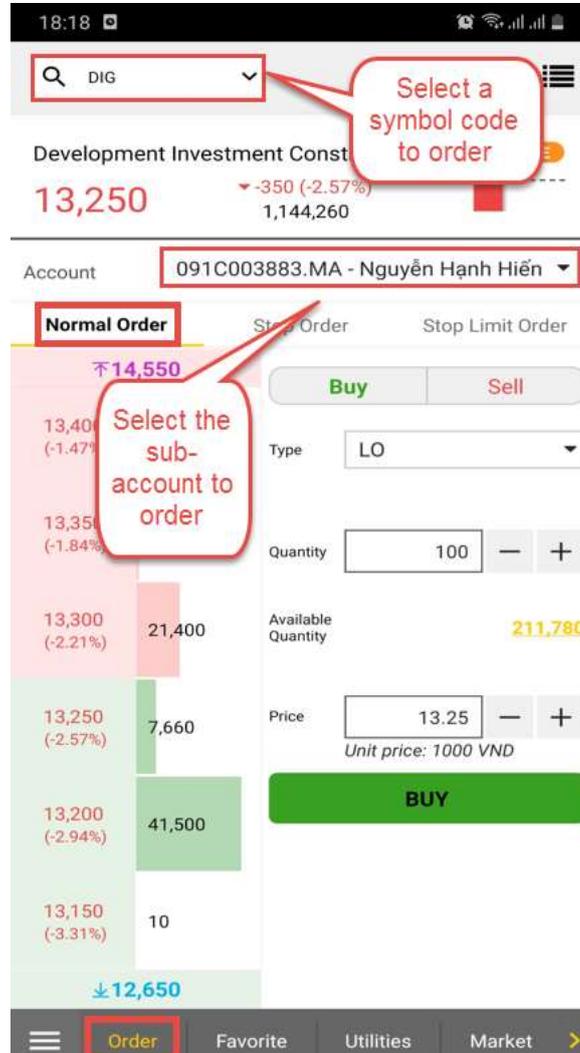
## 2. Place normal order

Customers are able to place Buy/Sell order by:

Step 1: Go to order screen

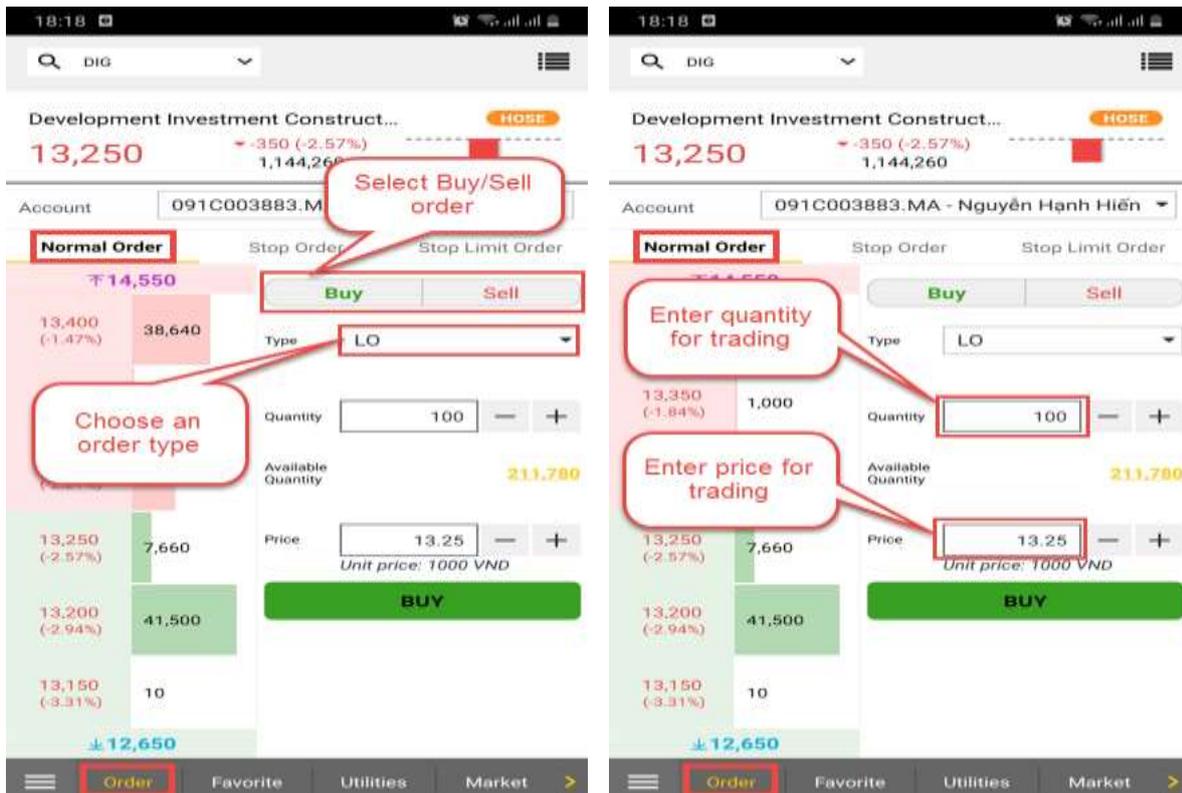
Step 2: At the order screen

- Select a symbol code and the sub-account, then enter the following information:



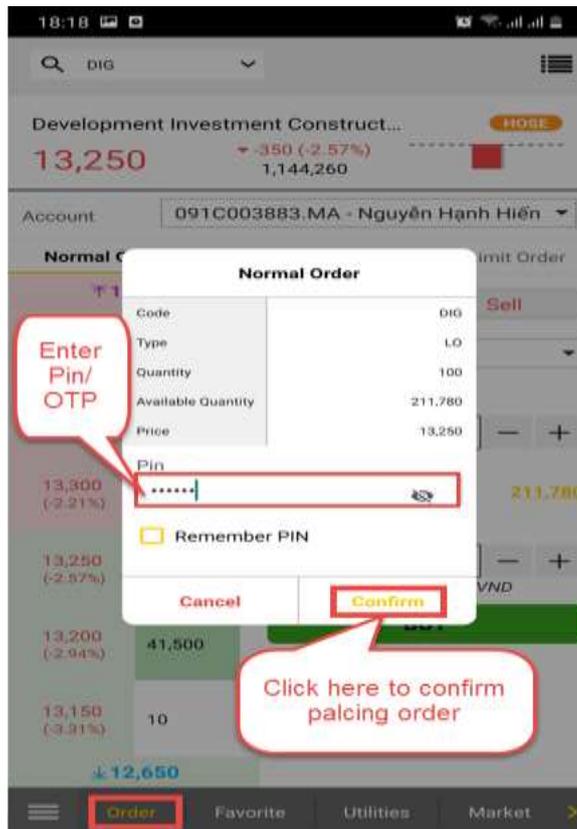
- Buy / Sell: Choose Buy/ Sell
- Order type: Select the order type to place
- Quantity: Enter the quantity for trading. It must obey the lot regulation of each exchange market
- Order price: Enter the price. Price must be within the ceiling price & the floor price range

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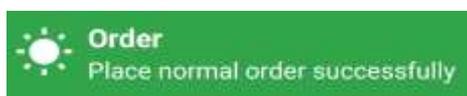


Step 3: Click on button Buy/Sell to display a confirmation form

Step 4: Enter PIN/OTP to complete placing order



Step 5: Order placed successfully to display notification



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### 3. Place Stop Order

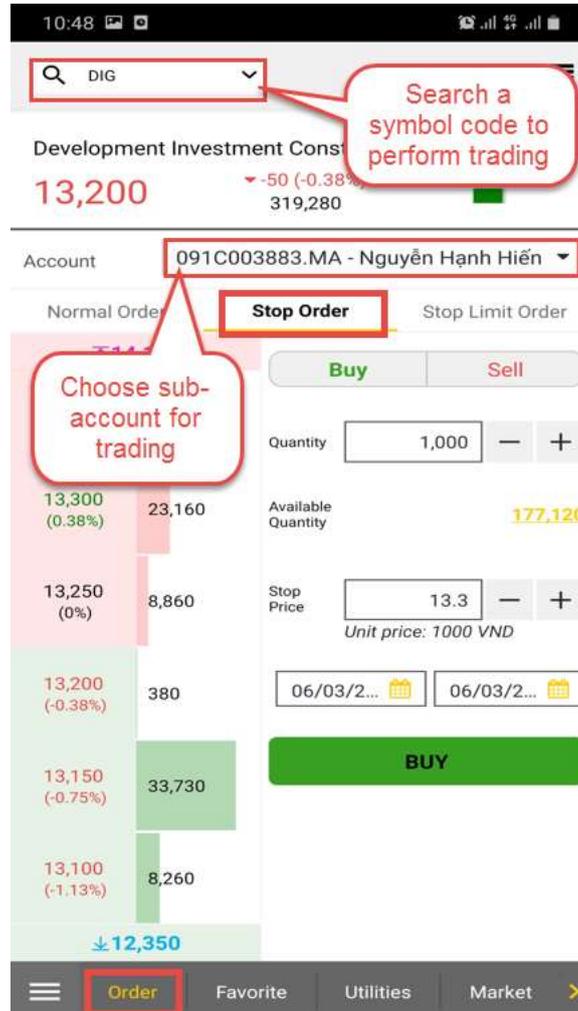
Stop order enables customers to track the fluctuation of the market price. Customers are able to place stop order and this type of order can only be activated when the current price of the symbol code touches the tracking price (stop price). The system will activate and perform **the market order** with the chosen quantity

Steps for placing a Stop Order

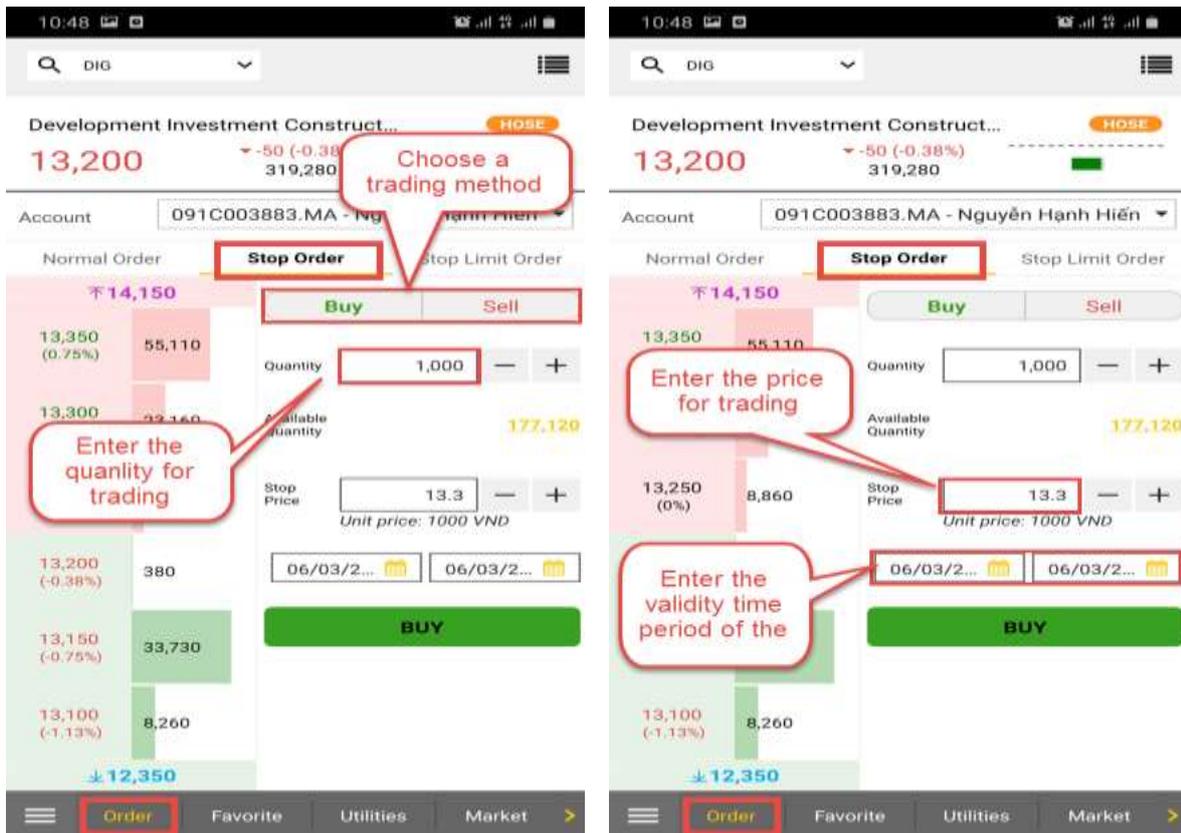
Step 1: At the Place Order screen, go to the Stop Order tab

Step 2: At the Stop Order tab

- Select the symbol code and sub-account for trading

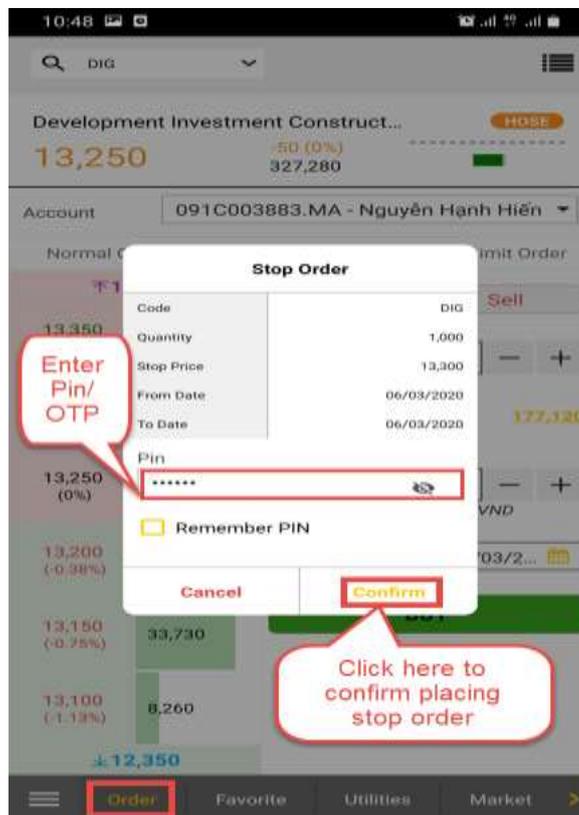


- Buy/Sell: Choose a trading method **Buy** or **Sell**
- Quantity: Enter the quantity for trading. It must obey the lot regulation of each exchange market.
- Stop Price: Enter the stop price (Buy Order: stop price > current price; Sell Order: stop price < current price). The stop price is used to track/compare with the current price of the symbol code. When the current price of the symbol code touches the stop price, the system will automatically place **a market order**.
- Start Date – End Date: enter the validity time period of the order. Customers could set the effective date for the stop price for the current moment or for the future. When the customer set the effective date for the stop order (Start Date – End Date), an order will be placed simultaneously during the validity time period until it is activated or it comes to its due date. After 3pm, all the stop orders set for that day will be invalid and the customers can only place stop orders for the following day.



Step 3: Click on button Buy/Sell, the screen display a confirmation form

Step 4: Enter PIN/OTP to complete placing order



Step 5: If placing order is successful, the screen will display the notification



#### 4. Place Stop Limit Order

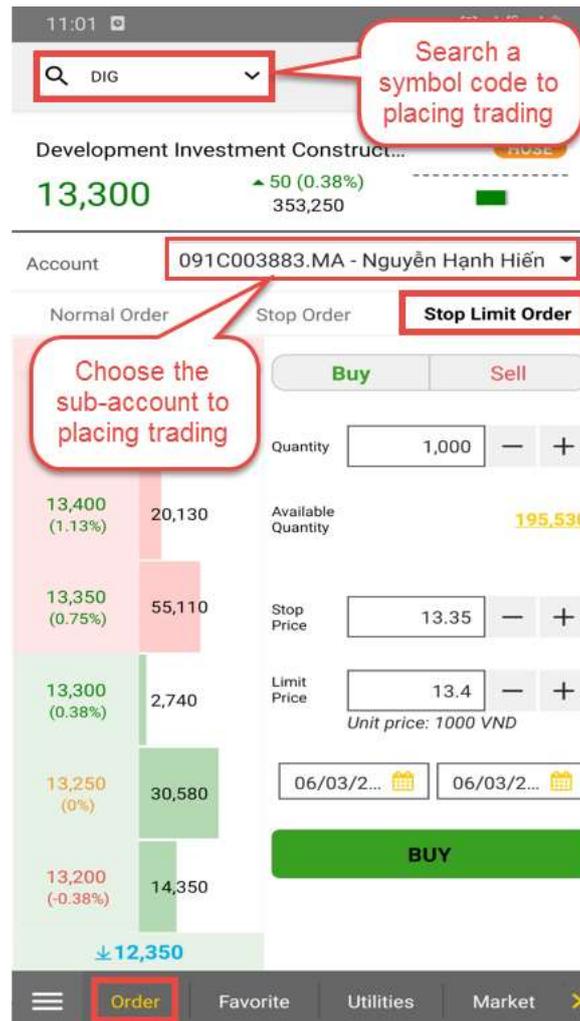
Stop limit order enables customers to track the fluctuation of the market price being traded. Customers could set a stop order with a decided quantity, stop price is the tracking price and the limit price is the order price. This type of order can only be activated when the current price of the symbol code touches the tracking price (stop price). The system will activate and perform **a stop order** with the chosen quantity and the order price will be the limit price

Steps for placing a Stop Limit Order

Step 1: At the Place Order screen, go to the Stop Limit Order tab

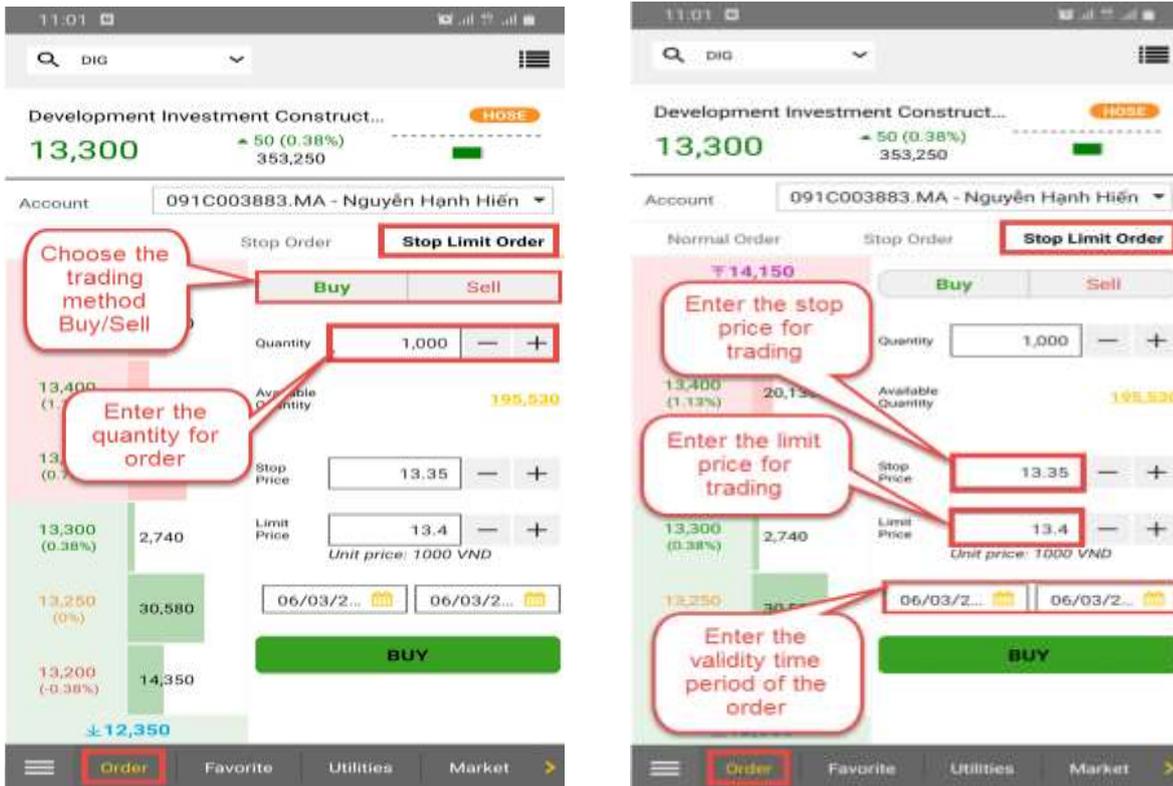
Step 2: At the Stop Limit Order tab

- Select the symbol code and sub-account for trading, then enter the information:



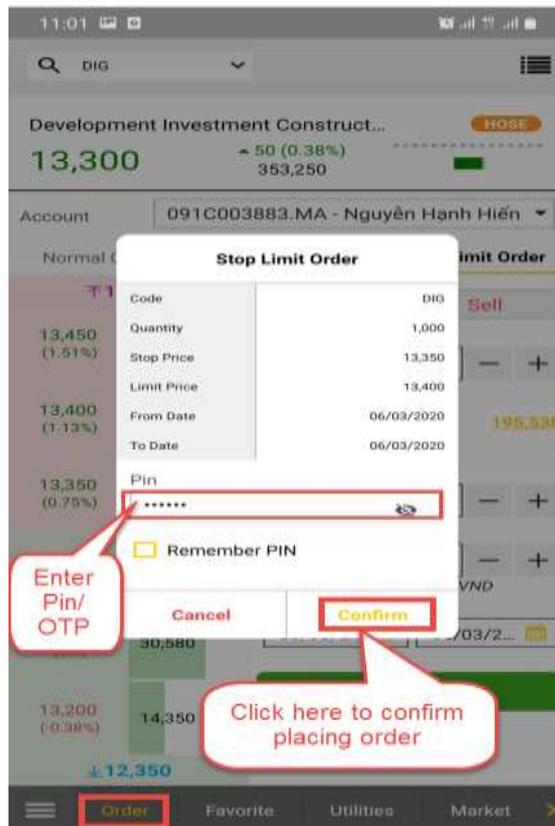
- Buy/Sell: Choose a trading method
- Quantity: Enter the quantity for trading. It must obey the lot regulation of each exchange market
- Stop Price: Enter the stop price (Buy Order: stop price > current price; Sell Order: stop price < current price). The stop price is used to track/compare with the current price of the symbol code. When the current price of the symbol code touches the stop price, the system will automatically place **a market order**.
- Limit Price: Enter the limit price. It will be used to place an order when the current price touches the stop price.
- Start Date – End Date: enter the validity time period of the order. Customers could set the effective date for the stop limit price for the current moment or for the future. When the customer set the effective date for the stop limit order (Start Date – End Date), an order will be placed simultaneously during the validity time period until it is activated or it comes to its due date. After 3pm, all the stop limit orders set for that day will be invalid and the customers can only place stop limit orders for the following day.

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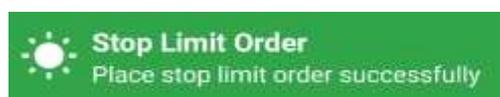


Step 3: Click on button Buy/Sell, the screen display a confirmation form

Step 4: Enter PIN/OTP to complete placing order



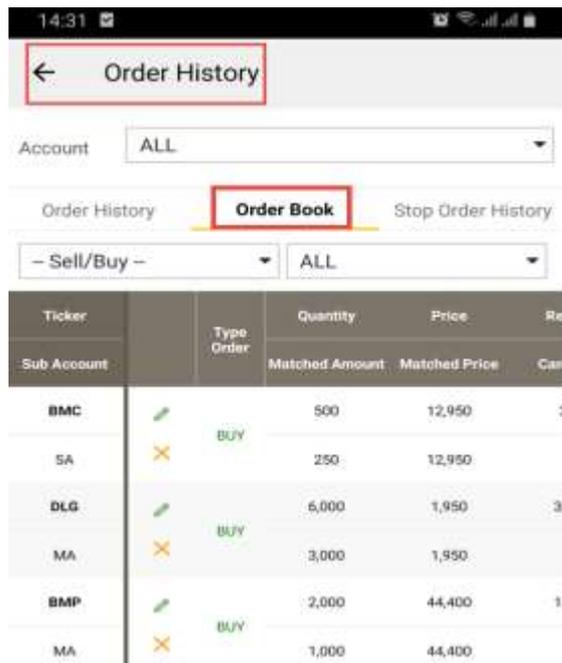
Step 5: If placing order is successful, the screen will display the notification



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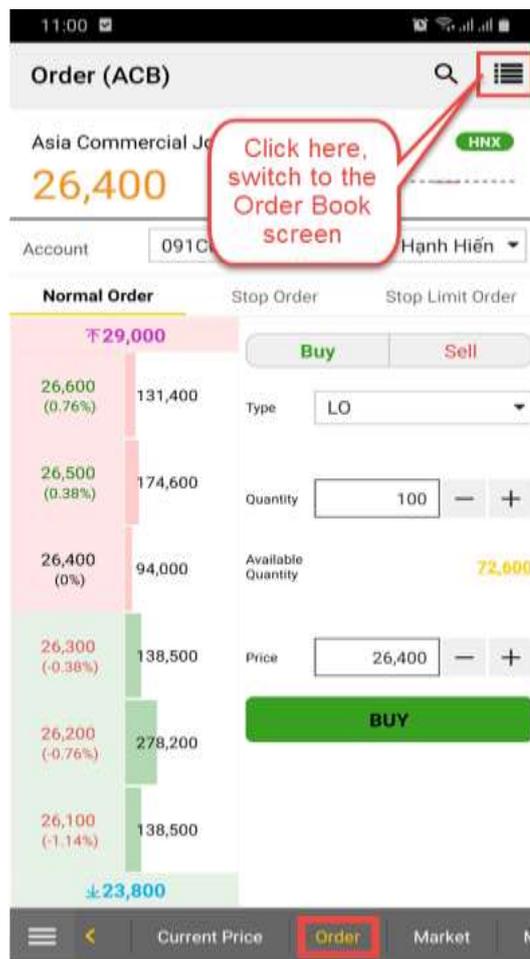
### 5. Monitor orders, modify/cancel orders

Customers are able to track the order status's information during the day at **Order Book**



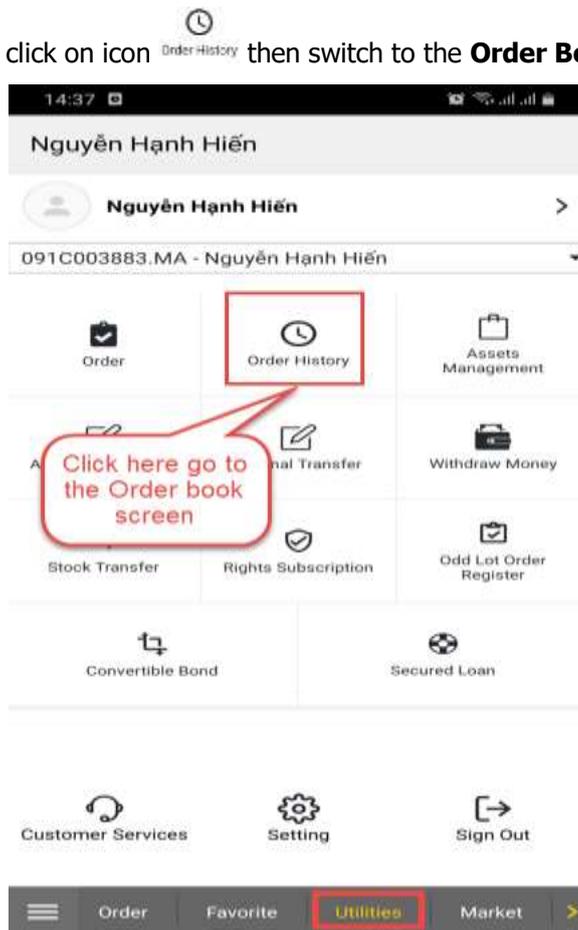
To the **Order Book**, Customer are able to go in the following:

- At the **Order** screen, click on the button  then switch to the **Order Book** screen

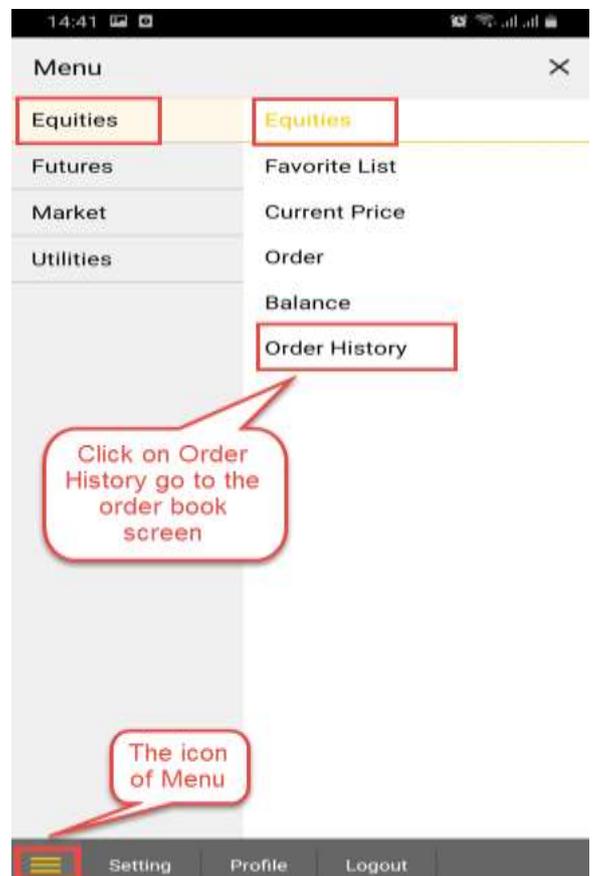
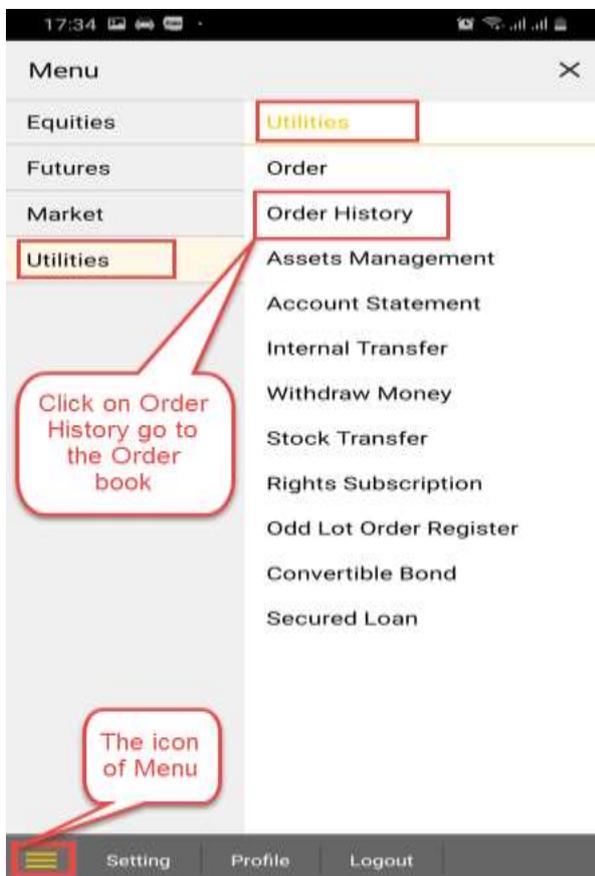


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- At the **Utilities** screen, click on icon  then switch to the **Order Book** screen



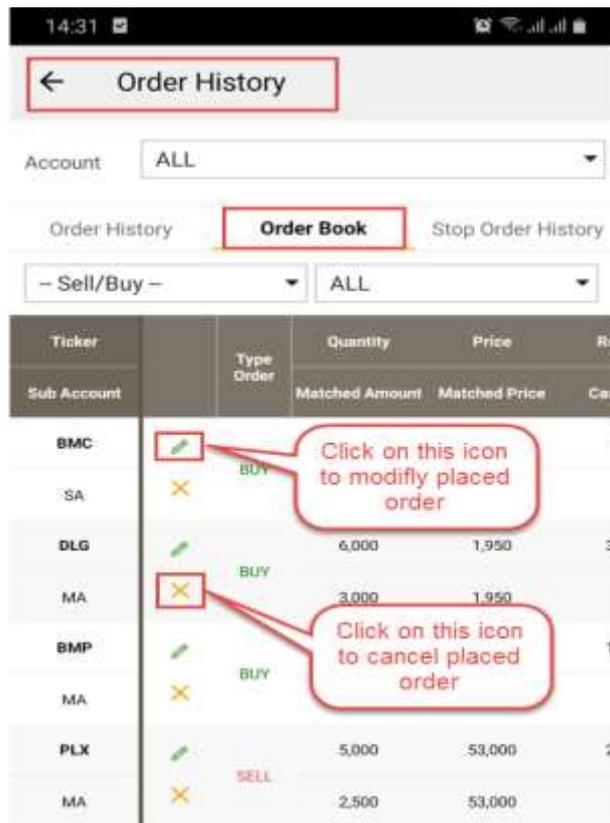
- The menu icon  , click on **Order History** then switch to the **Order Book** screen



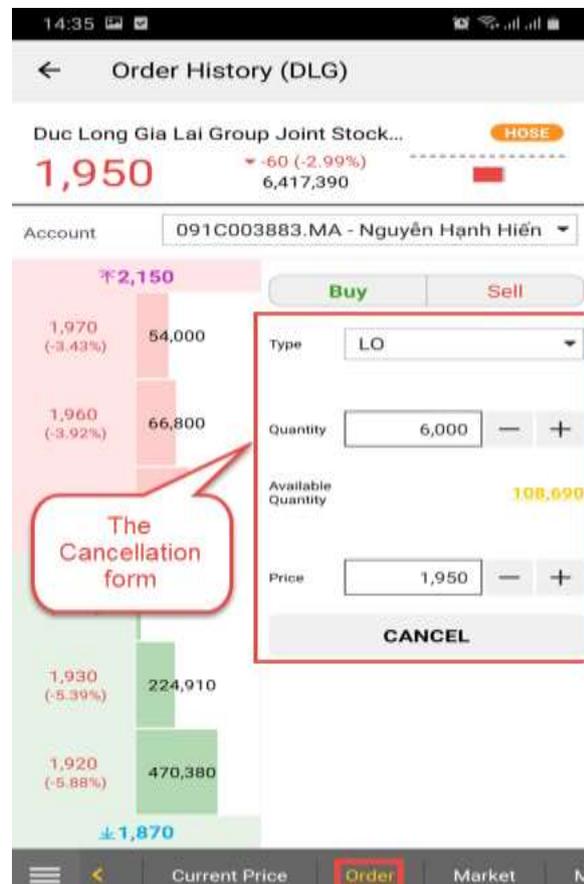
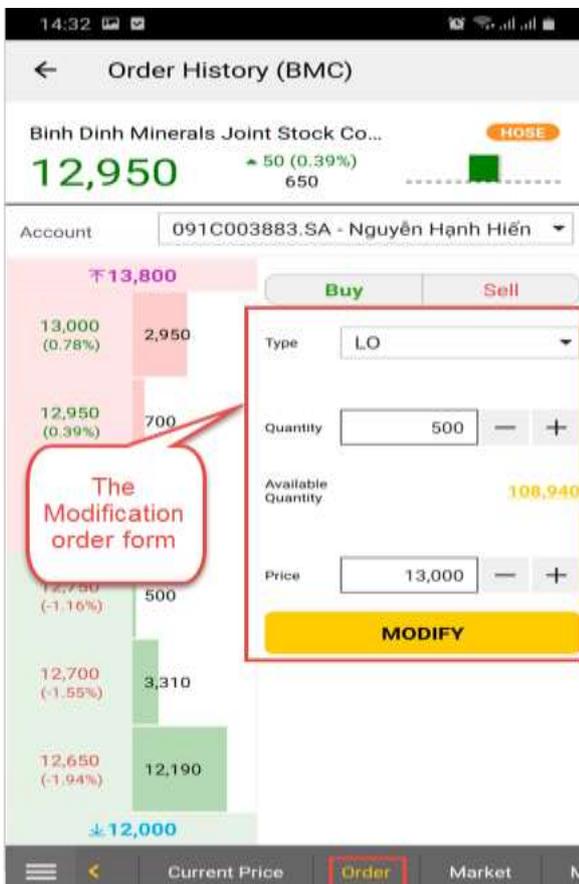
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Steps to modify/cancel orders:

Step 1: Go to the **Order History**, choose tab **Order Book**



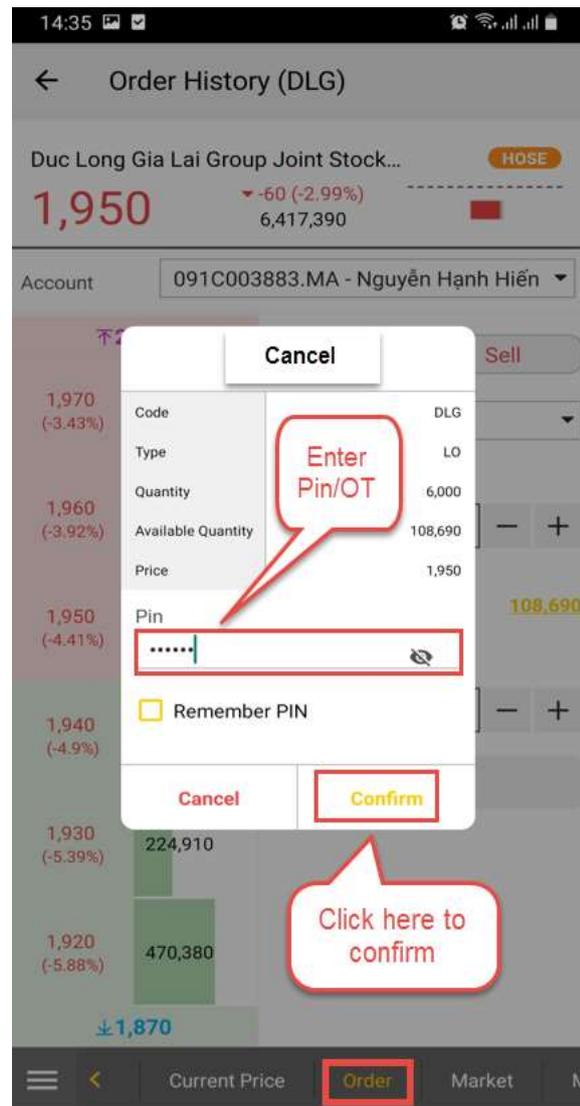
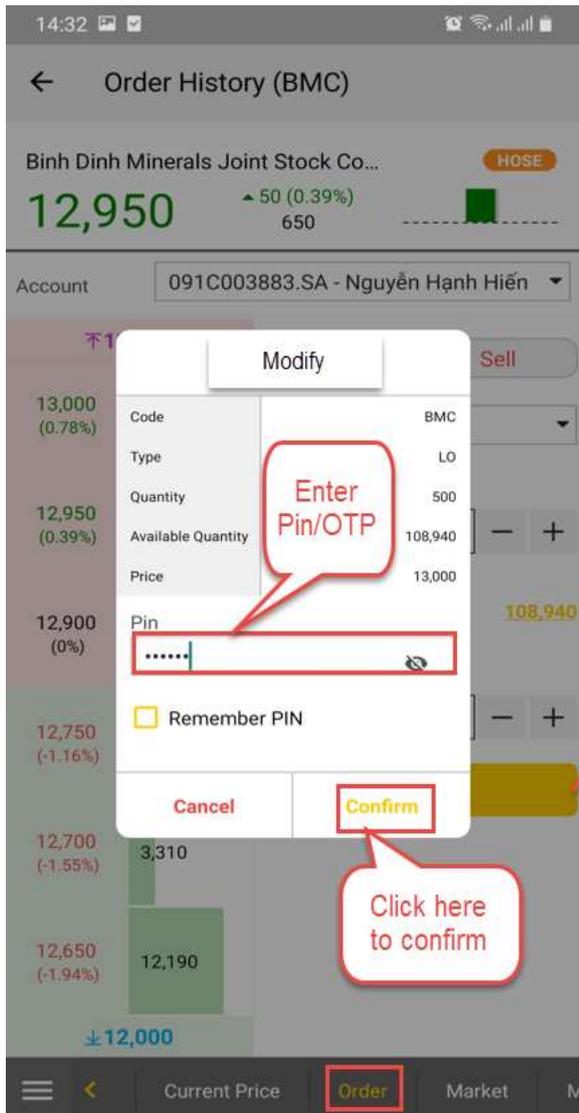
Step 2: When click on the icon to **Modify** order or click on the icon to **Cancel** order, then switch to tab **Order**. On the screen, it displays the **Modify/Cancel** information.



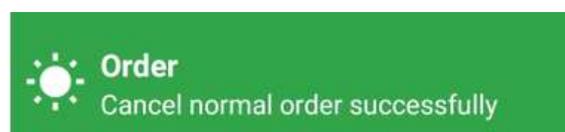
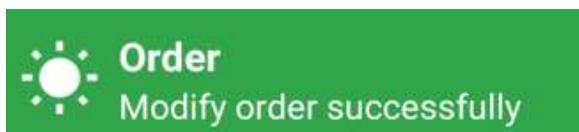
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Step 3: Enter the modification information, then click on **Modify/Cancel** and display the confirmation of **Modify/Cancel**

Step 4: Enter Pin/OTP and click on **Confirm**



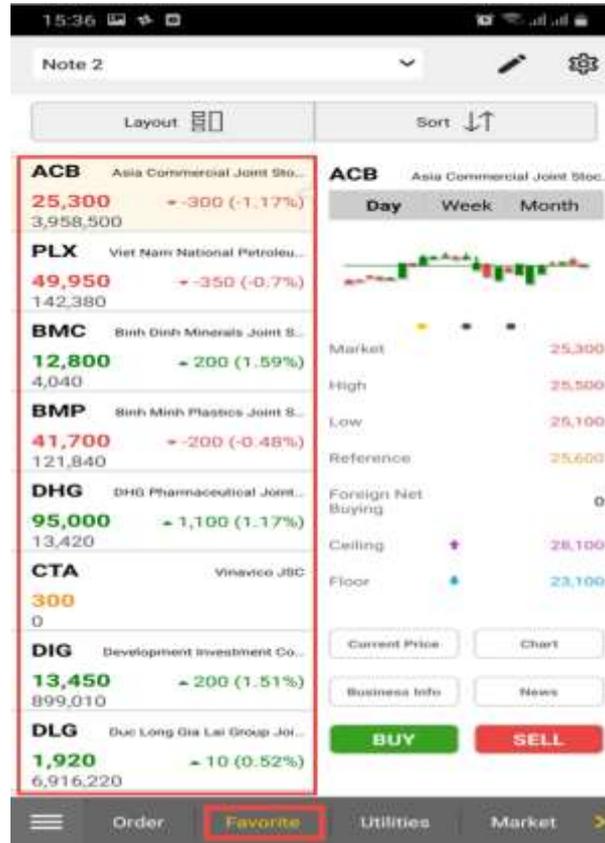
Step 5: If **Modify/Cancel** order is successful, it displays the notification:



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### III. FAVORITE

After logging in, the screen will display **Favorite** tab as default. Favorite tab allows users to monitor preferred stock codes Utilities conveniently in real time. Users are able to set maximum 50 symbol codes in 1 Favorite list



#### 1. Add a symbol code to Favorite List

The system already set a list called "Mặc định" for customers, to add a symbol code to Favorite List, Customer follow the below steps:

Step 1: Click on  to choose Favorite list who want to add a symbol code, on the screen appears the list of Favorite list has been created.



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Step 2: Click  (in the case there is no stock codes available) or click on the button  to add symbol code preferred to the list

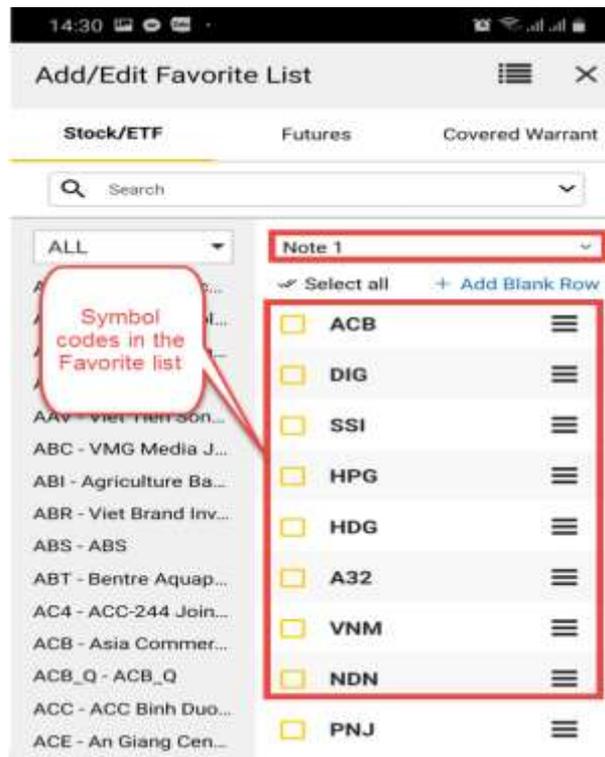


**There is no registered favorite symbol**

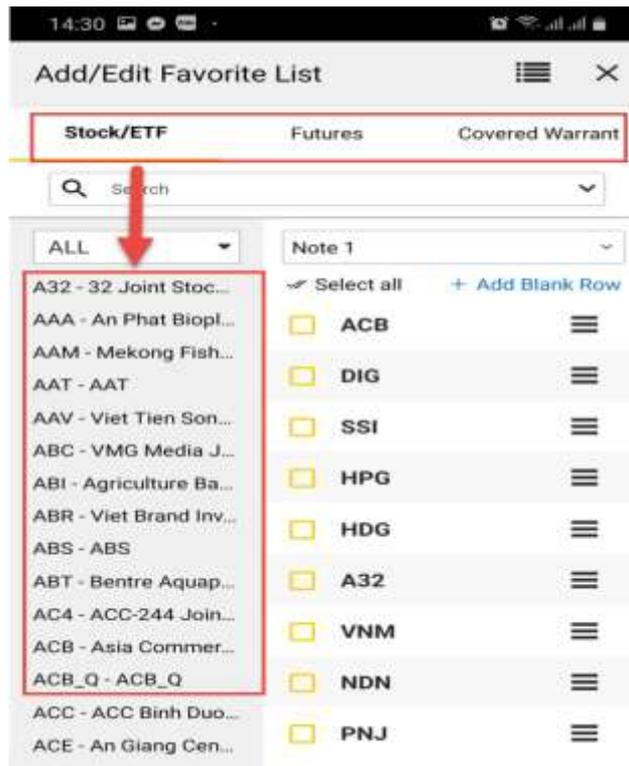
Do you want to add favorite symbol?



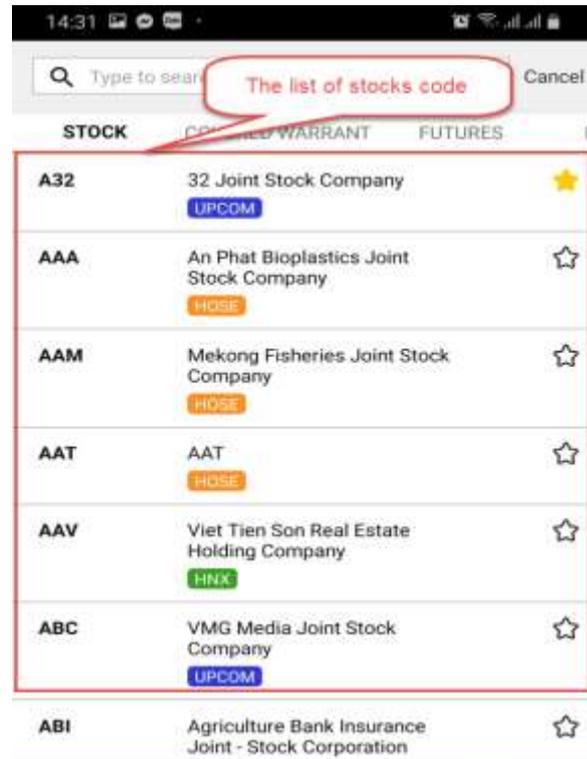
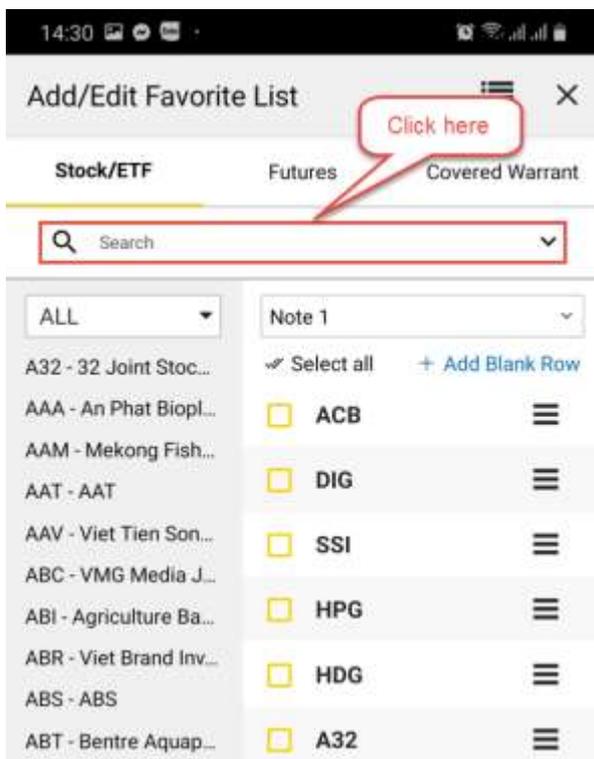
Step 3: Display the detail screen of the list:



Step 4: Select the item Stock/ETF, Futures, Covered Warrant, the system lists to the corresponding symbol code:

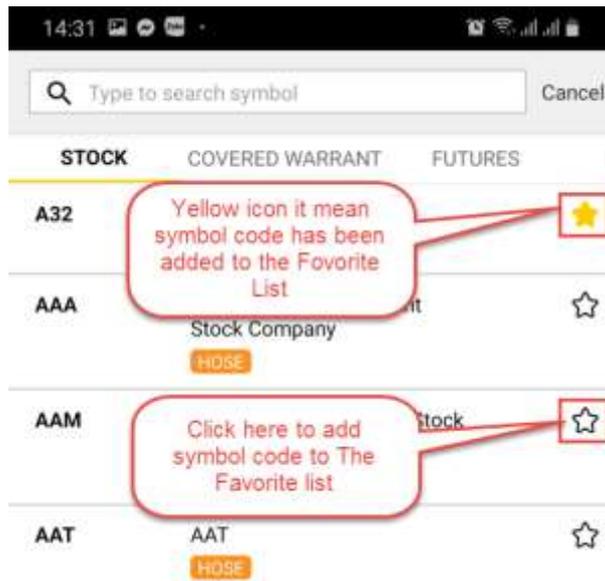


Step 5: In the Search box: enter the symbol code or click on box, the list of symbol codes is displayed on the screen:



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Step 6: Click on the icon  next to the symbol code and it will be added to the list. The icon  means the symbol code has been added to the Favorite list.

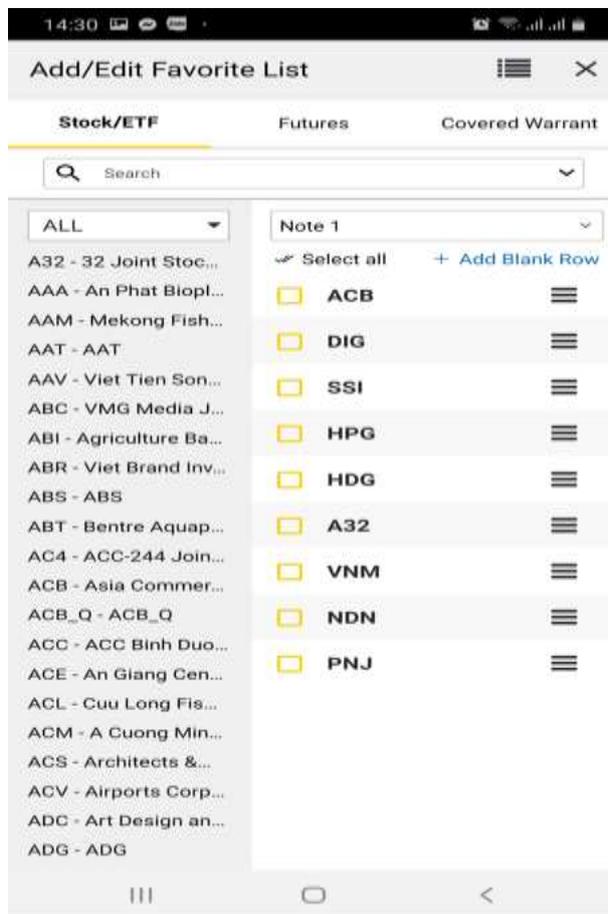


Step 7: Click on icon  if you want to remove it from the Favorite List. The symbol code has been deleted from the Favorite List with icon .

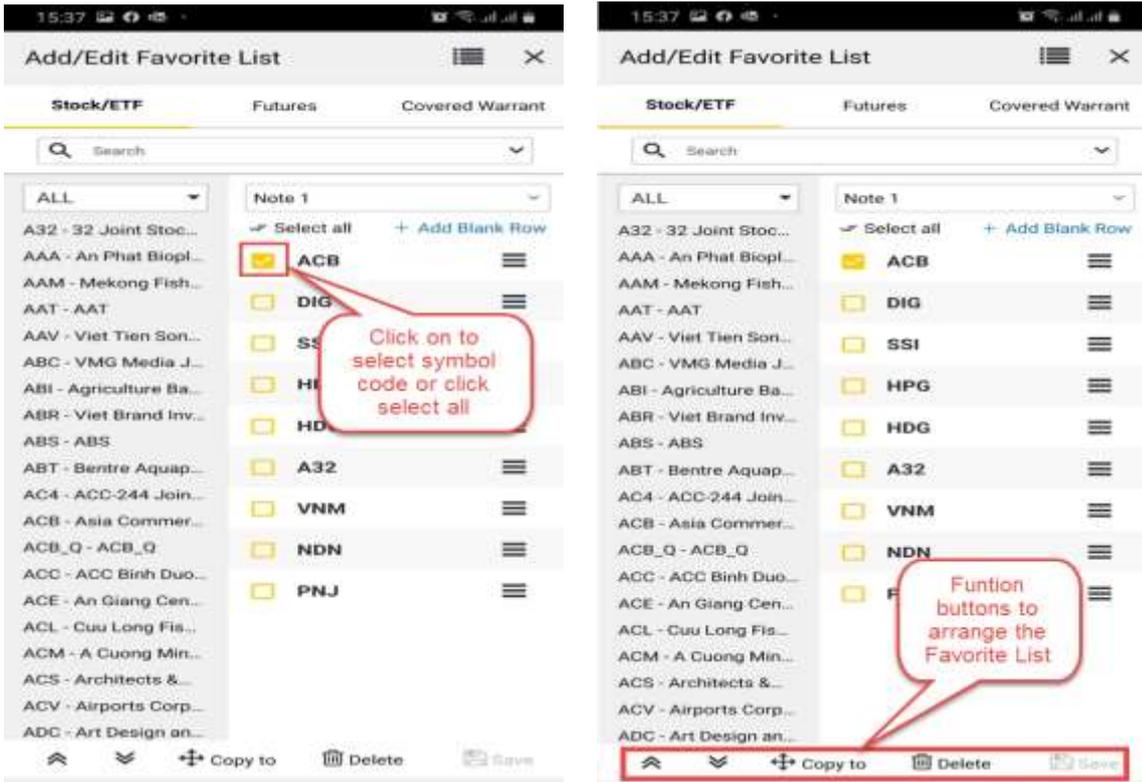
**2. Move/ Copy/ Delete symbol codes from the list**

Step 1: Select Favorite List to want to arrange & edit.

Step 2: From the Favorite screen, click on , display the created Favorite screen.



Step 3: Click on the preferred symbol codes or choose "Select all"



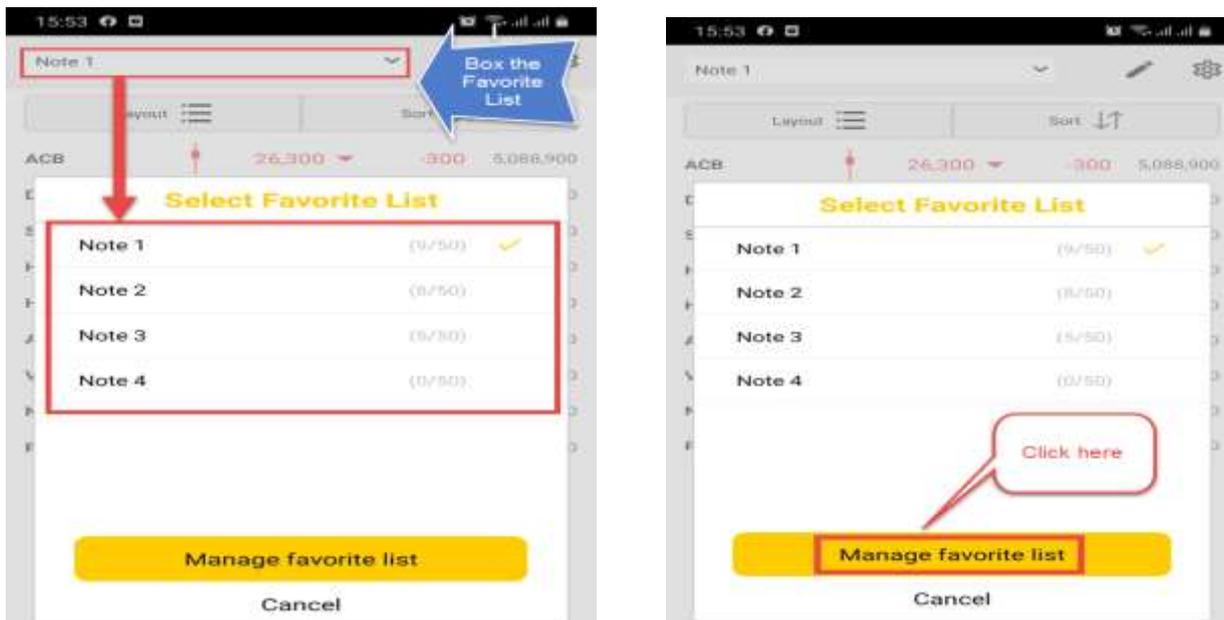
Step 4: To arrange the Favorite List:

- Click on to move the codes to the top/bottom of the list. Besides, customers are able to move around the symbol codes by dragging and dropping the codes using and click on Save
- Click on Copy to to duplicate the codes to other lists
- Click on Delete to remove the codes from the list

### 3. Create a Favorite list

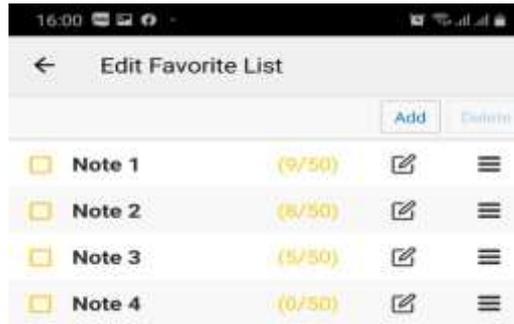
To create a new favorite list, customers follow the below steps:

Step 1: From the **Favorite** screen, click on the list box, then display the screen:

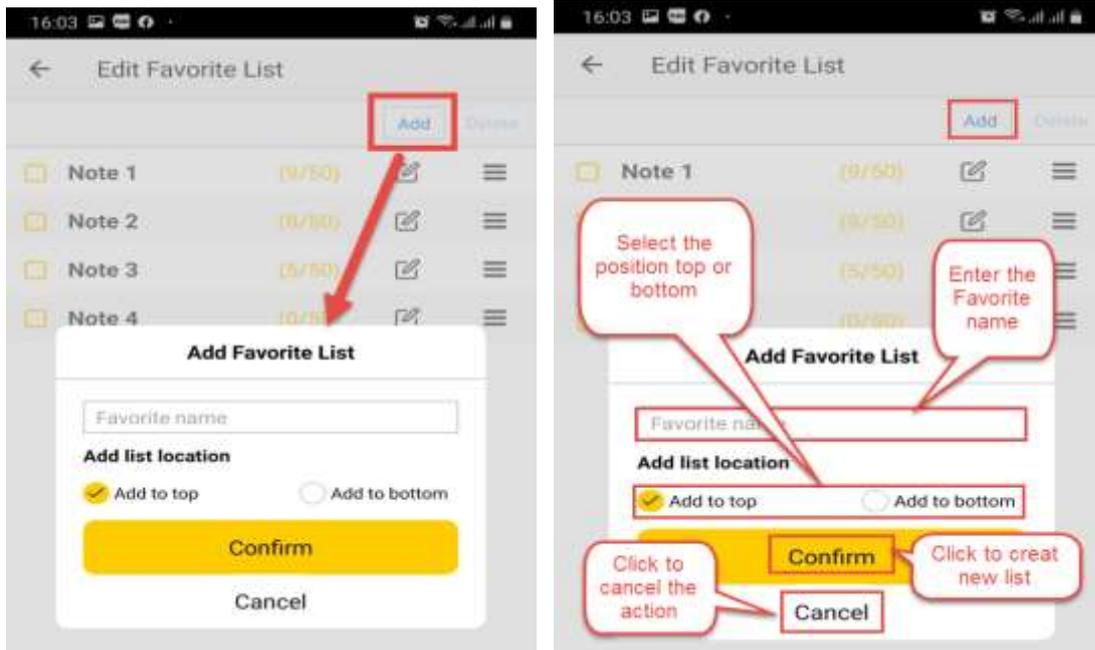


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Step 2: Click on **Manage Favorite List**, Display the created screen lists.



Step 3: Click on **Add**

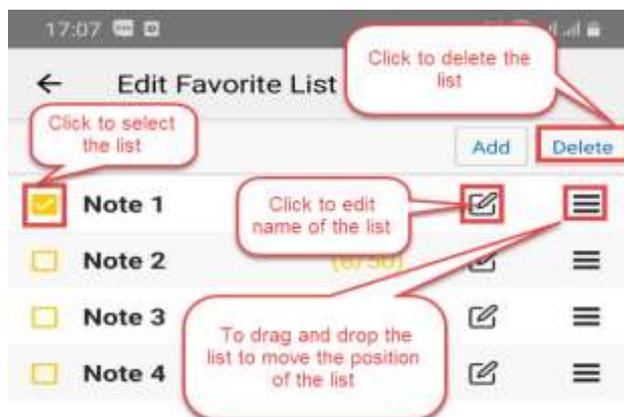


Step 4: Enter information:

- Favorite name: create a name for the new list
- Add to top/bottom: select a position for the list
- Click on **Confirm** to create the new list
- Click on **Cancel** to cancel the action

**4. Move/Edit/Delete Favorite List**

Step 1: On the **Edit Favorite List** screen, click to select the List

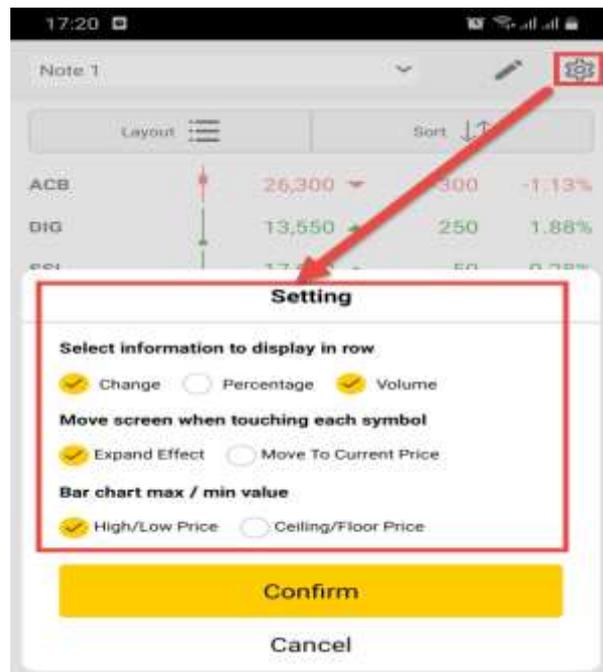


**Step 2:** Edit, delete, move

- Tick the preferred list or click **Select all**
- Click on **Delete** on the top right corner of the screen to remove the list
- Click on  to edit the name of the list
- Using  to drag and drop the list to move the position of the list

**5. Setting the display for symbol codes**

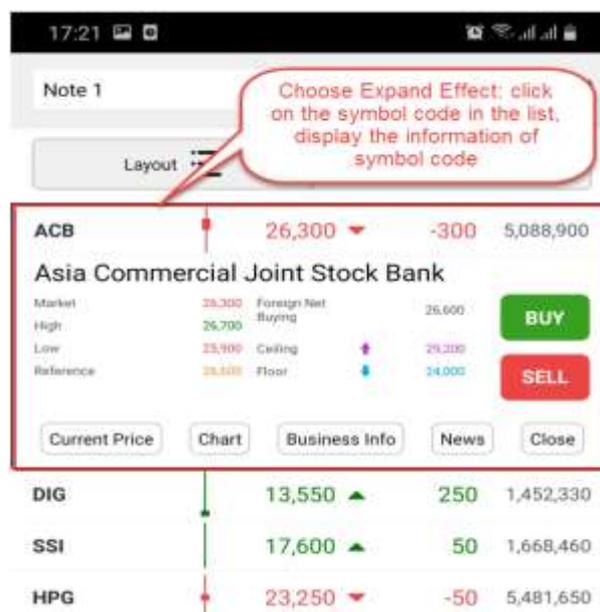
Step 1: On the Favorite screen, click on icon 



Step 2: Select information to display in row: can only choose 2 out of 3 options

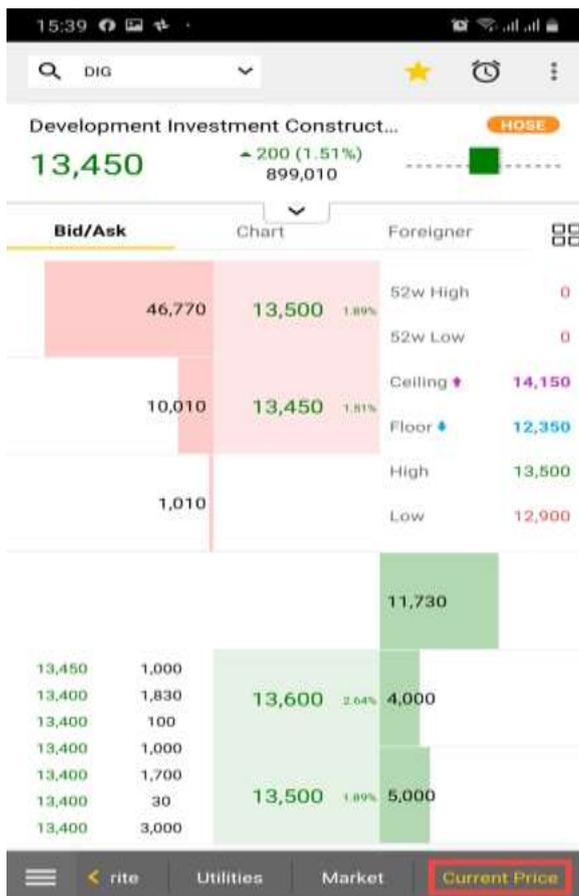
Step 3: Screen is switched when clicking on the symbol codes

- Choose Expand Effect: when clicking on the symbol codes, display the information of the symbol codes in the expanded form



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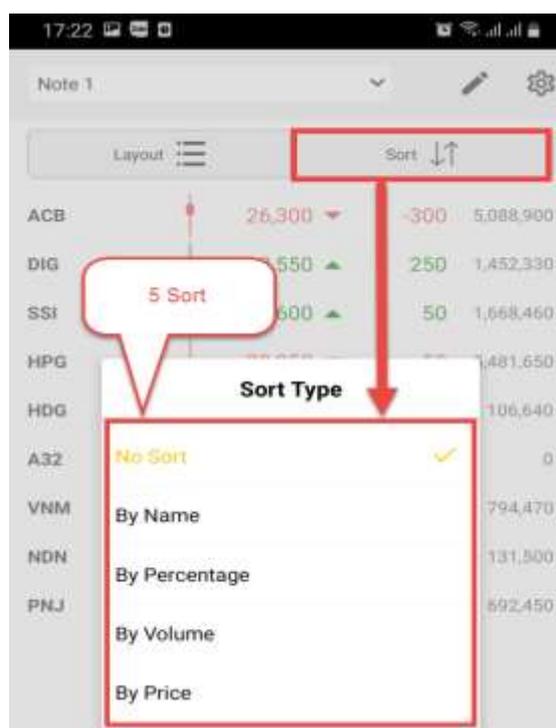
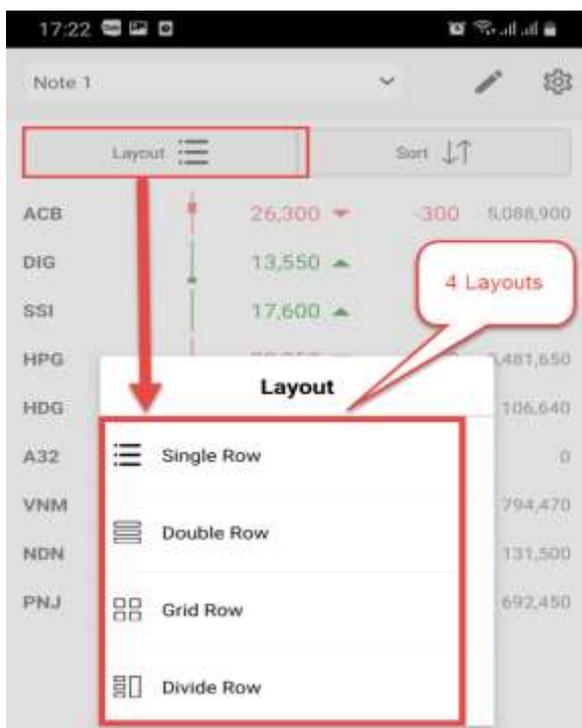
- Choose **“Move to current price”**: click on the symbol code in the list, the screen is switched to **“Current price”**



Step 3: Choose the max/min value of the chart at High/Low Price or Ceiling/Floor Price

### 6. Setting the display for the favorite list

There are 4 layouts and 5 sorting options.



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- Layout: Single Row, Double Row, Grid Row and Divide Row

17:22

Note 1

Layout ☰ Sort ↕

Layout: Single Row

ACB	26,300 ▼	-300	5,088,900
DIG	13,550 ▲	250	1,452,330
SSI	17,600 ▲	50	1,668,460
HPG	23,250 ▼	-50	5,481,650
HDG	27,650	0	106,640
A32	53,100	0	0
VNM	106,400 ▲	900	794,470
NDN	15,500 ▼	-100	131,500
PNJ	85,500 ▲	1,800	692,450

17:22

Note 1

Layout ☰ Sort ↕

Layout: Double Row

ACB	26,300 ▼	-300	5,088,900	-1.13%
DIG	13,550 ▲	250	1,452,330	1.88%
SSI	17,600 ▲	50	1,668,460	0.28%
HPG	23,250 ▼	-50	5,481,650	-0.21%
HDG	27,650	0	106,640	0%
A32	53,100	0	0	0%
VNM	106,400 ▲	900	794,470	0.85%

17:22

Note 1

Layout ☐ Sort ↓

Layout: Grid Row

<b>ACB</b> Asia Commercial Joint S... 26,300 ▼ -300 (-1.13%) 5,088,900	<b>DIG</b> Development Investment ... 13,550 ▲ 250 (1.88%) 1,452,330
<b>SSI</b> SSI Securities Corporation 17,600 ▲ 50 (0.28%) 1,668,460	<b>HPG</b> Hoa Phat Group Joint St... 23,250 ▼ -50 (-0.21%) 5,481,650
<b>HDG</b> Ha Do Group Joint Stock... 27,650 106,640	<b>A32</b> 32 Joint Stock Company 53,100 0
<b>VNM</b> Viet Nam Dairy Product... 106,400 ▲ 900 (0.85%) 794,470	<b>NDN</b> Danang Housing Invest... 15,500 ▼ -100 (-0.64%) 131,500
<b>PNJ</b> Phu Nhuan Jewelry Joint ... 85,500 ▲ 1,800 (2.15%) 692,450	

17:22

Note 1

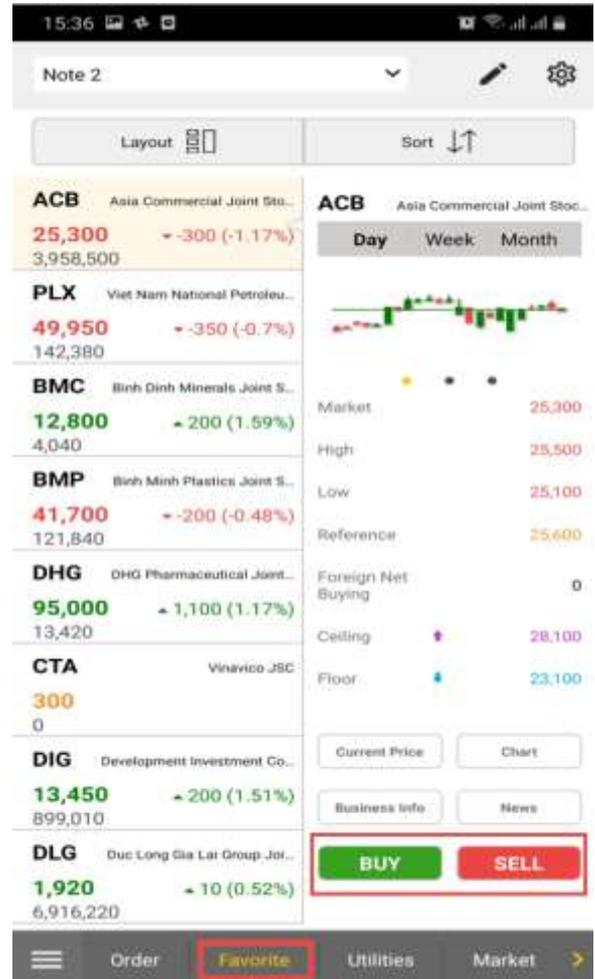
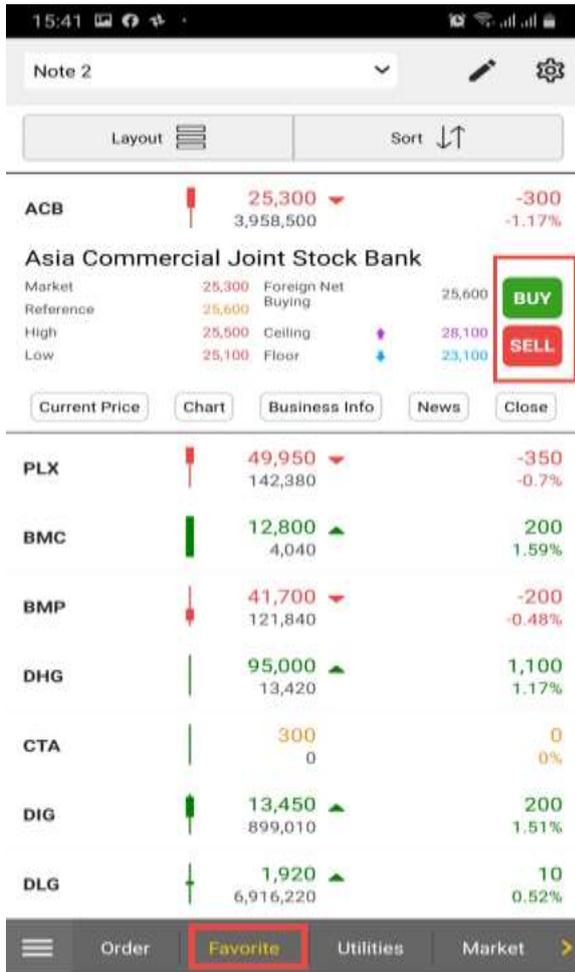
Layout ☐ Sort ↓

Layout: Divide Row

<b>ACB</b> Asia Commercial Joint Sto... 26,300 ▼ -300 (-1.13%) 5,088,900	<b>ACB</b> Asia Commercial Joint Stoc... Day Week Month Market: 26,300 High: 26,700 Low: 25,900 Reference: 26,600 Foreign Net Buying: 0 Ceiling: 29,200 Floor: 24,000 BUY SELL
<b>DIG</b> Development Investment Co... 13,550 ▲ 250 (1.88%) 1,452,330	
<b>SSI</b> SSI Securities Corporation 17,600 ▲ 50 (0.28%) 1,668,460	
<b>HPG</b> Hoa Phat Group Joint Stoc... 23,250 ▼ -50 (-0.21%) 5,481,650	
<b>HDG</b> Ha Do Group Joint Stock C... 27,650 106,640	
<b>A32</b> 32 Joint Stock Company 53,100 0	
<b>VNM</b> Viet Nam Dairy Products J... 106,400 ▲ 900 (0.85%) 794,470	
<b>NDN</b> Danang Housing Investme... 15,500 ▼ -100 (-0.64%) 131,500	

### 7. Place Order in the Favorite List

- On the Favorite List, click on the symbol code, then display the information of the symbol code and the button **Buy/Sell**



- Click on the button **Buy/Sell** then switch to the screen **Order**.

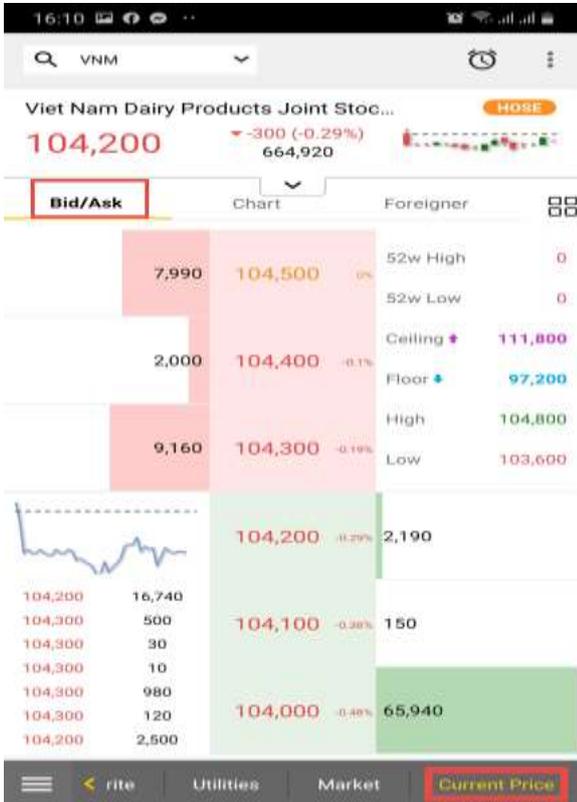


## V. SYMBOL CODE'S INFORMATION AND CURRENT PRICE

Customers are able to see **Bid/Ask, Chart, Foreigner trading, News, Quote, Company Overview** and **Symbol Details** at **Current Price** tab

### 2. Display the "Current Price" screen.

On the bar menu choose **"Current Price"**, Customers are able to see **Bid/Ask, Chart, Foreigner trading, News, Quote, Company Overview** and **Symbol Details**.



Time	Last	Change	Rate	Trading Volume
14:46:43	104,200	-300	-0.29%	664,920
14:29:37	104,300	-200	-0.19%	648,180
14:29:24	104,300	-200	-0.19%	647,680
14:29:17	104,300	-200	-0.19%	647,650
14:29:08	104,300	-200	-0.19%	647,640
14:29:03	104,300	-200	-0.19%	646,660
14:28:58	104,200	-300	-0.29%	646,540
14:28:58	104,200	-300	-0.29%	644,040
14:28:58	104,200	-300	-0.29%	639,040
14:28:58	104,200	-300	-0.29%	638,990

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16:10 VNM

Viet Nam Dairy Products Joint Stoc... HOSE

104,200 -300 (-0.29%) 664,920

Quote **Company Overview** Symbol Detail

Capital	28,933,720	EPS	6,057
PBR	7.95	PBS	0
PER	22.1	Market Capital	233,560
ROE	36%	ROA	26%

16:10 VNM

Viet Nam Dairy Products Joint Stoc... HOSE

104,200 -300 (-0.29%) 664,920

Quote Company Overview **Symbol Details**

Last Trade		Reference Price	104,500
Open	104,500	High	104,800
Close	104,200	Low	103,600
Change	104,200	Rate	-0.29%
Trading Volume	664,920	Trading Value	69,141
Ceiling	111,800	Floor	97,200

Utilities Market **Current Price**

Utilities Market **Current Price**

16:10 VNM

Viet Nam Dairy Products Joint Stoc... HOSE

104,200 -300 (-0.29%) 664,920

Chart **Foreigner** News

Date	Net Volume	Buy Volume	Sell Volume
06/03/2020	94,720	242,670	147,950
05/03/2020	-23,360	112,220	135,580
04/03/2020	-201,360	715,710	917,070
03/03/2020	-103,660	1,669,950	1,773,610
02/03/2020	-135,990	156,620	292,610
24/12/2019	148,970	230,490	81,520
23/12/2019	69,560	181,970	112,410
20/12/2019	-208,040	363,110	571,150
10/12/2019	-870	954,500	955,370

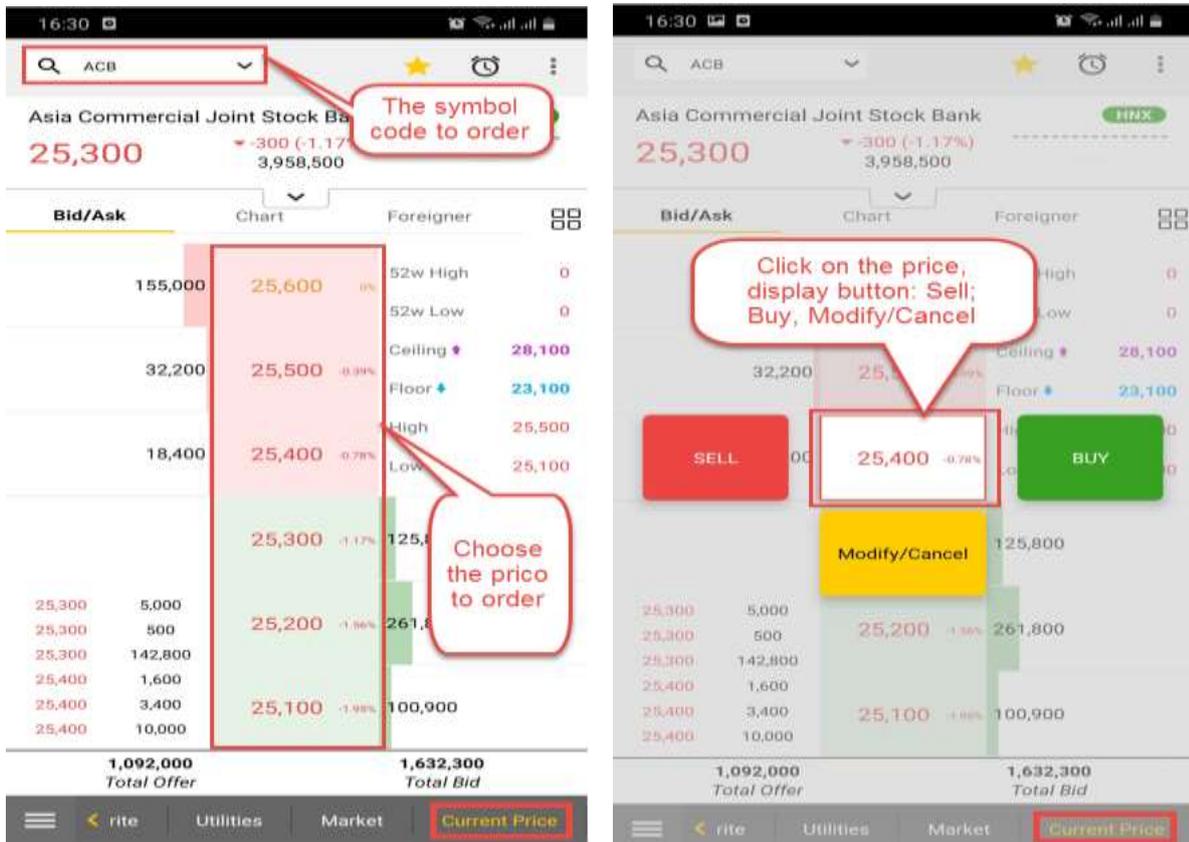
Utilities Market **Current Price**

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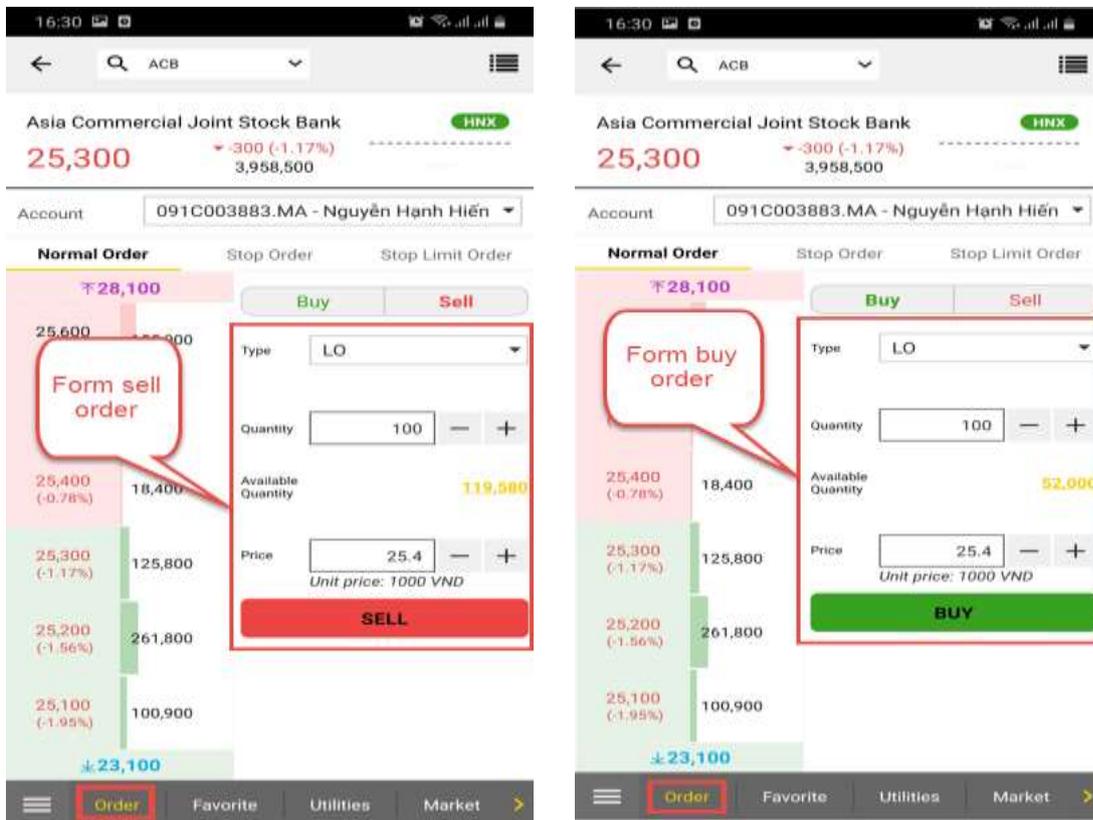
### 3. Place order on the "Current Price" screen

Step 1: On the **Current Price** screen, choose the order price

Step 2: Click on the price box to place orders

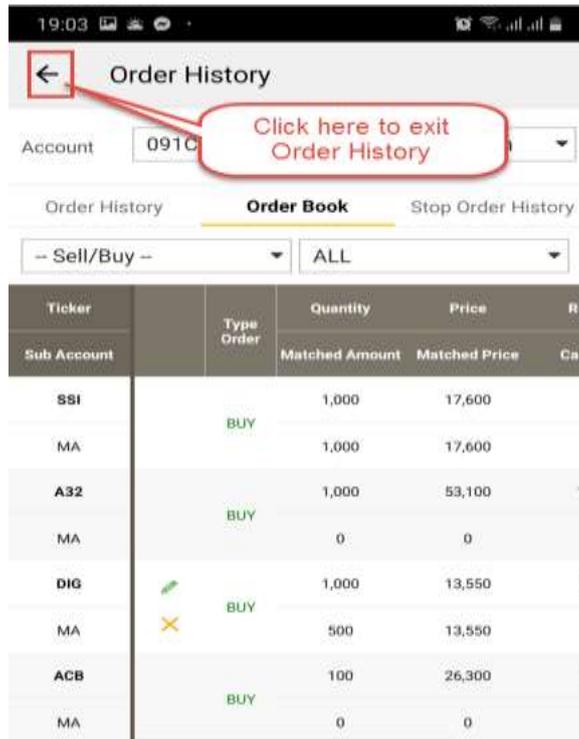


Step 3: Click on **BUY** or **SELL** the screen switch tab **Order**



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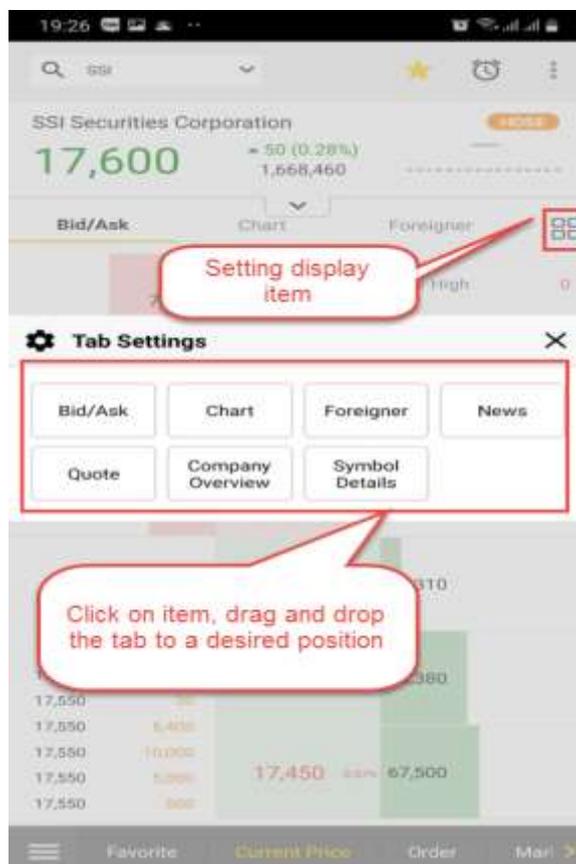
Or click on the button **Modify/Cancel** then switch to the **Order History** screen



#### 4. Arrange the display information

Step 1: Click on 

Step 2: Drag and drop the tabs to a desired position and click on **X** to complete



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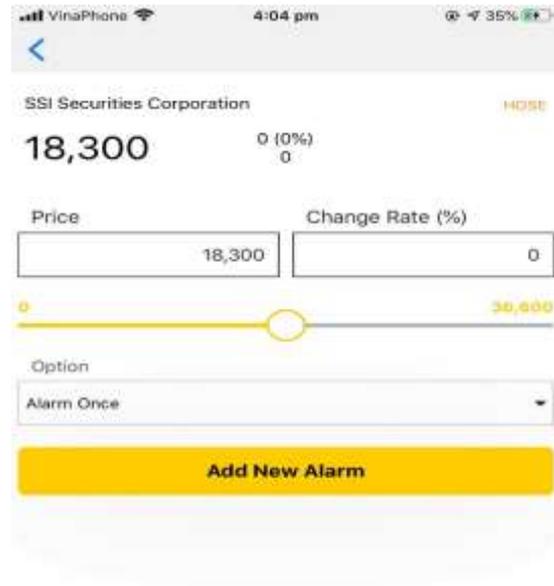
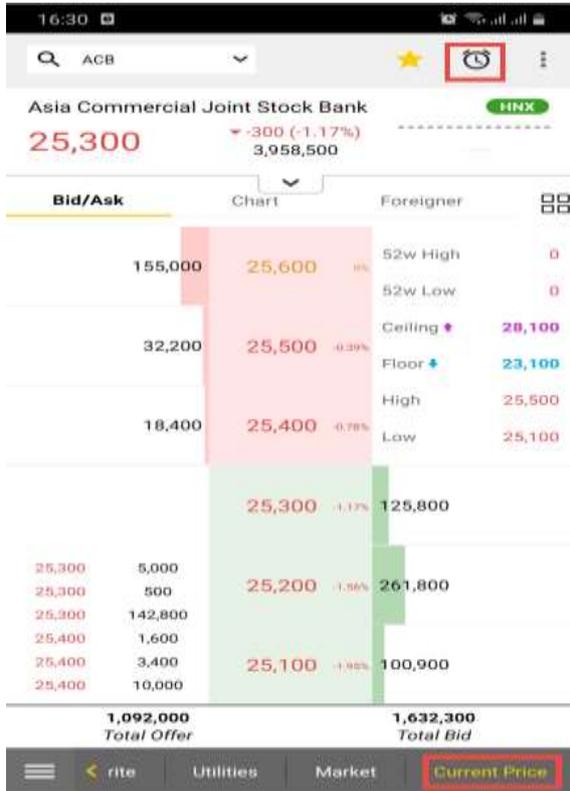
**VI. ALARMS**

**1. Create a new alarm**

Alarms allow users to track the price and be warned immediately about the pre-set price

To create an alarm, customers follow the below steps:

- Click on **Current Price** tab
- Search for a symbol code to create an alarm for it
- Click on  on the top of the screen to set conditions for the stock code's alarm



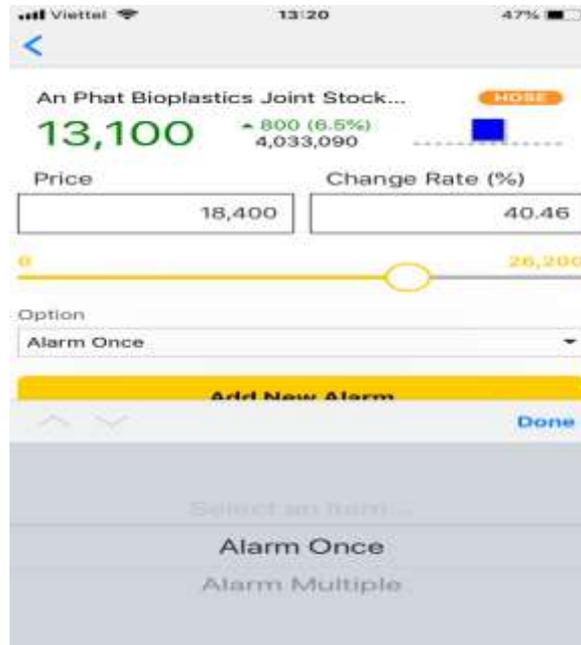
There are 2 ways to set an alarm

- Enter the Price that customers want to be warned about or enter Change Rate. Customers only need to select one of the 2 fields, the system will automatically update the other field
- Select **Alarm Once** or **Alarm Multiple** in Option
- Click on Add New Alarm to complete and it will be added to the **Alarm List**



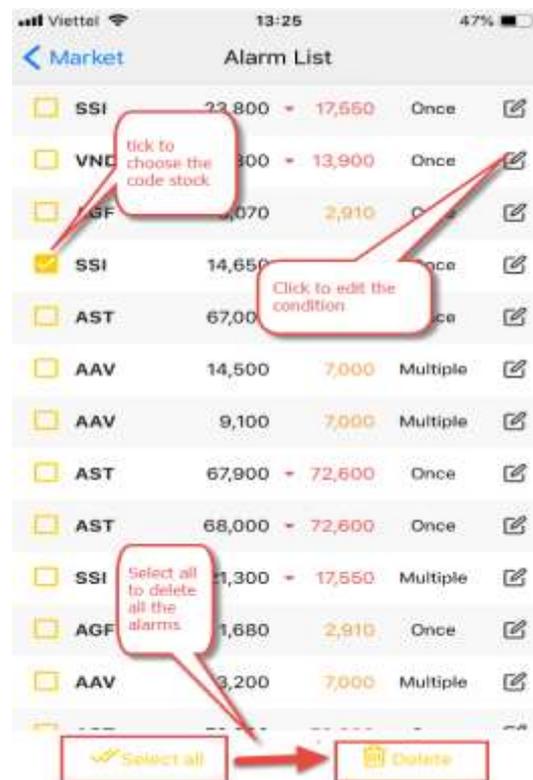
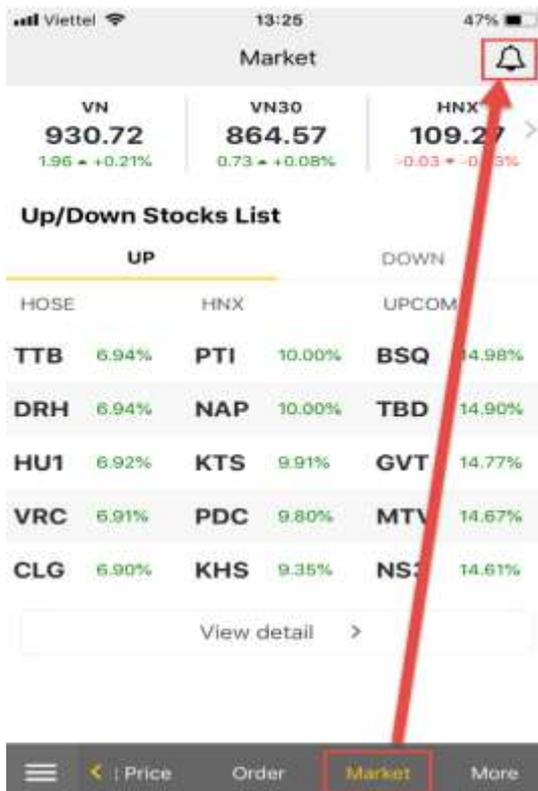
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- Drag the yellow line to the left/right to choose a desired price, the system will automatically update the Change Rate
- Select **Alarm Once** or **Alarm Multiple** in Option
- Click on Add New Alarm to complete and it will be added to the **Alarm List**
- Customer can follow the Alarm list at Market



**2. Edit and delete Alarms**

- Click on **Market** tab and select the bell symbol



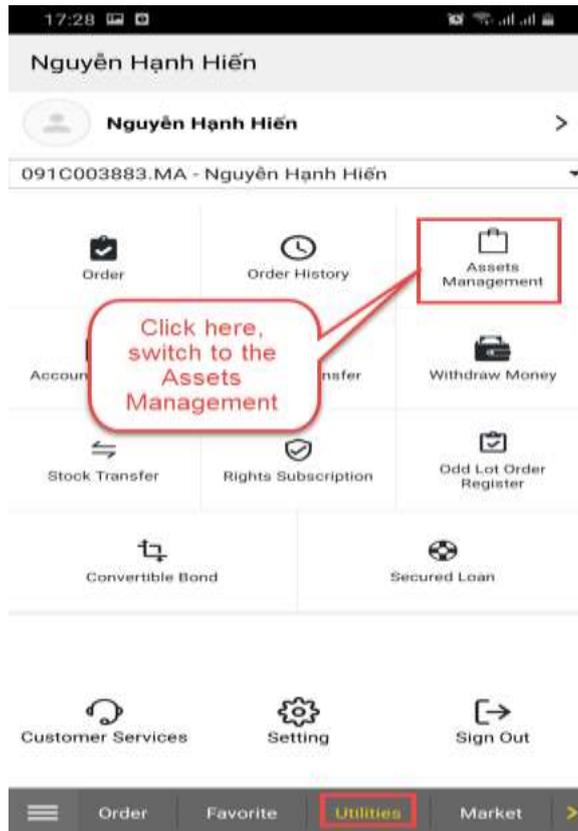
- Click on to edit the condition
- Tick the row customers want to delete to select **Select all** to delete all the alarms

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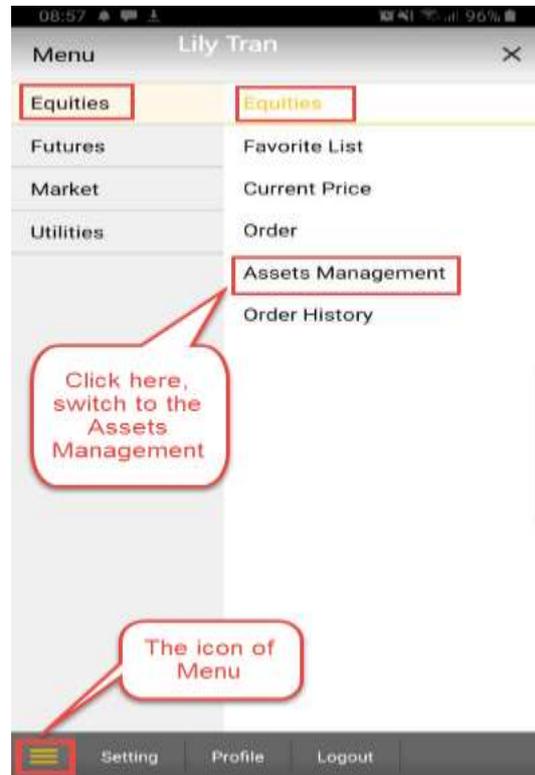
### VII. ASSETS MANAGEMENT

Customers are able to **Assets Management** by:

- Clicking on **Utilities** and select **Assets Management**

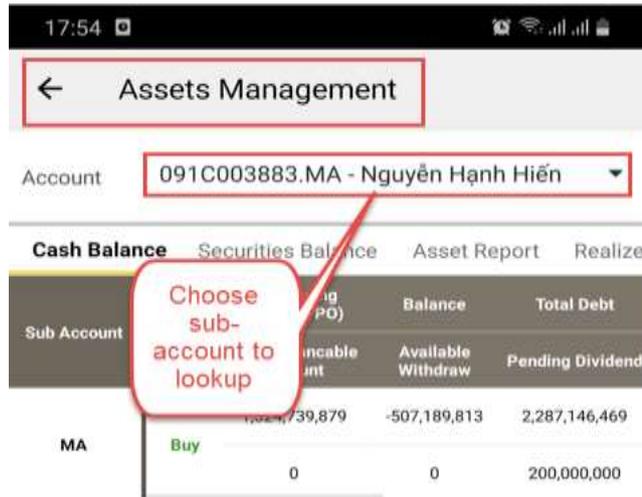


- On the menu icon , click on **Assets Management**  then switch to the **Assets Management** screen



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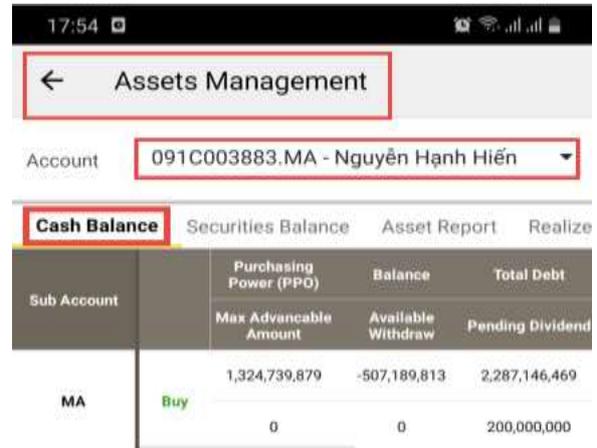
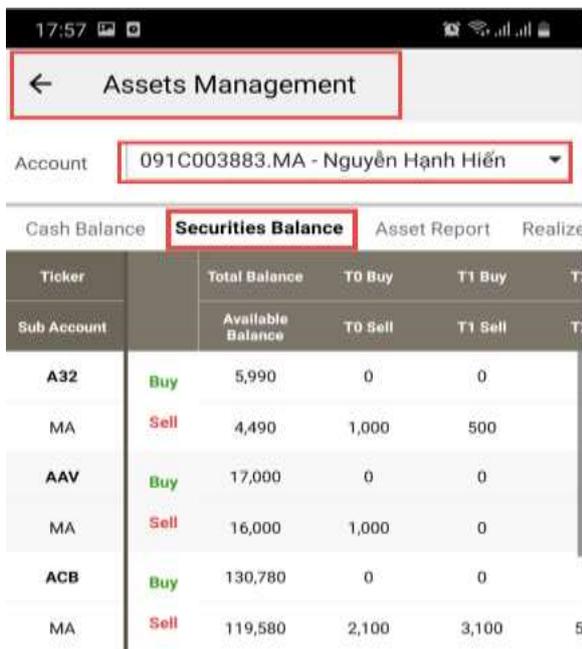
- Choose Sub-Account to lookup



### 1. Cash Balance & Securities Balance

On the **Assets Management** screen

- Choose the item **Cash Balance** or **Securities Balance**



### 2. Assets Report & Realized Gain/Loss

- **Assets Report**

On the **Assets Management** screen, choose tab **Assets Report**, the screen to display all of information assets available in account.

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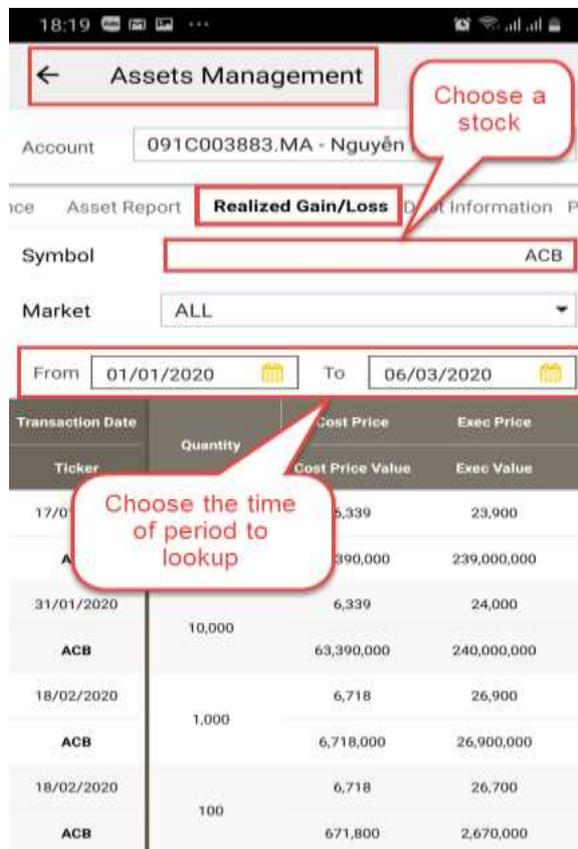


Securities Balance	Asset Report	Realized Gain/Loss	Dr
<b>I. Total Stock Value</b>			
		12,516,062,820	
<b>II. Cash (1-2-3+4.1+5)</b>			
		-506,638,251	
1. Cash Balance			
		0	
2. Pending Match Amount			
		220,625,000	
3. Pending Payment Amount			
		286,013,251	
4. Receiving Amount (T0,T1,T2)			
		0	
4.1 Available Advance			
		0	
4.2 Advanced Amount			
		131,860,201	
5. Interest Earnings			
		0	
<b>III. Total Liabilities (6+7+8+9)</b>			
		2,287,349,409	
6. Outstanding principal (Debt Margin + Guarantee debt)			
		2,242,600,444	
7. Financial Services Interest/Fee			
		44,546,025	
8. Cumulative Custody Fee			
		202,940	
9. Due Custody Fee			
		0	

**Realized Gain/Loss**

On the **Assets Management** screen, choose tab **Realized Gain/Loss** Enter information:

- Select stock code to lookup
- Select the time of period to lookup



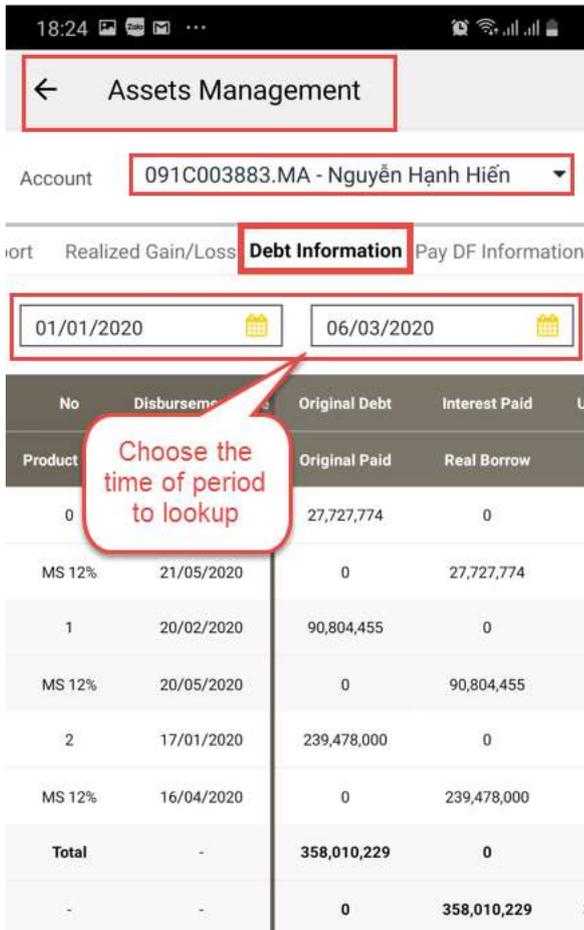
Transaction Date	Quantity	Cost Price	Exec Price
Ticker		Cost Price Value	Exec Value
17/01/2020	10,000	23,390	23,900
ACB	10,000	63,390,000	239,000,000
31/01/2020	10,000	6,339	24,000
ACB	10,000	63,390,000	240,000,000
18/02/2020	1,000	6,718	26,900
ACB	1,000	6,718,000	26,900,000
18/02/2020	100	6,718	26,700
ACB	100	671,800	2,670,000

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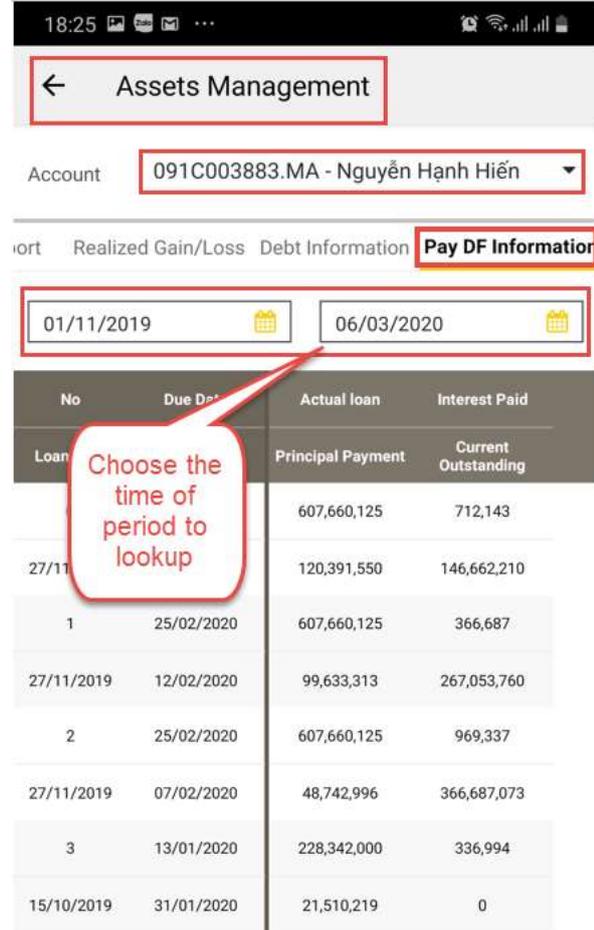
### 3. Debt Information & Pay DF Information

On the **Assets Management** screen:

- choose tab **Debt Information** or **Pay DF Information**
- Select the time of period to lookup



No	Disbursement Date	Original Debt	Interest Paid	Product	Original Paid	Real Borrow
0	-	27,727,774	0	-	-	-
MS 12%	21/05/2020	0	27,727,774	-	-	-
1	20/02/2020	90,804,455	0	-	-	-
MS 12%	20/05/2020	0	90,804,455	-	-	-
2	17/01/2020	239,478,000	0	-	-	-
MS 12%	16/04/2020	0	239,478,000	-	-	-
<b>Total</b>	-	<b>358,010,229</b>	<b>0</b>	-	-	-
-	-	<b>0</b>	<b>358,010,229</b>	-	-	-

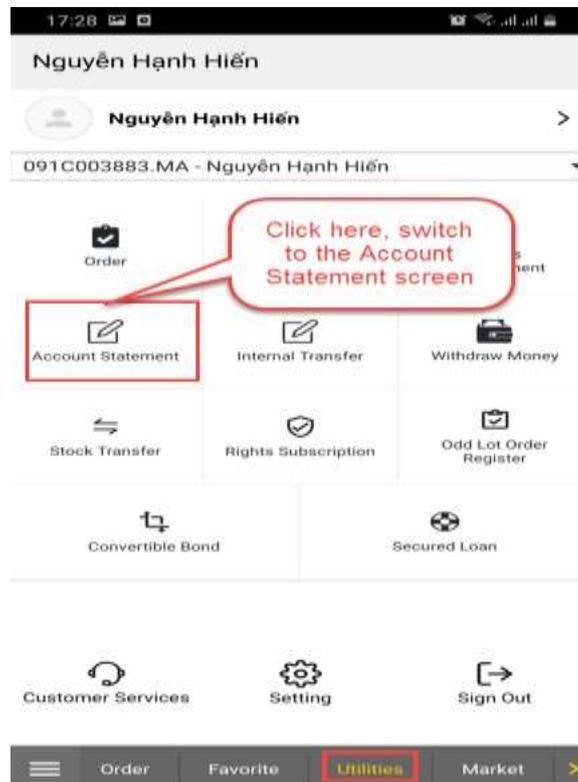


No	Due Date	Actual loan	Interest Paid	Loan	Principal Payment	Current Outstanding
-	-	607,660,125	712,143	-	-	-
27/11/2019	-	120,391,550	146,662,210	-	-	-
1	25/02/2020	607,660,125	366,687	-	-	-
27/11/2019	12/02/2020	99,633,313	267,053,760	-	-	-
2	25/02/2020	607,660,125	969,337	-	-	-
27/11/2019	07/02/2020	48,742,996	366,687,073	-	-	-
3	13/01/2020	228,342,000	336,994	-	-	-
15/10/2019	31/01/2020	21,510,219	0	-	-	-

### VIII. ACCOUNT STATEMENT

Customers are able to lookup **Cash Statement & Securities Statement** by: go to the **Account Statement** item

- Clicking on **Utilities** and select **Account Statement**



- On the menu icon , click on **Account Statement**  then switch to the **Account Statement** screen



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- On the **Account Statement** screen, choose **Cash Statement/ Securities Statement**
  - Choose the sub-account to lookup
  - Enter information:
    - From: enter the start date that customers want to check the accrued accounting entries
    - To: enter the end date that customers want to check the accrued accounting entries

Date	Descriptions	Incurred Credit	Incurred Debit
20/02/2020	Tra phí mua CK ngay20/02/2020	0	265,500
20/02/2020	Tra tiền mua CK ngay20/02/2020	0	132,750,000
12/02/2020	Tra phí mua CK ngay12/02/2020	0	2,654
12/02/2020	Tra tiền mua CK ngay12/02/2020	0	1,062,000
12/02/2020		0	100,000,000

Ticker	Transaction Date	Incurred Credit	Incurred Debit	Description
A32	04/02/2020	5,000		Mua 5,000 A32 ngày 31/01/20
Mua	04/02/2020	0		
ACB	04/02/2020	20,000		Mua 20,000 ACB ngày 31/01/20
Mua	04/02/2020	0		
A32	07/02/2020	0		Chuyển khoản nội bộ - 0001006412 (Online)
Chuyển khoản chứng khoán nội bộ	07/02/2020	1,000		

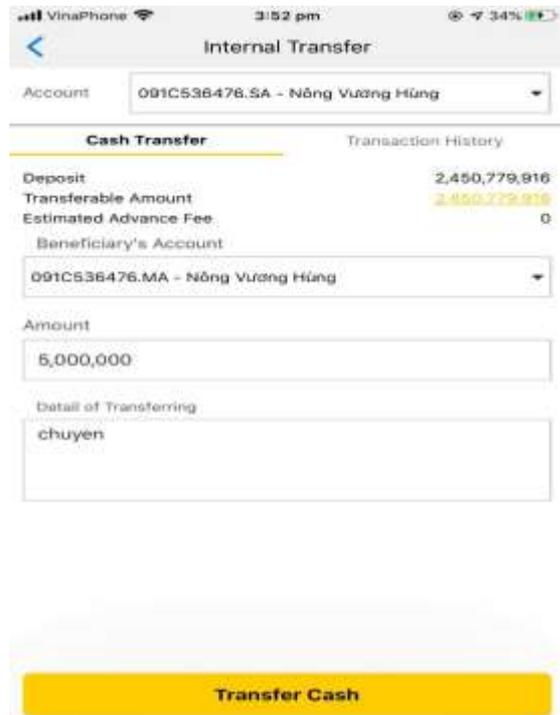
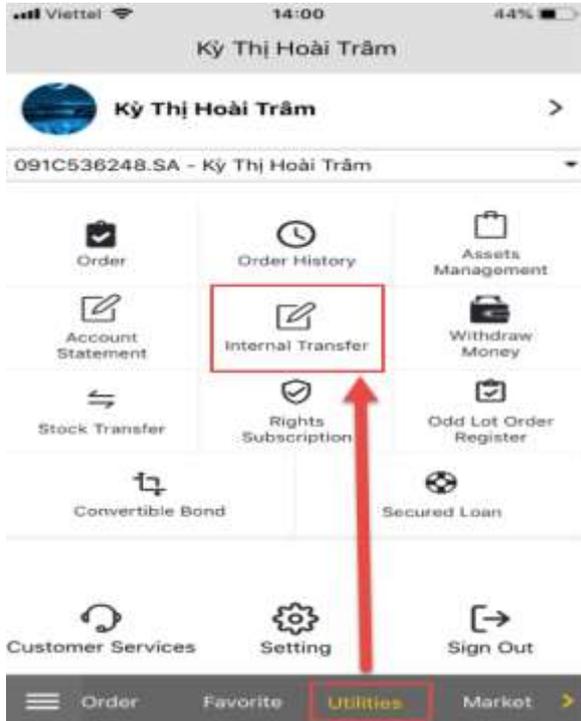
## IX. CASH TRANSACTION

### 1. Internal Transfer

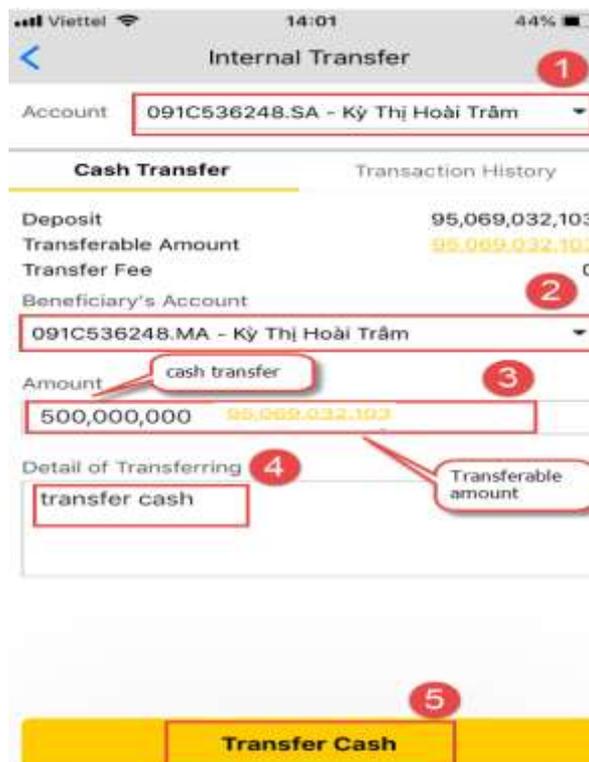
Customers are able to transfer money to another trading sub-account currently available in the only account at KBSV. Customers are allowed to perform internal transfers 24/7 except when KBSV system are running at the end of the day. Successful internal transfers will take effect immediately after they are performed. KBSV does not charge any fee for this transaction

To carrying out Internal Transfer, customers follow the below steps:

- Click on **Utilities** and select **Internal Transfer**

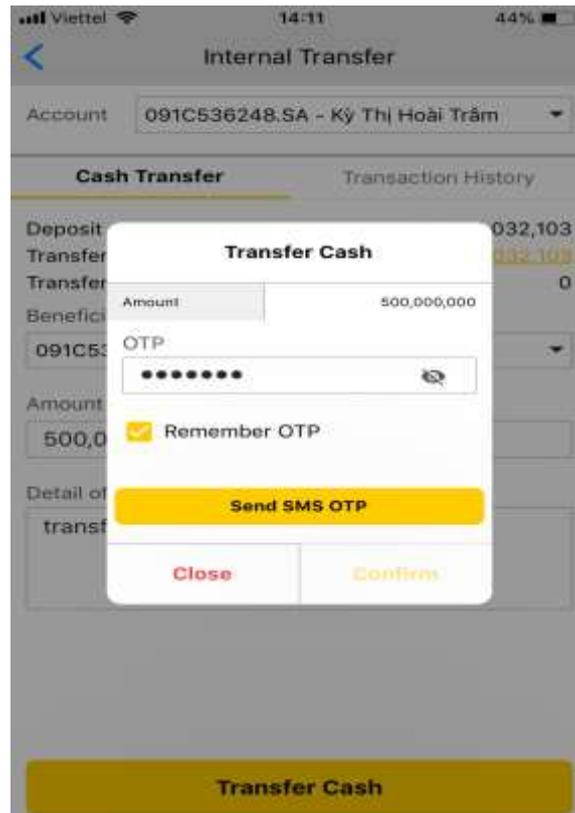


- Then display the screen:



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- Select a sub-account to perform the transaction **1**
  - Beneficiary's Account: choose a sub-account to receive the money **2**
  - Amount: enter the amount of money to transfer or click on the Transferable Amount, the system will carry the balance to Amount section **3**
  - Detail of Transferring: Type in the content of this transaction **4**
  - Click on Transfer Cash to complete the transaction **5**
- Popup the notification:



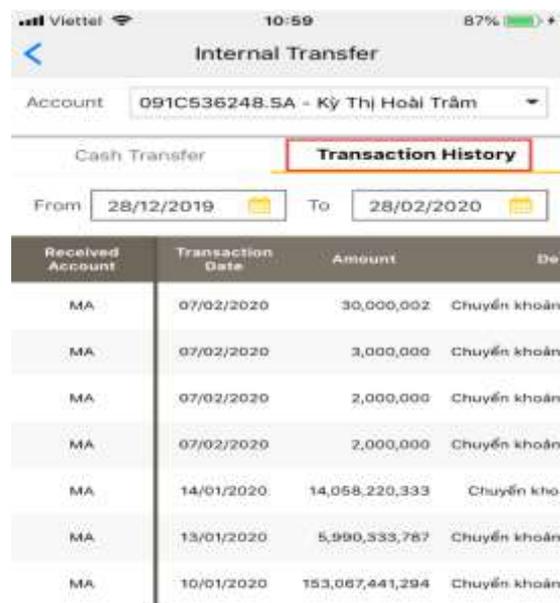
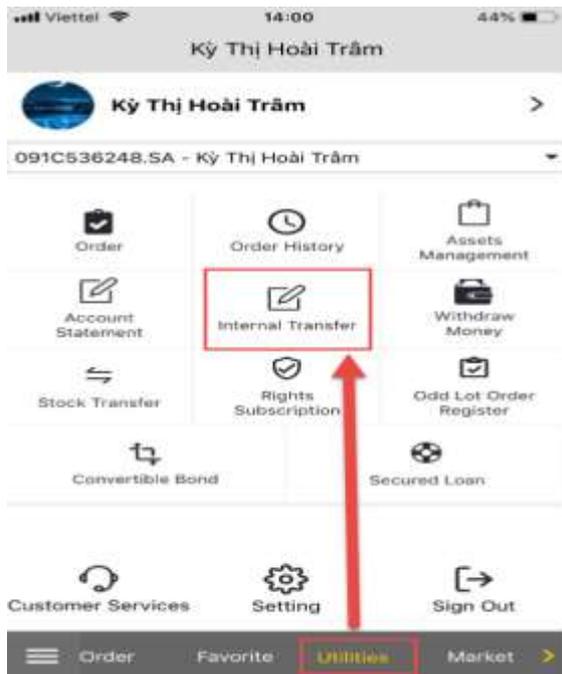
- Send SMS OTP: Press the button to get OTP/PIN code
- Enter the OTP/PIN code: Type the received OTP/PIN code
- Remember OTP/PIN: Save the OTP/PIN code to remember for the next transaction
- Confirm: Click **Confirm** to perform the transaction
- Close: Click **Close** to cancel the transaction

## 2. Internal Transaction History

Customers are able to look for transaction history for a period of time by entering the date information, the system will display the information:

- Click on **Utilities** and select **Internal Transfer**
- Select a sub-account to check
- Click on **Transaction History**
- From – To: Enter the time period that customers want to see

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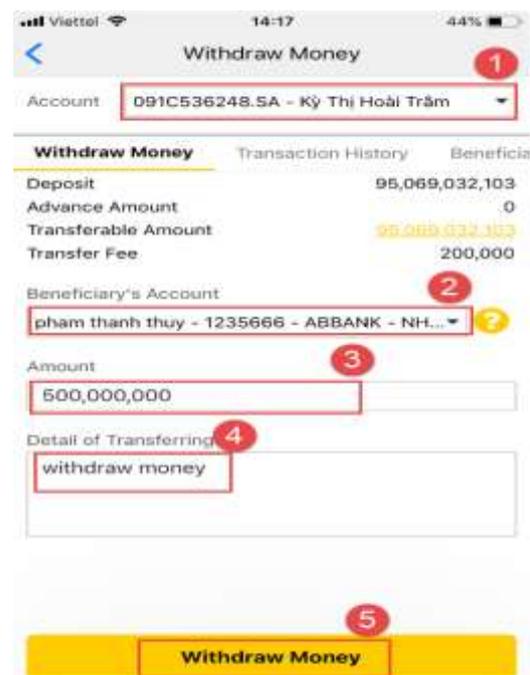
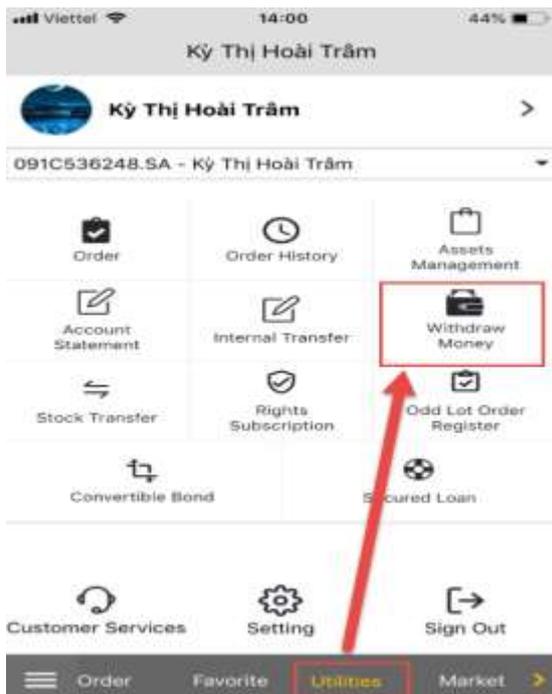
### 3. Withdraw Money

Customers are able to transfer money to other banks besides KBSV system.

- The minimum withdraw is 100.000 VND. The total withdraw is 5.000.000.000 VND/day.
- Transfer fee:
  - For transactions with amount smaller than 500.000.000 VND, the transaction fee is 13.200 VND/transaction.
  - For transaction from 500.000.000 VND, the transaction fee is 0,04% of the transaction amount. The maximum fee is 1.100.000 VND/transaction.
  - For transactions to MSB, the transaction fee is 2.200 VND/transaction

To perform Withdraw Money, customers follow the below steps:

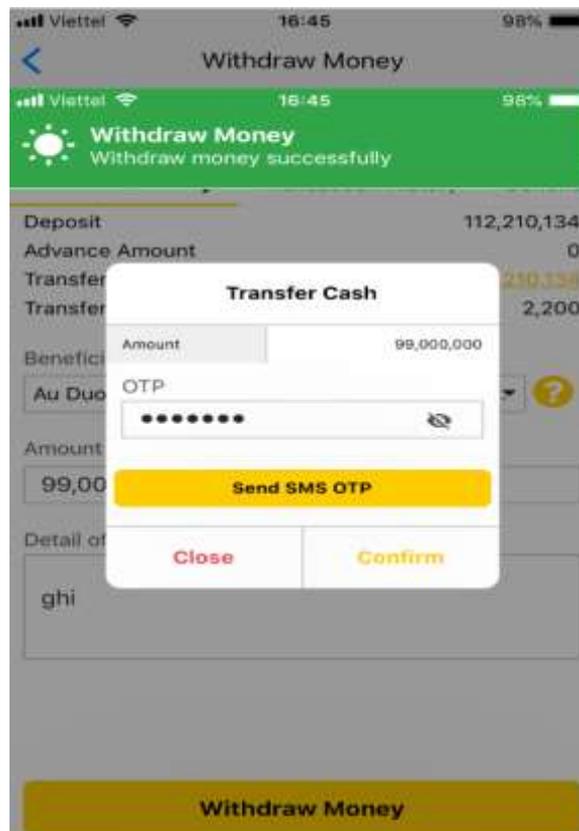
- Click on **Utilities** and select **Withdraw Money**



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- Choose a sub-account to carry out the transaction **1**
- Beneficiary's Account: choose a registered beneficiary account on the system. In case the beneficiary account is someone else, please come to the counter to register **2**
- Transaction fee: After choosing a beneficiary, the system will automatically calculate to display the transaction fee
- Amount: Enter the transaction amount or click on the Transferable Amount and the system will automatically fill in the Amount **3**
- Detail of Transferring: Type in the content of this transaction **4**
- Press **Withdraw Money** to perform the transaction **5**

The system displays the transfer confirmation form, entering OTP/PIN code to complete the transaction.



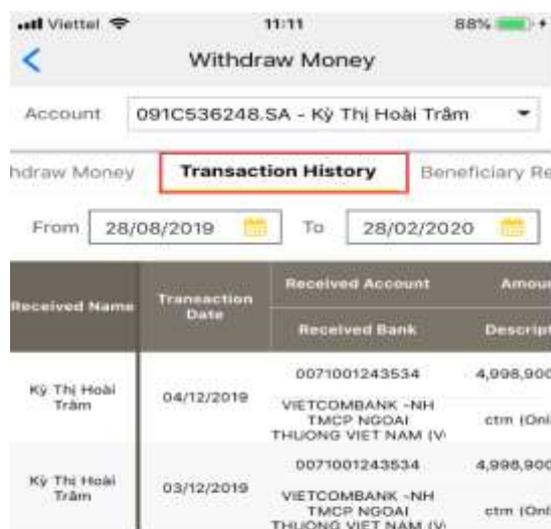
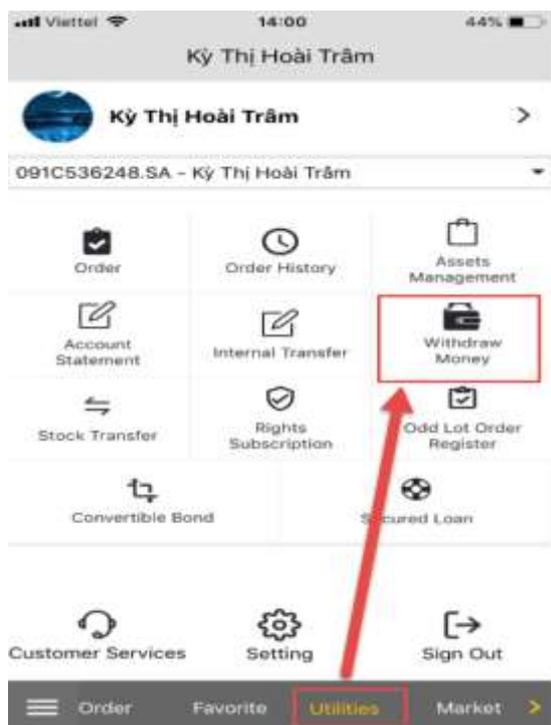
Click **Close** to cancel the transaction

#### 4. Transaction History

Customers are able to look for transaction history for a period of time by entering the date information, the system will display the information:

- Click on **Utilities** and select **Withdraw Money**
- Select a sub-account to check
- Click on **Transaction History**
- From – To: Enter the time period that customers want to see

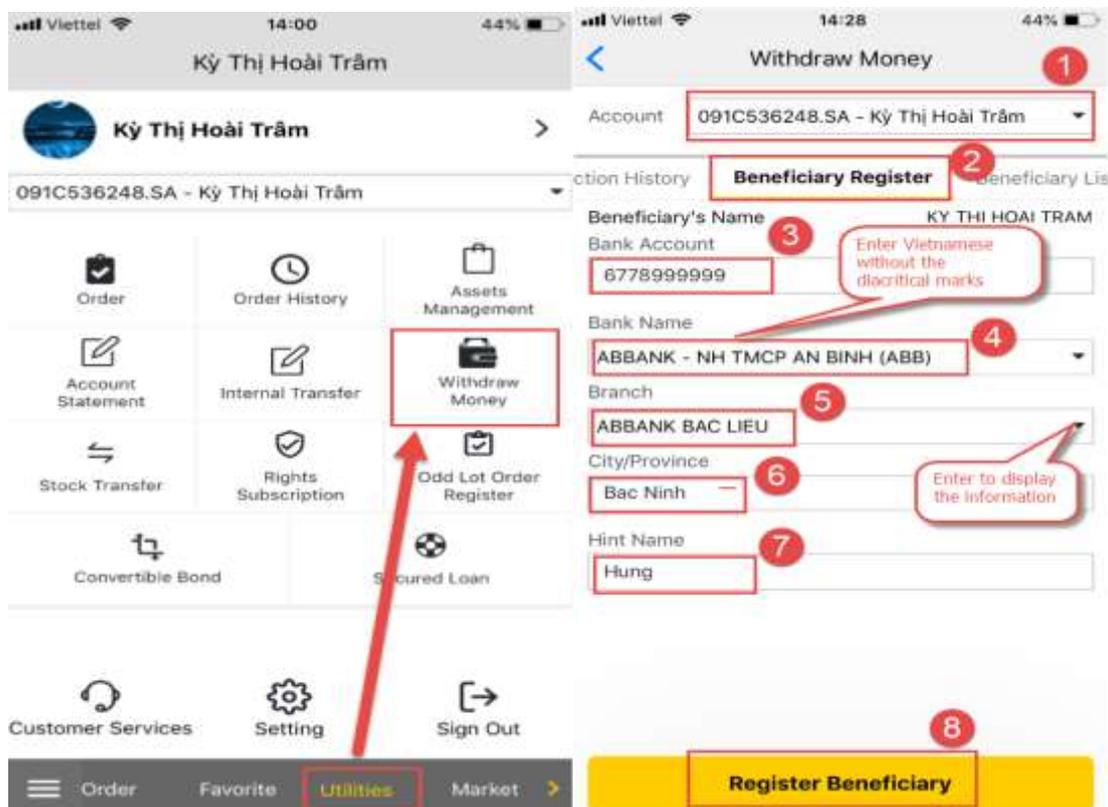
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### 5. Beneficiary Register and Beneficiary List

Customers are able to register beneficiary accounts (the same account owner) on KBSV online system. To perform registering, customers follow the below steps:

- Click on **Utilities** and select **Withdraw Money**
- Click on **Beneficiary Register** 1



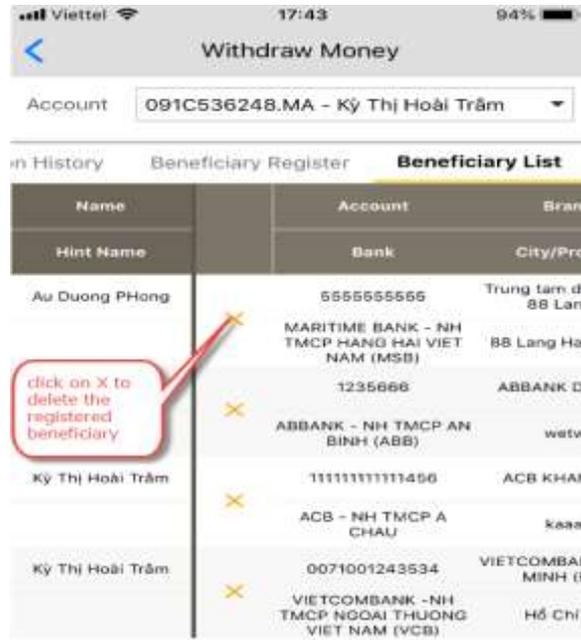
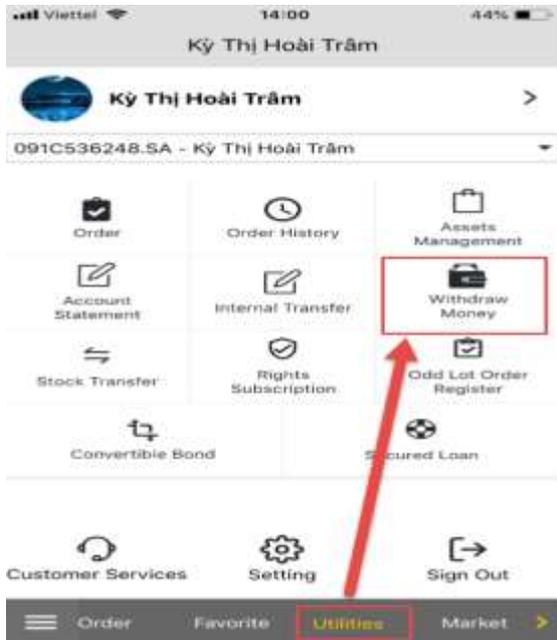
[Back to table of content](#)

- Choose a sub-account to make the transaction **2**
- Enter **Bank Account 3**, **Bank Name 4**, **Branch, City 5**/**Province 6** and **Hint Name 7** of account being registered

**Note:** Customers enter Vietnamese without diacritical marks

If customers want to register a different beneficiary, please come to the counter to register

- Click on **Register Beneficiary 8** to complete

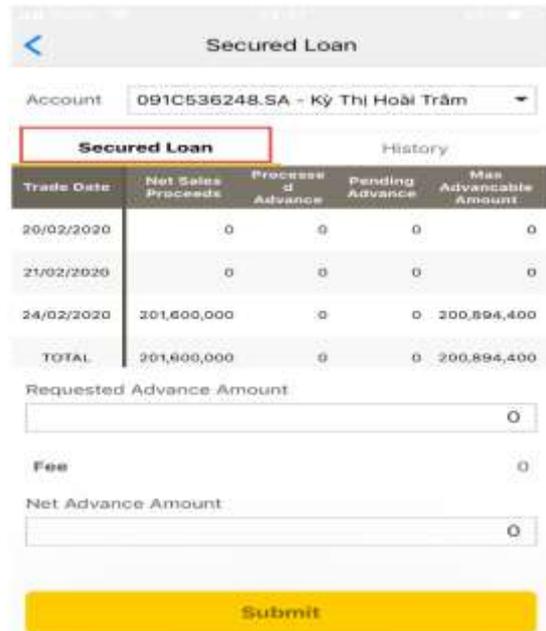
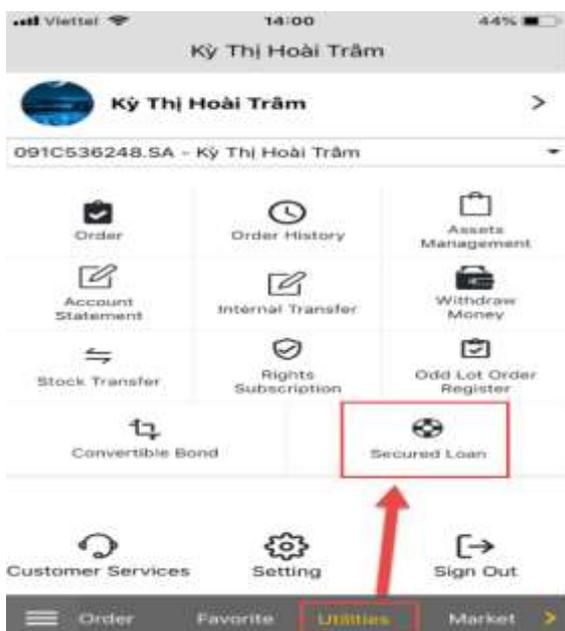


- Customers looking for **Beneficiary List** could click on the tab next to **Beneficiary Register**.
- Customers are able to delete the registered beneficiary on the list by clicking on **X**

## 6. Secured Loan

### 6.1. Securities secured loan

Securities secured loan is a service that allows customers utilize the securities selling amount before the clearing date. Customers start to place secured loan order from 8:00 am to 16:00 pm on the trading day. Currently KBSV is providing single secured loan and automatic secured loan service.



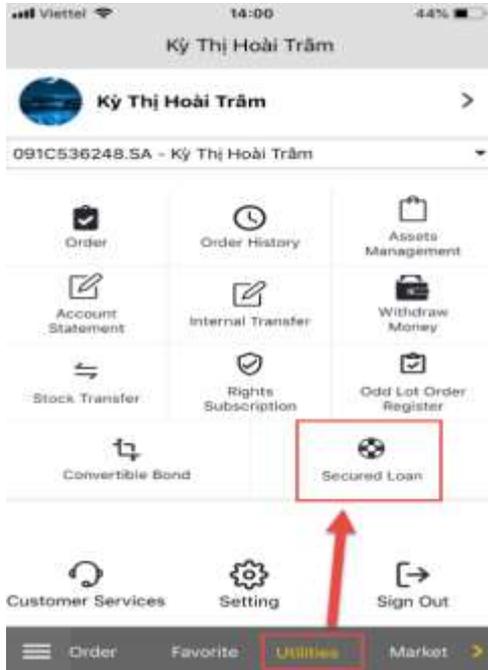
[Back to table of content](#)

### 6.2. Single secured loan

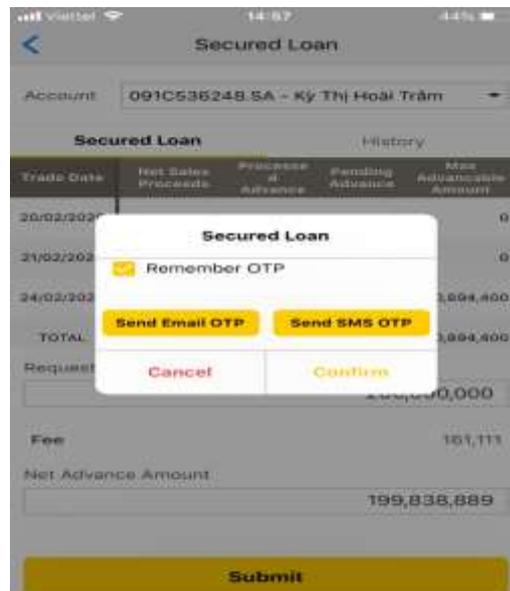
Single secured loan: Customers can advance the desired amount with the specific fee and amount receive by the software, convenient and effective.

This instruction can only be used for accounts that have not been registered secured loan. To perform secured loan, customers follow the below steps:

- Click on **Utilities** and select **Secured Loan**



- Choose a sub-account to check/perform secured loan. In terms of sub-accounts that have been registered secured loan, this function is only used for advance information inquiry
  - Requested Advance Amount: Enter the amount that customers want to advance (Advance Amount cannot be larger than Max Advancable Amount)
  - Fee: the system will automatically calculate the fee after entering the Requested Advance Amount
  - Net Advance Amount: the actual received amount after deducting the fee
- Net Advance Amount = Requested Advance Amount – Fee
- Click on Submit and enter the OTP/PIN to complete the transaction



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**6.3. Automatic secured loan**

Automatic secured loan is one of the most preminent service of KBSV in order to provide customers utilities in optimizing the pending securities selling amount, the system will automatically calculate the pending securities selling amount that customers may be able to use and add to the purchasing power which allows customers place orders or withdraw, transfer as requested. This helps users do not have to perform secured loan multiple times during the day and calculate accurate fee on the actual amount being used. Customers who have registered secured loan services will not have to perform single secured loan services, instead, the system will automatically perform secured loan once at the end of the day with the lowest advance fee method.

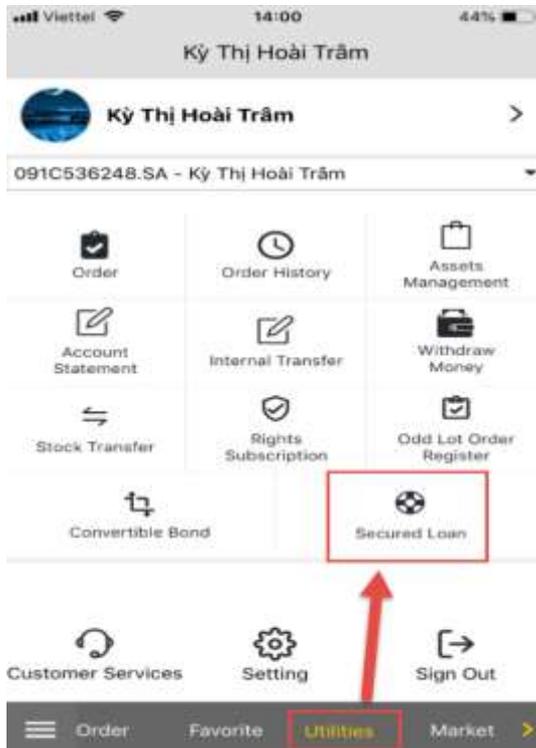
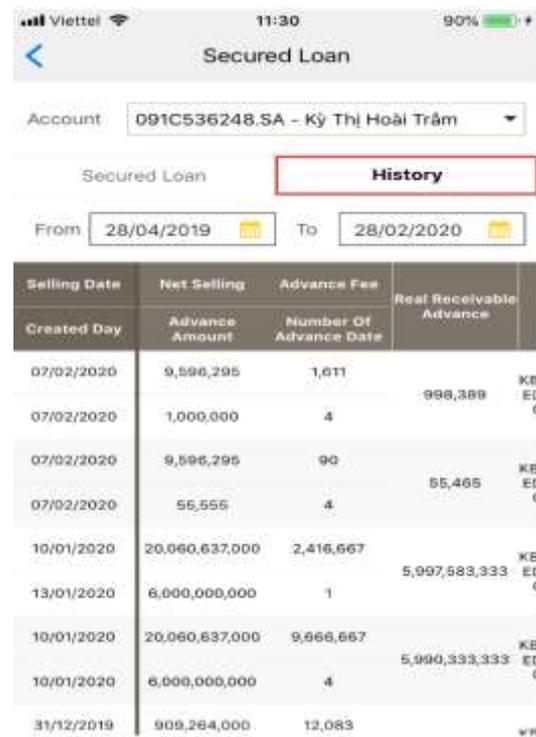


Trade Date	Processed Advance	Pending Advance	Max Advancable Amount	Number Of Days For Advance
18/02/2020	0	0	0	0
19/02/2020	0	0	0	1
20/02/2020	0	0	0	4
TOTAL	0	0	0	

**7. Secured Loan History**

Customers are able to lookup for secured loan history in a period of time by entering the date information, the system will display the information

- Clicking on **Utilities** and select **Secured Loan**

Selling Date	Net Selling	Advance Fee	Real Receivable Advance
07/02/2020	9,596,295	1,611	998,389
07/02/2020	1,000,000	4	
07/02/2020	9,596,295	90	55,465
07/02/2020	56,555	4	
10/01/2020	20,060,637,000	2,416,667	5,997,583,333
13/01/2020	6,000,000,000	1	
10/01/2020	20,060,637,000	9,668,667	5,990,333,333
10/01/2020	6,000,000,000	4	
31/12/2019	909,264,000	12,083	

- Select a sub-account to see the history
- Click on **History**
- From – To: Enter the time period wanted to check

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**X. OTHER TRANSACTION**

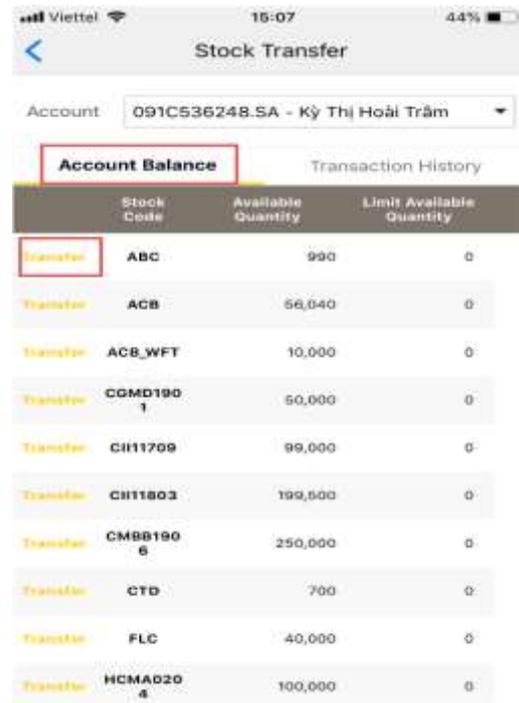
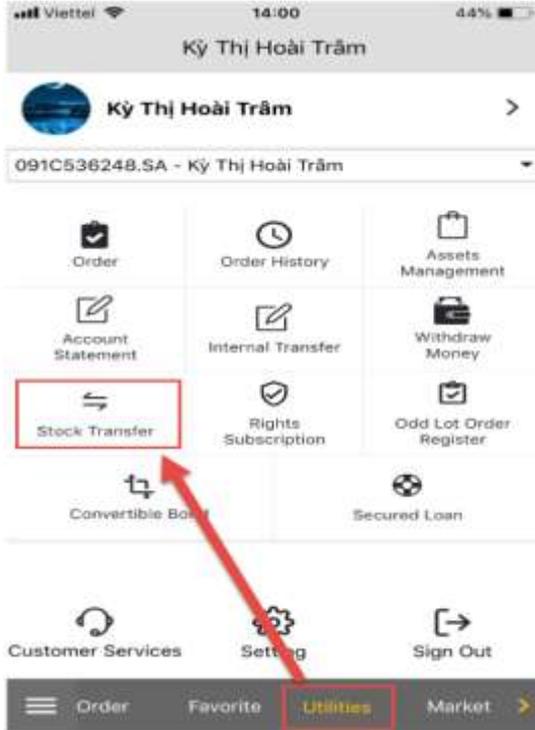
**1. Stock Transfer**

Customers are able to transfer stock between sub-accounts of the same account number registered via M-able system and does not need to come to KBSV in person.

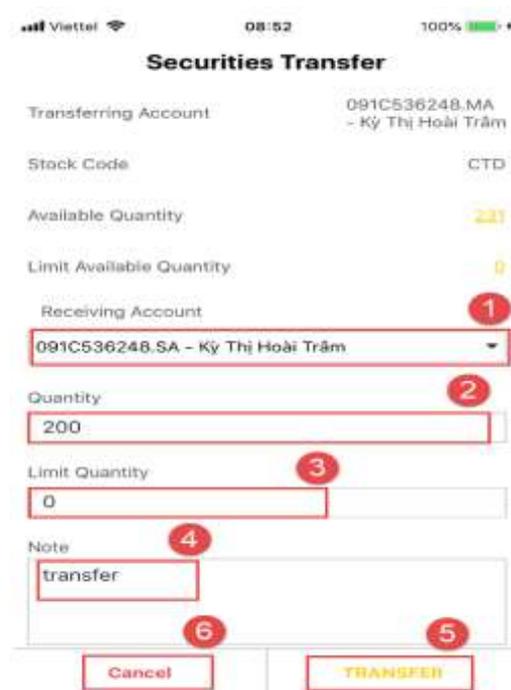
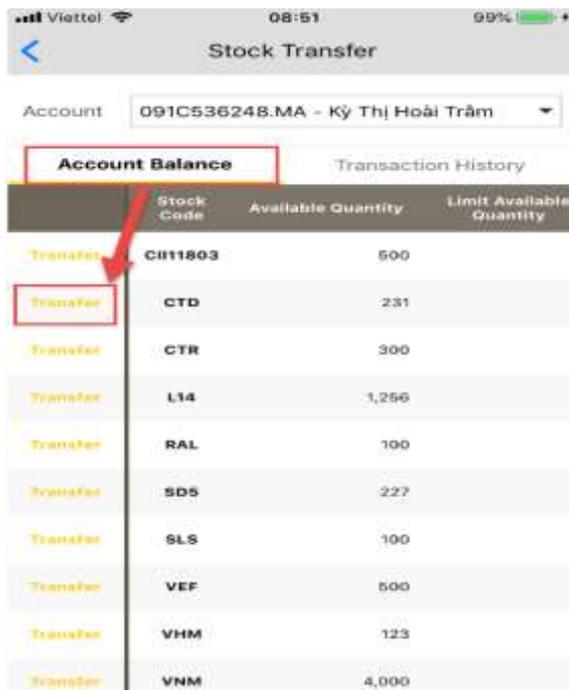
Conditions to perform stock transfer successfully is after completing transferring stock, safety margin of margin sub-accounts is still maintained.

To perform stock transfer, customers follow the below steps:

- Click on **Utilities** and select **Stock Transfer**

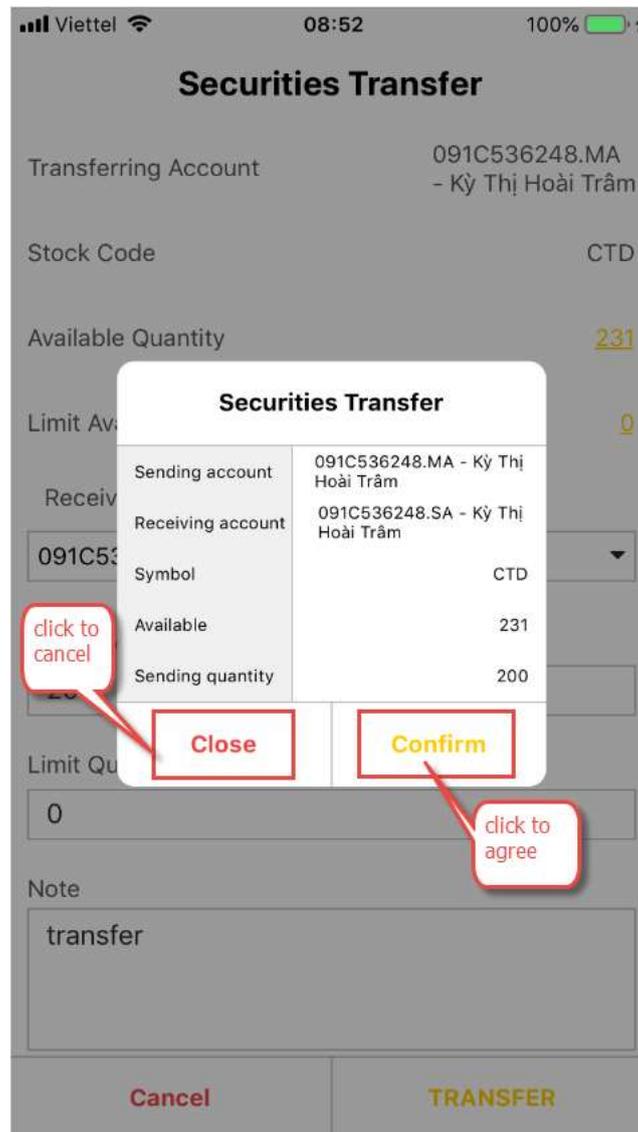


- Then click as follows:
  - Choose a sub-account to perform transaction



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- Click on **Transfer** next to the stock code that customers want to transfer to other sub-accounts.
- Receiving Account: select a sub-account to receive the transferred stock **1**
- Quantity: enter the stock quantity to transfer or click on **Available Quantity**, the system will carry the available balance to **Quantity** section **2**
- Limit Quantity: enter the limit quantity that can only be sent **3**
- Note: enter a note of the transfer **4**
- Click on **Transfer** to execute the transaction **5** , then popup the notification:



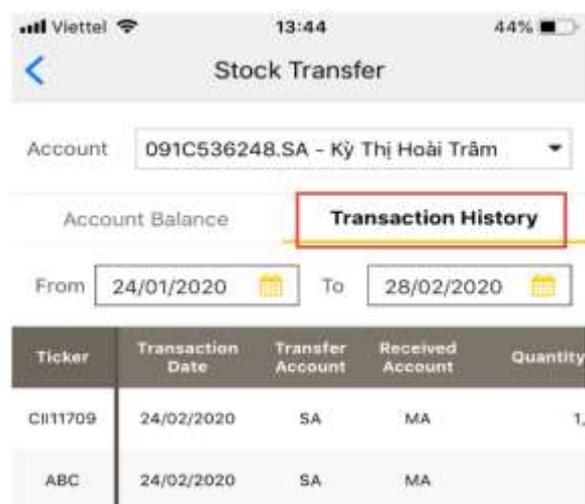
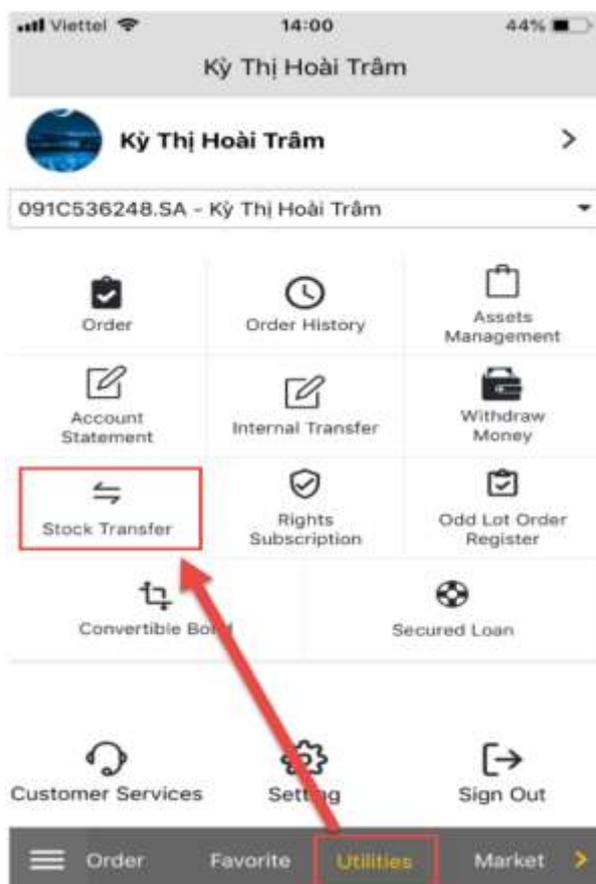
- Click on **Cancel** to get back to the initial screen with a stocks list **6**

## 2. Stock Transfer History

Customers are able to lookup for stock transfer history in a period of time of a sub-account of all sub-accounts

- Click on **Utilities** and select **Stock Transfer**

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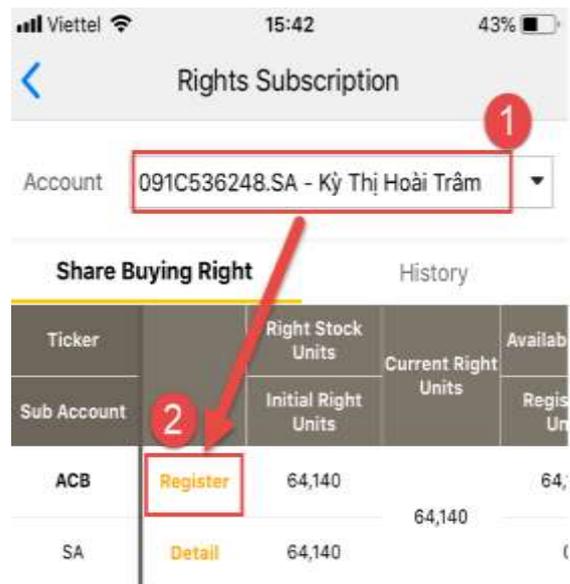
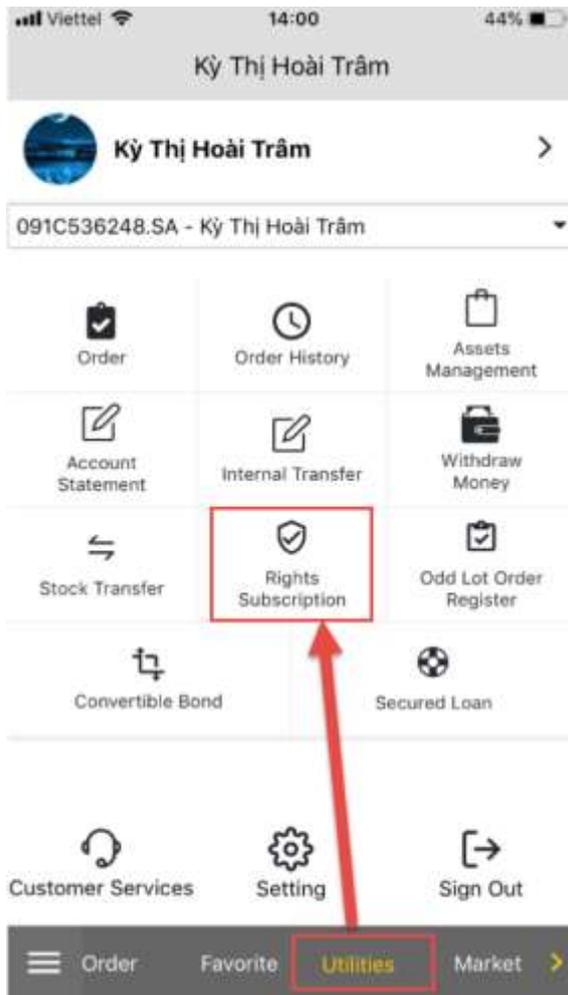
- Select a sub-account to see the history
- Click on **Transaction History**
- From – To: Enter the time period wanted to check

### 3. Rights Subscription

Customers are able to perform rights subscription via M-able system without going to KBSV in person. Customers could perform rights subscription between 8:00 am and 16:00 pm of the trading day. Conditions for successful rights subscription is that in the customers' account, there must be sufficient available balance to pay for the volume of securities registered to buy. A successful rights subscription will take effect within the day.

To perform rights subscription, customers follow the below steps:

- Click on **Utilities** and select **Rights Subscription**



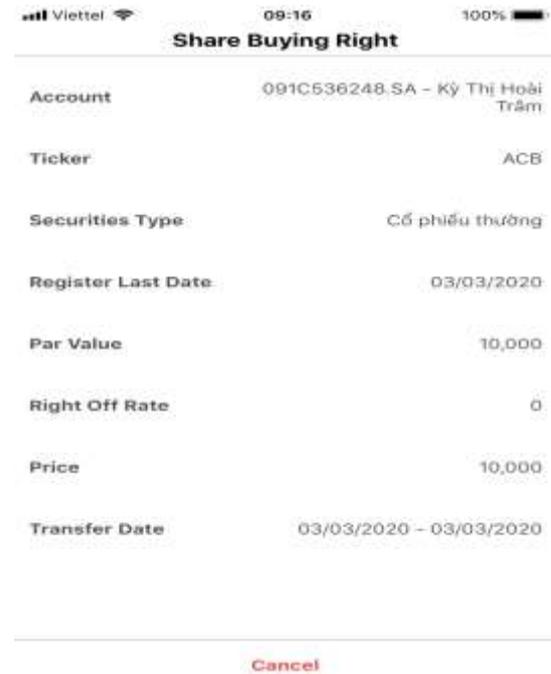
- Choose a sub-account 1



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- Click on **Register** next to the stock code that customers want to buy <sup>2</sup>
- Enter the Stocks Order Amount: enter stock amount (the order amount cannot be larger than the available buyable amount) <sup>3</sup>
- Click on **Register** and enter PIN/OTP to complete the transaction <sup>4</sup>, click **Cancel** <sup>5</sup> to delete the transaction

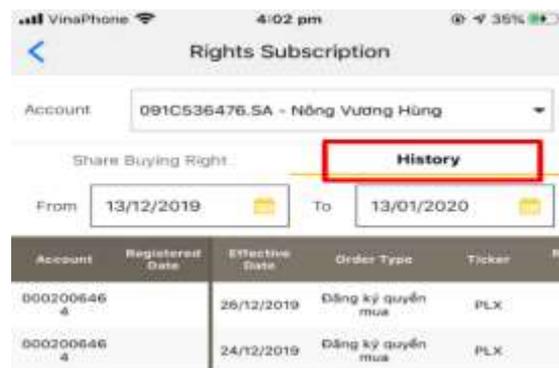
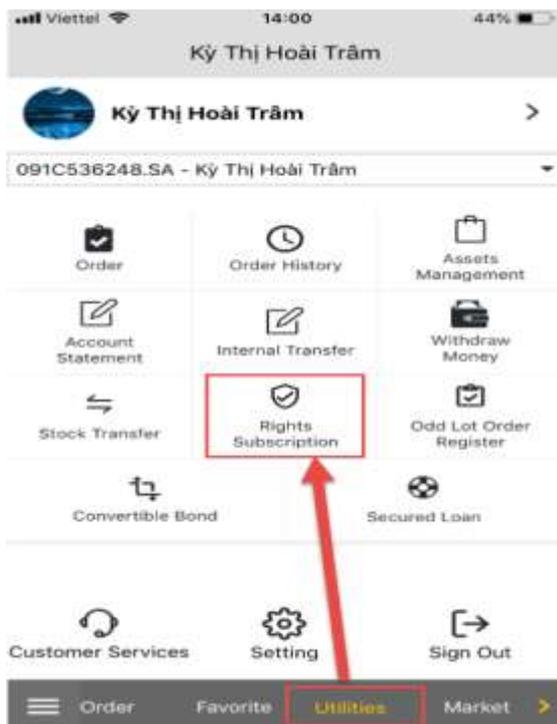
Customers who want to see the details of the rights subscription period could click on **Detail** and the system will display the information:



#### 4. Rights Subscription History

Customers are able to lookup for rights subscription history in a period of time of a sub-account or all sub-accounts

- Click on **Utilities** and select **Rights Subscription**



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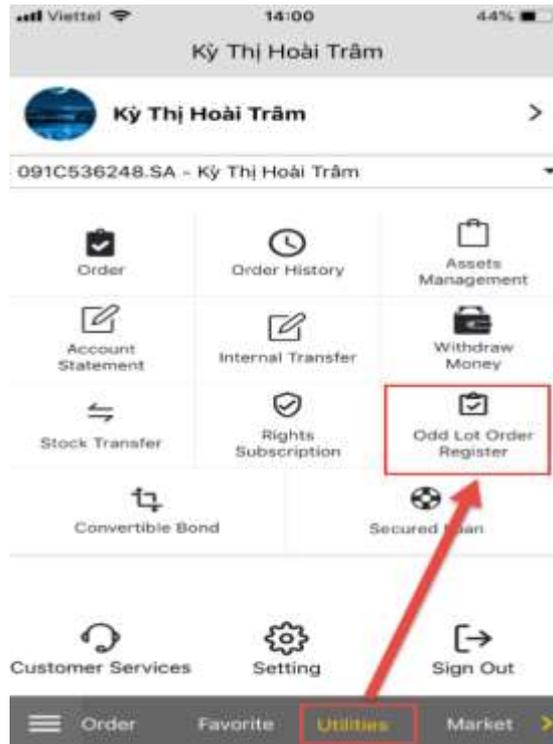
- Select a sub-account to see the history
- Click on **History**
- From – To: Enter the time period wanted to check

**5. Odd Lot Order Register**

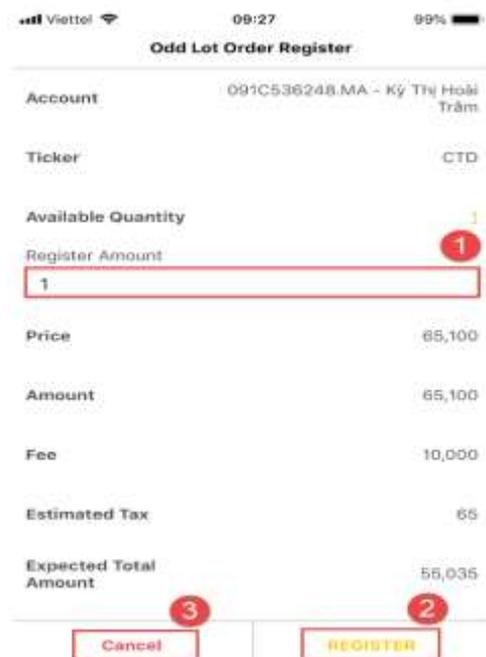
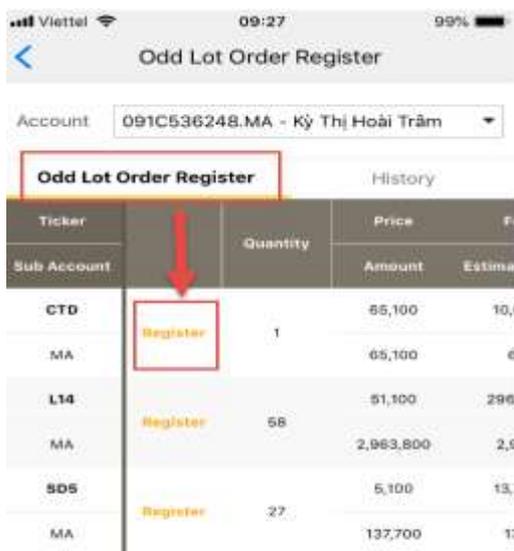
Customers are able to perform oddlot order register via M-able system without directly going to KBSV. Customers could perform oddlot order register from 8:00 am to 16:00 pm of the trading day. Conditions for successful oddlot order is that in the customers’ account, there must be oddlot stocks based on the regulation of HNX and HSX.

There are 2 ways to perform oddlot order register:

**Method 1:** Click on **Utilities** and select **Odd Lot Order Register**

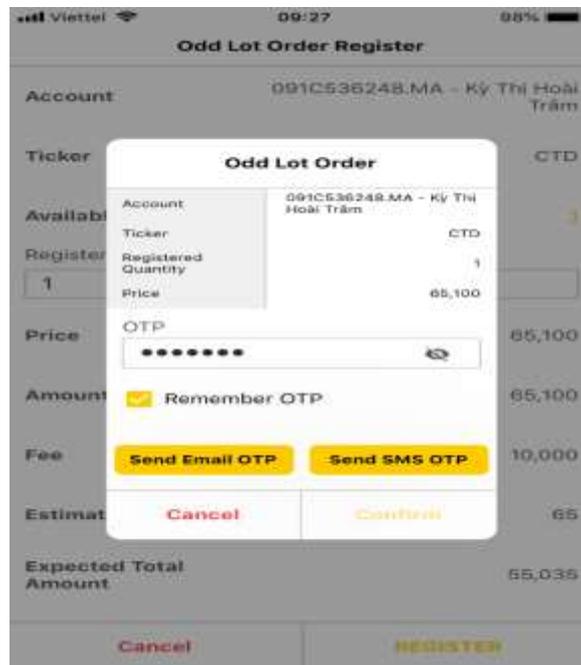


- Select a sub-account



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- Click on **Register** to the stock that customers want to sell
- Register Amount: enter the stock amount wanted to sell in **Register Amount**. The system will calculate the Estimated Proceeds, Fee and Estimated Tax **1**
- Click on **Register** and enter PIN/OTP to complete registering **2**



- Click on **Cancel** to return to the Odd Lot Order Register screen **3**

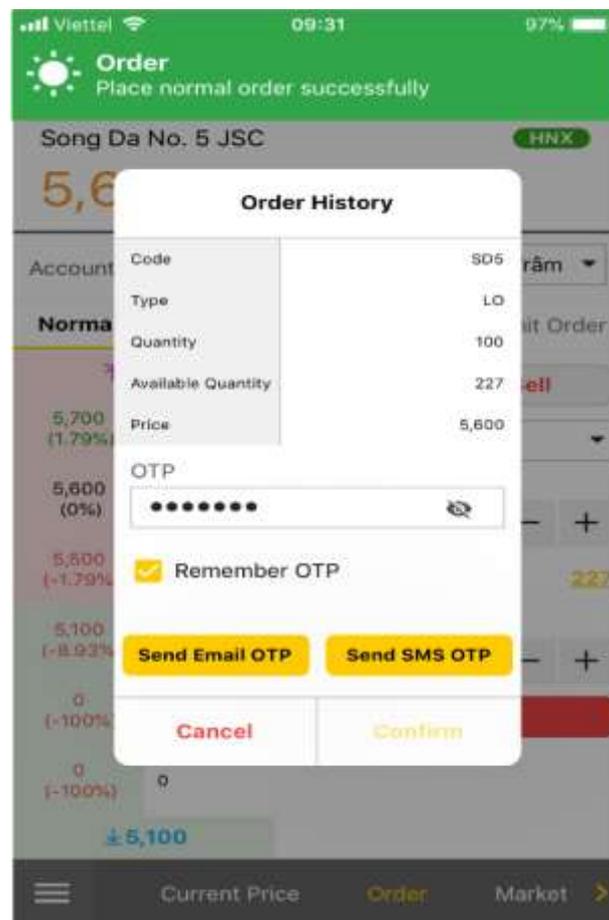
**Method 2:** (only for oddlot of HNX and Upcom)

- Click on **Order** at the bottom menu bar **1**



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- Select a sub-account **2**
- Search for a symbol code (of HNX or Upcom) using **3**
- Buy/Sell: choose a method **4**
- Order type: LO **5**
- Quantity: enter the oddlot quantity that customers want to trade (from 1 to 99). If the available quantity does not have any oddlot available, oddlot order cannot be done **6**
- Price: enter the price to buy/sell oddlot (the price must be between the ceiling and floor price) **7**
- Click to the button Sell **8** to make the transaction, then display the screen and enter PIN/OTP to complete the transaction.



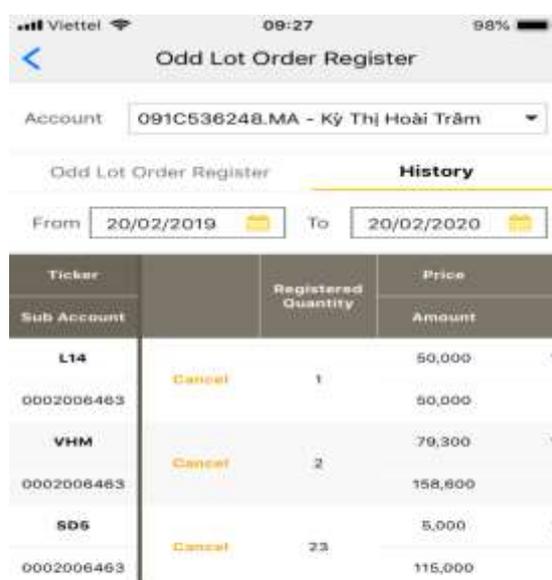
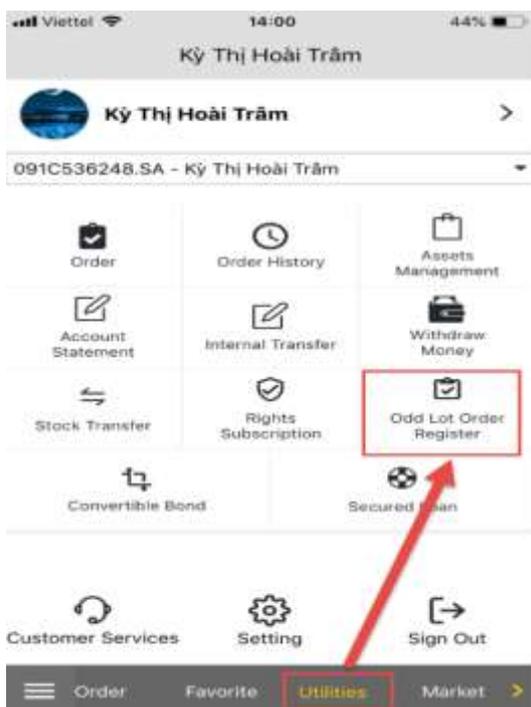
- And enter PIN/OTP to complete the transaction.

## 6. Oddlot Order History

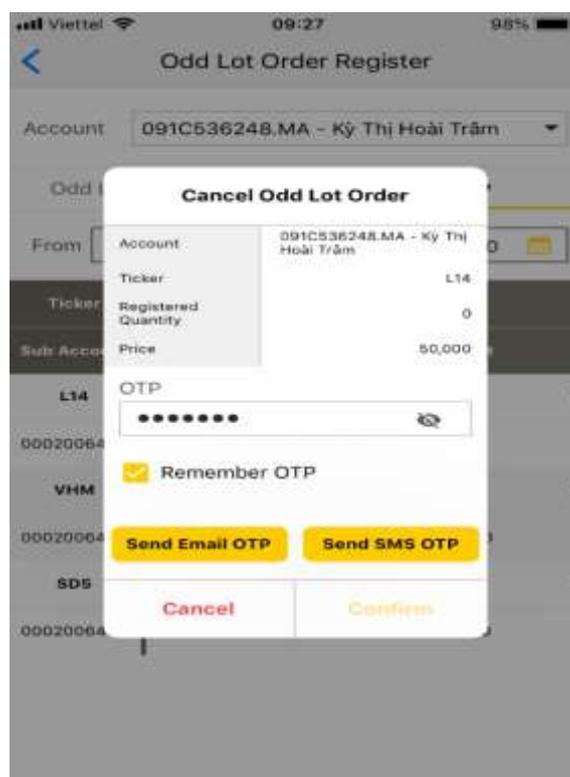
Customers are able to lookup for oddlot order history in a period of time of 1 sub-account or all sub-accounts

- Click on **Utilities** and select **Odd Lot Order Register**

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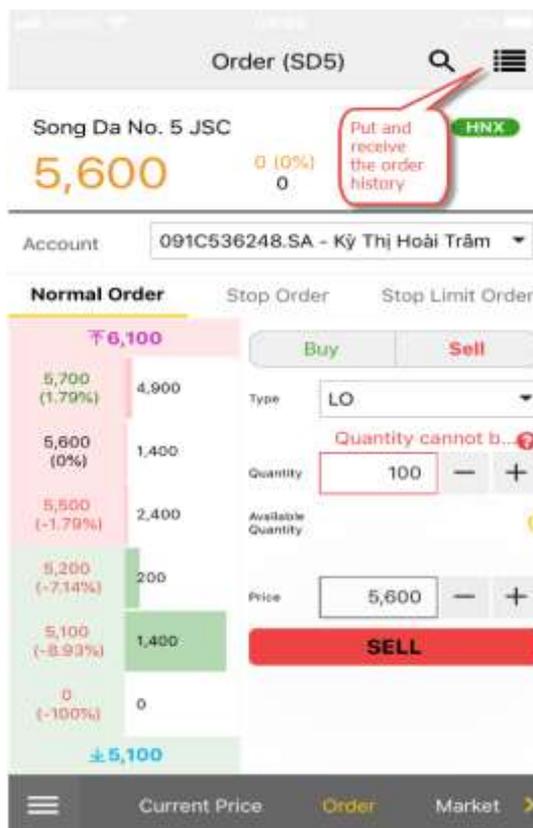
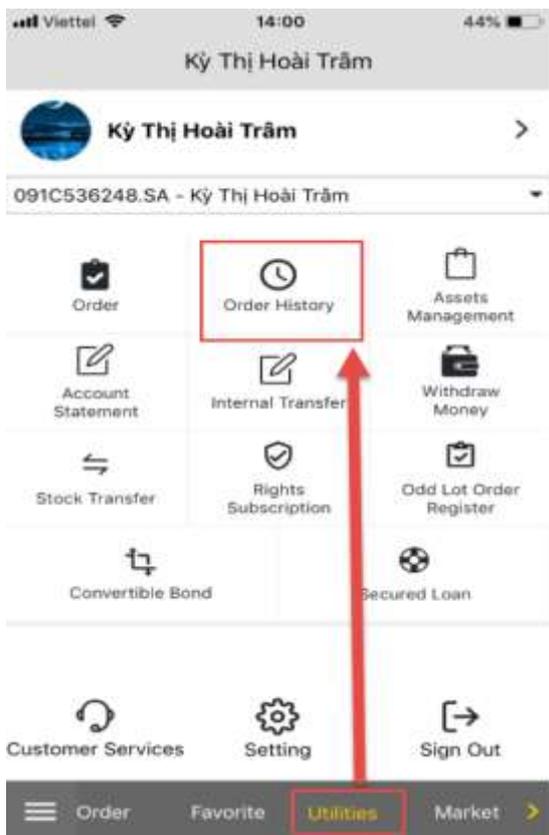


- Select a sub-account to see the history
- Click on **History**
- From – To: Enter the time period wanted to check
- Click on Cancel to cancel the order



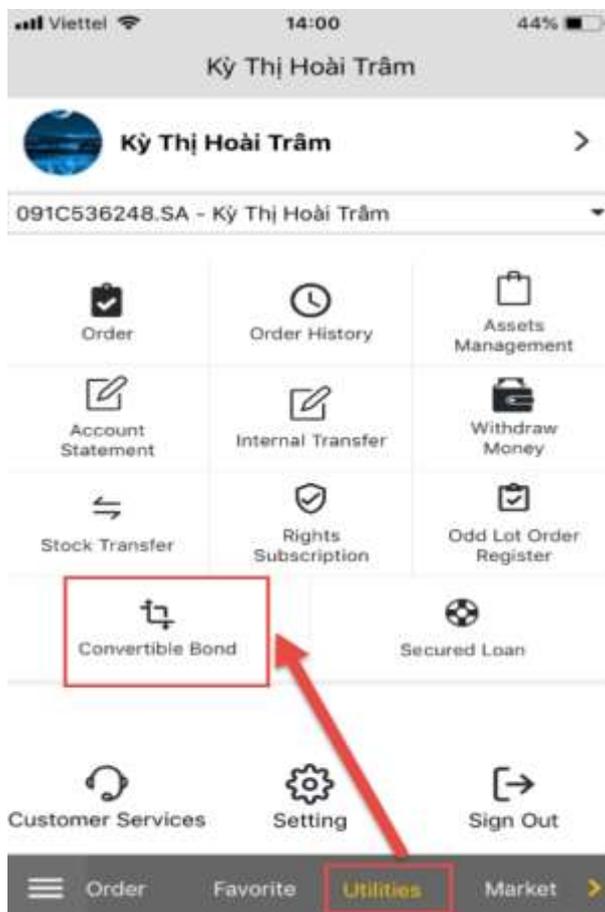
For buy/sell oddlot order of HNX and Upcom on the Order screen, customers are able to lookup for order history at **Order** or **Utilities**

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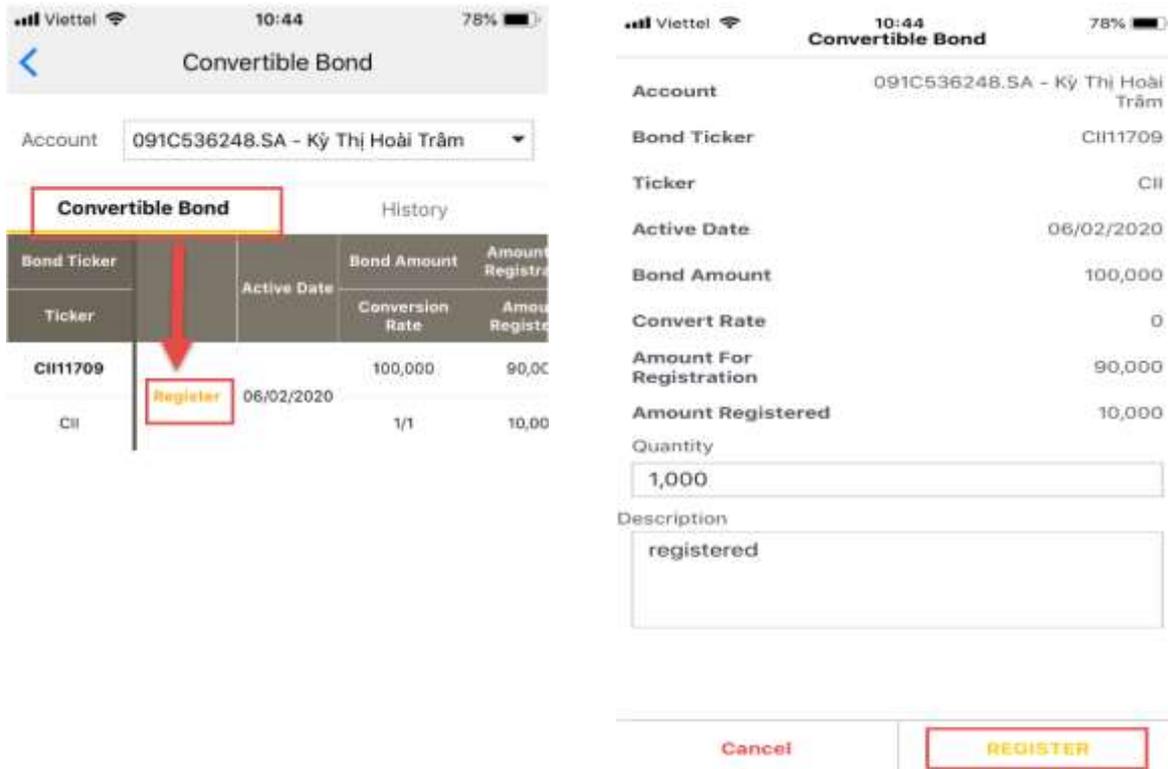
### 7. Convertible Bond

- Click on **Utilities** and select **Convertible Bond**

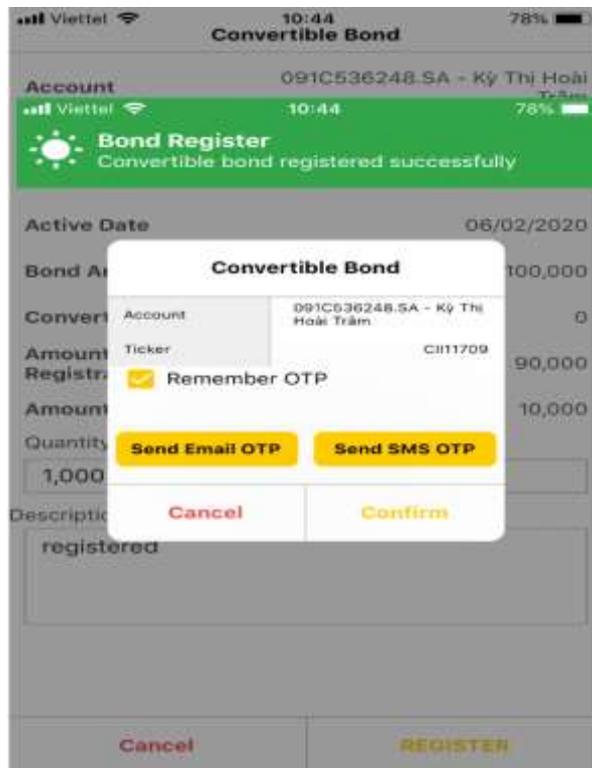


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- Select a sub-account



- Click on Register to the bond wanted to convert
- Quantity: enter the bond amount wanted to convert
- Click on Register and enter PIN/OTP to complete the transaction

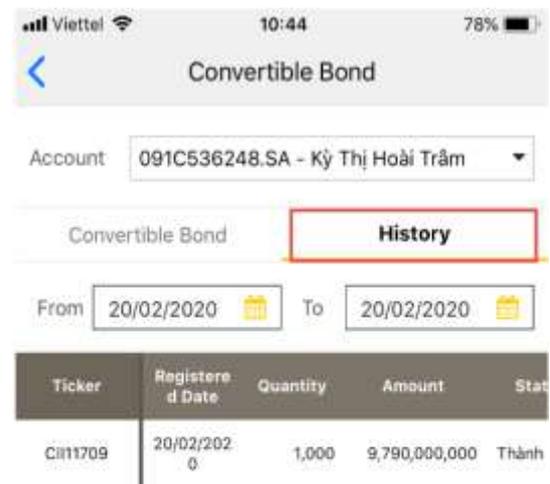
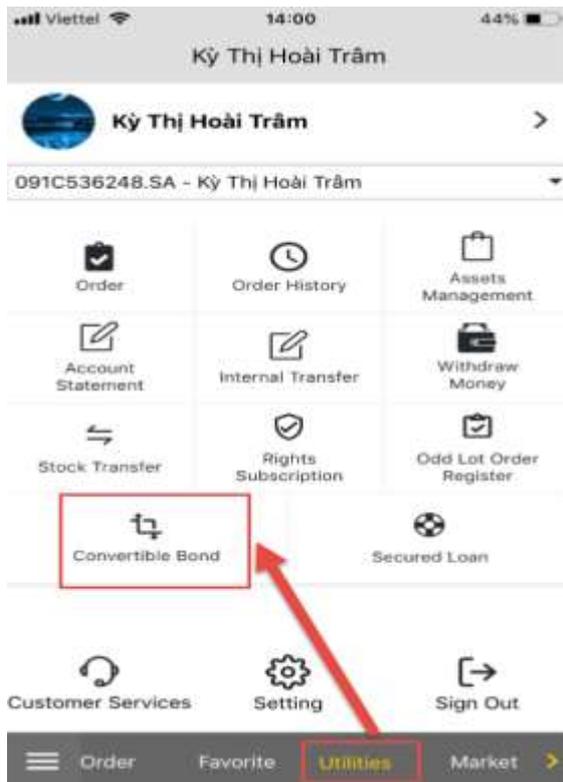


### 8. Convertible Bond History

Customers are able to lookup for convertible bond history in a period of time

Click on **Utilities** and select **Convertible Bond**

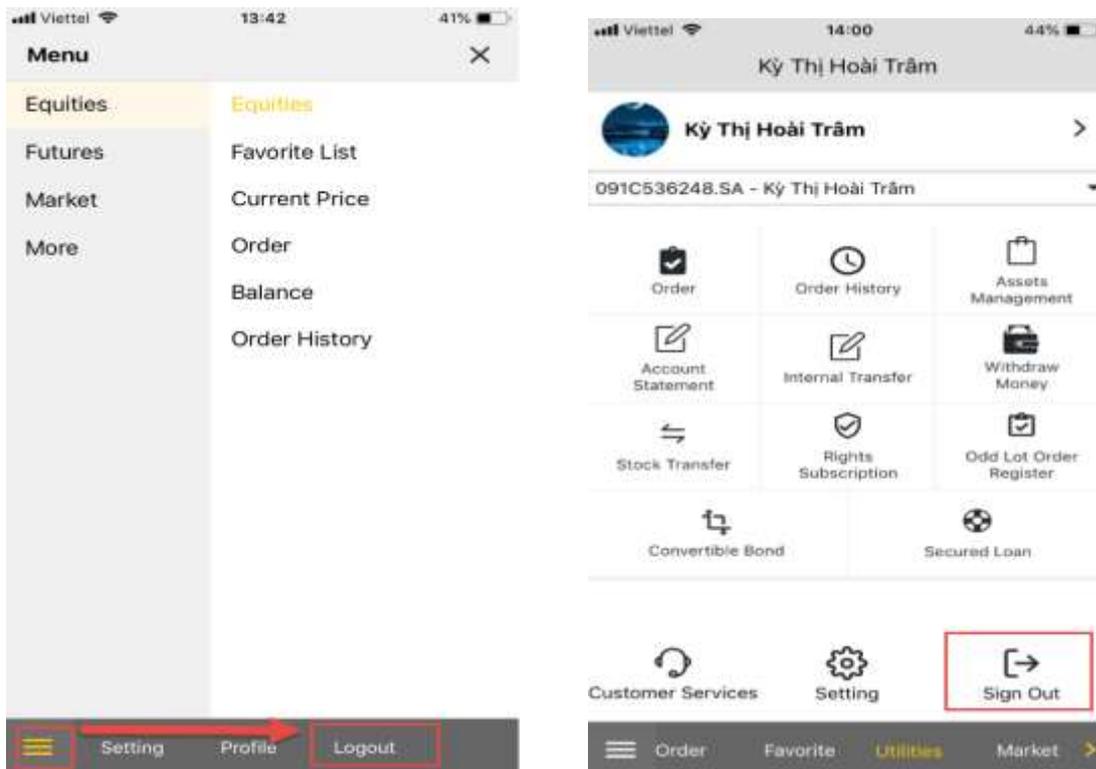
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- Select a sub-account to see the history
- Click on **History**
- From – To: Enter the time period wanted to check

## XI. LOGOUT

Click on  and select **Logout** at the bottom menu bar or click on **Utilities** and select **Sign Out**



The system will display a confirmation if customers want to receive a notification when choosing to Logout

Customers choose Yes if they want to receive a notification when choosing to Logout, or No if they want to exit the application without receiving a notification