KB Securities

USER GUIDE FOR

KB BUDDY APPLICATION

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A. EQUITIES

I. LOG IN

1. Downloading the application

❖ Case where clients have already downloaded **KB Buddy app**

- Step 1: Open App Store/Play Store on your phone
- Step 2: Search for **"KB Buddy"**
- Step 3: Click "**Update**"

❖ Case where Clients download **KB Buddy** for the first time

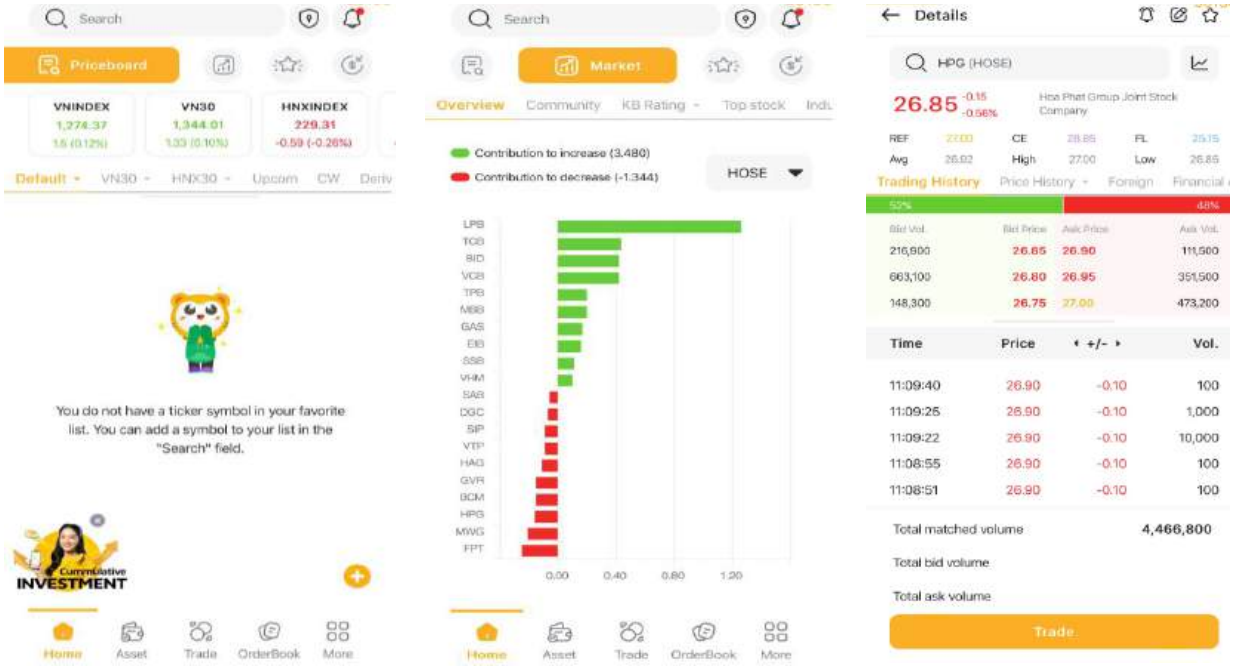
- Step 1: Open App Store/ Play Store on your phone
- Step 2: Search for **"KB Buddy"**
- Step 3: Tap **"Get/Install"**

2. Log-in screen

After successfully downloading the app, clients can open the app immediately to access market information and data without logging in to trading accounts.

Screens and information clients can access without logging in to accounts include:

- **Price board:** Including information about indices such as VNIndex, VN30, HNXIndex,... ; VN30, HNX30, Upcom, CW, Derivatives price board.
- **Market**: Clients can view general information about market and KBSV such as Overview, Community, KB Rating, Top stocks, Key sectors,...
- **Stock information:** Clients can search for stock symbols and view all related information about matching orders, price history, news, events,...



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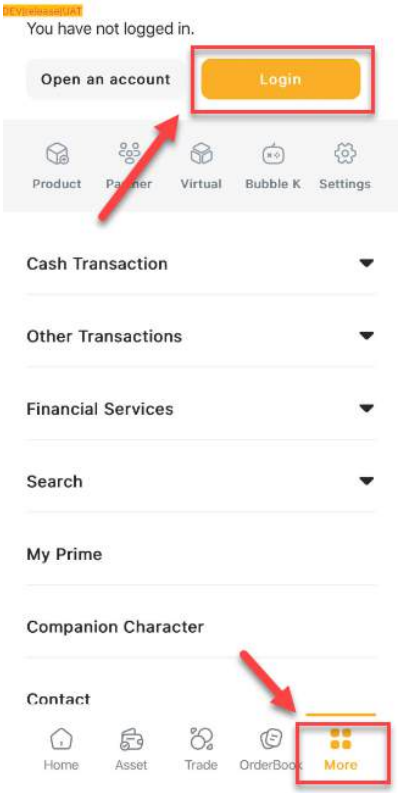
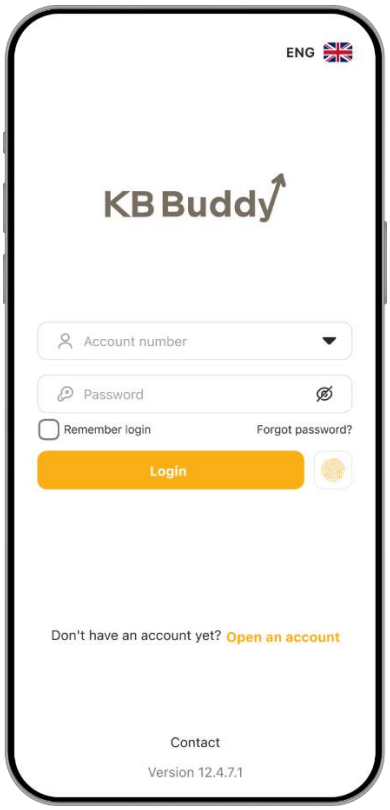
2.1. Log-in in More section

- Step 1: On **"Utilities"** tab, choose **Login** to navigate to Login Screen



- Step 2: Enter securities trading account, password and select **Login**



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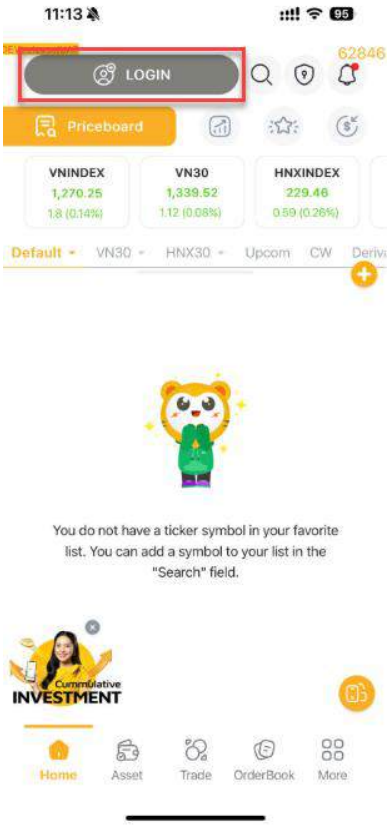
2.2. Log-in from the lock screen

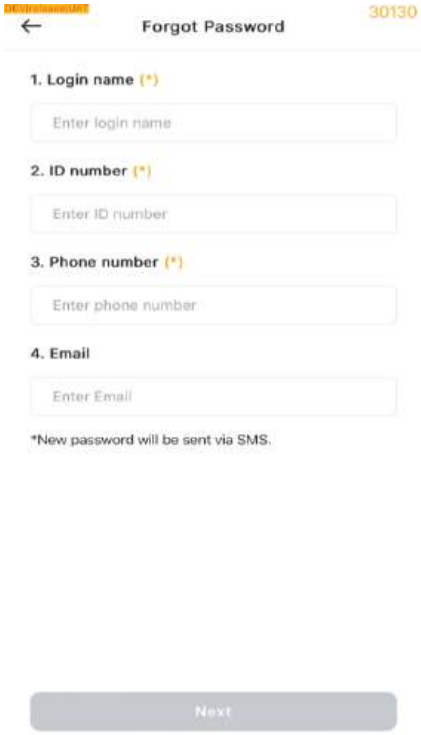
- Step 1: On **Home**, select **Login** in the above of the screen
- Step 2: Enter **Account number** and **Password**, select **Log in** to enter the account.



3. Forgot password

When forgetting password, clients can recover password by:

- Step 1: On Login screen, select "Forgot password"



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- Step 2: Fill in the following information:
  - Log-in Account: Securities trading account number
  - ID Card/ID Number: Registered ID Card/ID Number
  - Phone number: Registered phone number
- Step 3: Select **"Confirm"**

Upon successful transaction completion, the system will send the new login password and trading password to client's registered phone number.

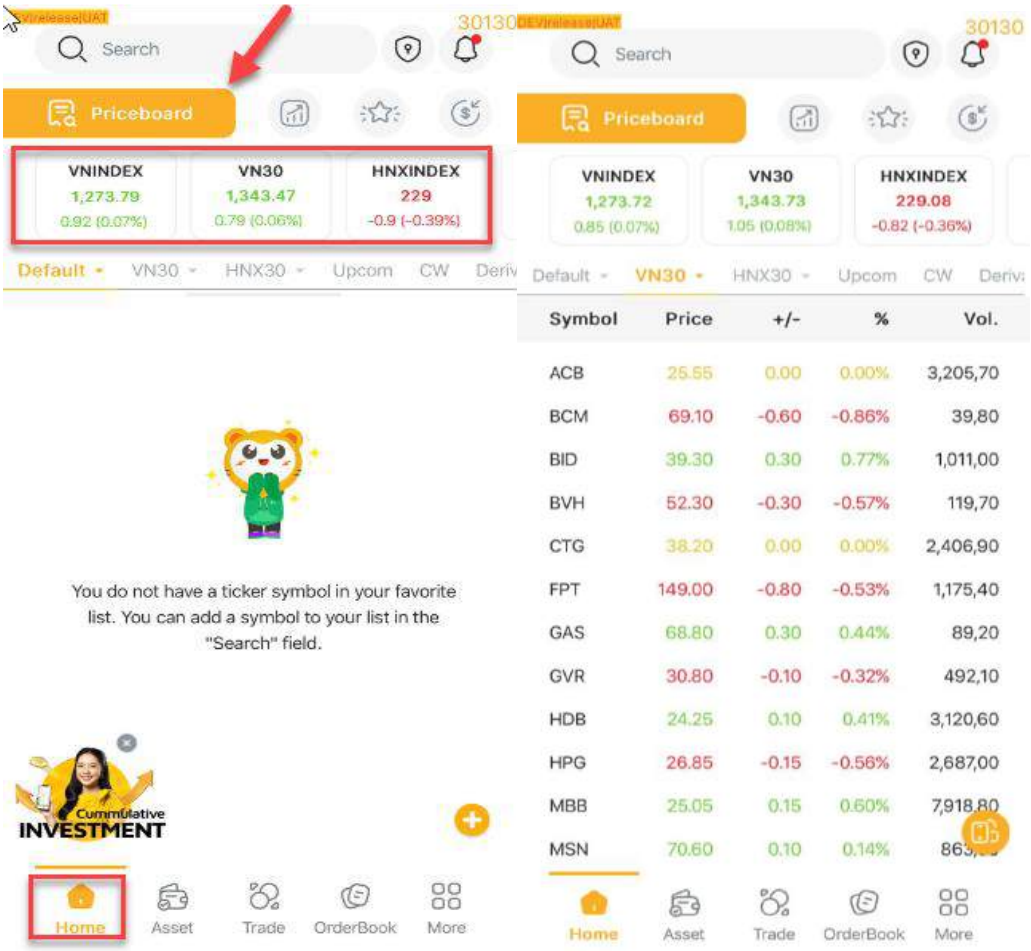
II. HOME SCREEN

1. Price board

Clients can view information on price board including: Default symbols in watchlist, VN30, HNX30, Upcom, CW, Derivatives, Bonds, ETF.

- Price board screen includes:
  - ✓ VNIndex, VN30, HNXIndex,... information frame

    Price board frame includes: Default (Clients can create one or more stock portfolios for tracking); VN30; HNX30; Upcom; CW; Derivatives



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2. Market

Market tab includes: **Overview, Community, KB Rating, Top Stocks, Key Sectors, Foreign, Derivatives trend**

2.1. Overview

On **Overview** screen of **Market** tab, select HOSE/HNX/UPCOM exchange to view the contribution of stocks' increase/decreade within the index.

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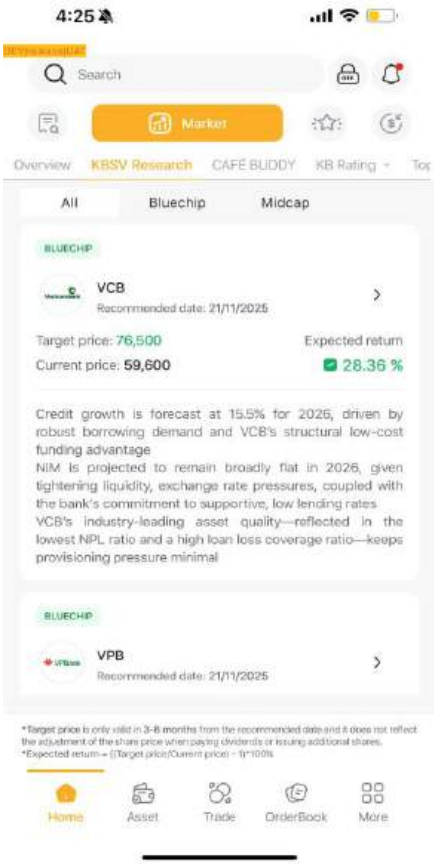
2.2. KB Research

To open KB Research, at Home screen, select **"Market"** section then select **"KB Research"**



2.3. Café Buddy

To open Café Buddy, at Home screen, select **"Market"** section then select **"Café Buddy"**

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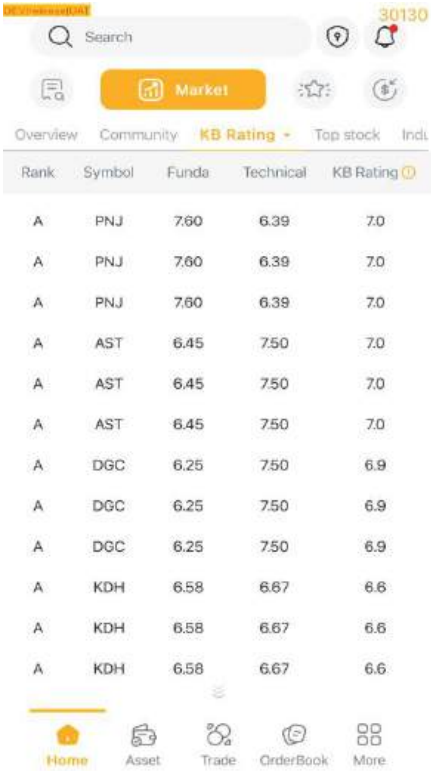
2.4. KB Rating

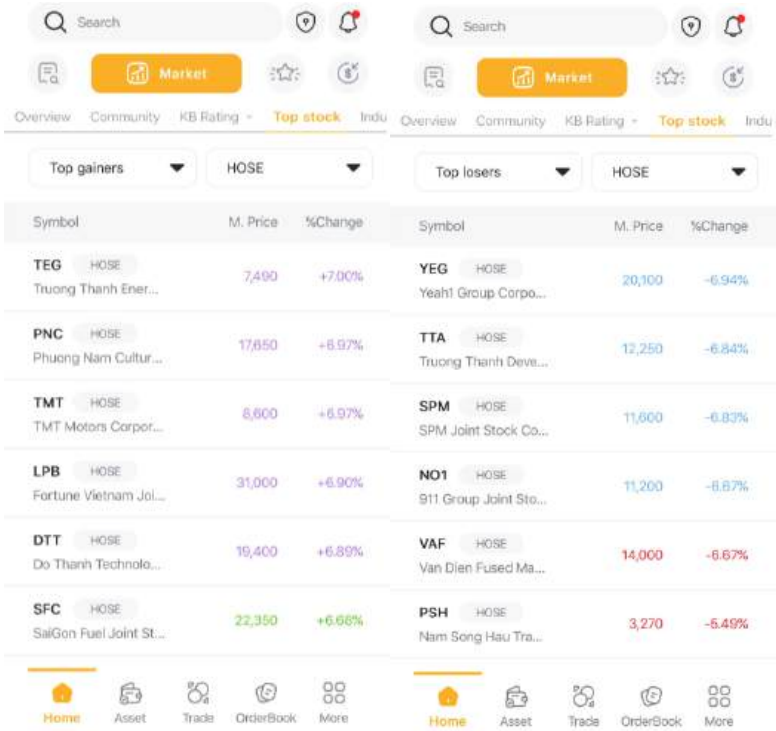
At Homepage, select **"Market"** then select **"Rating"**



2.5. Top Stock

At **Home** screen, select **"Market"** then select **"Top Stocks"** tab

At **"Top stocks"** screen, clients can choose ranking criterion



Types of ranking: Top gainers, top losers, Volume, % Change, Top market cap, Top Foreign.

Exchanges: HOSE, HNX, UPCOM

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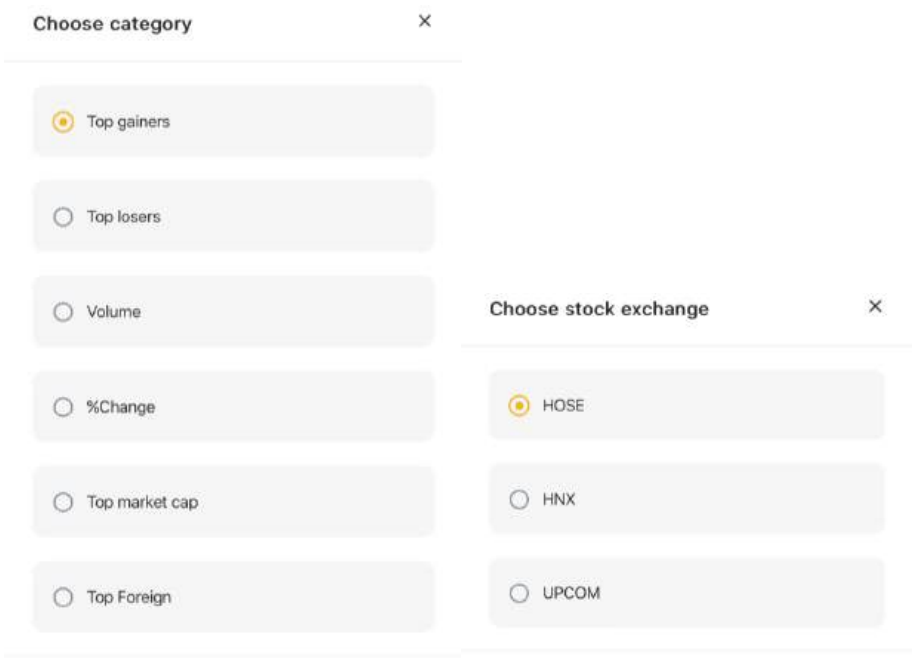
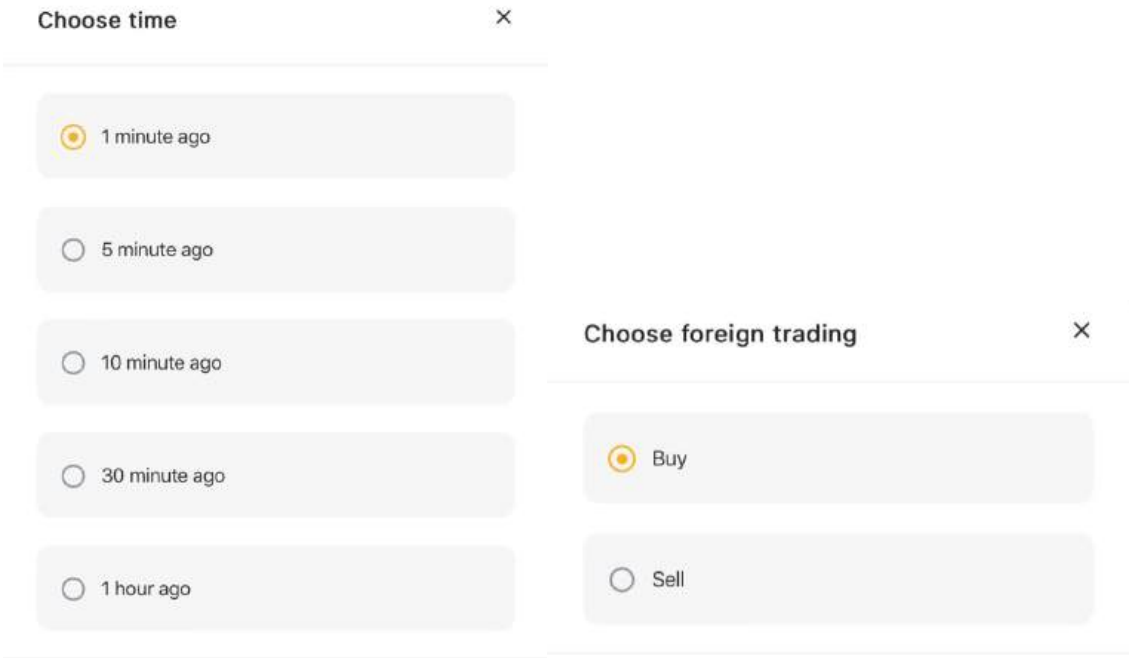


The criteria **"% Fluctuation"** includes an additional option **"Time"**

The criteria **"Foreign"** includes an additional option **"Choose transaction type"** (Buy/sell)



2.6. Industry

At **Home** screen, **Market** section, choose **Industry** tab. Clients can choose to view according to portfolio type

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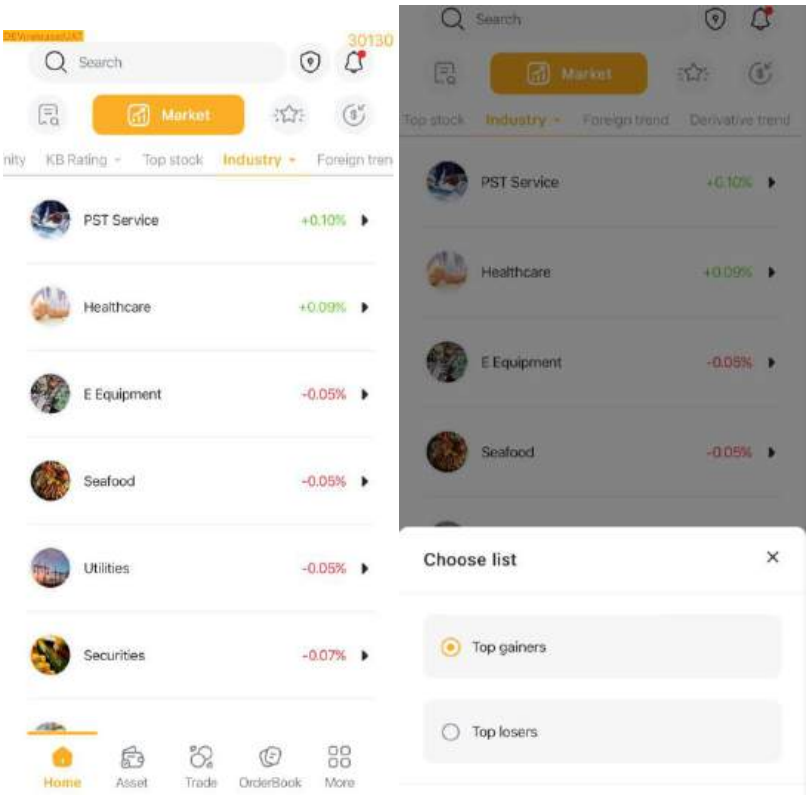
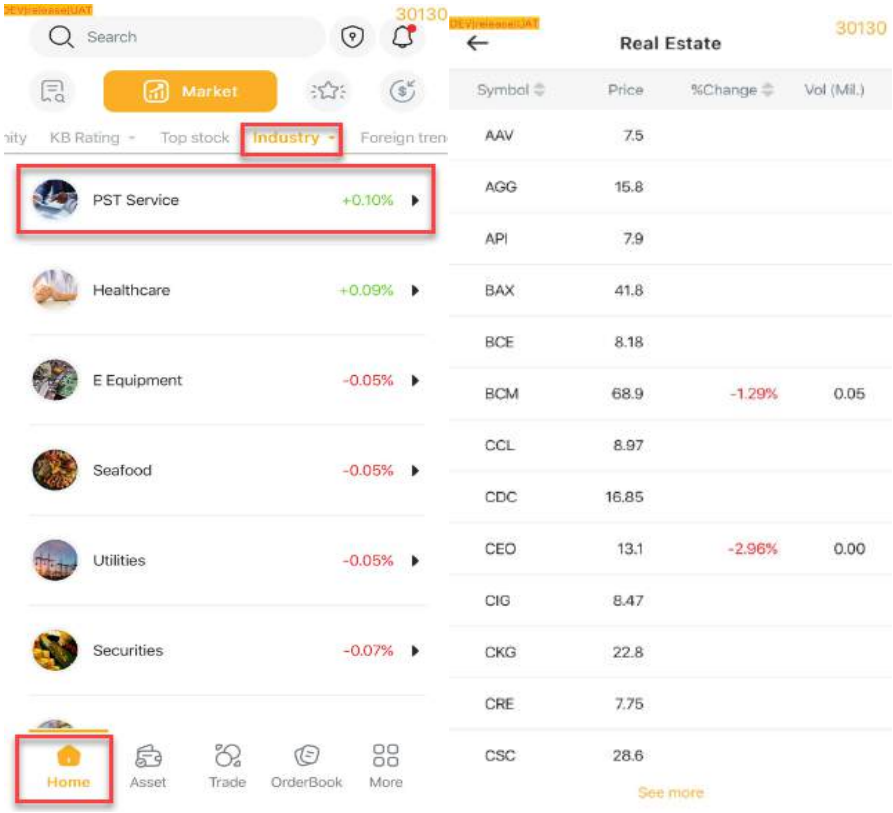


To view a specific sector, select a sector to switch to the detailed screen of the symbols in that sector.



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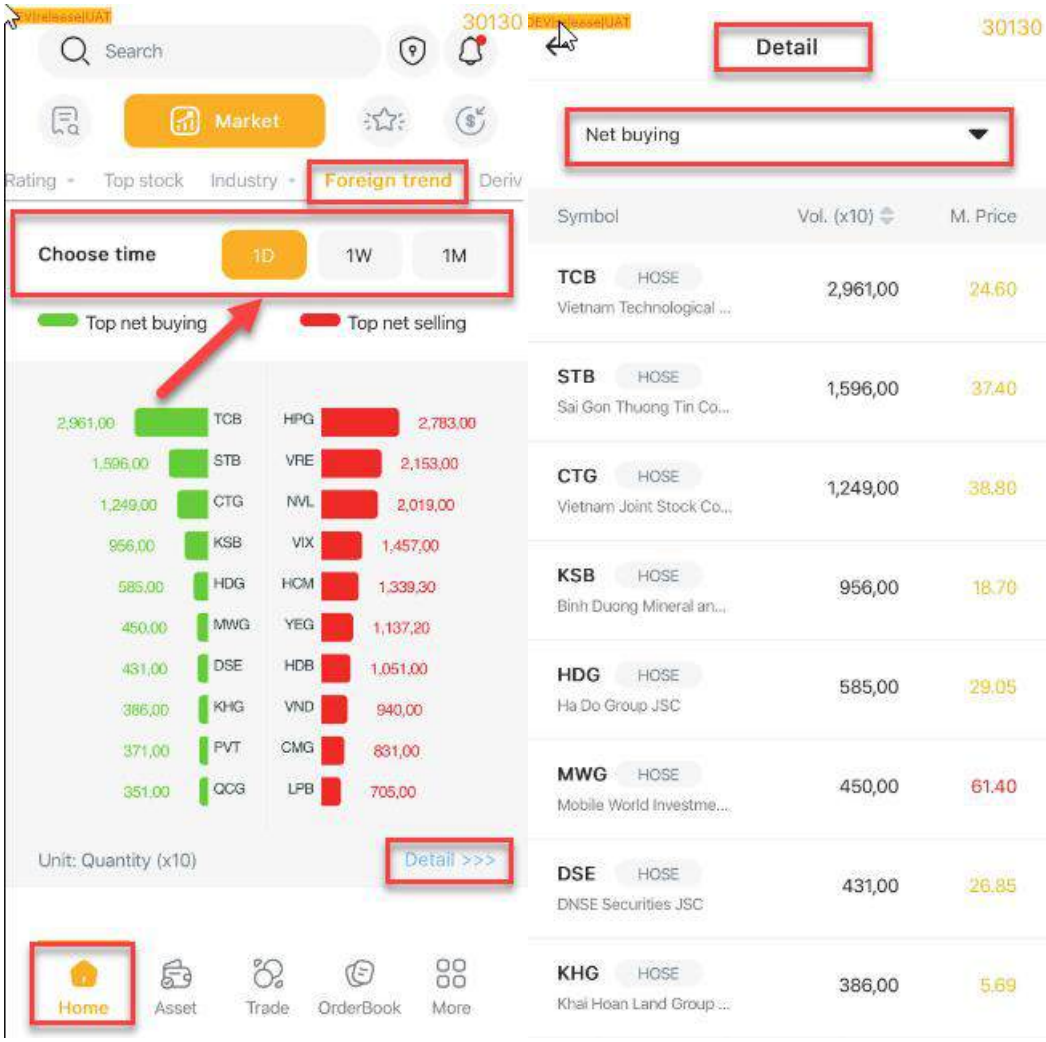
2.7. Foreign trend

At **Home** screen, **Market** section, select **Foreign trend** tab. Clients can view by time: Day, Week, Month.

Click **Detail** button to switch to **Detail** screen, choose to view by **Net buy** or **Net sell**



2.8. Derivative trend

At **Home** screen, **Market** section, select **Derivative trend** tab. Clients can select derivatives symbols and period of time to view trends:

Tab **Detail** button to swith to the detailed screen:

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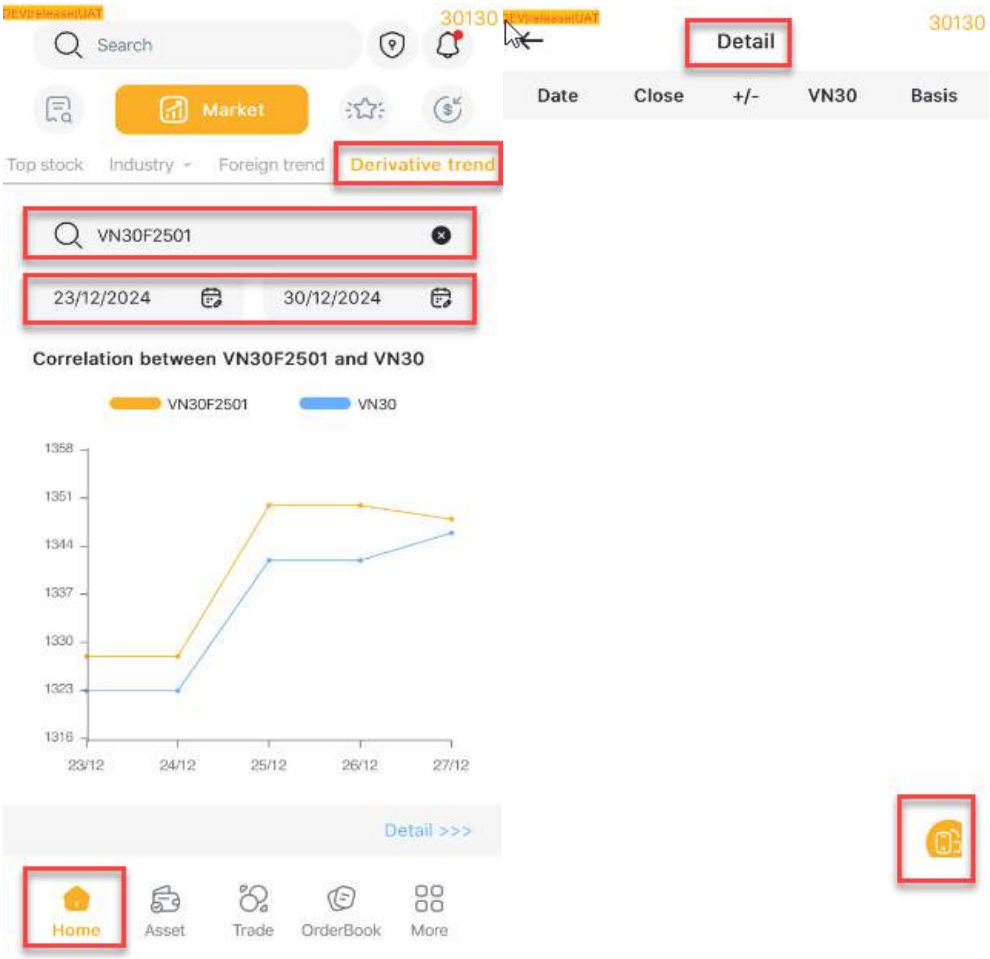

Horizontally-rotated screen:

Date	VN30F2501		VN30	Basis	OI	Total trading value	Foreign		
	(F1)	+/-					Long	Short	Net
23/12	1328.0	2.5	1323.02	4.98	38711	112403	4542	2530	2012
24/12	1328.0	2.5	1323.27	4.73	42083	129482	655	1936	-1281
25/12	1350.1	16.5	1342.48	7.62	43428	214617	5047	3965	1082
26/12	1350.7	-0.5	1342.68	8.02	48189	114315	1563	1535	28
27/12	1348.5	-4.4	1346.84	1.66	46749	122457	2617	2455	162

Otherwise, clients can track the list of increasing/decreasing stock rankings on the three exchanges: HOSE, HNX, UPCOM. Tap **"Show details"** to view the detailed increasing/decreasing stocks list.

Suggestions, trends

Provide information on the movements within each sector, such as insurance, real estate,... detailed movements of securities within the sector. Update the latest information, provide recommendations and evaluations on all aspects for investors.

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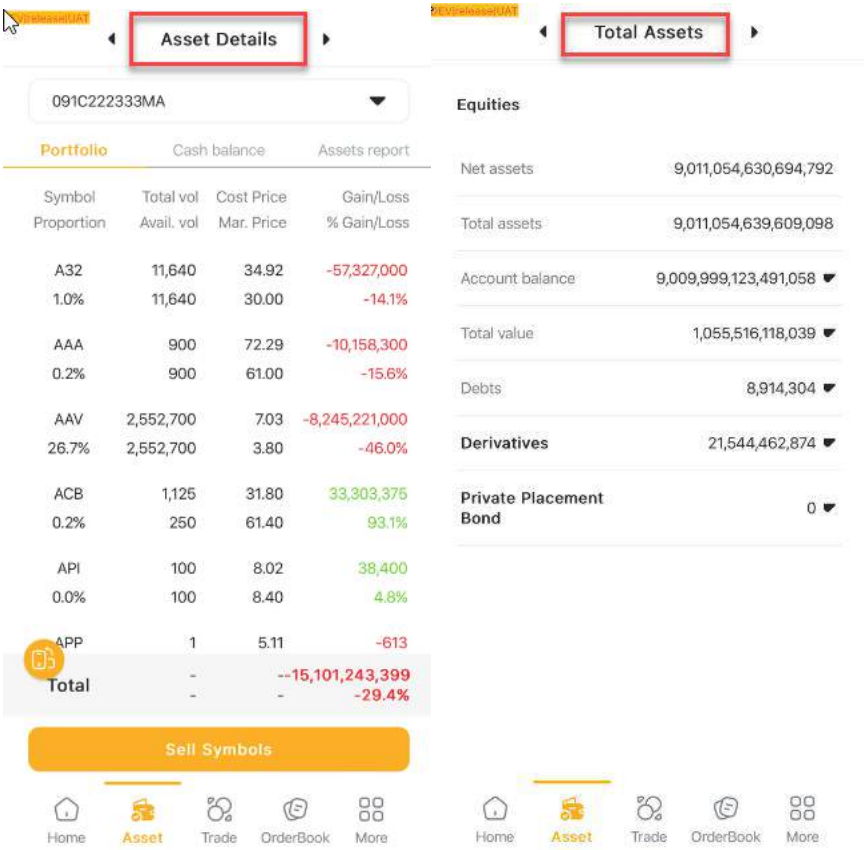
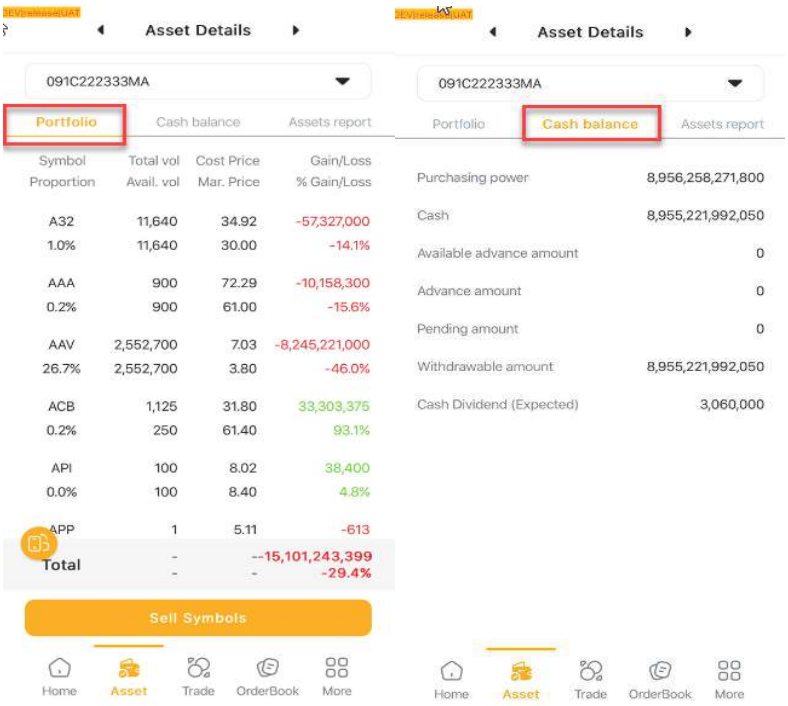
III. ASSET

Asset tab includes 2 tabs: **Asset details** and **Total Assets**



1. Asset details

Asset details section includes tabs such as: **Portfolio, Cash balance, Assets report.**



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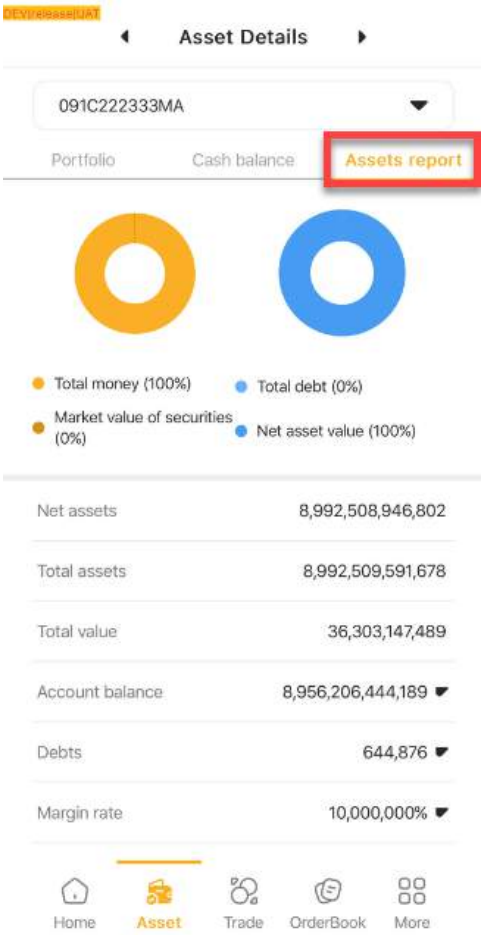

1.1. Portfolio

❖ Portfolio detail

On **Assets** tab, select **Assets detail** screen, select **Portfolio**: Information about client's portfolio will be displayed by sub-account

Includes:

- All securities currently on the sub-account
- Total value of all securities on the sub-account
- Net asset value of the sub-account
- Estimated profit/loss of all securities currently held in the sub-account
- Details of each symbol currently held in the sub-account

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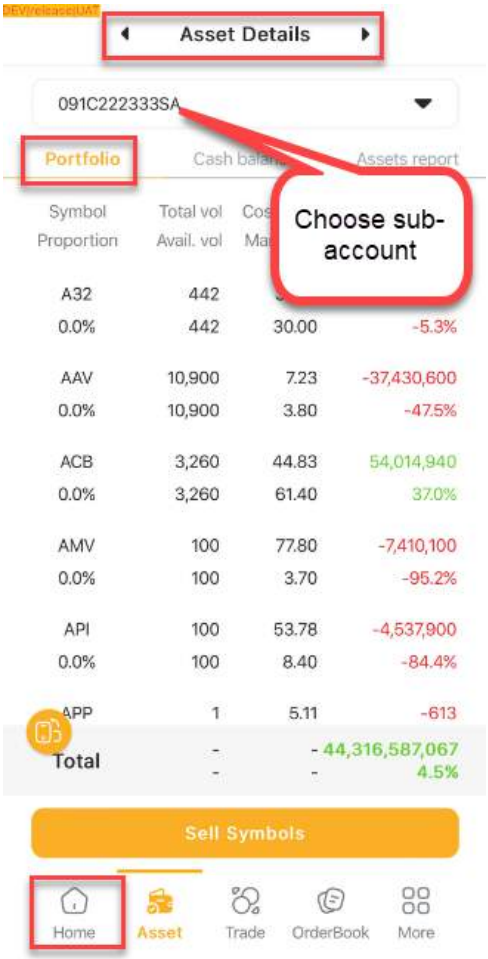

Tab the Rotate icon, portfolio screen will automatically display in landscape mode

Symbol / Proportion	Total vol / Avail. vol	Cost Price / Mar. Price	Cost value / Market value	Gain/Loss / % Gain/Loss	Buy T0 / Sell T0	Pending. B / Rights
A32	442	31.68	14,002,560	-742,560	0	0
0.0%	442	30.00	13,260,000	-5.3%	0	0
AAV	10,900	7.23	78,850,600	-37,430,600	0	0
0.0%	10,900	3.80	41,420,000	-47.5%	0	0
ACB	3,260	44.83	146,149,060	54,014,940	0	0
0.0%	3,260	61.40	200,164,000	37.0%	0	0
AMV	100	77.80	7,780,100	-7,410,100	0	
0.0%	100	3.70	370,000	-95.2%	0	0

❖ **Sell symbols**

At **Portfolio** screen, when tabbing "**Sell symbols**", the system will automatically switch to **Sell symbols** screen

Setting-up selling multiple symbols includes the following steps:

Step 1: Select the symbols you want to sell (you can select all or select specific symbols you want to sell)

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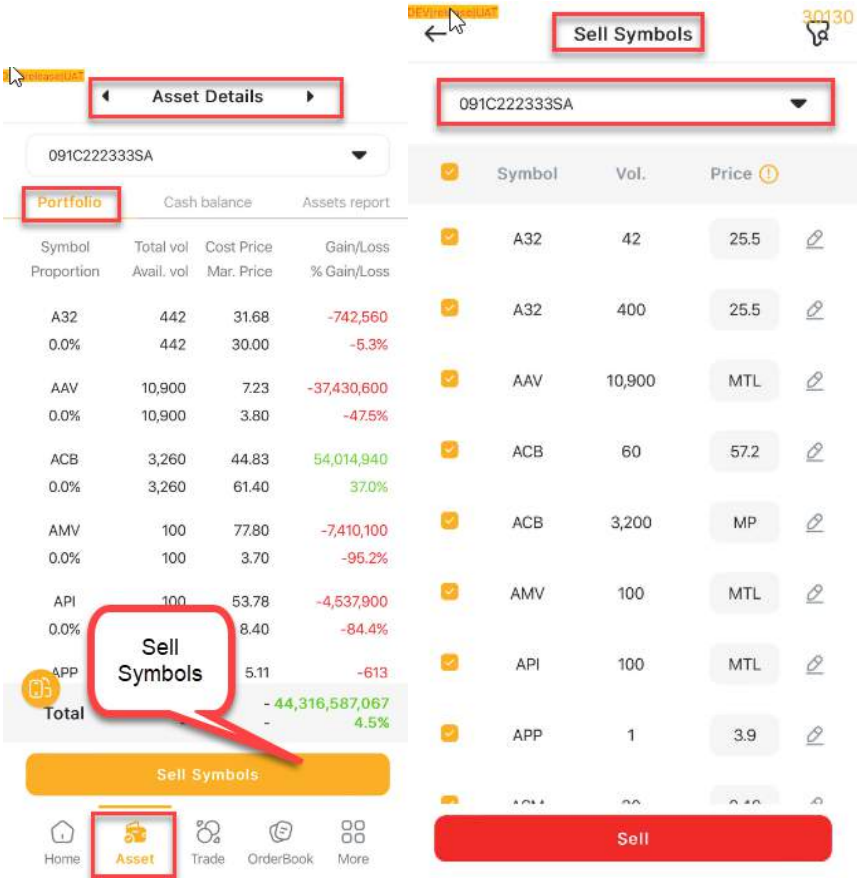
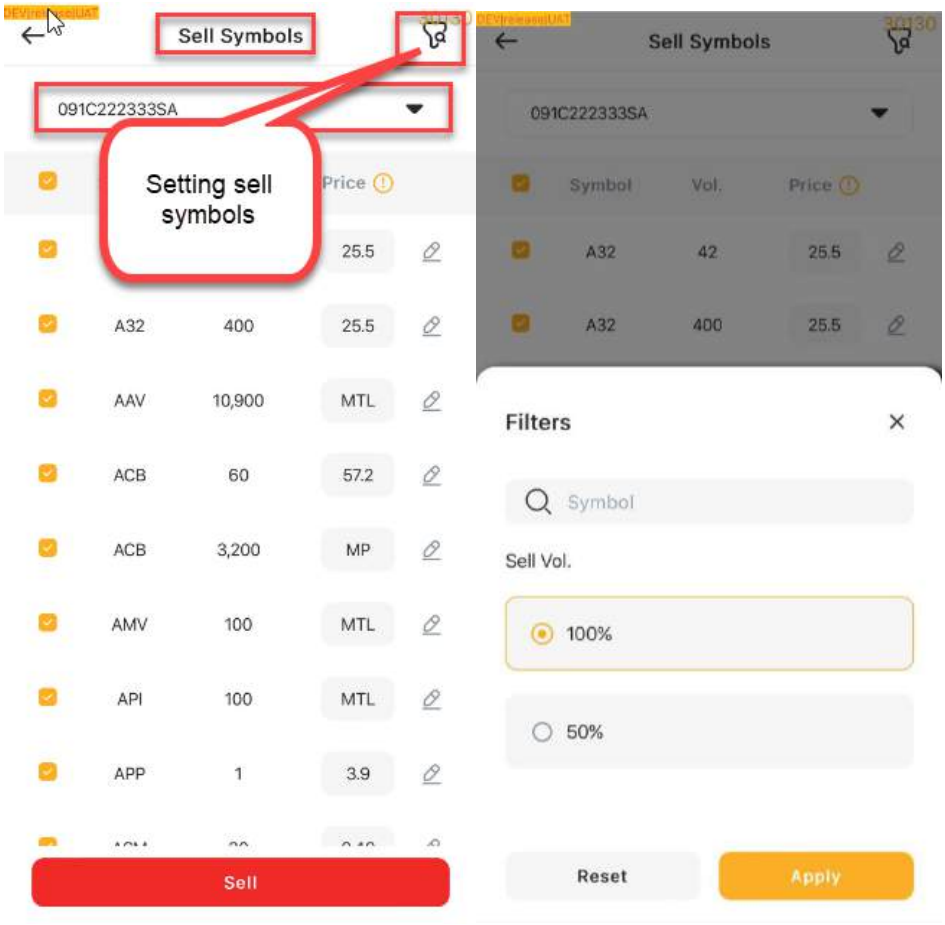


➢ Step 2: Tab Filter icon to set up multi-stock selling function



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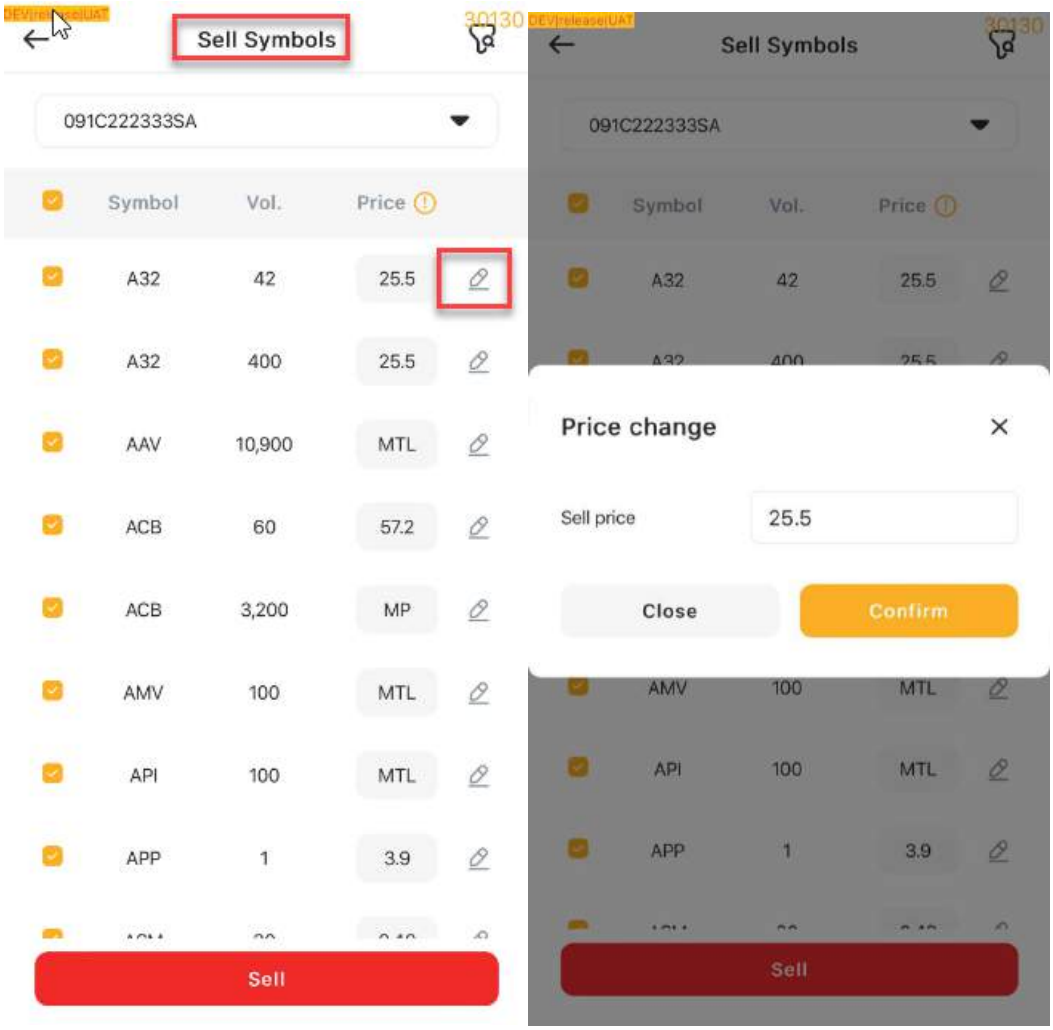
➢ Step 3: Select place order price, default price is MP, to change the price tab the Pen icon to swith to **Edit price** screen.



** Principles for determining prices in the "Multi-stock selling" section: For listed securities on exchanges, KBSV defaults to push order types/prices according to the following principles:*

- At HSX: ATO order at the opening session, MP order during continuous sessions, ATC order at the closing session for even-lot transactions, and LO order at the floor price for odd-lot transactions.

- At HNX: MTL order during continuous sessions, ATC order at the closing session, PLO order during after-hours sessions for even-lot transactions, and LO order at the floor price for odd-lot transactions.

- At UPCOM: LO order at the floor price for both even and odd-lot transactions

After completing the setup for **Sell symbols**, check the information on the screen then press the **Sell** button to switch to the order confirmation screen for selling multiple symbols.

Enter OTP/KB OTP/PIN and press **Confirm** button to finalize multi-stock selling process.

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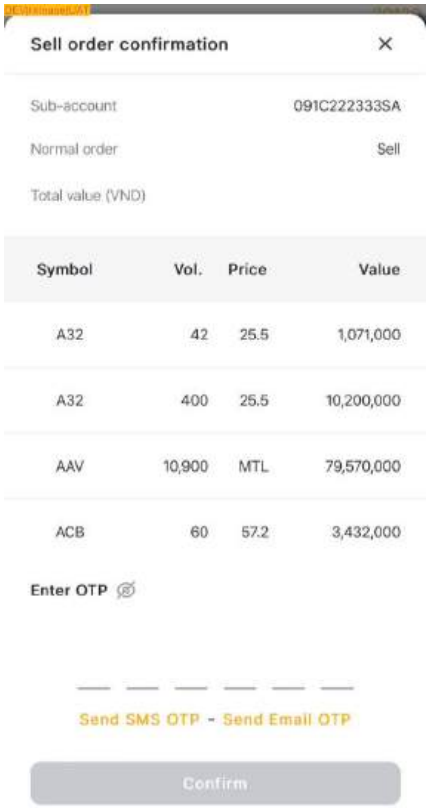
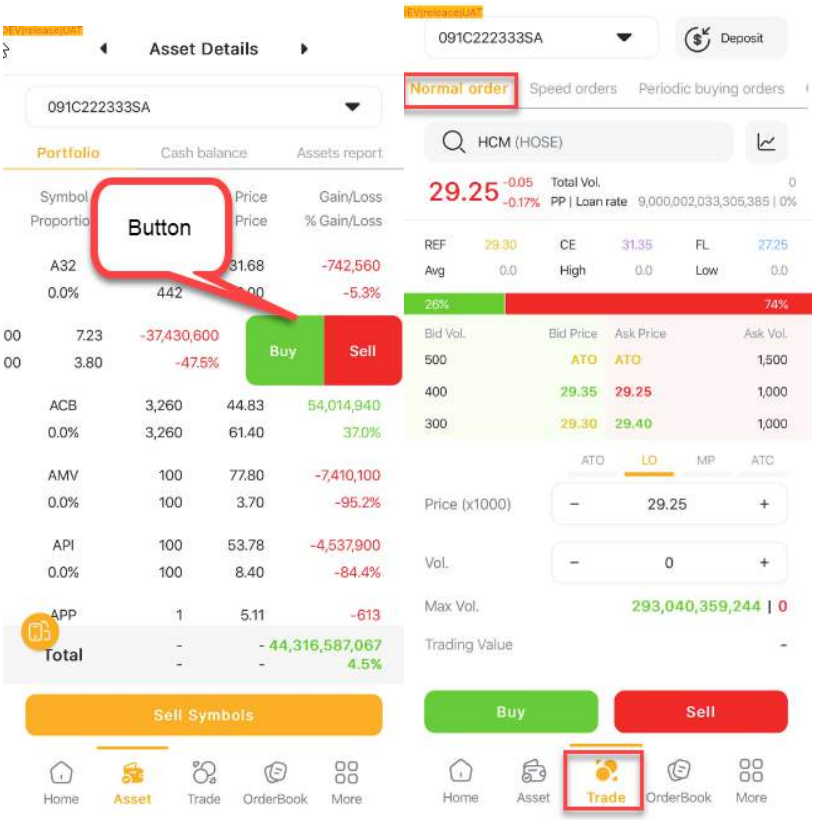


❖ **Buy/Sell button**

For each line of stock information in the portfolio, swiping left will reveal the **Buy/Sell** button. Pressing the **Buy/Sell** button will automatically navigate to the trading screen



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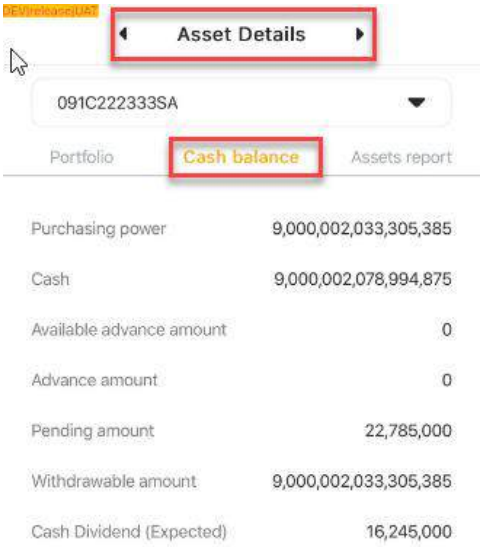
1.2. Cash Balance

At **Asset details** screen, select **Cash balance**: Detailed information about cash on client's sub-account: purchasing power, cash, available advance amount, advance amount, pending amount, withdrawable amount, cash dividend (expected):



1.3. Assets report

Complete asset information by sub-account includes:

- Net assets: The net assets of the sub-account.
- Total assets: Total assets within the sub-account.
- Total stock value: The total value of securities within the sub-account.
- Cash: Cash, pending buy orders, available margin, cash dividends, interest on deposits.
- Debt: Total debt within the sub-account.
- Margin ratio: The margin ratio of the sub-account

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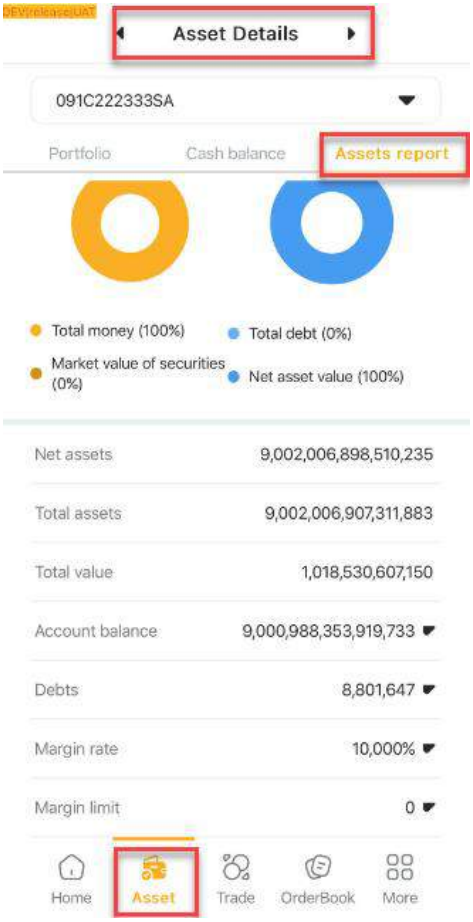

2. Total Assets

Total Assets includes: Equities, derivatives, private placement bonds

- Equities:
  - Net assets value: Net assets of the entire equities account (all sub-accounts within the equities account).
  - Total assets: The total assets of the entire equities account (all sub-accounts within the equities account).
  - Cash: Total cash of all sub-accounts within the equities account categorized as cash, pending orders, available advance amount, cash dividends, and interest on deposits.
  - Total stock value: The overall value of securities in all sub-accounts within the equities account, categorized as available stocks amount, receivable stocks amount, receivable rights, rights amount.
  - Debt: Total debt in all sub-accounts within the equities account categorized as principal debt, service fees/charges, and custody fees.

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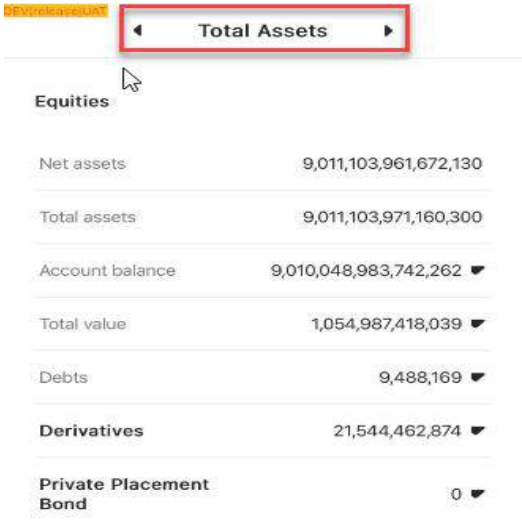

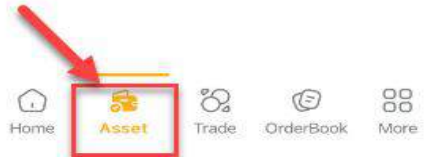

- Derivatives: Total assets on derivatives account includes 2 sections
  - Assets at KBSV (Assets on trading account)
  - Assets at CCP (Assets on margin account)

- Private-placement bonds: Total assets on private-placement bonds account includes 2 sections:
  - Cash
  - Bonds

IV. Trade

1. Place orders

1.1. Normal order

Clients can place orders at **Trade** screen or **Stock details** screen in **Search** section

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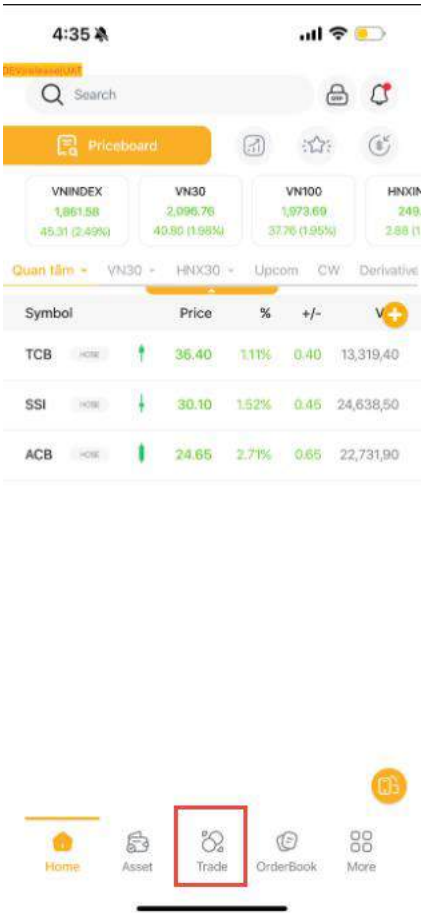

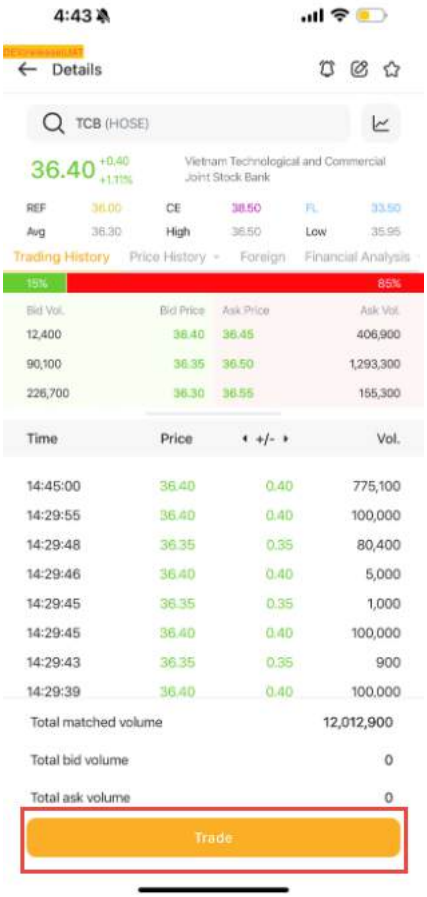

To place Normal orders, clients can follow these steps:

- Step 1: Access either of the 2 screens above
- Step 2: Select the following sections:
  - Sub-account: Select a sub-account for trading
  - Symbols: Enter a symbol for trading. If trading on **Stock details** screen, clients do not need to fill this section.
  - Order types: Select an order type for trading
  - Price: Enter a value to place order. The value entered must be within the floor and ceiling range and consistent with the symbol's price steps.
  - Volumn: Enter a value to place order

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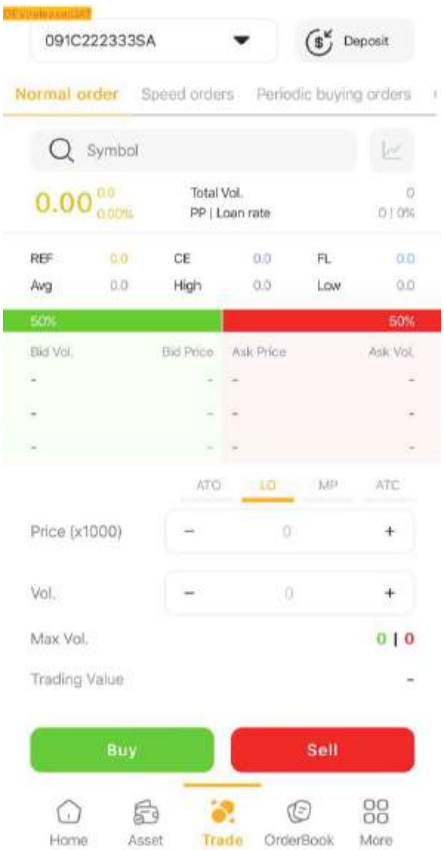
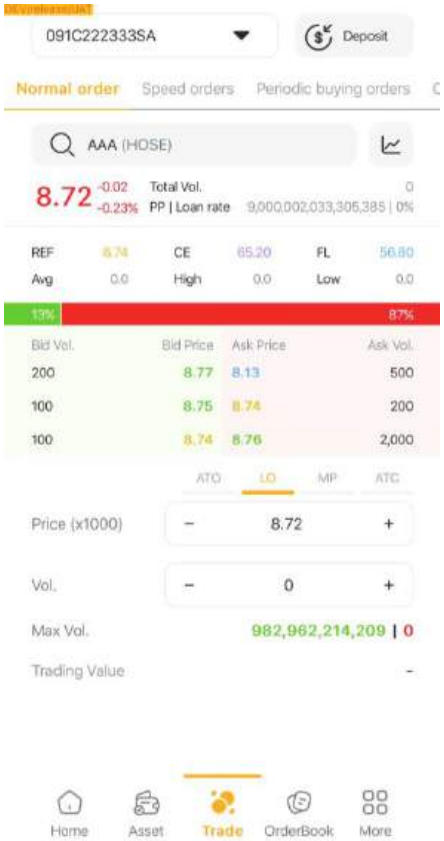
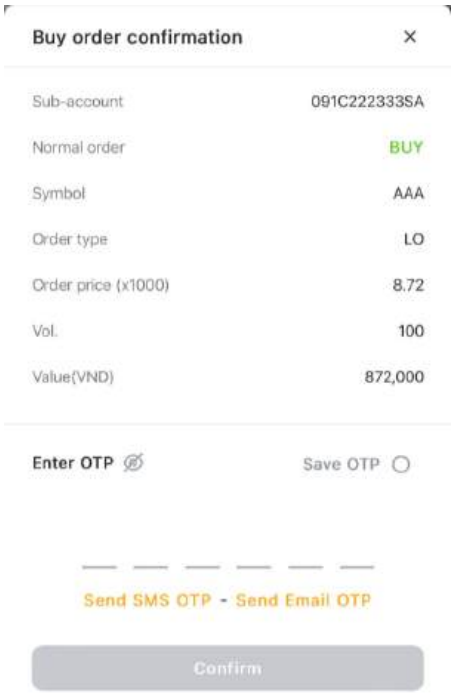




- Step 3: Select **Buy/Sell** button to place order, the screen will display an **Order confirmation** popup
- Step 4: Enter PIN/OTP to complete placing order.
- Step 5: Successfully placed order popup will be displayed on the screen



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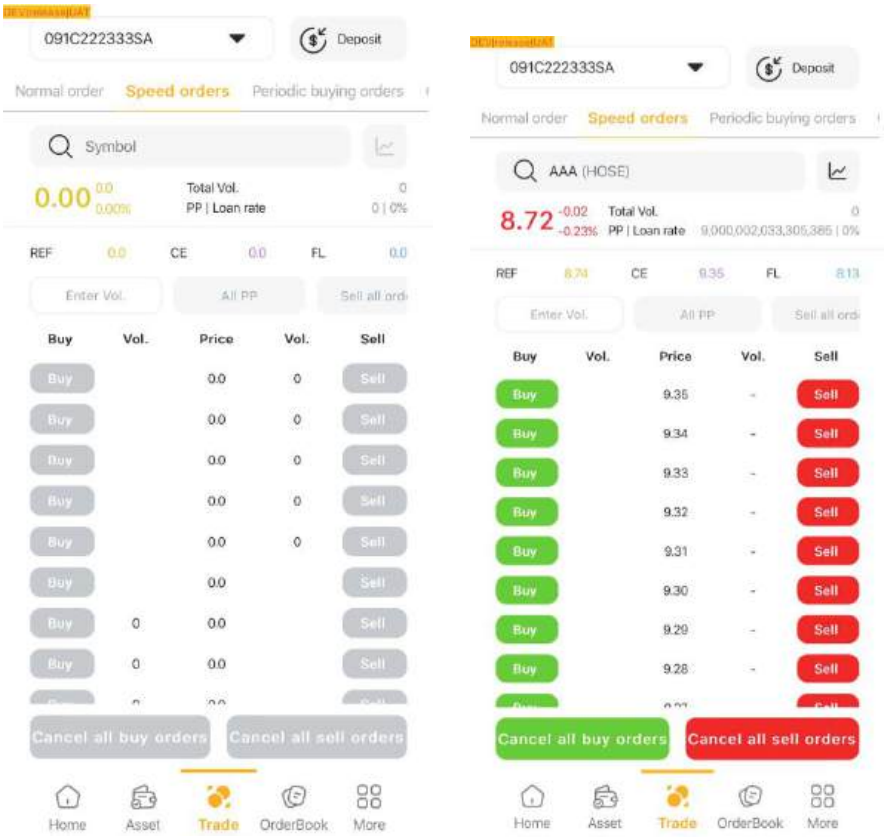
1.2. Speed orders

To place **speed orders**, clients can follow these steps:

- Step 1: On Trade screen, select Speed Orders
- Step 2: Enter a symbol to trade, the screen will display all price steps of that symbol in the session.
- Step 3: Enter the amount of shares to **Volumn** box or choose one of the trading functions such as **All cash, All purchasing power (for Buy order), Sell all (for Sell order).**
- Step 4: Select **Buy** or **Sell** at the desired price, the screen wil display a **Order confirmation** popup.



- Step 5: Enter PIN/OTP to complete placing order.
- Step 6: Successfully placed order popup will be displayed on the screen

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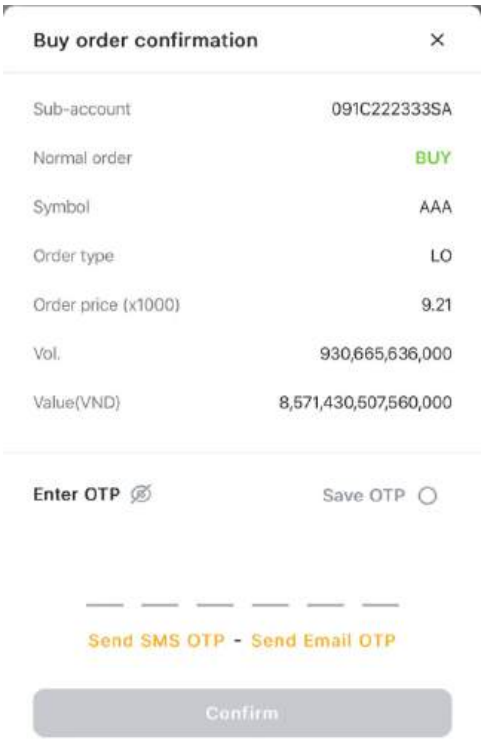

1.3. Periodic buying order

Periodic buying order is a systematic investment order in a predetermined timeframe, whereby the client periodically prepares a specific investment amount in their account ass chosen period (daily/weekly/monthly).

On Trade screen, select Periodic orders, clients can place periodic orders by following these steps:

- Step 1: Select the sections:
  - Sub-account: Select sub-account to trade
  - Symbol: Enter a symbol to trade
  - Invest: Select value or amount and fill in the information
  - Frequency: frequency for periodic buying order (daily, weekly, monthly)
  - Repeat: Times and indefinite
  - Time: From the first day to the last day placing periodic order
- Step 2: Select "I have read and agree to the terms and conditions of periodic buying order"

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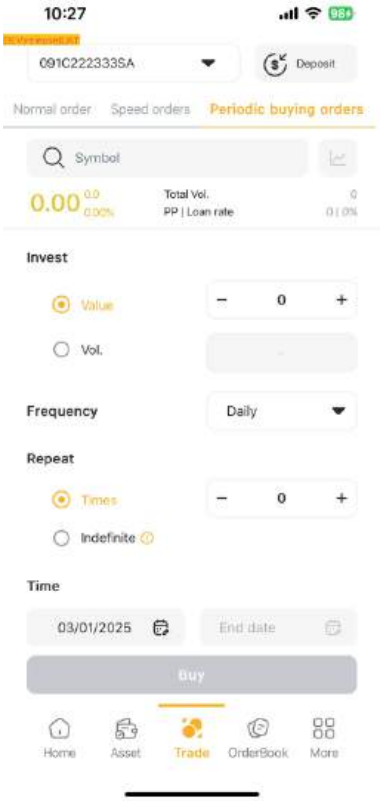
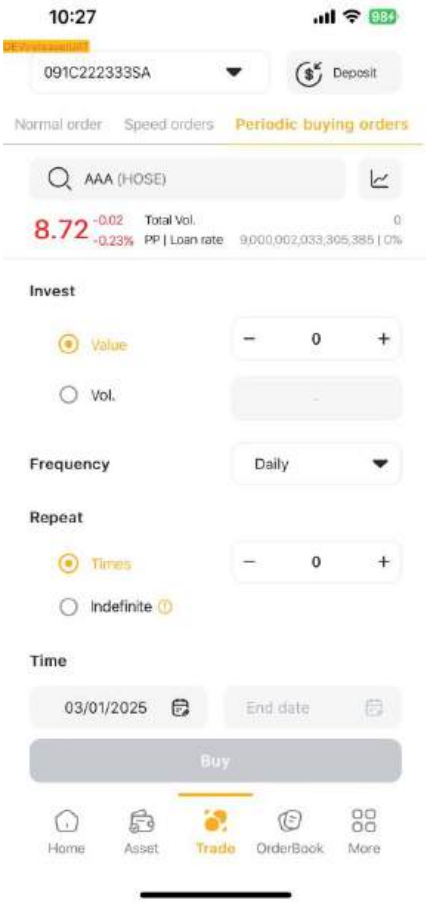
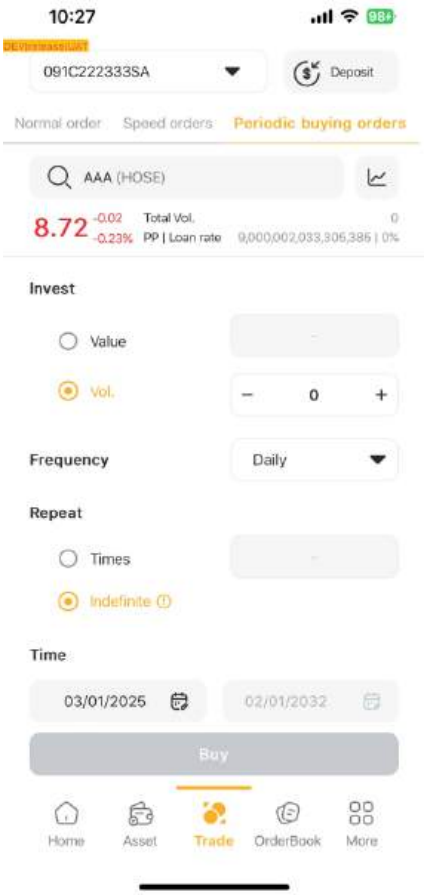
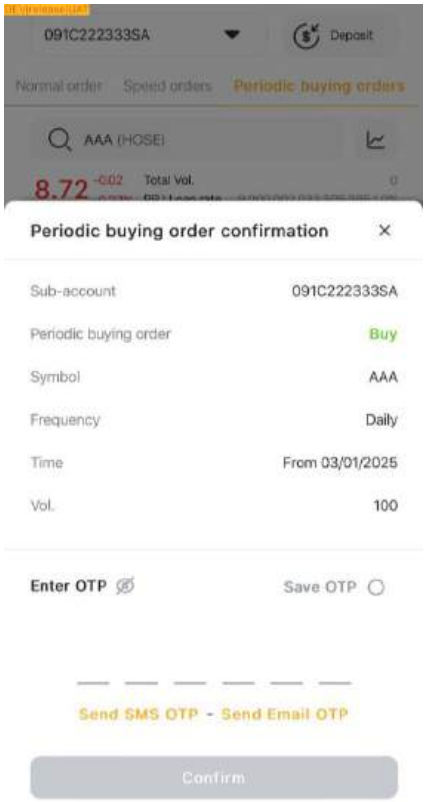






- Step 3: Enter PIN/OTP to complete placing order
- Step 4: Successfully placed order popup will be displayed on the screen



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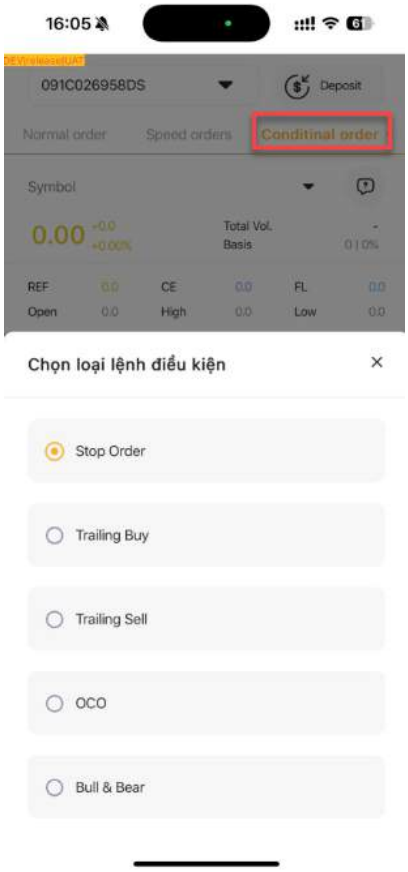
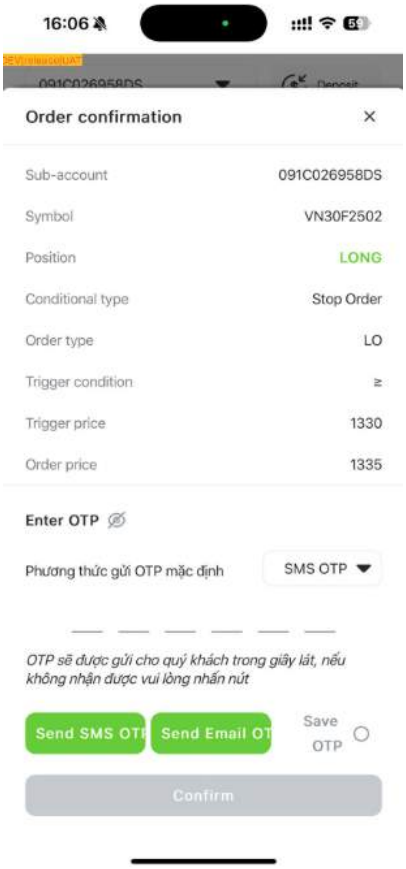
1.4. Conditional order

The **Conditional order** is a type of order that is placed with a specific condition set.

To place a **Conditional order**, follows these steps:

- **Step 1:** In the bottom bar, select **Trade**
- **Step 2:** Select **Conditional order** tab, choose the **Conditional order type**
- **Step 3:** Enter **Trigger price, Limit price, Vol.** and choose **Long/ Short**
- **Step 4:** Enter **OTP** to complete the conditional order placing process





2. Cancel/Edit orders

2.1. Cancel orders

To cancel an order, go to **Order Book** screen.

❖ Steps to cancel **Normal orders**:

- Step 1: Select Order book screen, select sub-account and Normal orders section
- Step 2: Clients can cancel orders by 3 following ways
  - Way 1: At each of the order lines, swipe left to see **Cancel** button then select
  - Way 2: Select **Cancel/Cancel all** and select the square icon corresponding to the order you want to cancel
  - Way 3: Select a specific order to see the **detailed information** then select **Cancel order**
- Step 3: After selecting Cancel order, the screen will display **Cancel order confirmation** notification

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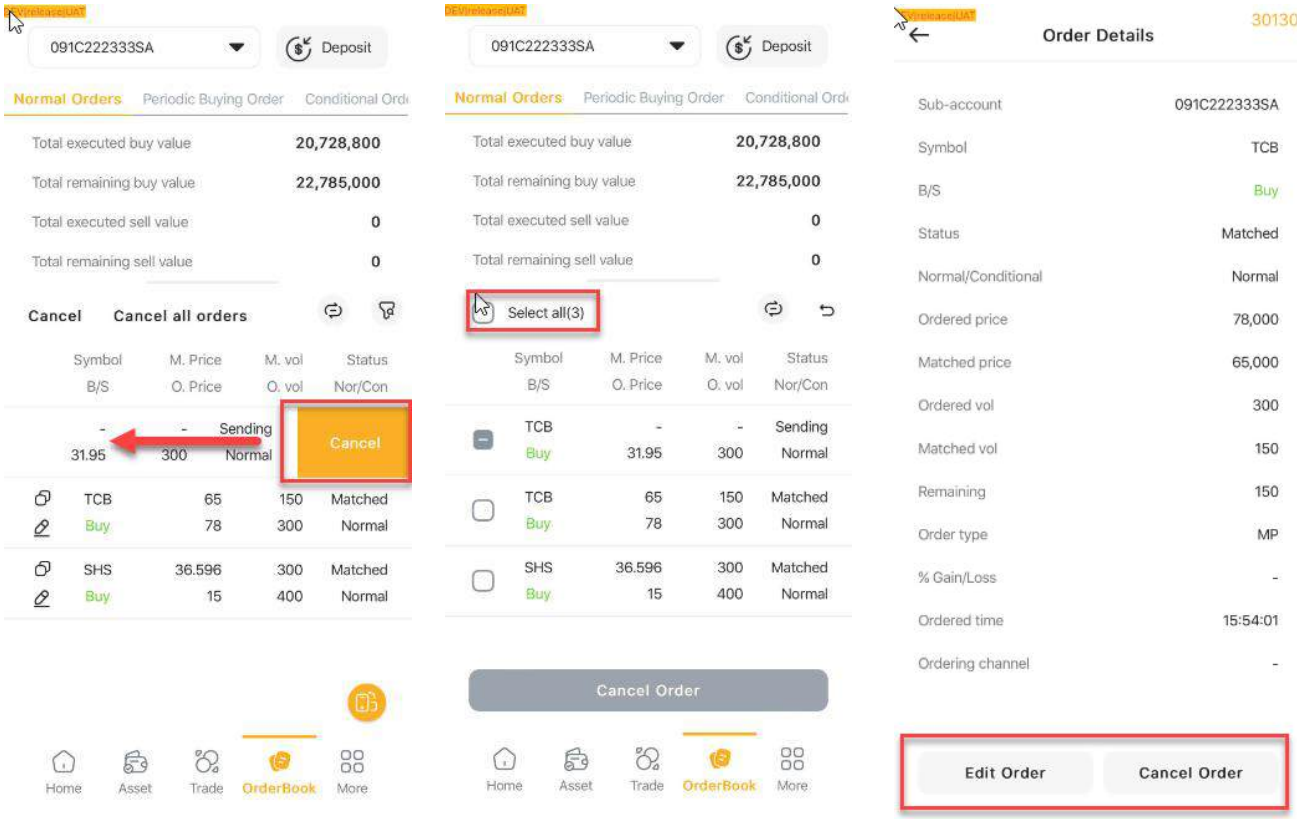
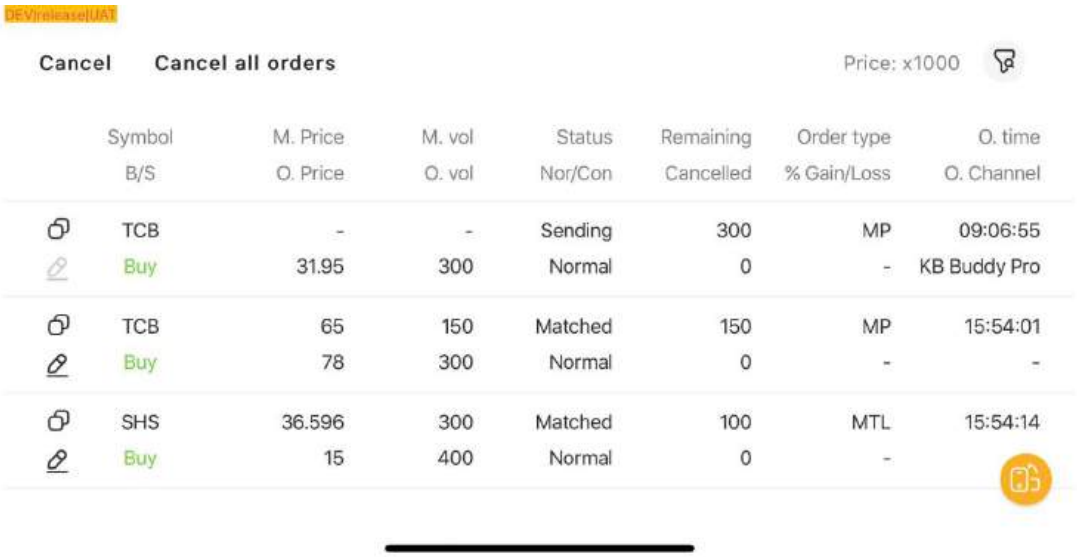


➢ Step 4: Enter PIN/OTP then confirm

❖ **Horizontal screen**

Clients can choose to rotate the screen by tabbing the icon to view entire information of the placed orders. Tab the icon again to get back to the vertical screen.



Filter, **Edit order** functions are only available on the vertical screen.

Cancel order function on the vertical screen is operated similarly on the horizontal screen:

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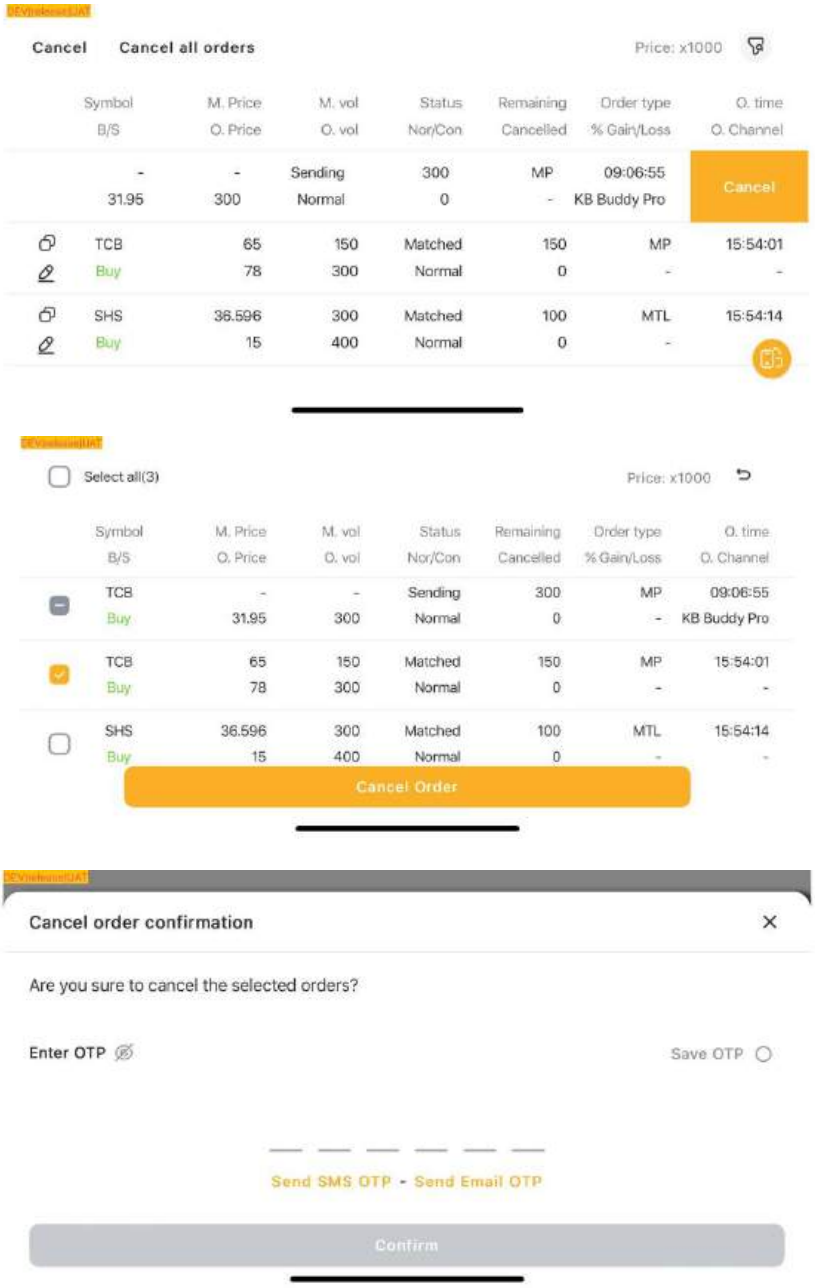

❖ **Speed cancelation**

To cancel orders faster on **Speed orders** screen:

- Step 1: On **Speed orders** screen, select **Cancel all buy orders/Cancel all sell orders** then the screen will switch to confirmation screen
- Step 2: Enter OTP and confirm

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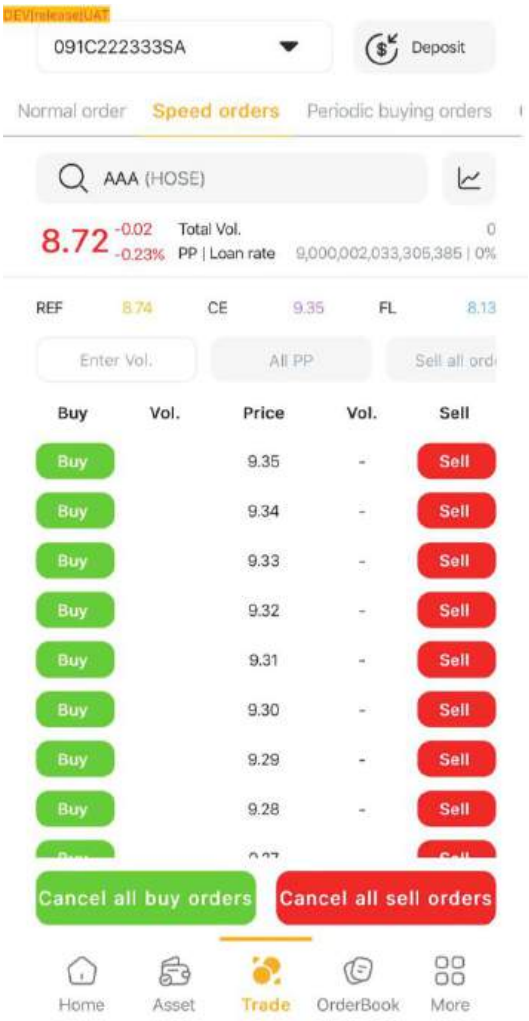

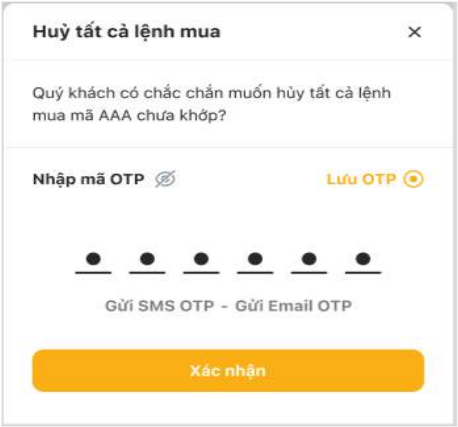

2.2. Edit orders

Steps to Edit orders:

- Step 1: Select **OrderBook** screen, select sub-account and **Normal orders** tab
- Step 2: Clients can edit orders by 2 following ways:
  - Way 1: Select the icon at the beginning of the line to the left of the placed order
  - Way 2: Seperately select the order to see the **detailed information** then select **Edit order**.
- Step 3: When **Edit orders** screen displays, Clients can re-enter the information that needs editing then select Buy/Sell button as the previous order. **Edit orders confirmation** popup will be displayed on the screen.

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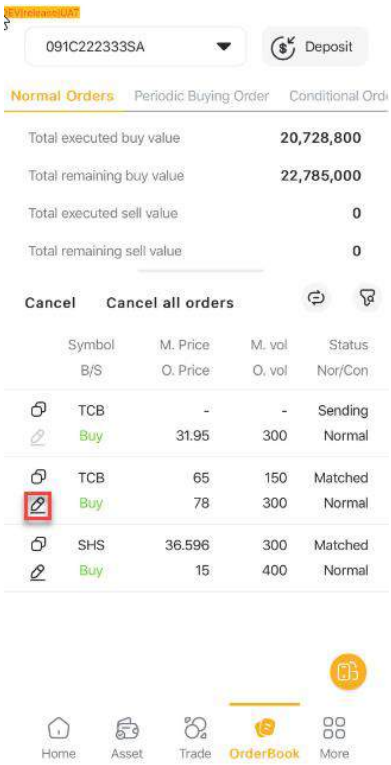
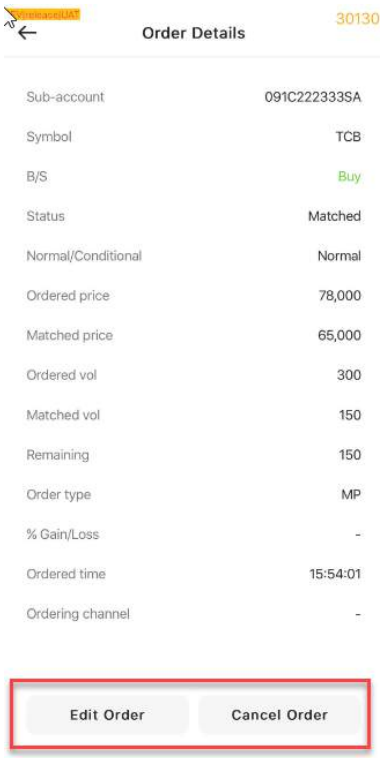
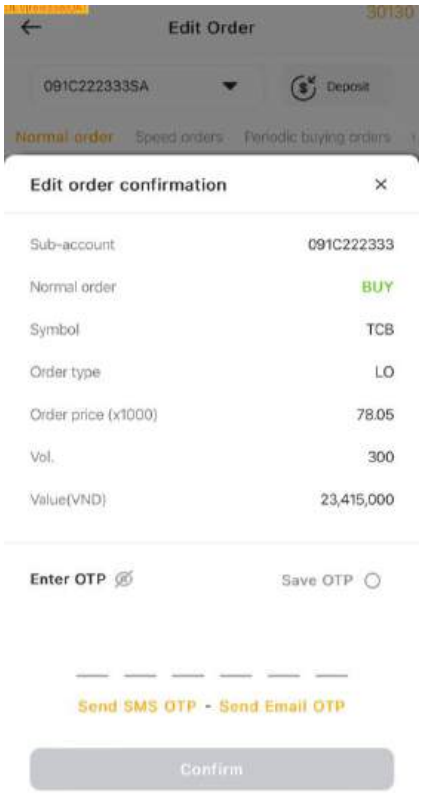




➢ Step 4: Enter PIN/OTP then select Confirm.



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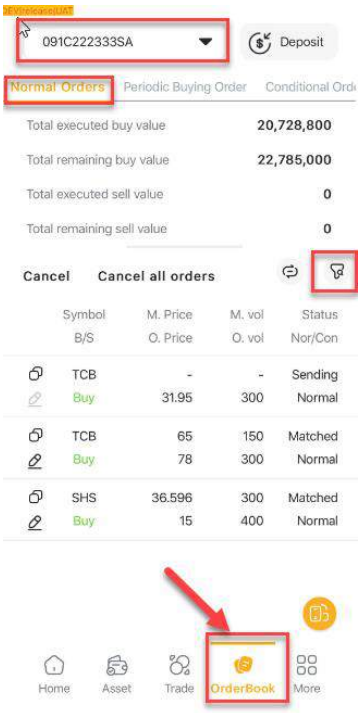
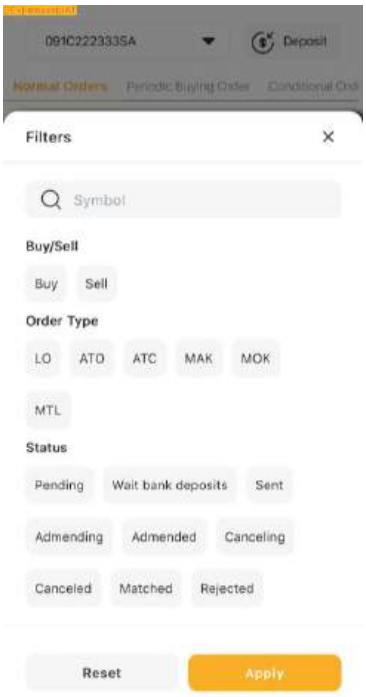
3. Order book

3.1. Normal orders

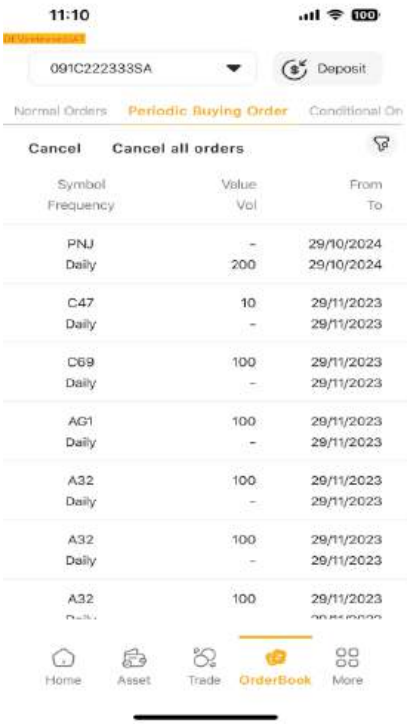
Clients can track the status of the placed orders within that day at **OrderBook** screen. Clients can choose to view by sub-account, by either **Normal Orders** or **Periodic buying orders**, by criteria in **Filters**.

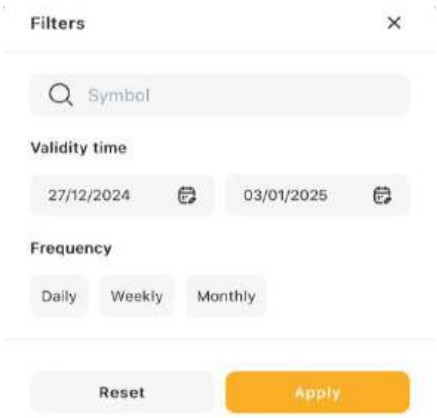




3.2. Periodic buying order

Clients can view all the placed periodic buying orders in **OrderBook** section, tab **Periodic buying order**, select criteria in **Filters**.





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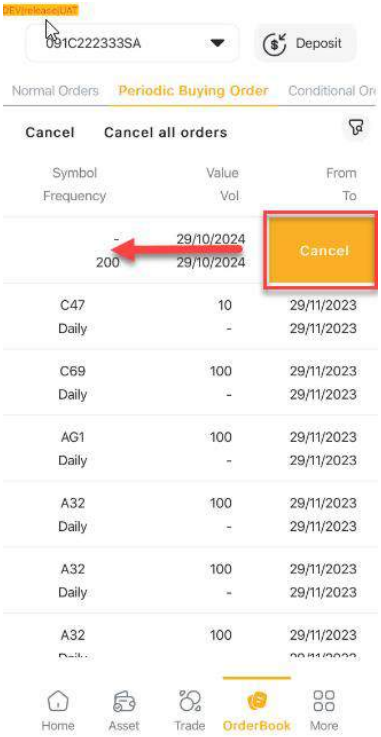
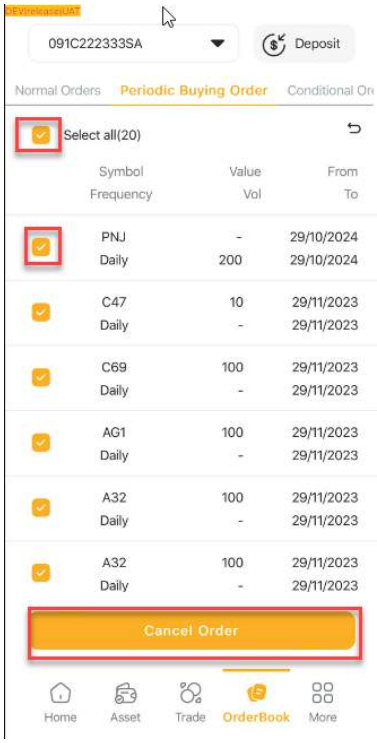
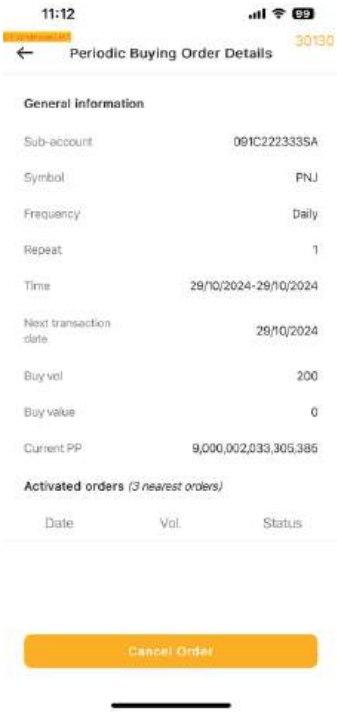
To **Cancel periodic buying orders**:

- Step 1: Select **OrderBook** screen, select a sub-account and **Periodic buying orders** tab
- Step 2: Clients can cancel orders in 3 ways:
  - Way 1: At each line, swipe left to see **Cancel** button then select to cancel order.
  - Way 2: Select **Cancel/Cancel all orders** then select the square icon corresponding to the order you want to cancel
  - Way 3: Select a specific order to view **Detailed information** then select **Cancel**
- Step 3: After selecting Cancel, **Cancel order confirmation** notification will be displayed







- Step 4: Enter PIN/OTP then confirm.

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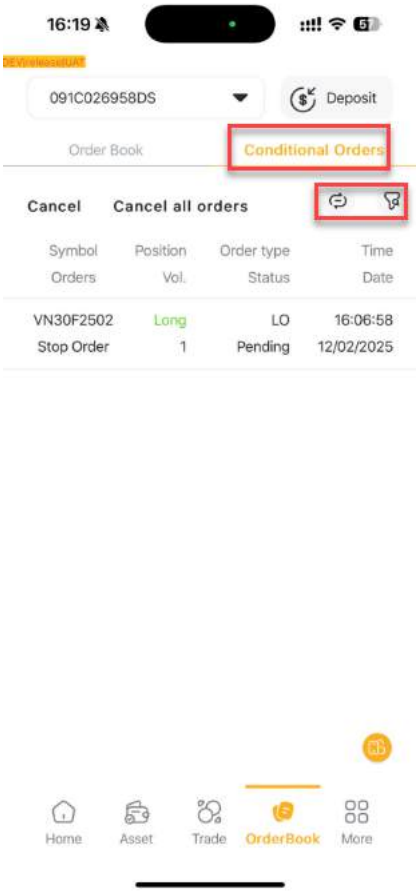
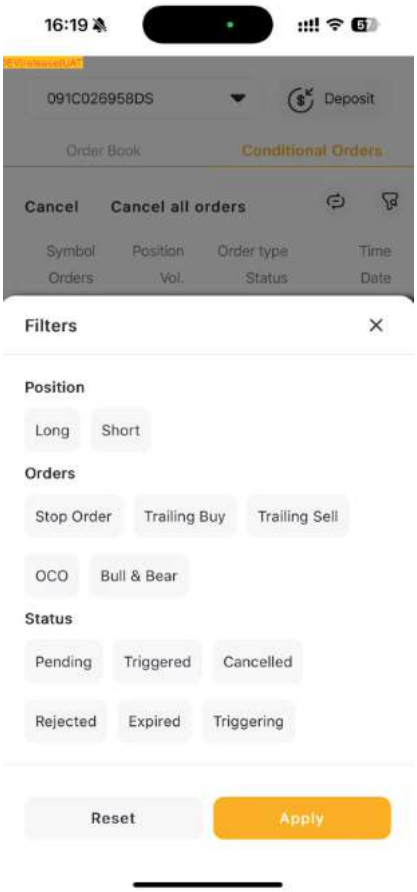
3.3. Conditional order

The placed conditional order could be look up **OrderBook** section, **Conditional order** tab.

Customer can choose Filter icon to lookup the orders according to the filtered criteria by **Position, Orders, Status.**





V. CASH TRANSACTION

At the **More** section **Cash transaction** includes **Deposit**, **Transfer**, **Cash advances**, **and Withdrawal Report**

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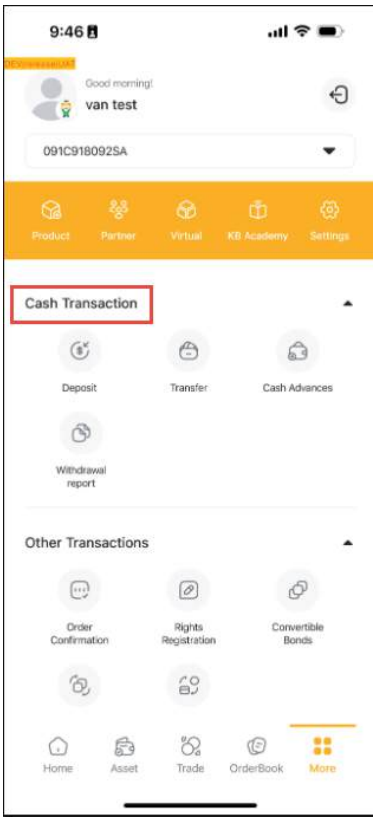
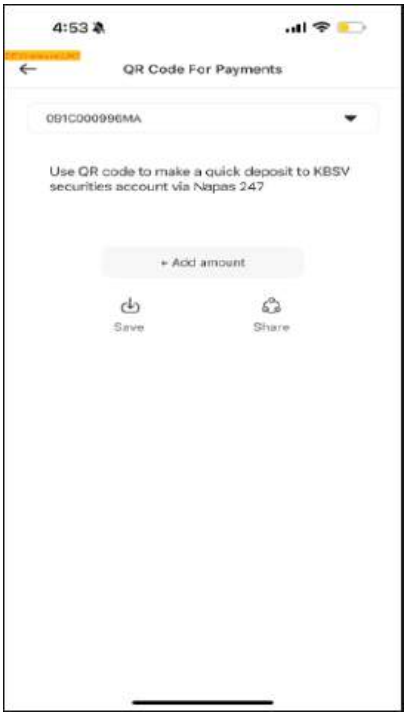


1. Deposit

At the **Cash transaction** select **Deposit** section to swich to the screen including deposit sections: **Through linked accounts** and **Instructions**.

1.1. QR Code for Payments



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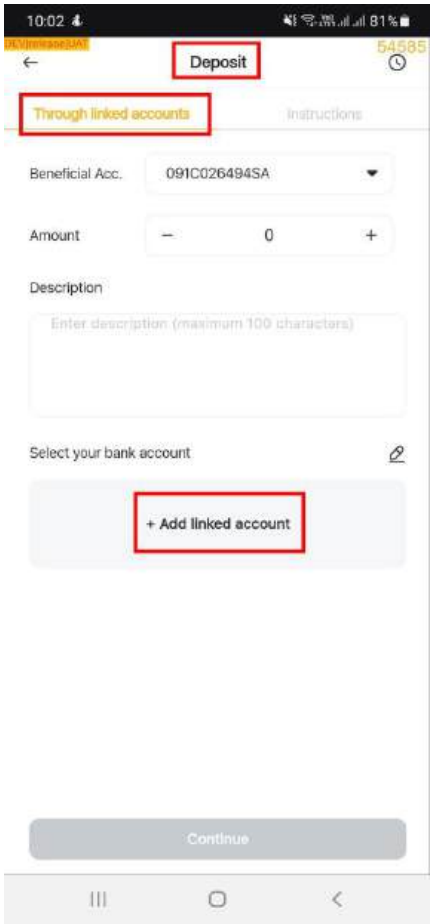
- Step 1: At **QR code for payments** section, select **Add amount**
- Step 2: Scan the QR with your bank account

1.2. Deposit through linked accounts

❖ **Add linked bank account**

At the screen **Through linked accounts** you could register or add more linked accounts by following these steps:

- Step 1: At **Through linked accounts** section, select **Add linked account** to switch to **Link bank account** screen



- Step 2: Select linked bank
- Step 3: Tick "I have read and agree to the terms and conditions of linking account service between KBSV and the bank"
- Step 4: Select **Confirm**

❖ **Deposit through linked accounts**

To deposit through linked accounts, please follow these steps:

- Step 1: Select sub-account to deposit
- Step 2: Fill in the information "Amount" and Description (Optional)
- Step 3: Select you bank account

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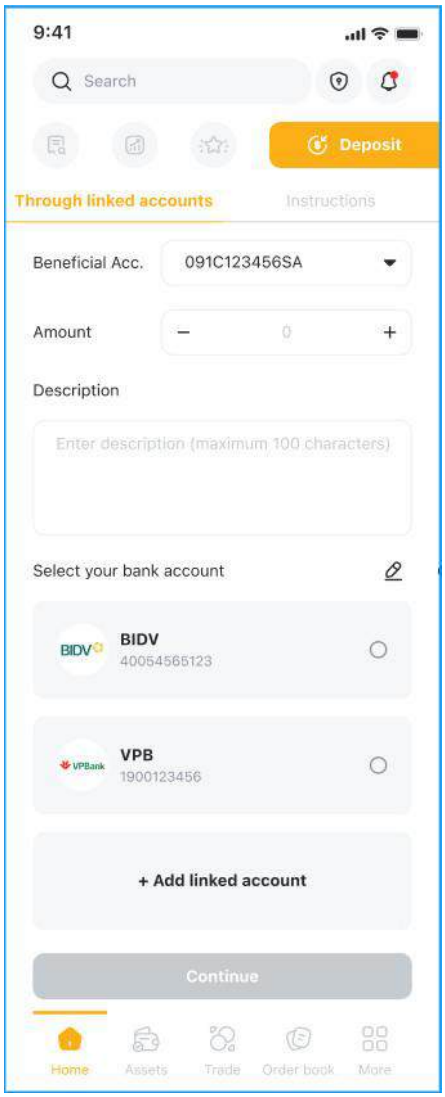
- Step 4: Select Continue to switch to the login screen of selected Bank and complete steps



❖ **Cancel linked bank account**

At **Through linked accounts** screen, You could cancel your registration of linked bank account following these steps:

- Step 1: At **Through linked accounts** screen, select edit button at **Select your bank account** to **Cancel**
- Step 2: Select **Cancel** button to switch to **Cancel** screen
- Step 3: At screen **Cancel linked bank account**, select **Confirm**

1.3. Instructions

At **Deposit** screen, select **Instructions** tab

The **Instructions** screen has bank icon with detail instructions and general instructions of banks

❖ Deposit directly through app: for Banks: BIDV; VCB; VPB; MSB: You select directly Bank icon to show detail instructions

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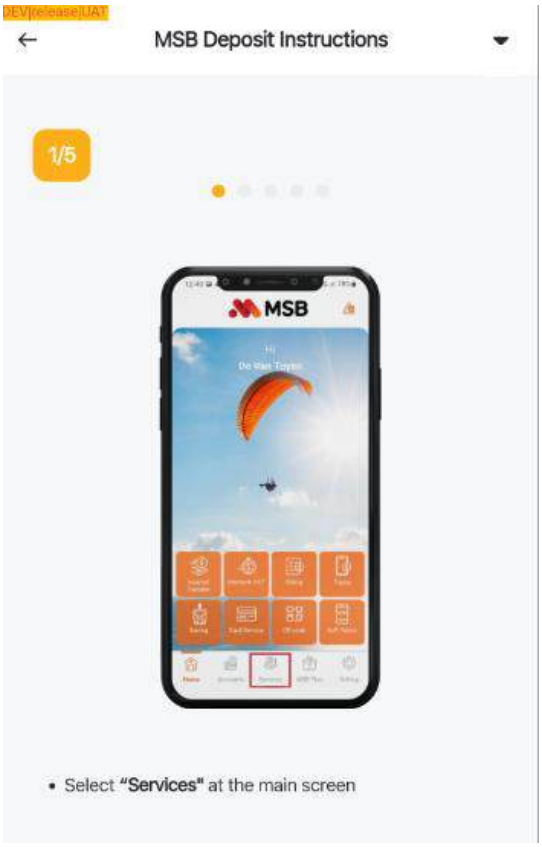

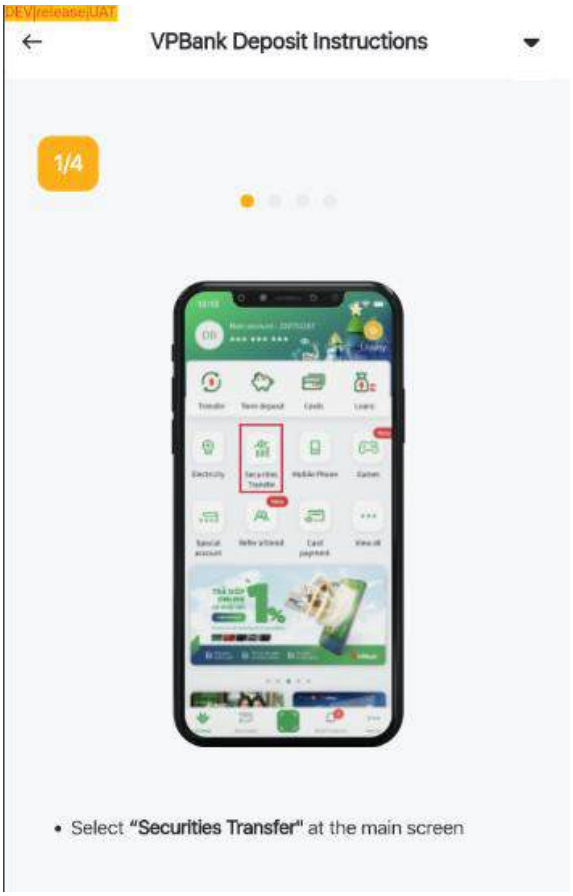

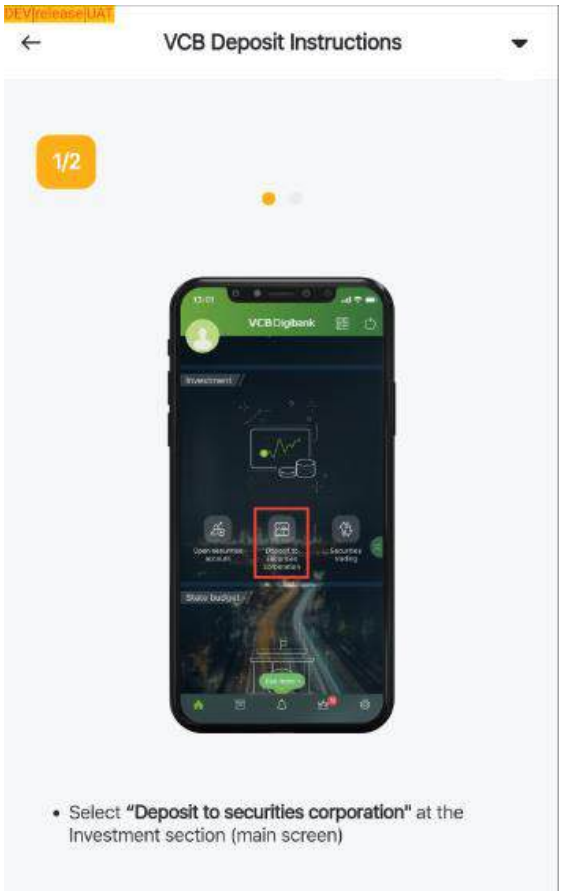

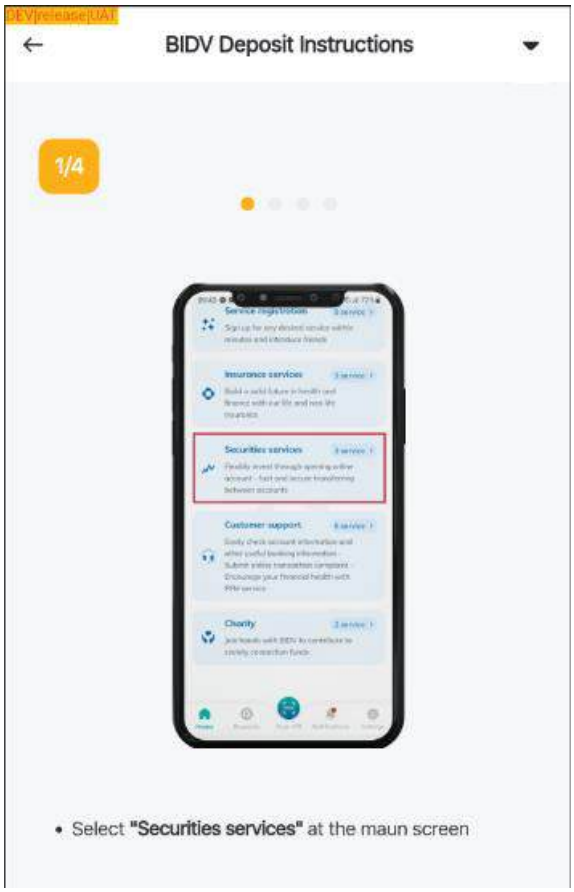

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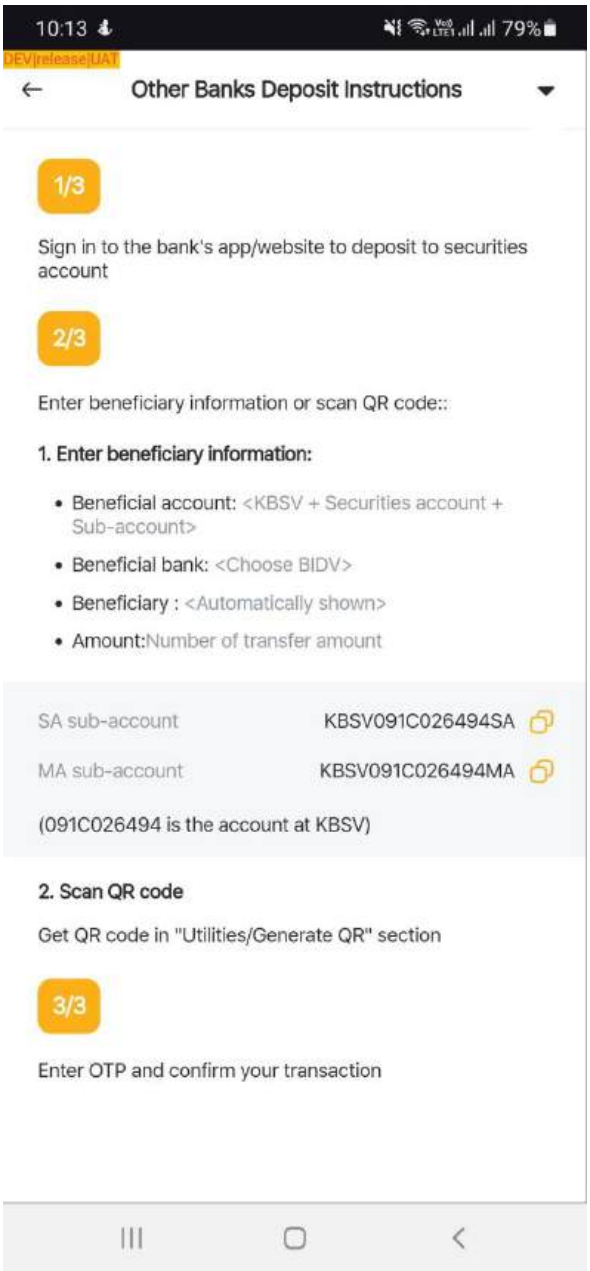
❖ Deposit instructions of Other banks



1.4. Deposit history

At **Deposit** screem, select **History** button to switch to **Deposit history** screen

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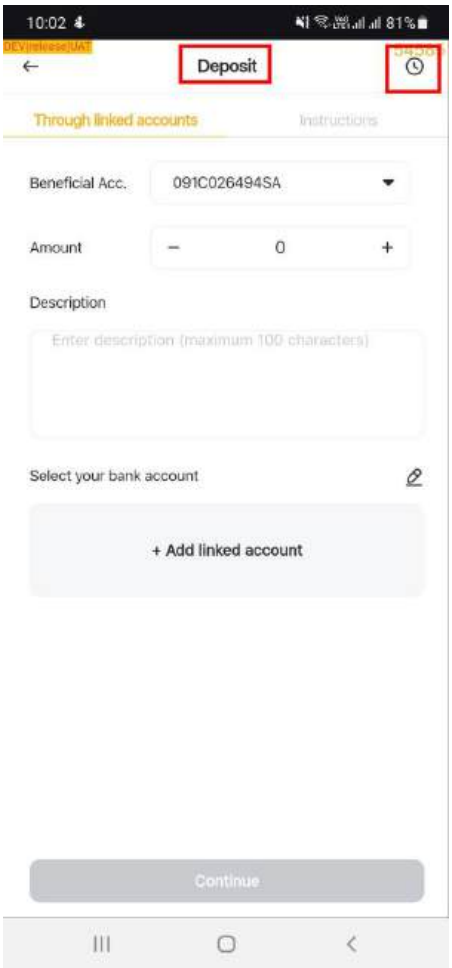
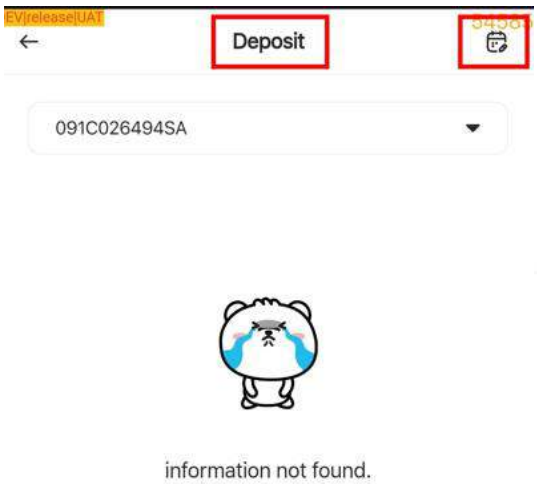


At **Deposit history** screen, select time button to search deposit history of account. The screen shows detail deposit history of account according to time period



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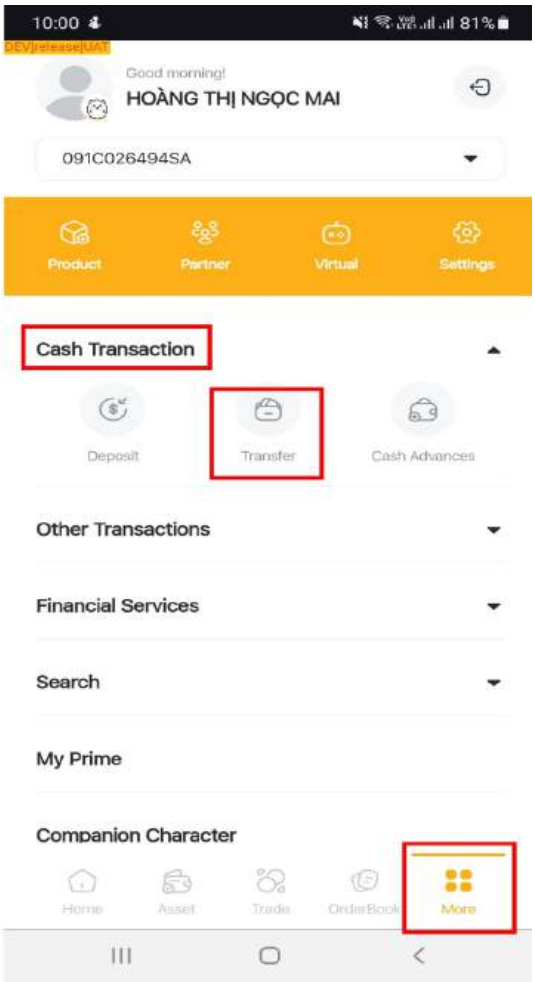
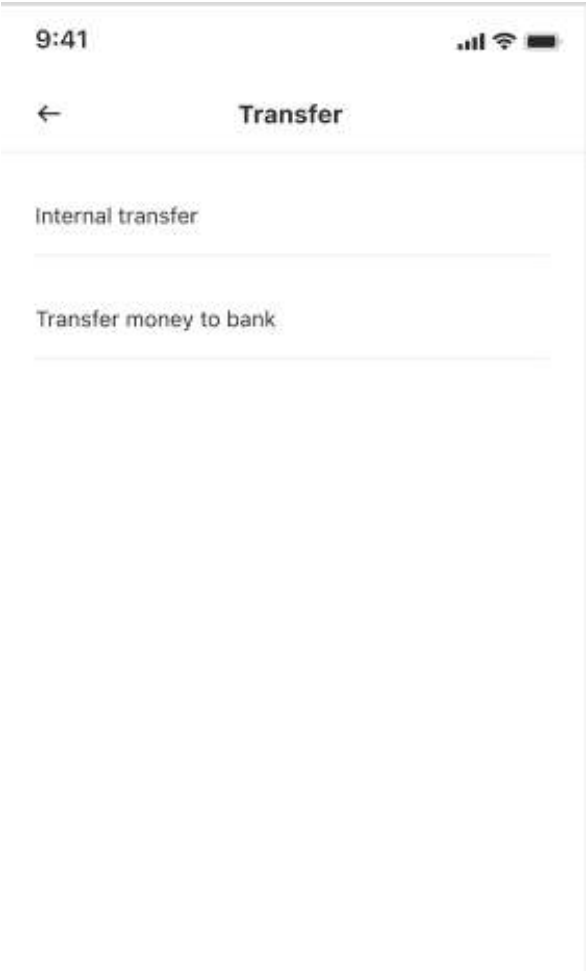
2. Transfer

At **Cash transaction** section, select **Transfer** to switch to screen including: **Internal transfer** and **Transfer money to bank**





2.1. Internal transfer

❖ **Internal transfer**

Internal transfer is the screen that You could transfer between sub-accounts. Internal transfer screen includes section: **Internal transfer** and **History**

To perform **Internal transfer**, at **Cash transaction** select **Internal transfer**:

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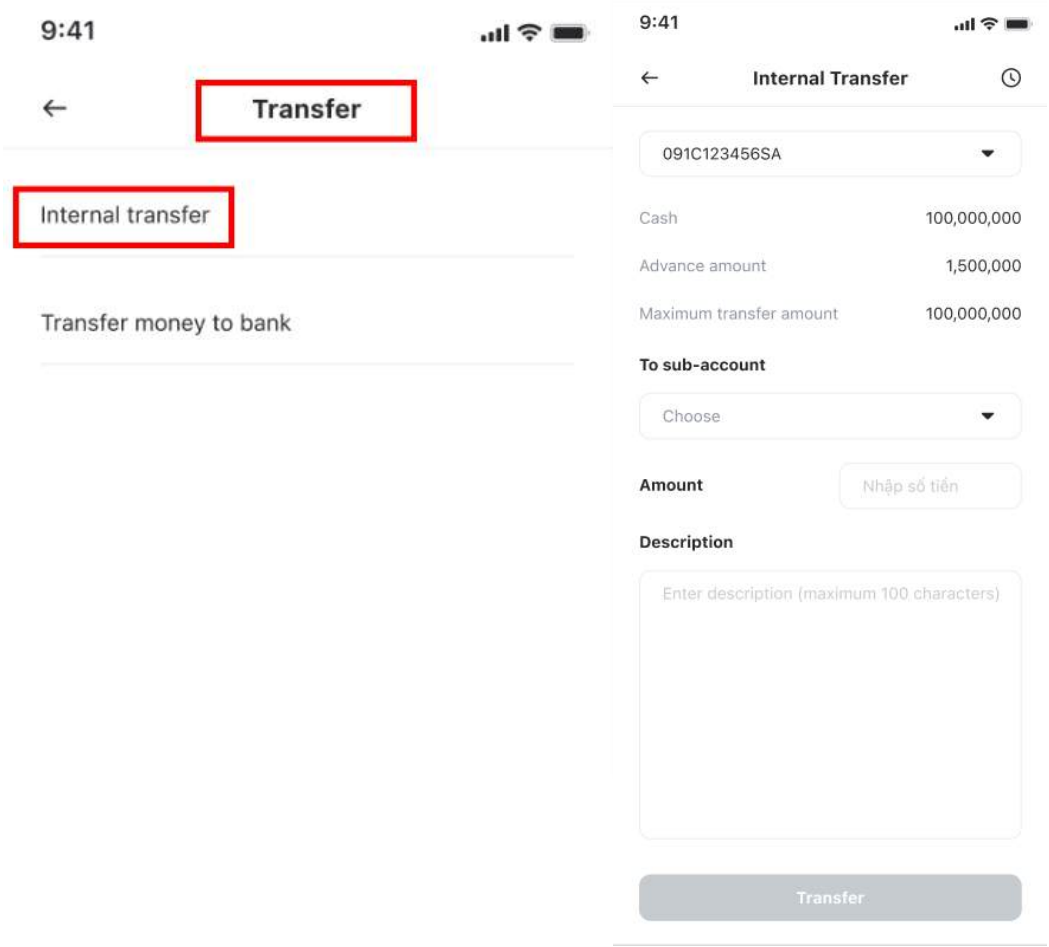

To perform internal transfer, please following these steps:

- Step 1: Choose sub-account to transfer
- Step 2: Choose sub-account to receive
- Step 3: Enter Amount
- Step 4: Enter Description (optional)
- Step 5: Select **Transfer** to switch to transfer confirmation screen
- Step 6: Enter OTP and select **Confirm**

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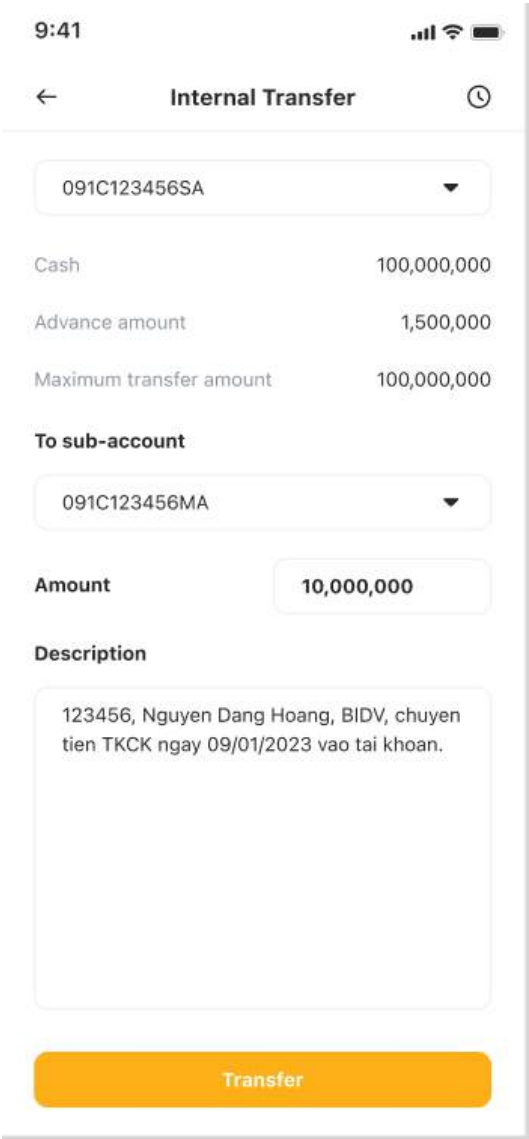

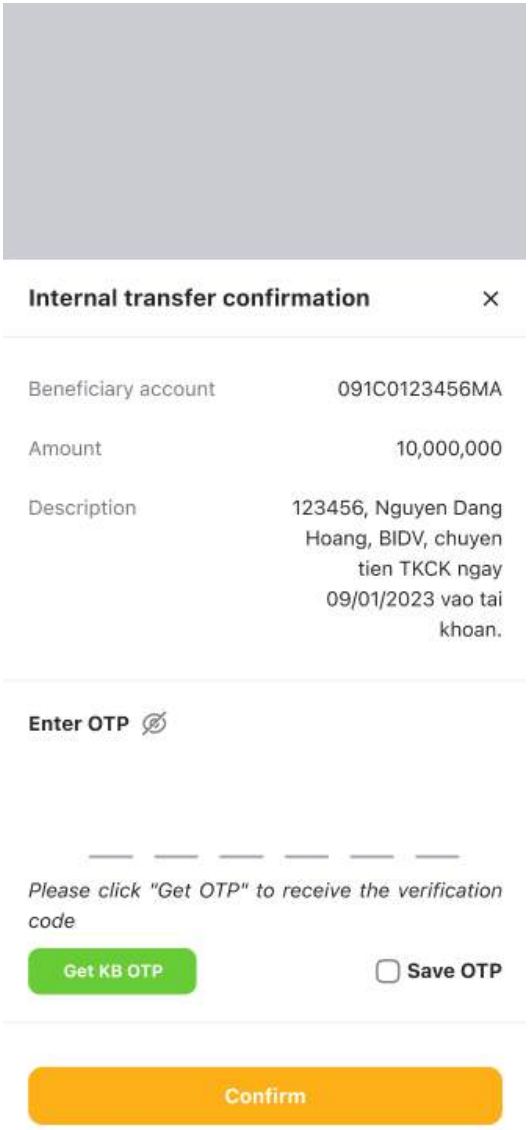

❖ Internal transfer history

To view internal transfer history; at **Cash transaction** tab, **Internal transfer** screen choose **History** icon:

- Step 1: Select **History** icon to switch to history screen
- Step 2: Choose sub-account you would like to search intnernal transfer history
- Step 3: Choose time period and select **Apply** to switch to history screen of internal transfer with filtered information.

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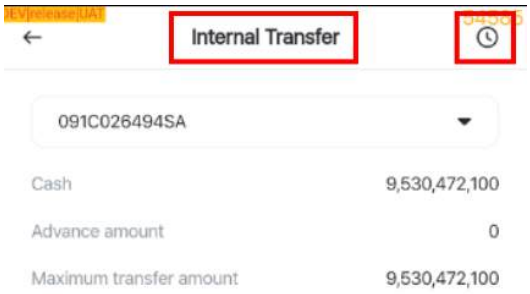
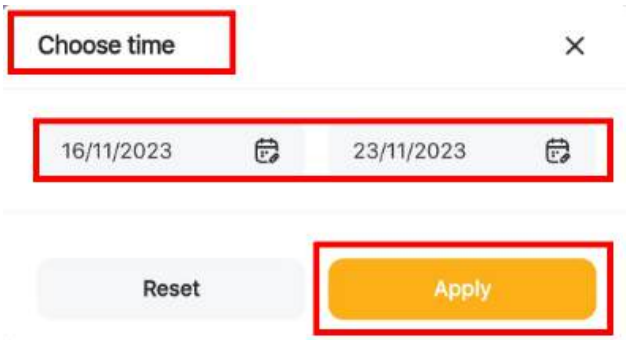
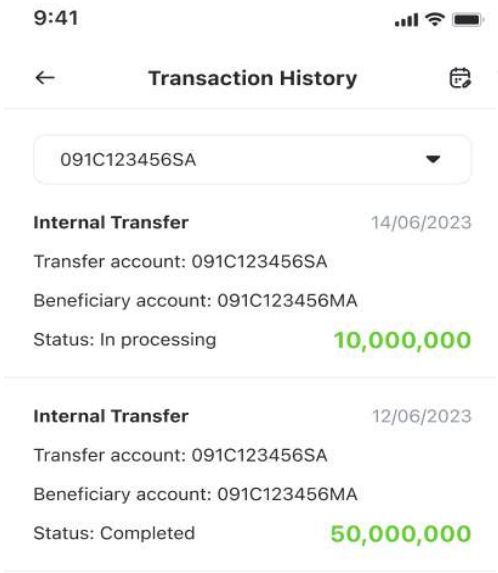
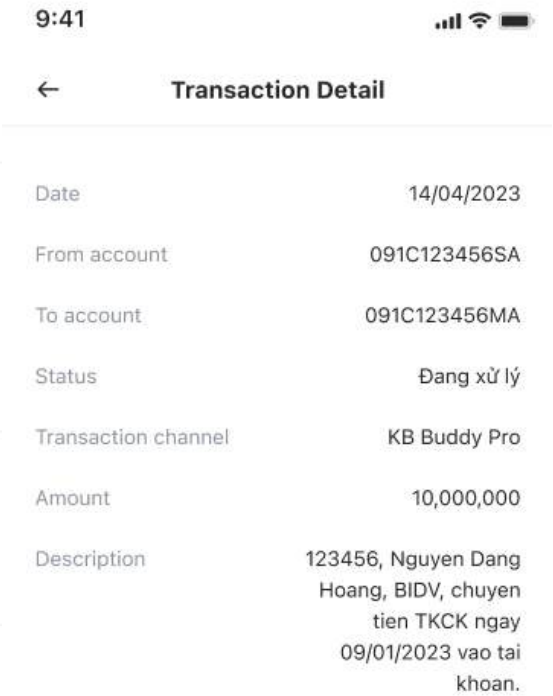




➢ Step 5: Select each transaction to view detail information





2.2. Transfer money to bank

Transfer money to bank screen includes 03 tabs: **Transfer money to bank; History** and **Beneficiary account registration**

❖ **Transfer money to Bank**

You could transfer money to registered bank account with KBSV

To perform **Transfer money to bank**, at **Cash transaction** screen select **Transfer money to bank:**

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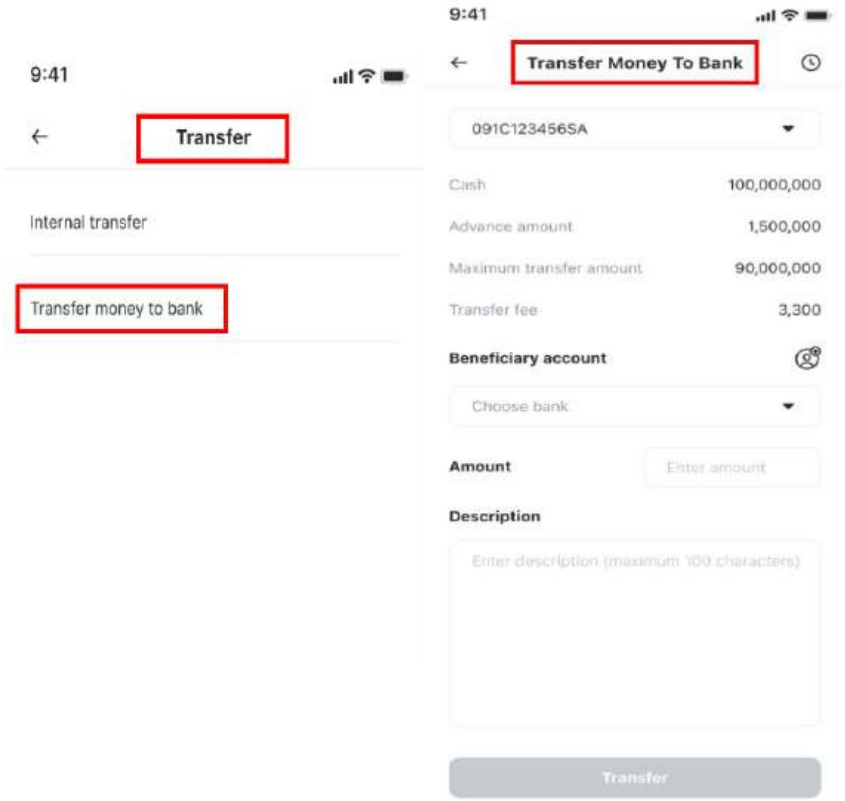
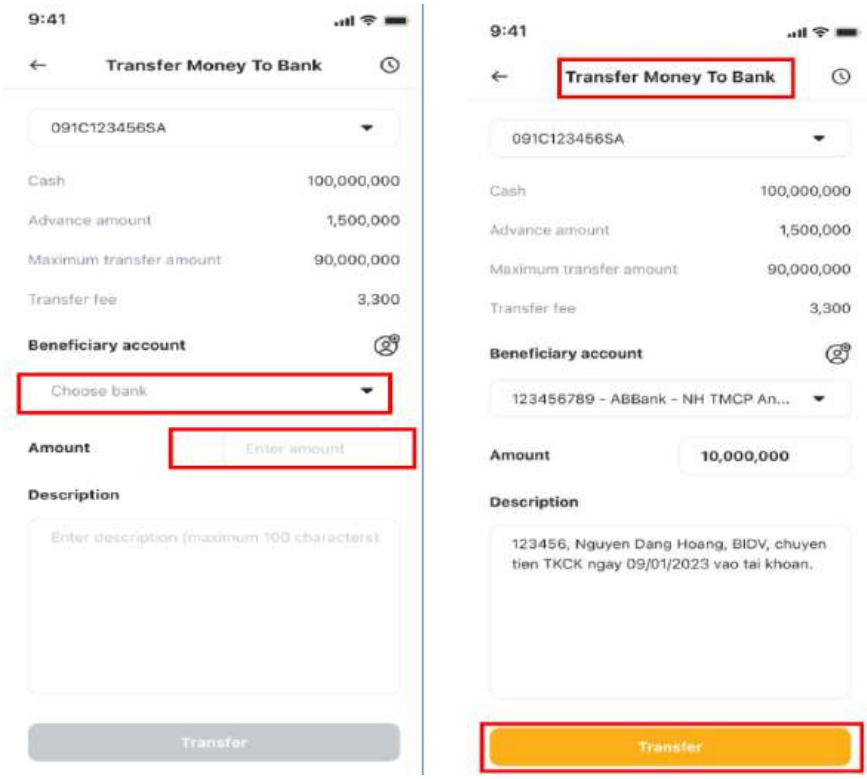


To transfer money to Bank, please following these steps:

- Step 1: Choose transfer sub-account
- Step 2: Choose registered beneficiary account you registered with KBSV.
- Step 3: Enter transfer Amount or select Available transfer amount
- Step 4: Enter description (optional).



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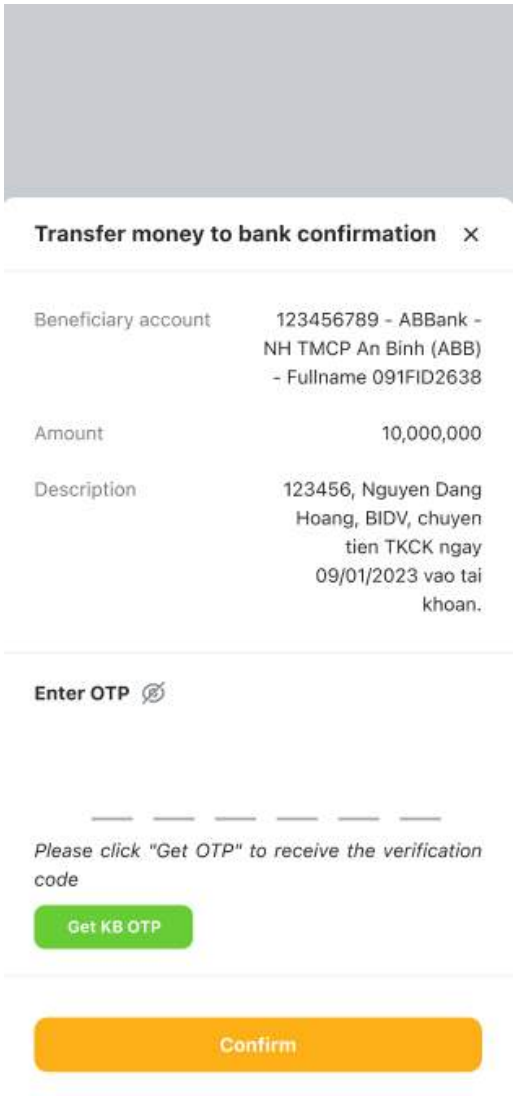
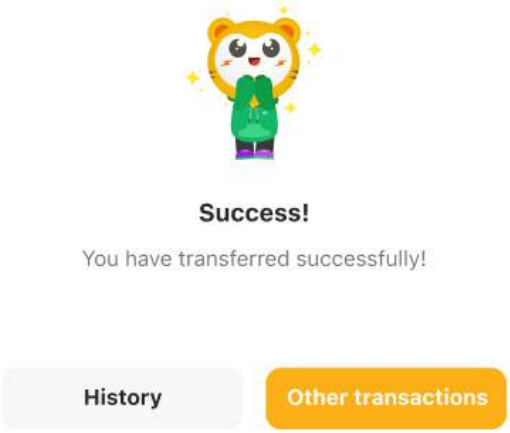
- Step 5: Select **Transfer**
- Step 6: Enter OTP and select **Confirm** button
- Step 7: Complete transfer steps, the system show notifications:





❖ **History**

To view internal transfer history, at **Cash transaction** tab, the screen **Transfer money to bank** select **History** icon:

- Step 1: Select **History** icon to switch to history screen
- Step 2: Choose sub-account you would like to search bank transfer history

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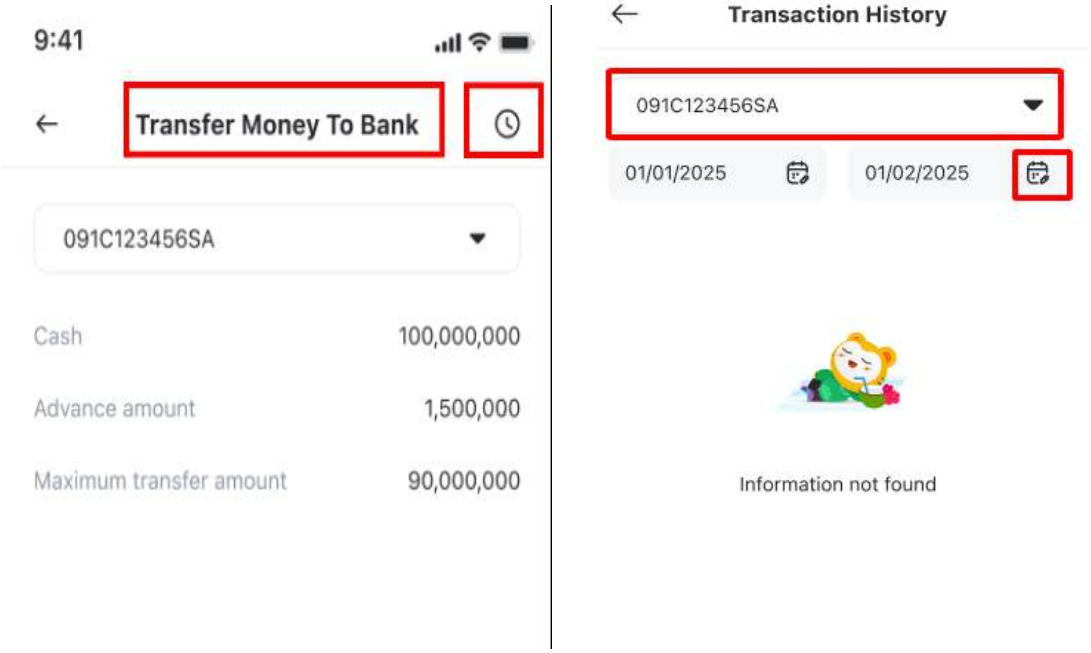
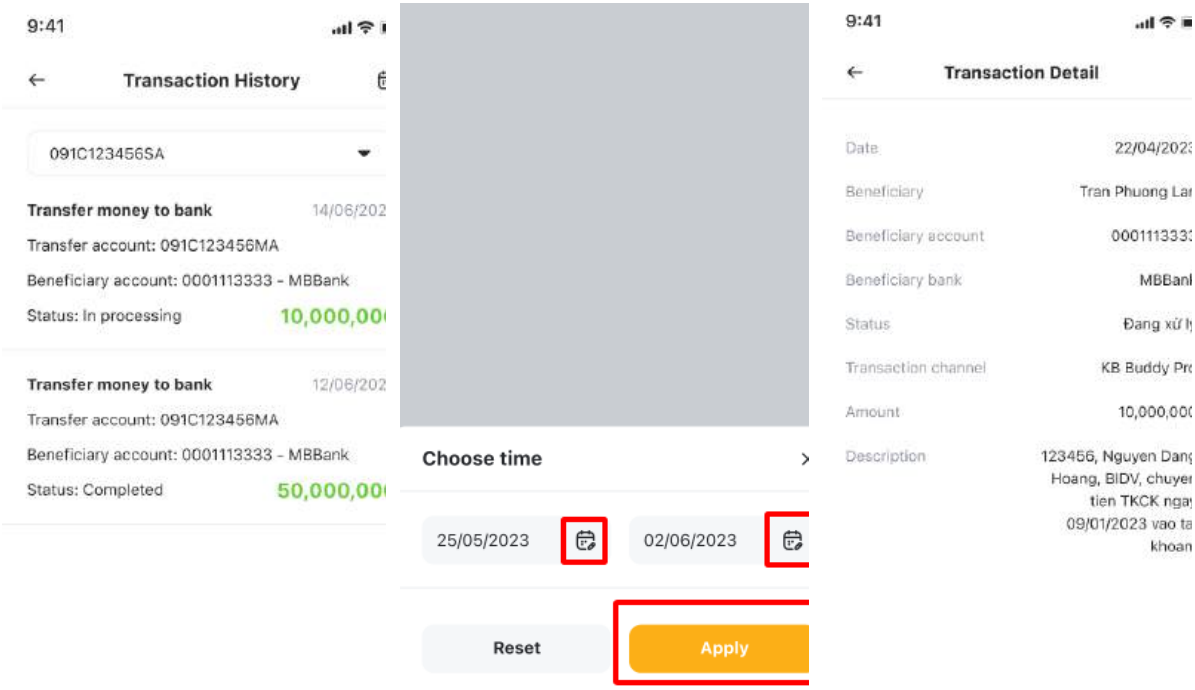


- Step 3: Choose time period and select **Apply** to switch to bank transfer history with filtered information.
- Step 4: Select the transaction to view detail information



❖ **Beneficiary account registration**

You could register beneficiary (same with account owner) online.

To register beneficiary account, at **Transfer money to bank** screen, select **Beneficiary registration** button to switch to **Beneficiary registration** screen

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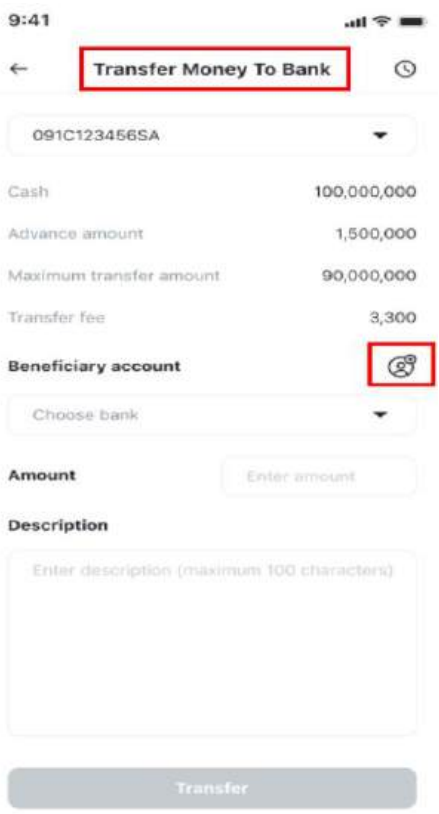

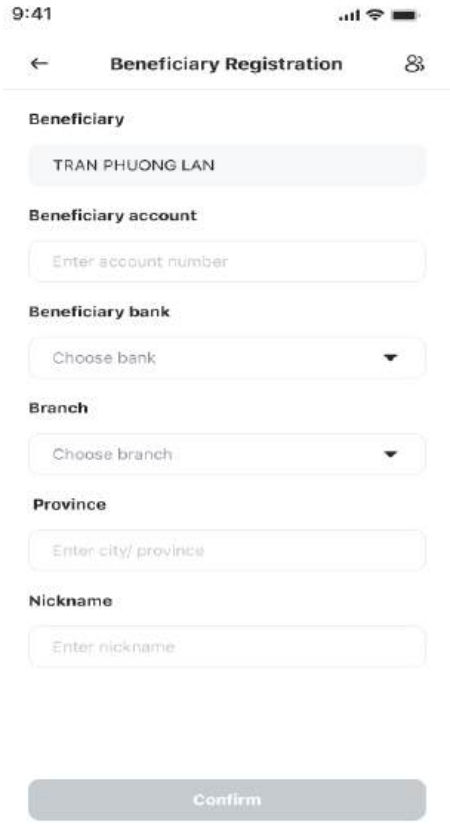

Please follow these steps

- Step 1: System fill in the beneficiary name defaulted by Customer name
- Step 2: Enter beneficiary account number,
- Step 3: Choose Beneficiary bank; Choose Beneficiary bank branch; Choose Province/City; Enter Nickname
- Step 4: Select Confirm
- Step 5: Enter OTP and select **Confirm**

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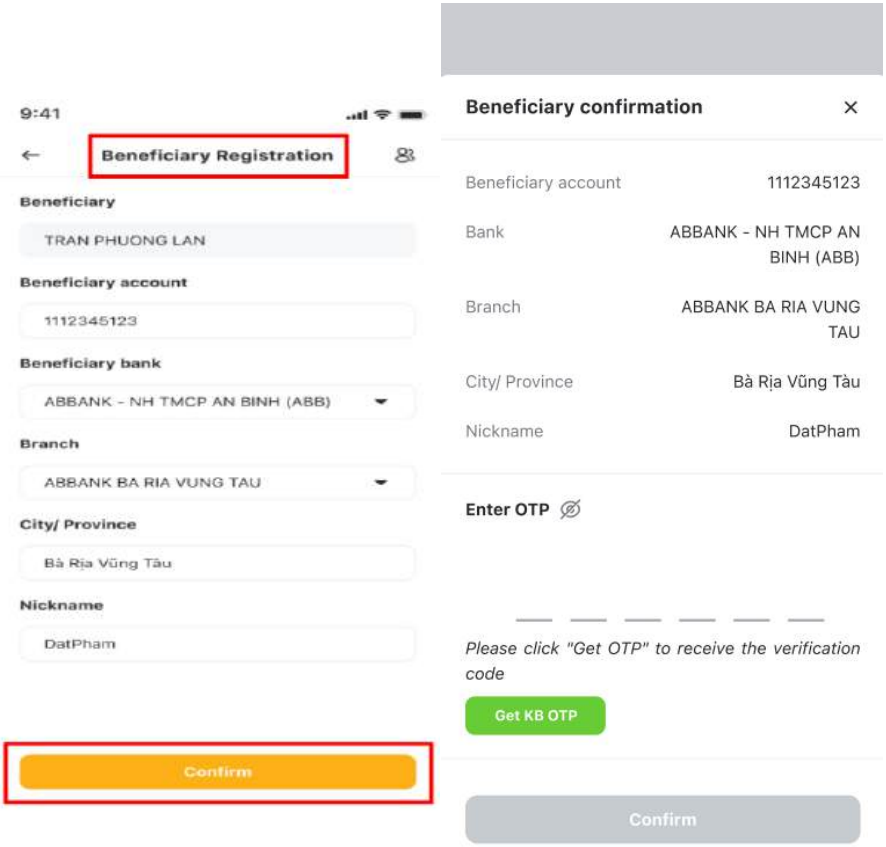
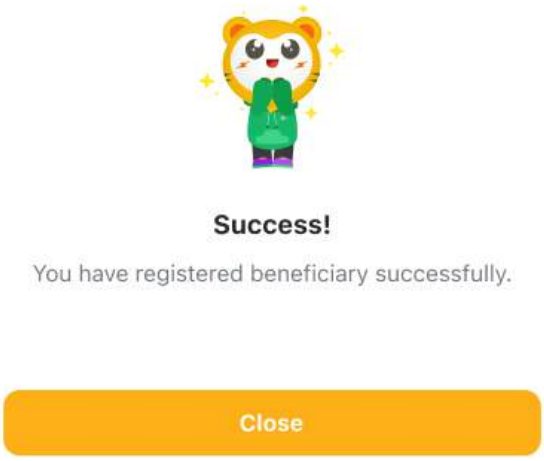


➢ Step 6: You registered beneficiary success. The screen shows notification



3. Cash advances

Cash advances is the service that allow customers to immediately withdraw a sum of cash when the clearing date has not arrived. Currently KBSV provides the service of manual cash advances and automatic cash advances.

At **More** screen, **Cash transaction** section select **Cash advances** to switch to **Cash advances** screen

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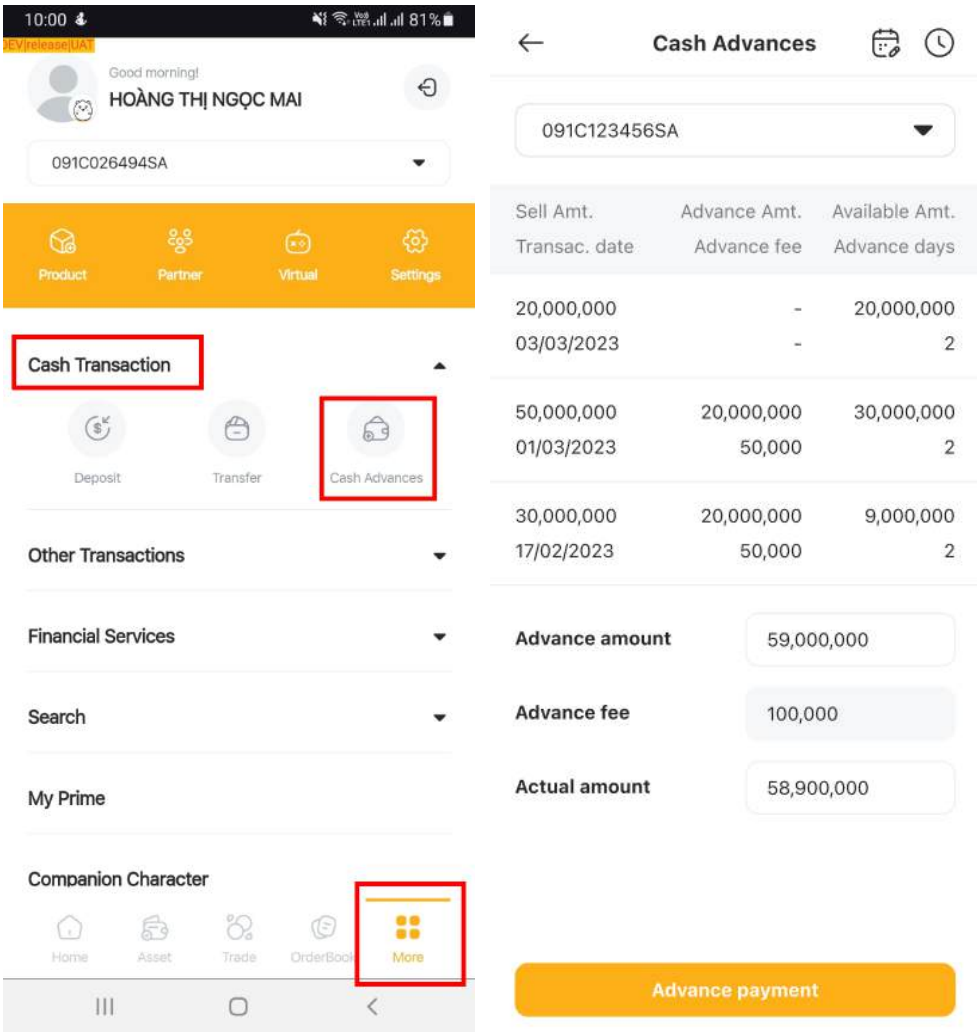

3.1. Manual cash advances

In case sub-account does not register automatic cash advances, you could advances your cash by manual with amount and cash advances fee according to KBSV regulations.

To make manual cash advances, you follow these steps:

- Step 1: choose sub-acount to proceed cash advances. For automatic cash advances sub-accounts, this function is only for information lookup.
- Step 2: Enter cash advances amount (the cash advances amount cannot be greater than the maximum cash advances amount). You could enter amount in 1 of 2 sections **Advances amount** and **Net amount received**, the system automatically calculates the **Advances fee** according to regulations and automatically fills in the amount in the remaining section (Net amount received = Cash advances amount – Advances fee)
- Step 3: Select **Cash advances** button to show **Cash advances confirmation** form.
- Step 4: at **Cash advance confirmation** enter OTP and select **Confirm**

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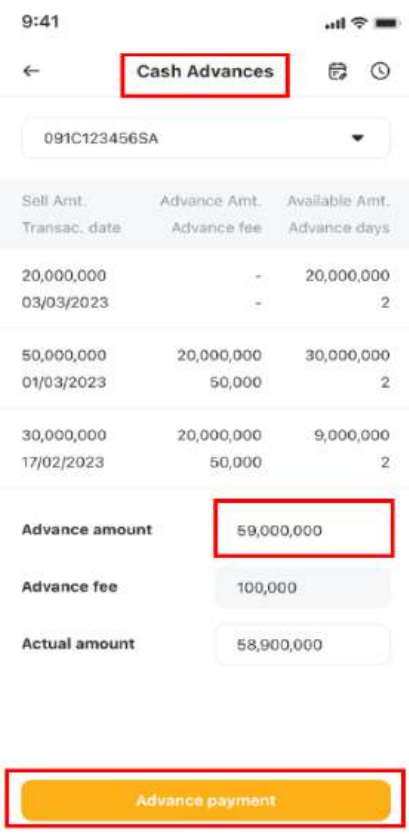
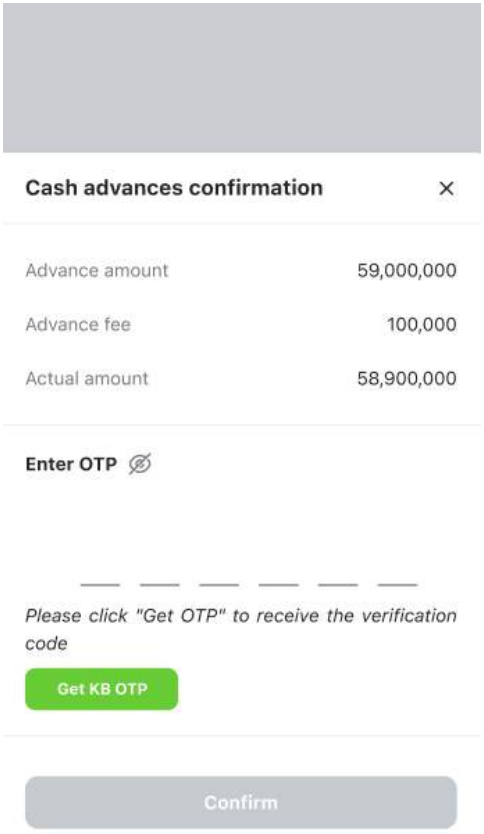
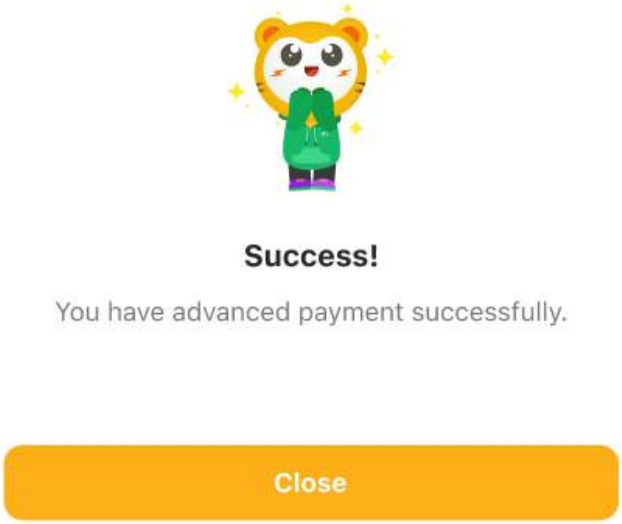




➢ Step 5: Cash advances success, the system shows notification



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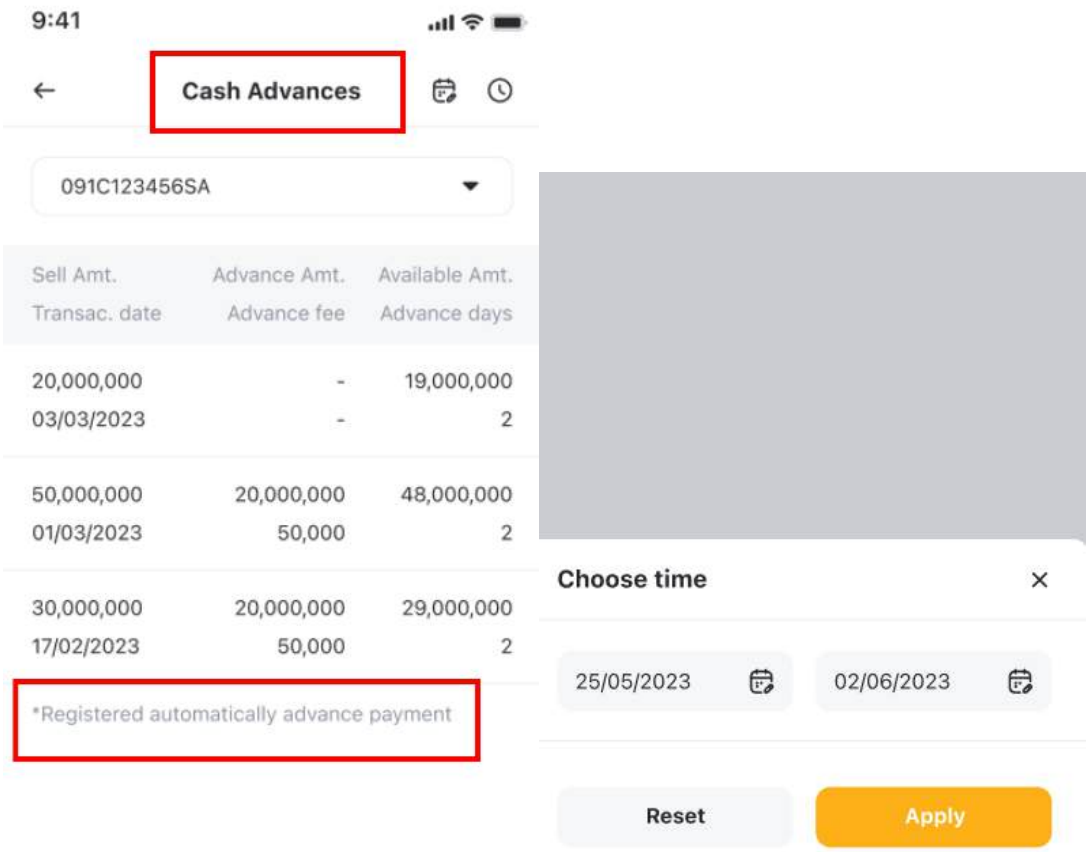
3.2. Automatic cash advances

Automatic cash advances is a preeminent service of KBSV to provide for customers in optimal use of proceeds from selling securities. The system automatically calculates the pending amount that customers can use and add to purchasing power for customer to place an order.

Customers who have registered automatic advances service will not have to make advances manually, the system will automatically advances.



3.3. Cash advances history

To lookup **Cash advances history** at **Cash advances history screen**, select **History** icon:

- Step 1: choose sub-account to lookup
- Step 2: choose time to lookup

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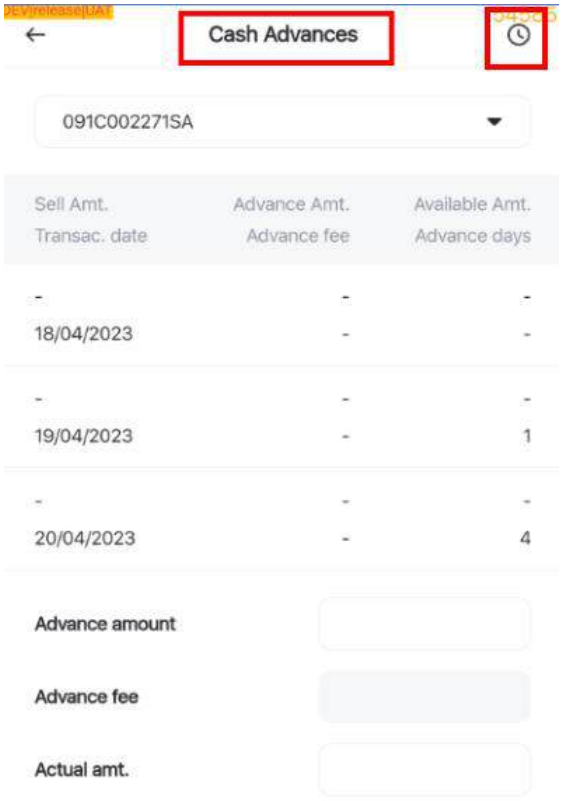
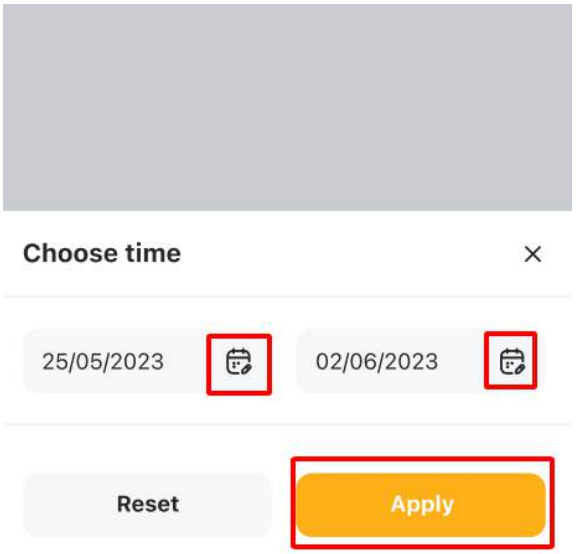
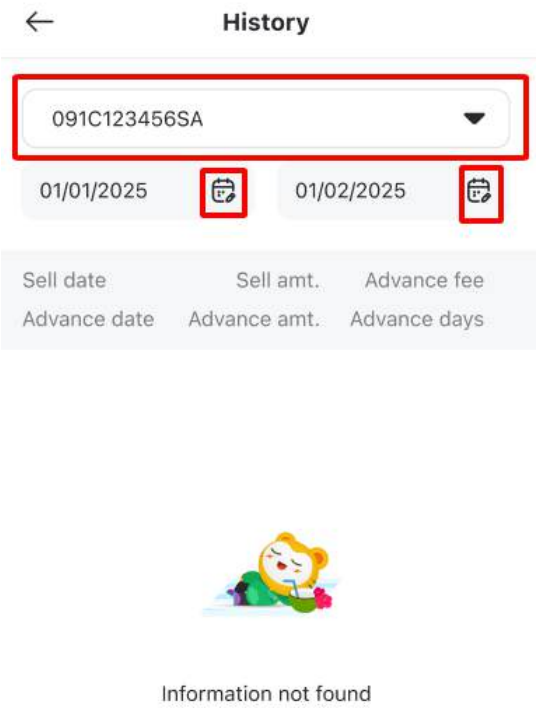




- Step 3: choose time to lookup and select **Apply** button to switch to Transfer money to bank screen with filtered information.



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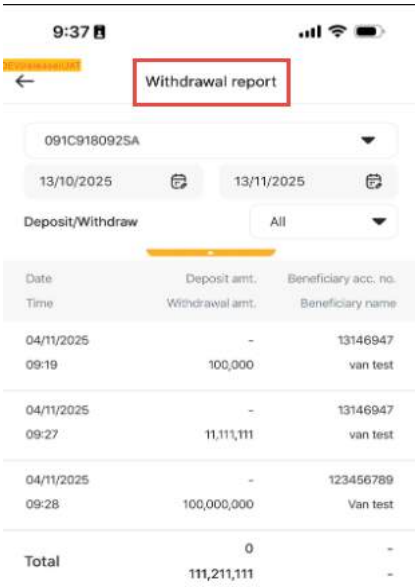
3.4. Withdrawal report

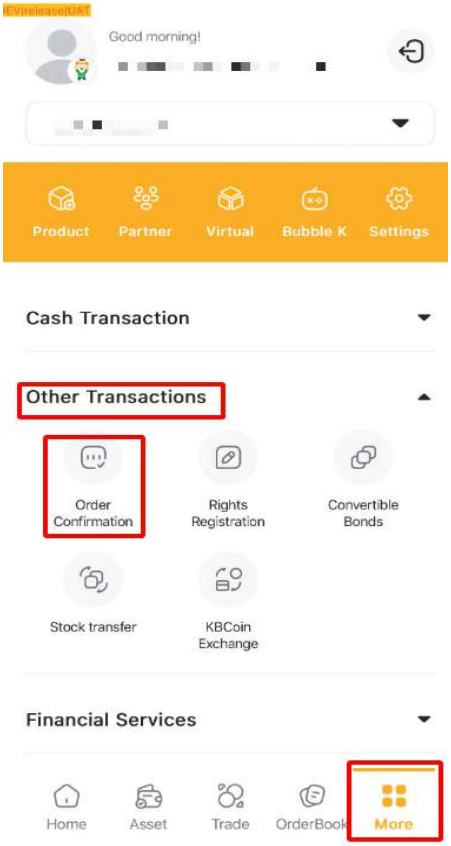
To see the history of withdrawal customers have made, click in **Withdrawal Report.** Choose the sub-account, date from to to see the history.

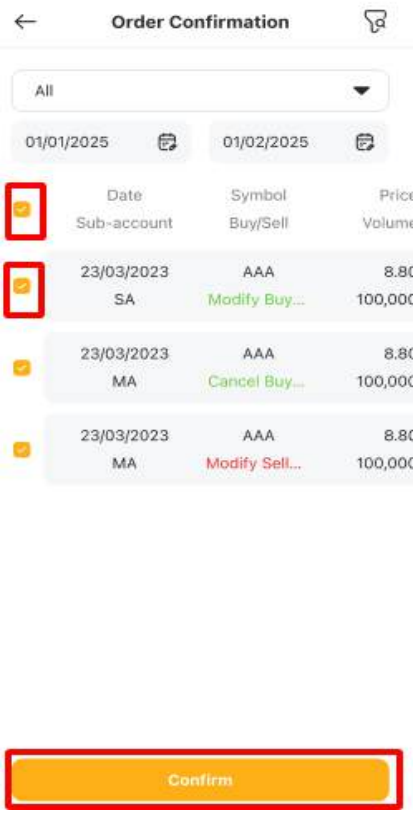


VI. OTHER TRANSACTIONS

1. Order confirmation

To confirm the orders, you select **More**, at **Other transactions** section select **Order confirmation**, switch to **Order confirmation** section:





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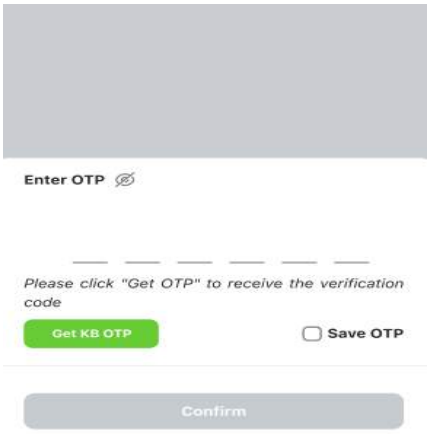
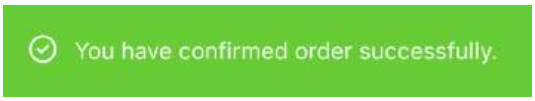
Steps to confirm the orders:

- Step 1: Choose sub-account you would like to confirm the order
- Step 2: Select the order(s) you would like to confirm: You could select 1 or many orders or select All orders to confirm by ticking order(s) or ticking All orders.
- Step 3: Select **Order confirmation** to switch to confirmation screen
- Step 4: Enter OTP to confirm
- Step 5: Success confirm the order(s), the screen popup success notification





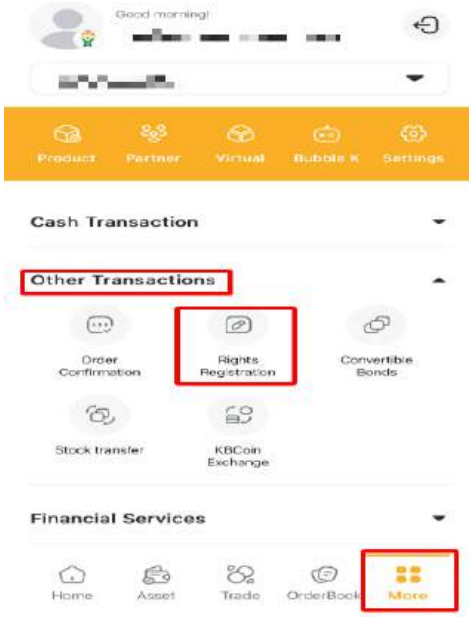
- Enter **Continue** to switch to confirmation screen
- Enter confirmation code (SMS OTP; Email OTP or KB OTP)
- Success confirm the orders, the screen popup success notification

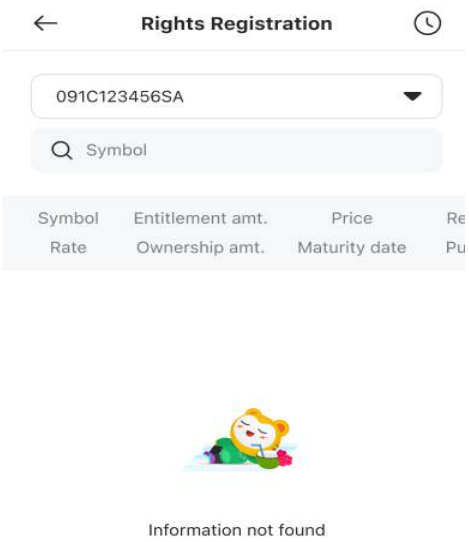
2. Rights registration

Rights registration screen includes **Rights registration** and **Rights registration history**

❖ Rights registration

To register securities rights, please enter **More**, at **Other transactions** section, select **Rights registration** to switch to Rights registration screen:





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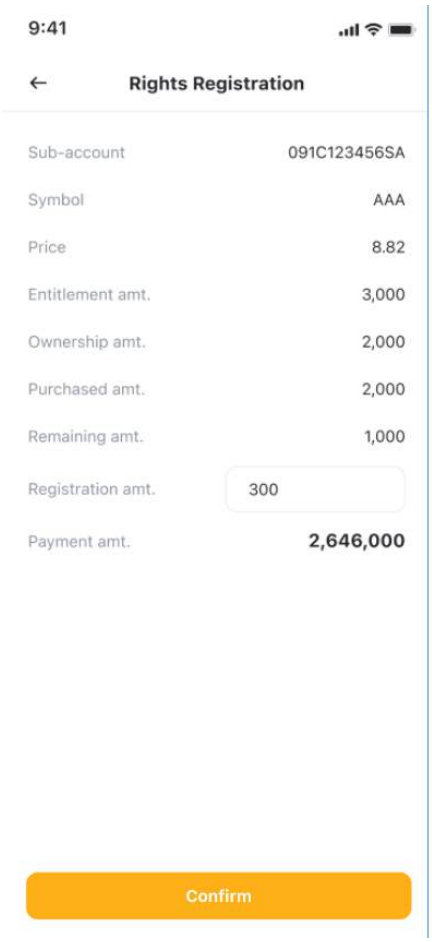
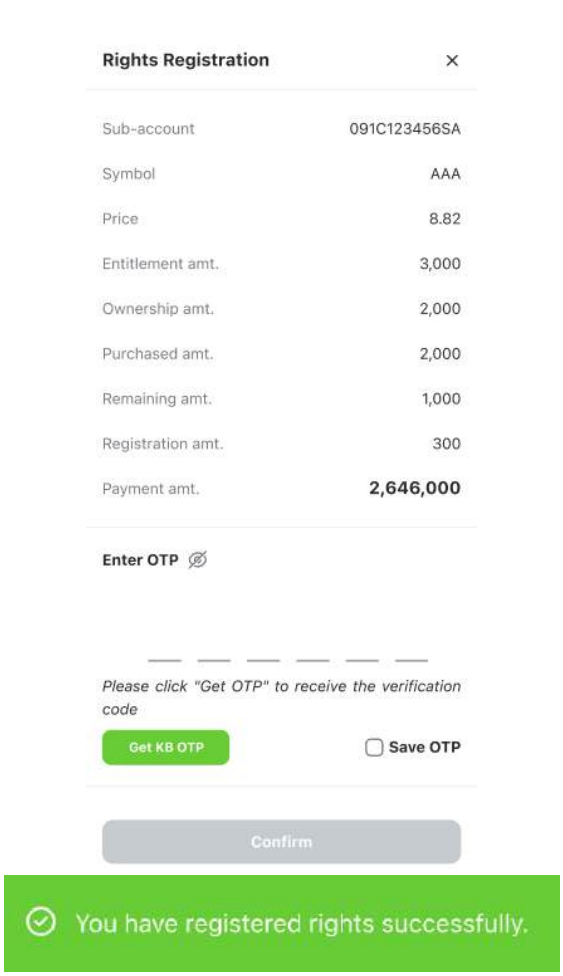
To register rights please following these steps:

- Step 1: Choose sub-account has rights.
- Step 2: Choose rights to register, it shows **Rights registration** screen.
- Step 3: Enter securities amount registering to buy (the amount must be less than or equal to the available amount).
- Step 4: Enter **Confirm**.
- Step 5: Enter OTP and select Confirm button to complete the transaction





❖ Rights registration history

To lookup Rights registration history, please select the icon at the right corner of Rights registration screen, it shows History screen. Customer could choose to lookoup rights registration history according to criterias at **Filter** by selecting the icon

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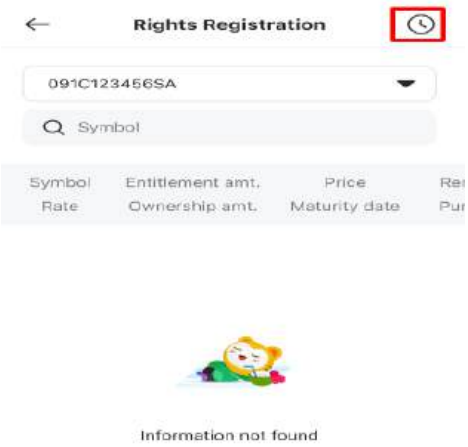
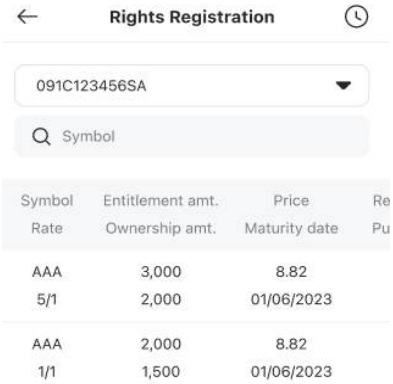
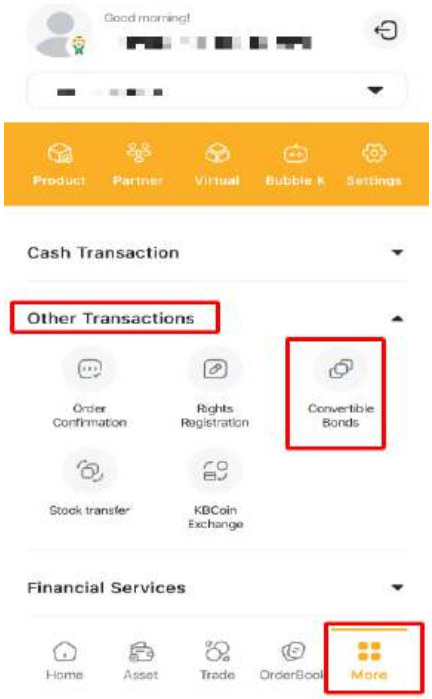


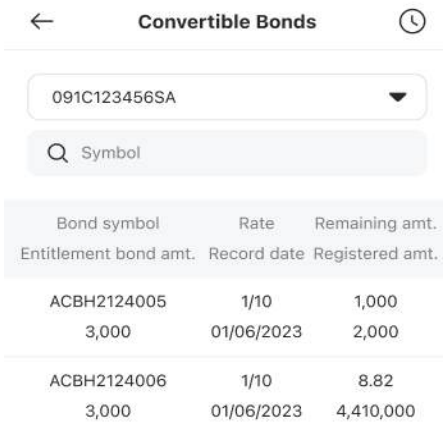


3. Convertible bonds

To register bond convertible, please enter **More**, at **Other transactions** section, select **Convertible boonds** to switch to **Convertible bonds** screen:

- **Convertible bonds**





To register convertible bondns, please following these steps:

- Step 1: Choose sub-account has convertible bonds, the screen shows bond information
- Step 2: Choose bonds to register for conveting to switch to Convertible bonds screen.
- Step 3: Enter the convertible bonds amount (the convertible amount must be less than or equal to the available amount).
- Step 4: Enter Register.
- Step 5: Enter OTP and **Confirm** button to complete the transaction

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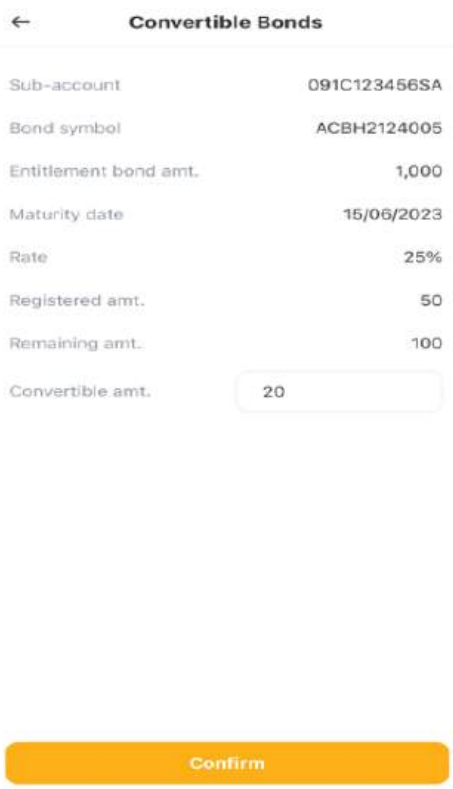
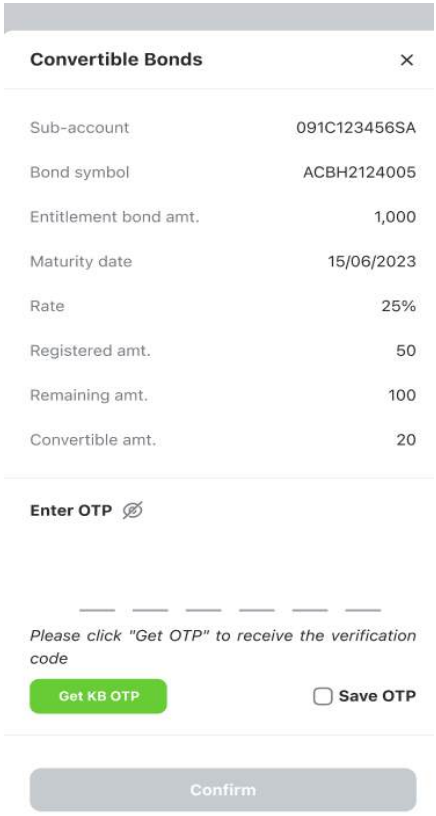
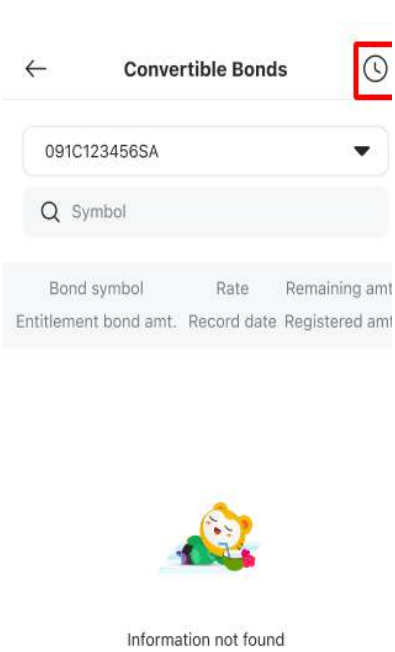
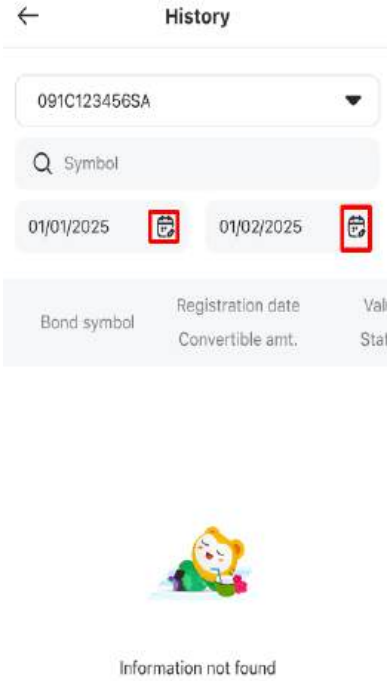


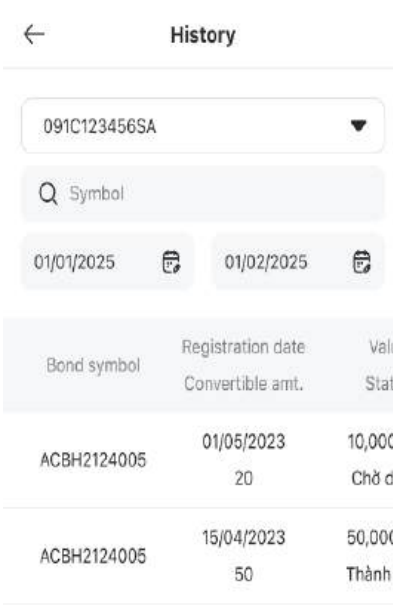


❖ **Convertible bonds history**

To lookup convertible bonds history, please select the icon at the right corner of Convertible bonds screen to show **History** screen. Customer could choose to lookup Convertible bond history according to criterias at **Filter** by selecting the icon







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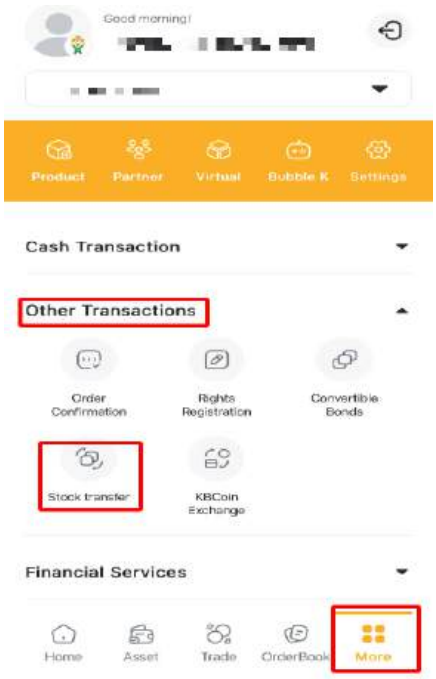
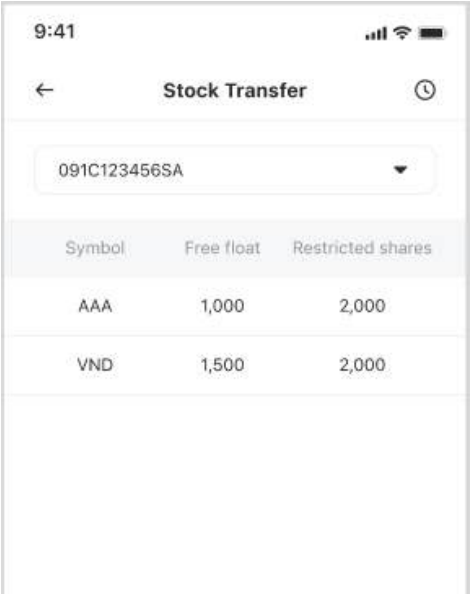
4. Stock transfer

To register for stock transfer, please enter **More**, at **Other transactions** section, select **Stock transfer** to switch to **Stock transfer** screen:

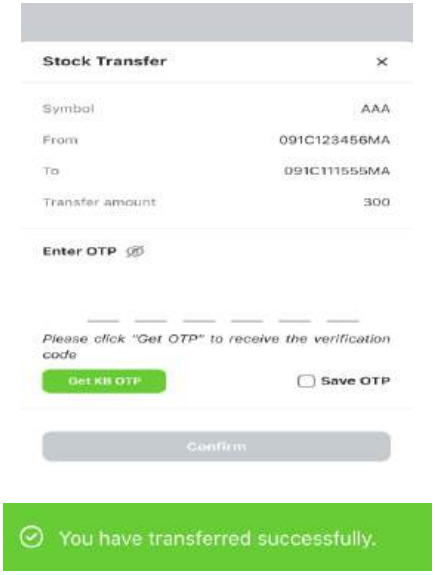




❖ Stock transfer

To transfer stock, please following these steps:

- Step 1: Choose sub-account to transfer stocks, the screen shows stock symbol information.
- Step 2: Choose stock symbol, the screen shows Stock transfer form.
- Step 3: Enter sub-account to receive stocks
- Step 4: Enter the freely transferable amount to transfer
- Step 5: Select Confirm
- Step 6: Enter OTP and **Confirm** button to complete the transaction



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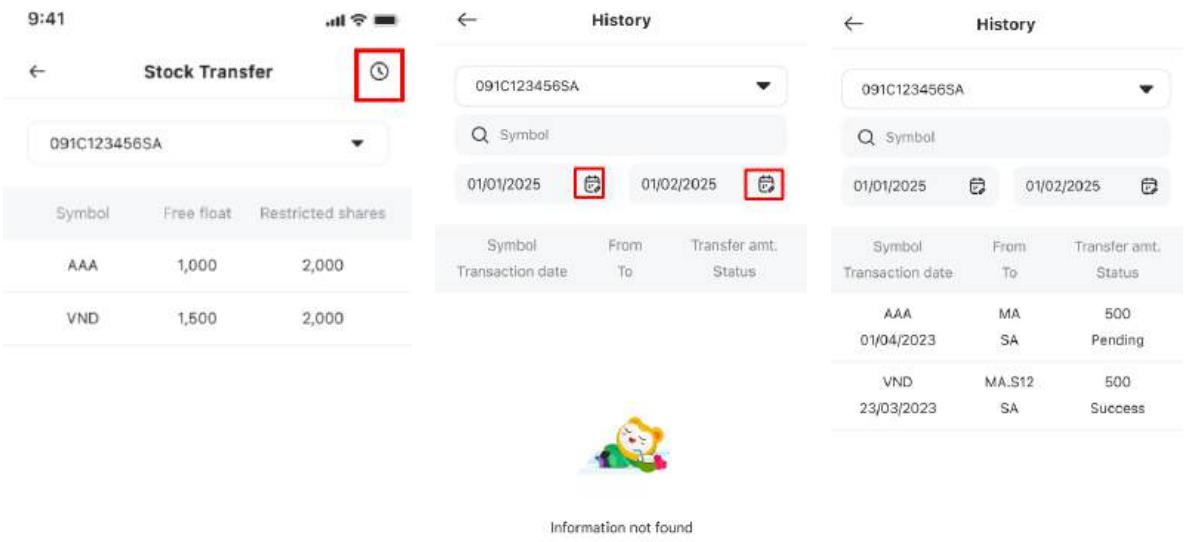
❖ Stock transfer history

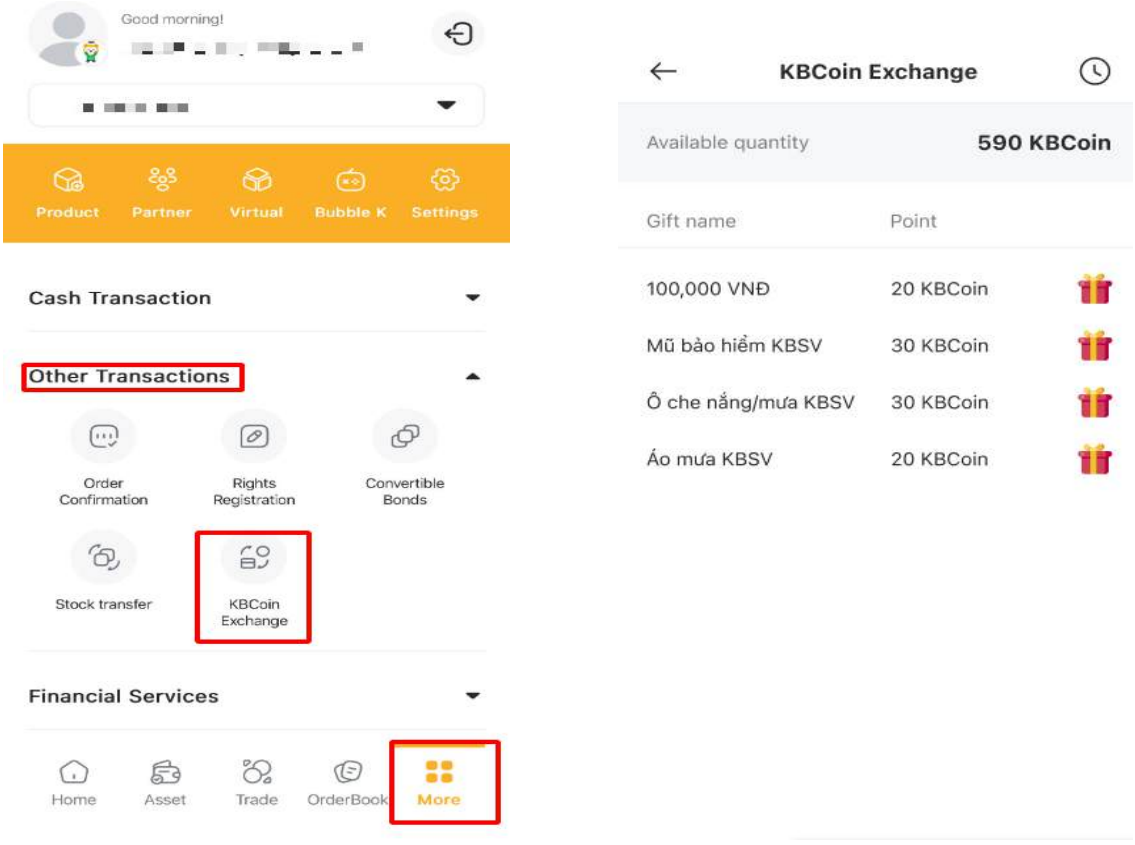
To lookup Stock transfer history, please select the icon at the right corner of Stock transfer screen, it shows **History** screen. Customer could choose to lookup stock transfer history according to criterias at **Filter** by selecting the icon



5. KBCoin Exchange

Customer could exchange KBCoin to gifts depending on specific programs.

At **More** screen, **Other transactions** section, please select **KBCoin Exchange** section:



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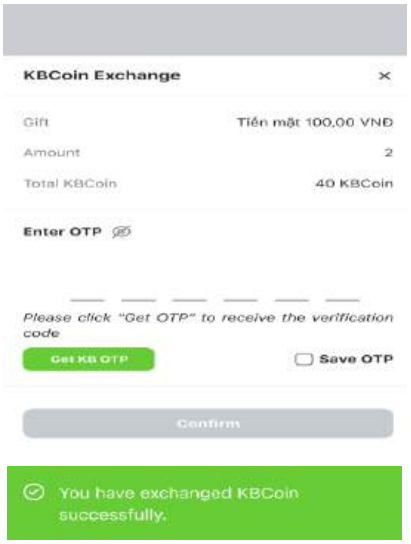
To Exchange KBCoin, please following these steps:

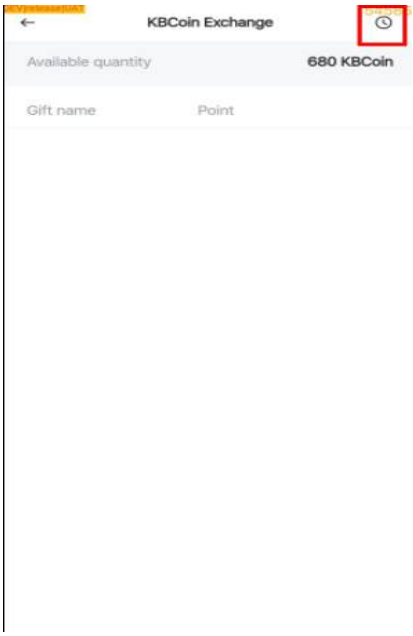
- Step 1: Choose gift(s) to exchange.
- Step 2: Select at **KBCoin Exchange** screen.
- Step 3: Enter gift amount to exchange at **Amount**
- Step 4: Select **Continue**
- Step 5: Enter OTP and **Confirm** button to complete the transaction

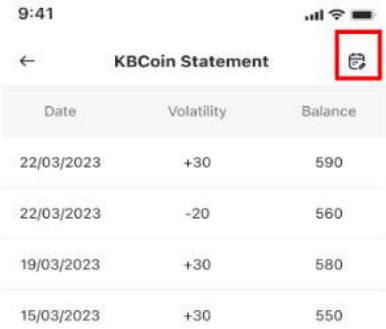


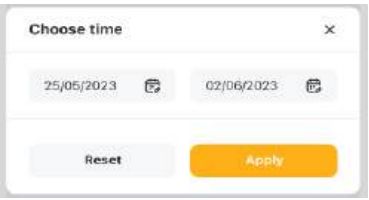
❖ KBCoin statement

To lookup KBCoin statement, at **KBCoin exchange**, select the icon at the right corner of the screen to lookup **KBCoin statement**

At **KBCoin statement** screen, select the icon , the screen shows filter to choose period time: Frrom date – To date







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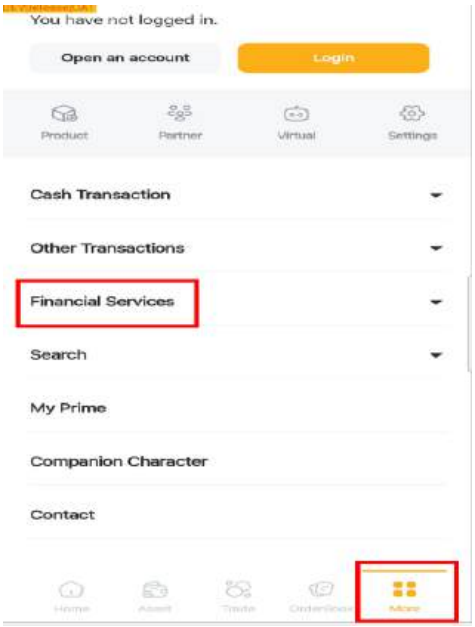
VII. FINANCIAL SERVICES

To lookup financial services, please select **More** then **Financial services.**

Financial services section includes 02 tabs: **Loan search** and **Payment information**

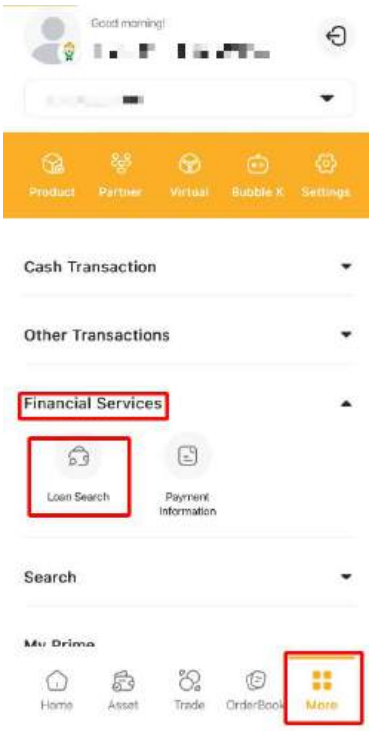


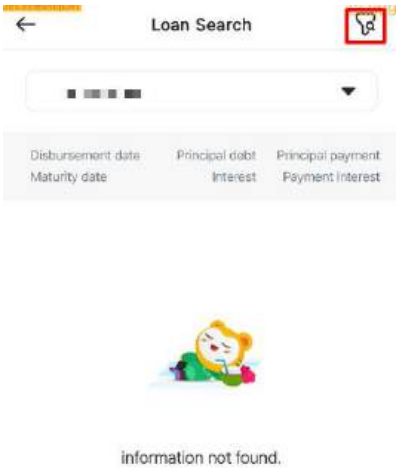
1. Loan search

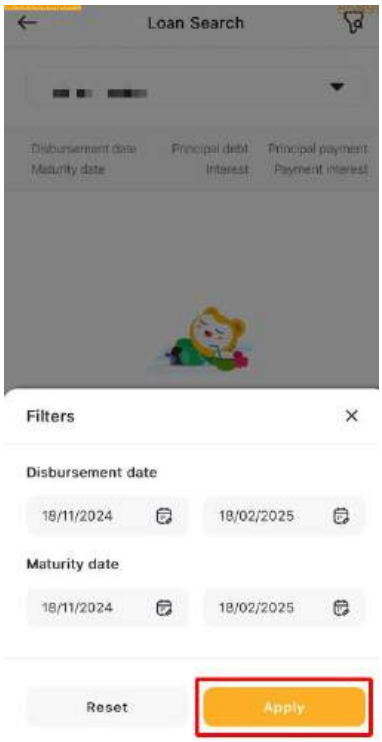
To perform **Loan search**, please select **More**, **Financial services** section and select **Loan search**

The steps to search the loan:

- Step 1: At Loan search screen, choose sub-account to search the loan
- Step 2: Select Filter, From date – To date of Disbursement date and Maturity date
- Step 3: Enter **Apply**







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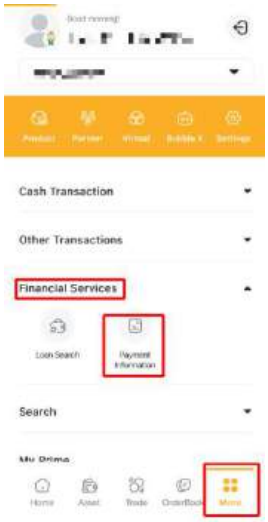
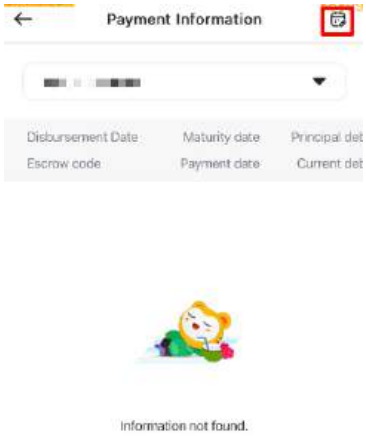
2. Payment information

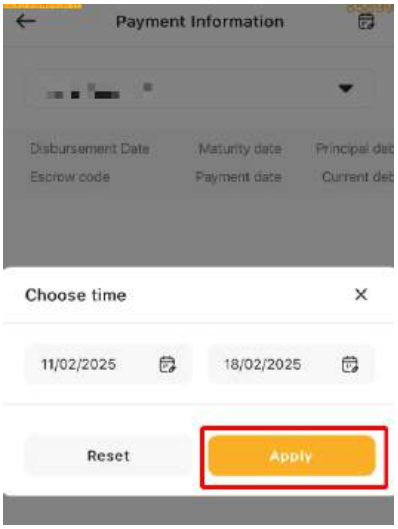
To lookup **Payment information**, please select **More**, at **Financial services** section, select **Payment information.**

Steps to lookup payment information:

- Step 1: Select **More**, at **Financial services** section, select **Payment information**
- Step 2: Enter icon time
- Step 3: Choose time from date – to date, then select **Apply**

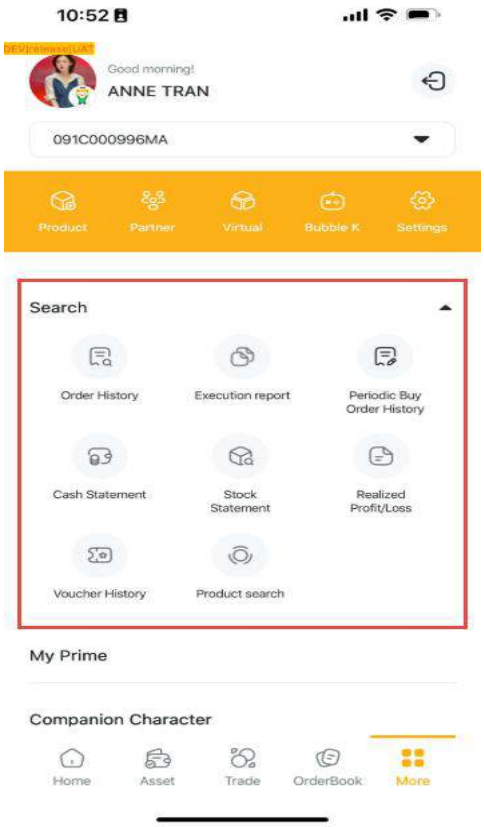






VIII. SEARCH

At tab **More**, select **Search** section includes: Order history; Periodic buy order history; Cash statement; Stock statement; Realized profit/loss; Voucher history.



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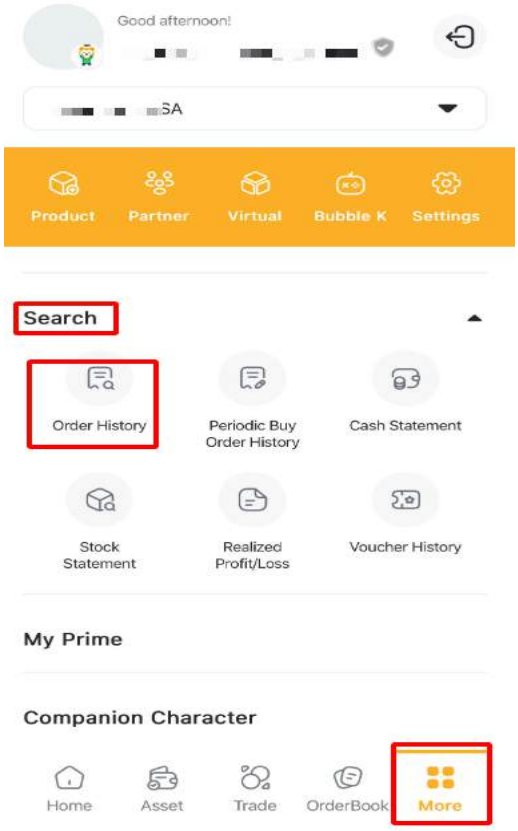
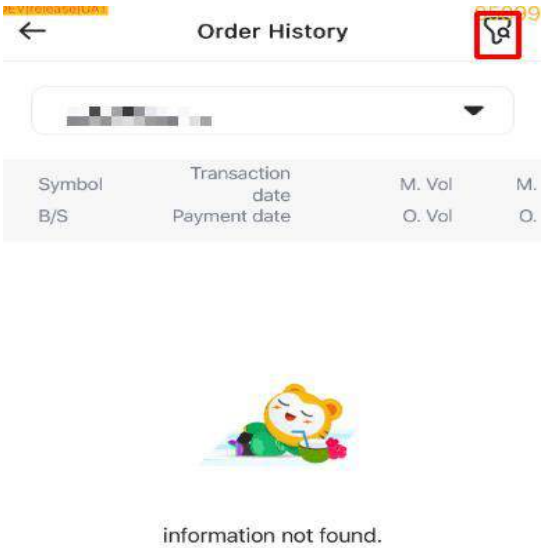
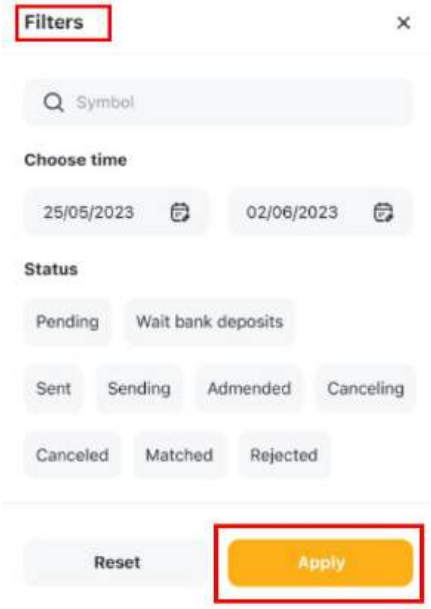
1. Order history

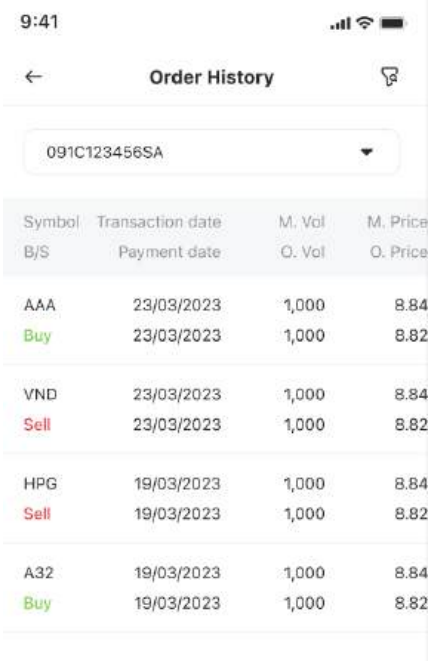
At **Search**, select **Order history** to switch to **Order history** screen





- Choose sub-account to lookup **Order history**
- At **Order history** screen, select filter icon to switch to **Filter** screen
- Choose criteria for order history: Symbol; Choose time; Status and select **Apply**
- The screen shows order history information filtered according to criterias chosen





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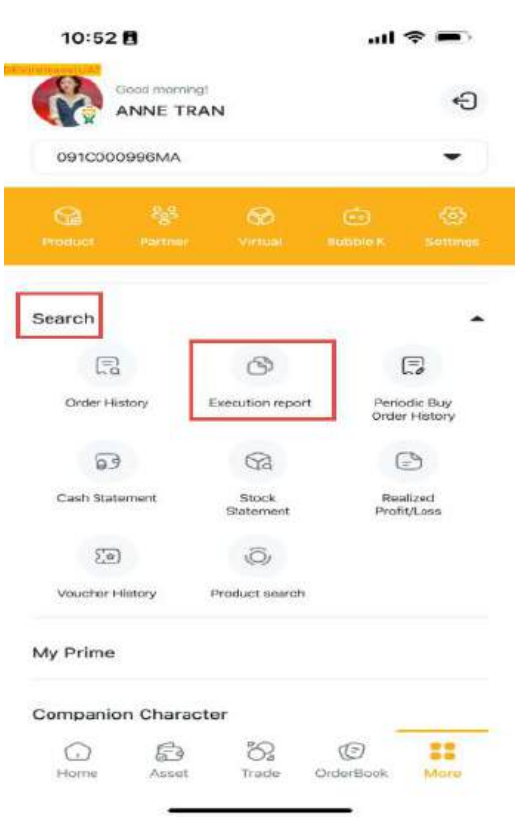
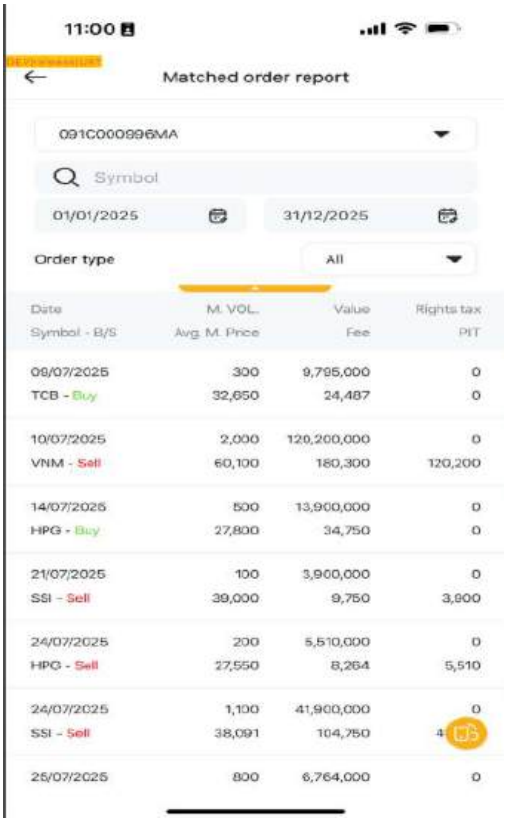
2. Execution report

At **Search**, select **Execution report** to switch to **Execution report** screen.

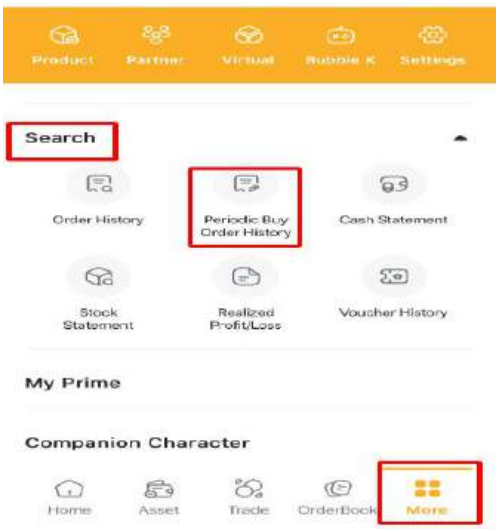


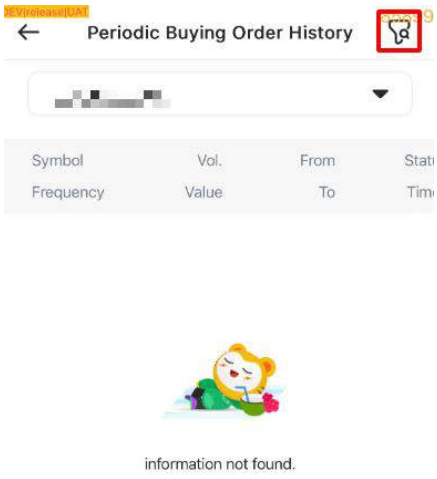


- Choose sub-account to lookup **Execution report**
- At **Execution report** screen, select filter icon to switch to **Filter** screen
- Choose criterias for order history filter: Symbol; Choose time; Status; Frequency and select **Apply** button
- The screen shows the information of periodic buy order history filtered according to criterias chosen

3. Periodic buy order history

At **Search**, select **Periodic buy order history** to switch to **Periodic buy order history** screen.





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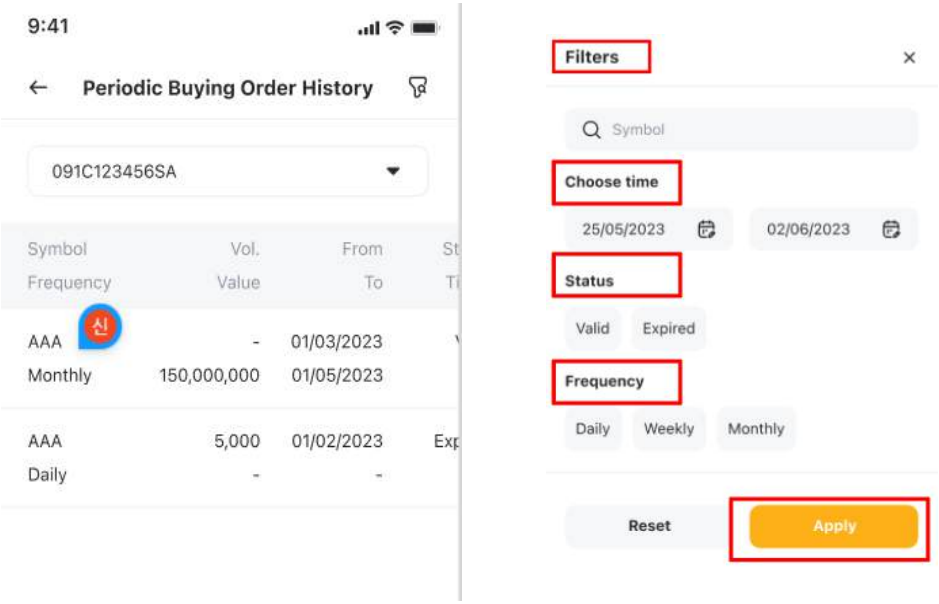
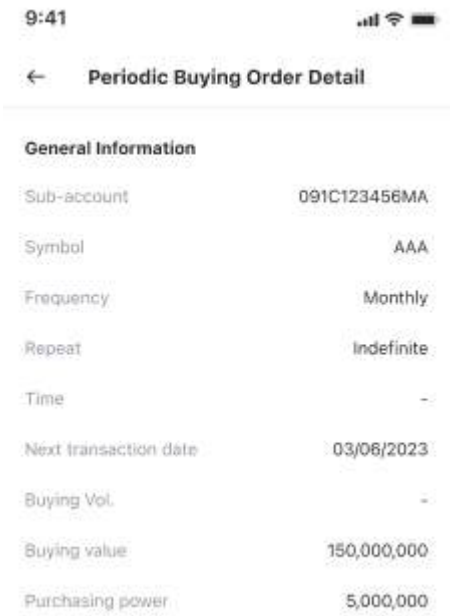
- Choose sub-account to lookup **Periodic buy order history**
- At **Periodic buy order history** screen, select filter icon to switch to **Filter** screen
- Choose criterias for order history filter: Symbol; Choose time; Status; Frequency and select **Apply** button
- The screen shows the information of periodic buy order history filtered according to criterias chosen



- At periodic buy order history, please select periodic buy order to switch to detail screen of periodic buy order:



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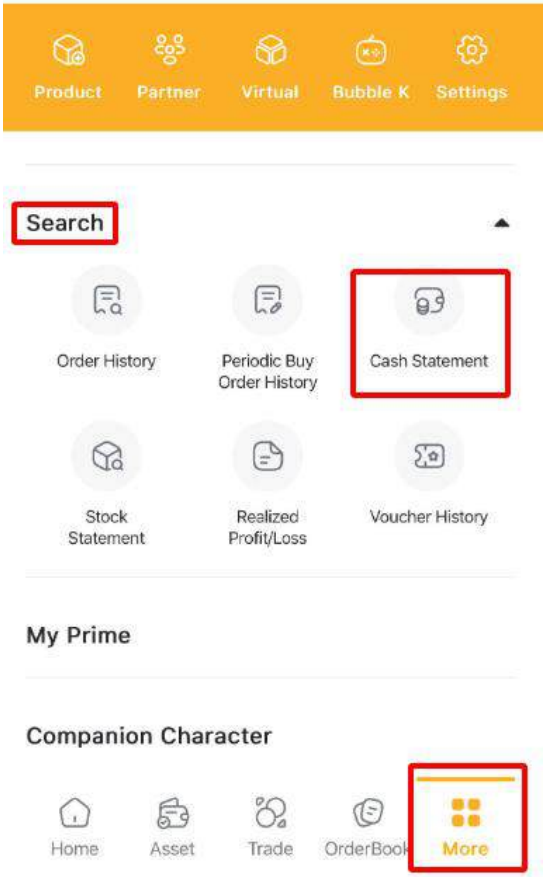
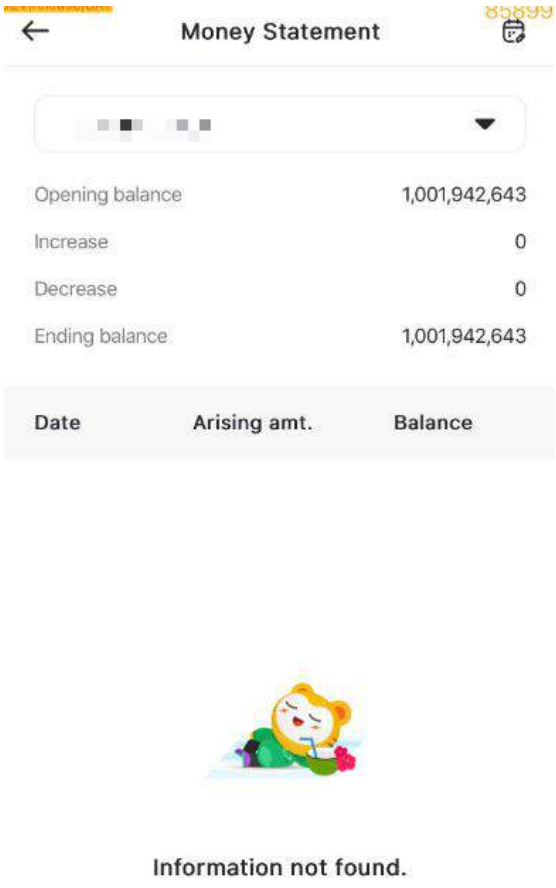
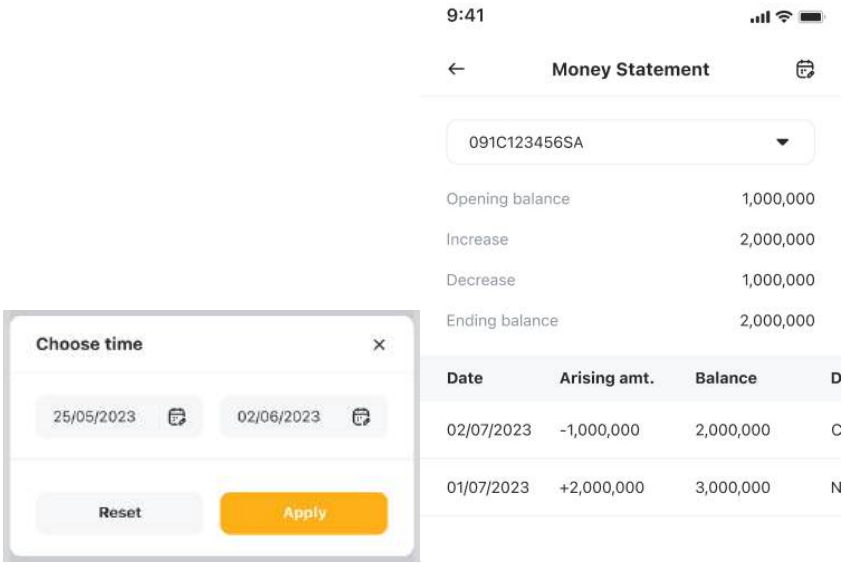
4. Cash statement

Customer could lookup cash statement by these steps: at **Search** screen, select tab **Cash statement** to switch to **Cash statement** screen





- Choose sub-account to lookup **Cash statement**
- At **Cash statement** screen, select the icon time to switch to **Choose time** screen
- Select period time to lookup cash statement and enter **Apply** to switch to detail screen of cash statement according to filtered time



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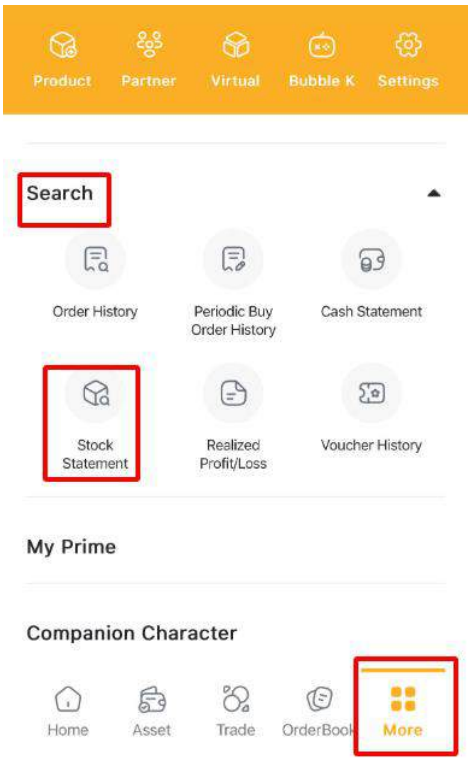
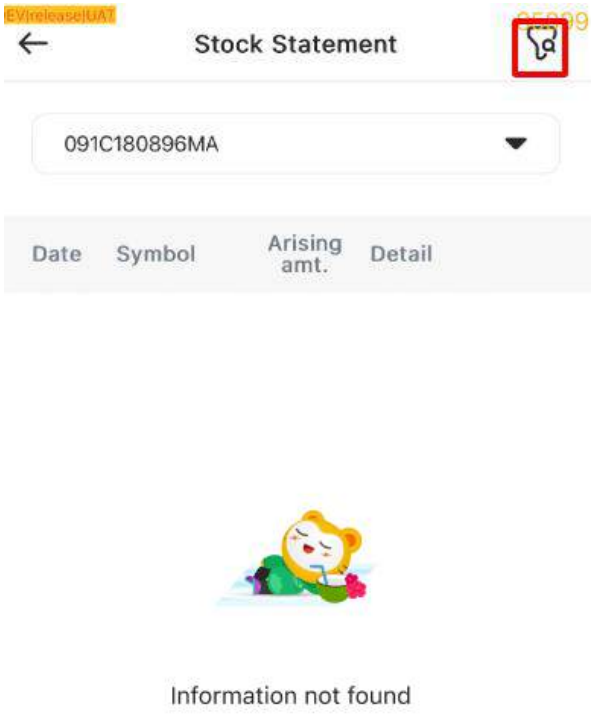
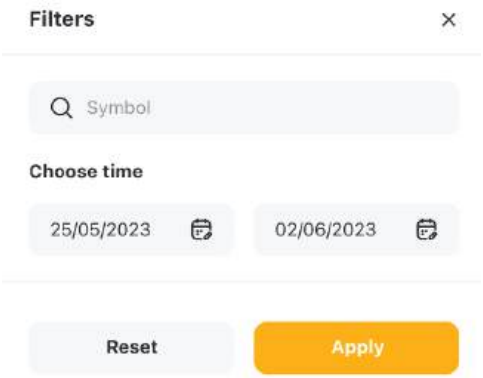
5. Stock statement

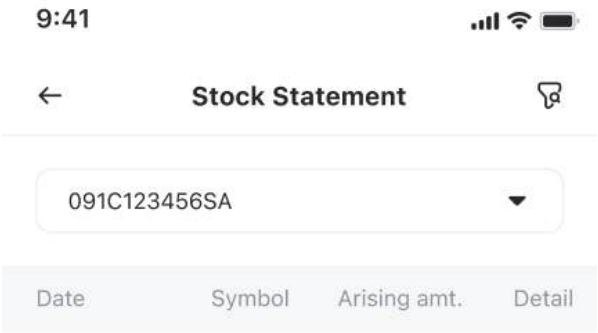
Customer could lookup stock statement by these steps: at **Search**, select **Stock statement** to switch to **Stock statement** screen





- Choose sub-account to lookup **Stock statement**
- At **Stock statement** screen, select icon filter to switch to **Filter** screen: Symbol; Choose time
- Choose time to lookup stock statement and select **Apply** button to switch to detail screen of stock statement





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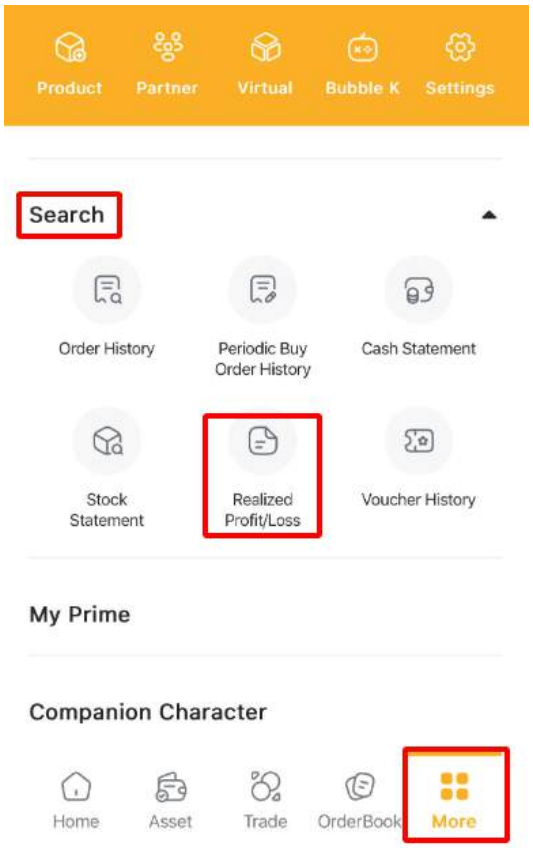
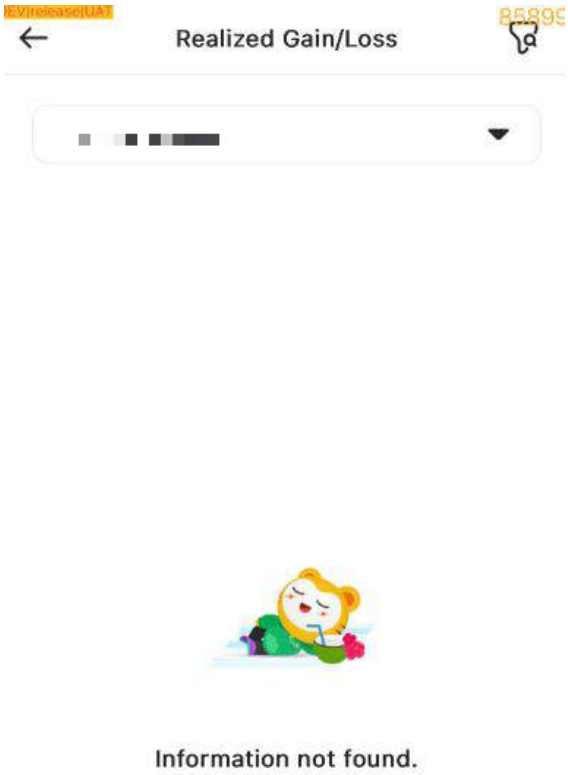
6. Realized profit/loss

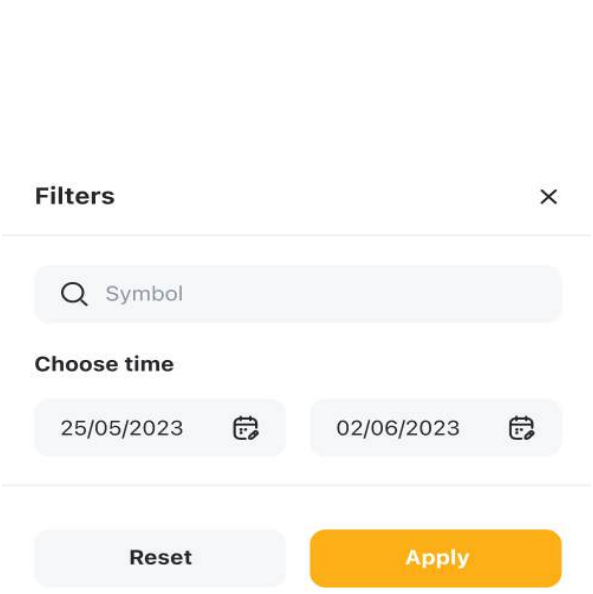
Customer could lookup realized profit/loss by these steps: at **Search**, select tab **Realized profit/loss** to switch to **Realized profit/loss**

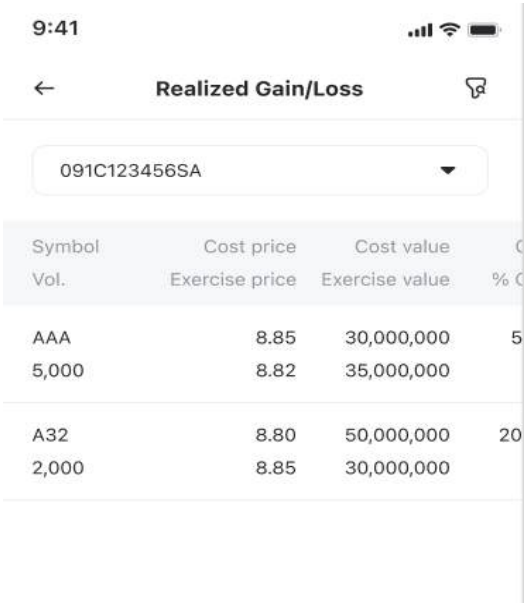




Choose sub-account to lookup **Realized profit/loss**

- At **Realized profit/loss** screen, select filter icon to switch to **Filter** screen: Symbol; Choose time
- Select stock symbol and and period time to lookup realized profit/loss and enter **Apply** to switch to realized profit/loss screen.





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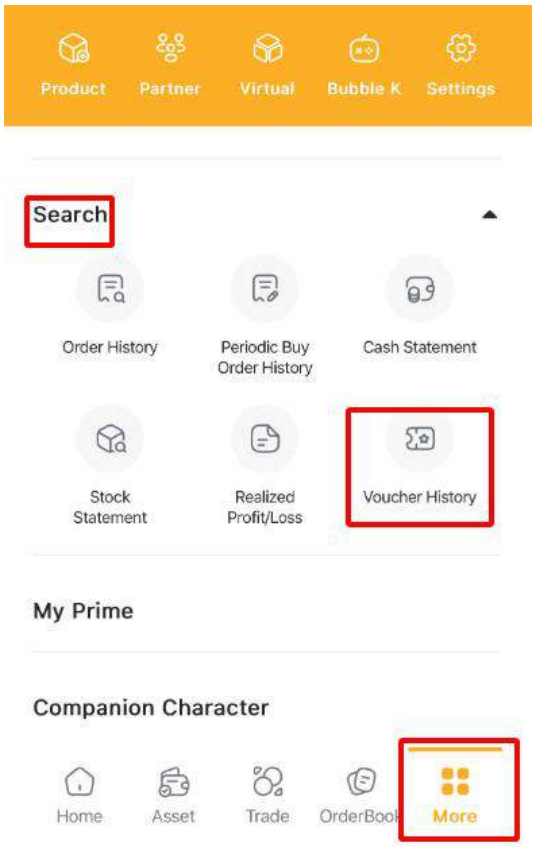
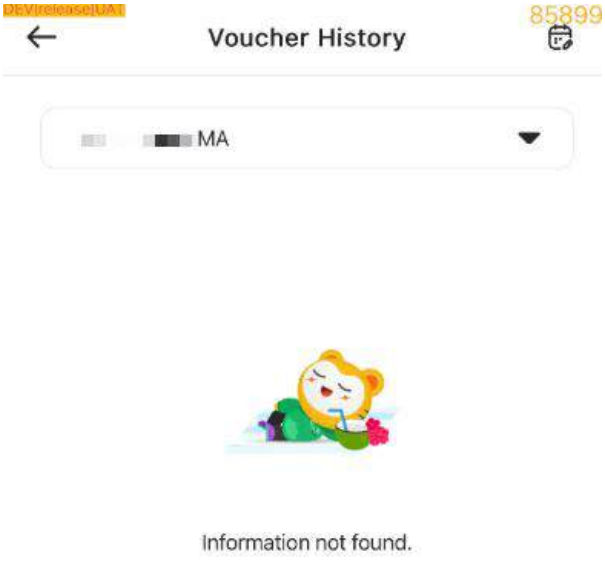
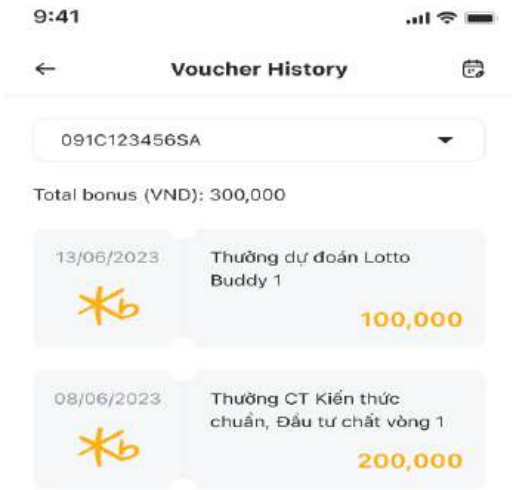
7. Voucher history

Customer could lookup Voucher history by these steps: at **Search** screen, select tab **Voucher history** to switch to **Voucher history** screen





- Choose sub-account to lookup **Voucher history**
- At **Voucher history** screen, select time icon to switch to **Choose time** screen
- Choose period time to lookup voucher history and enter **Apply** to switch to detail screen of voucher history.



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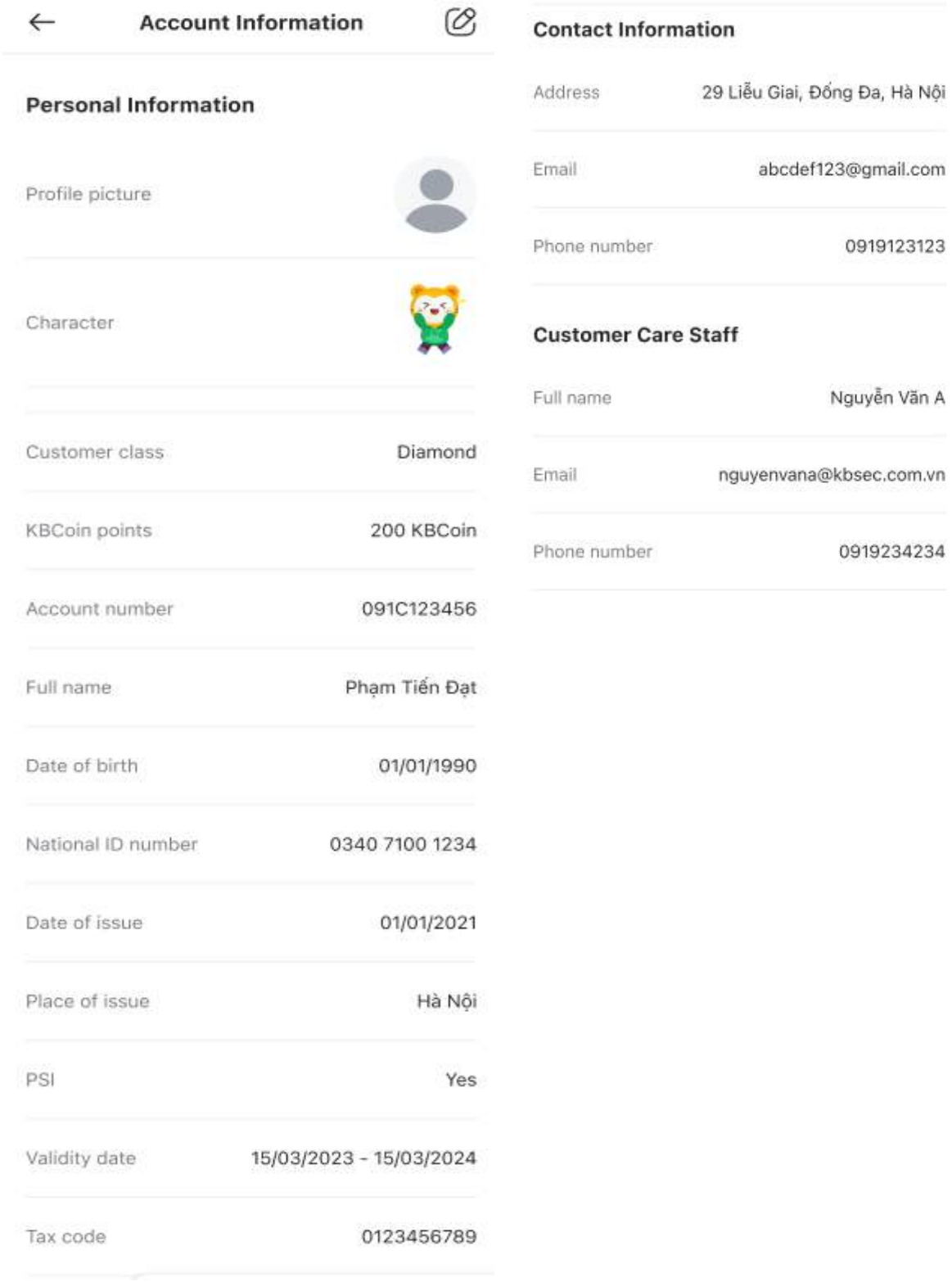
IX. OTHER UTILITIES

1. Account information (Personal information)

Account information of Customer includes these information: Personal information, Contact information and Customer care staff.

In addition, at Personal information allows Customers to change Profile picture, National ID number and Address.



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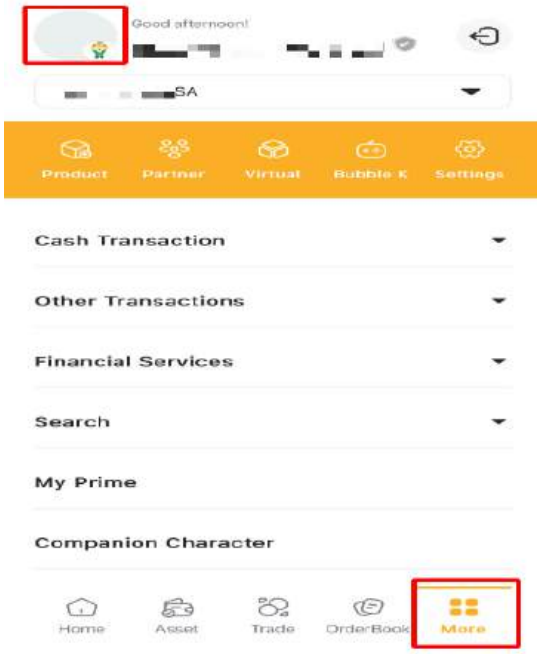
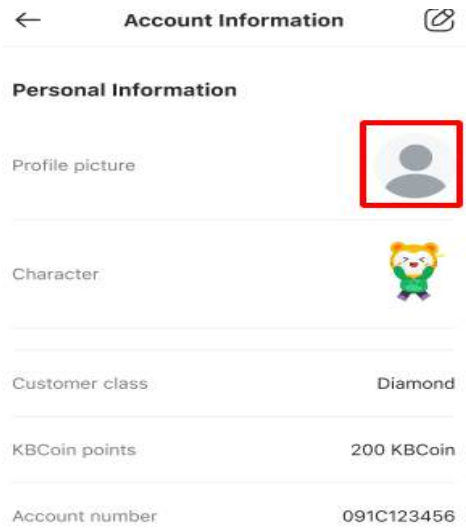
1.1. Change Profile picture

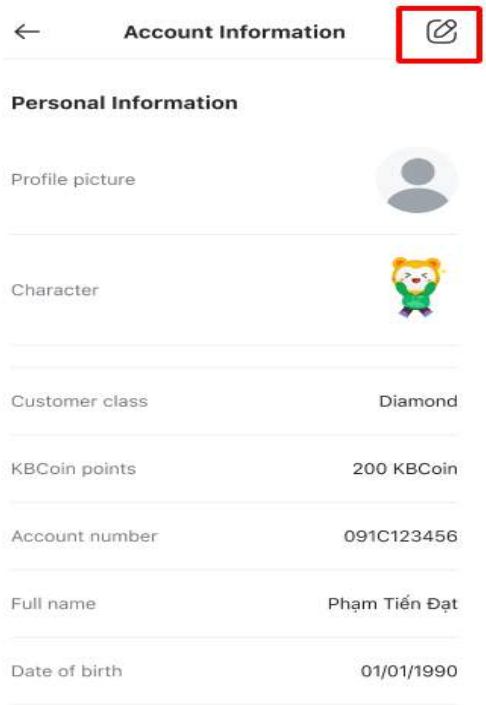
- **Step 1.** Enter **More** at the right corner of application
- **Step 2.** Choose **Profile picture**
- **Step 3.** Change profile picture by **Take photo** or **Choose a photo**

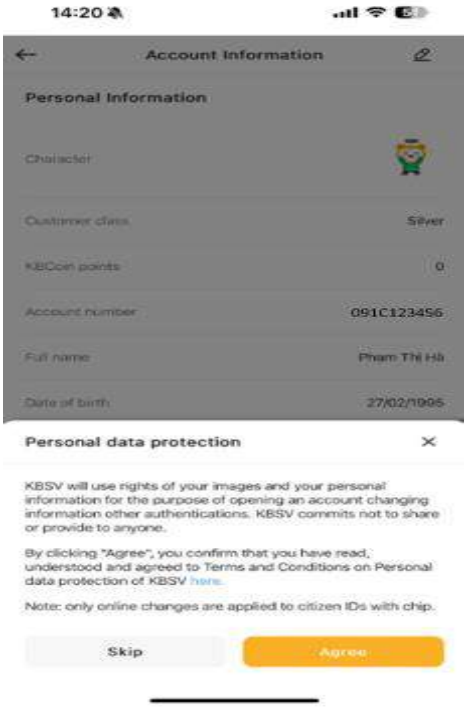




1.2. Change profile information

- **Step 1.** Enter **More** at the right corner of the screen
- **Step 2.** Select **Avatar**
- **Step 3.** Select the icon
- **Step 4.** In the **Personal data protection**, select **Agree**





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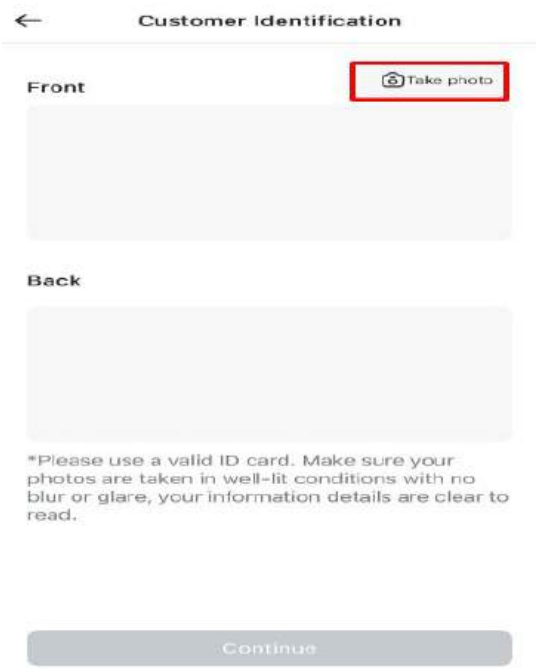
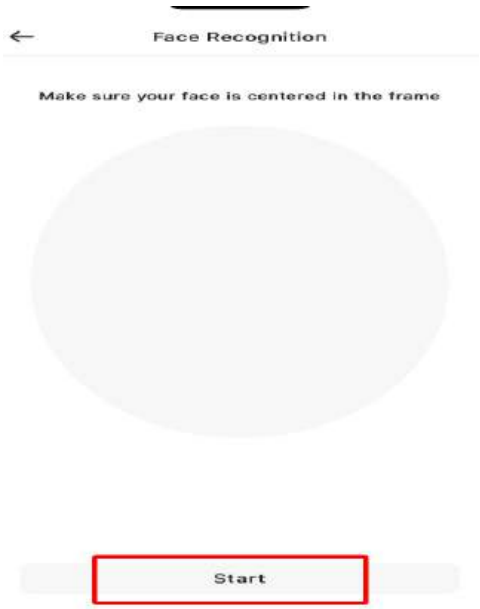
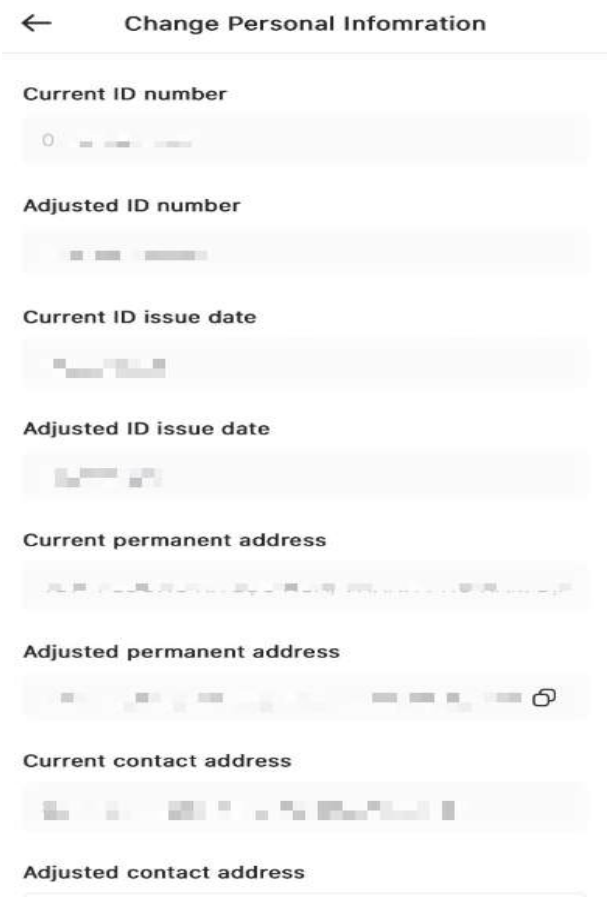
Step 5. Take photo Customer Identification



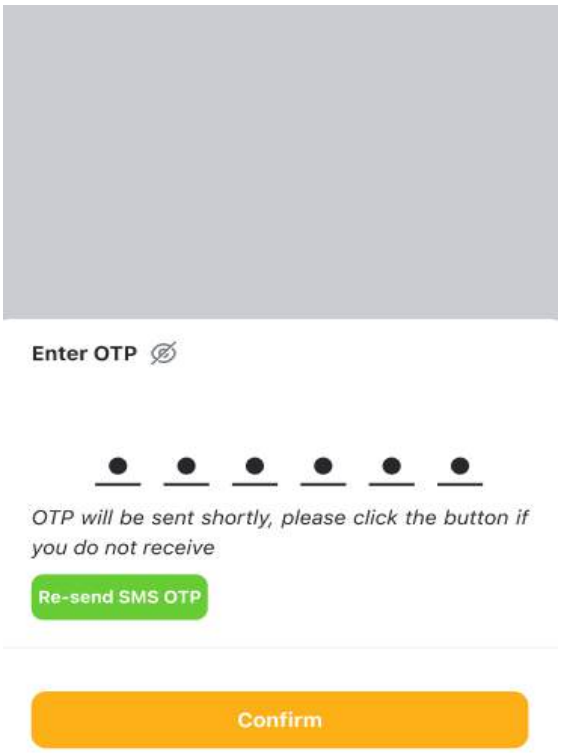
Step 6: Face Recognition. Select **Start**



Step 7. Change Personal Infomration: address; tax code; email address; New phone number. Then select **Continue**



Step 8: Get OTP and select **Confirm**



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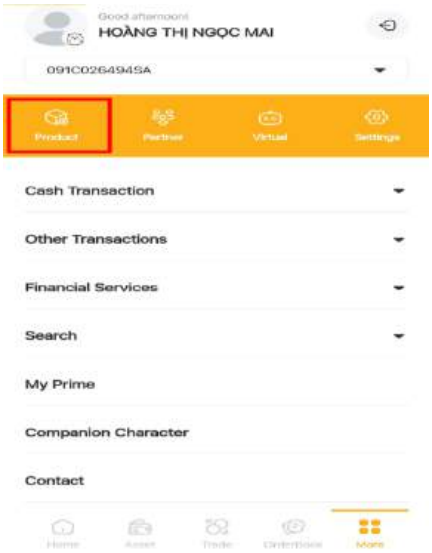
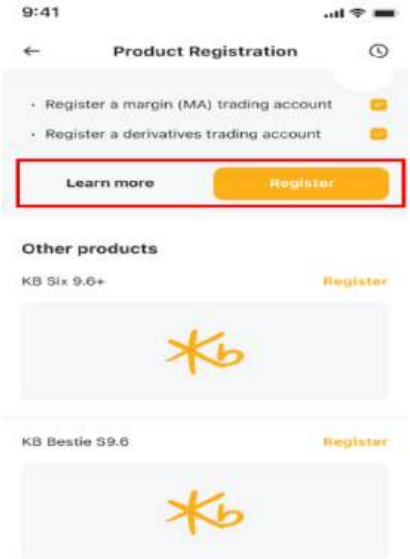
2. Product

At **More** tab, select **Product** to switch to **Product registration** screen.

At **Product registration** screen, Customer could register online products of KBSV includes: register a trading account, other products.

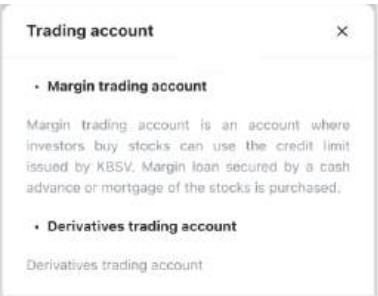




2.1. Register a trading account

Customer could register a margin/derivatives trading account at **Product registration** screen. The screen only shows the information of account that Customer has not had.

- Customer select **Learn more** to get more information about each type of trading account.
- To register an account, please select box(s) corresponding to account to register, enter **Register** and perform steps to complete signing the e-contract as instructions in changing information in **section 1.2**.



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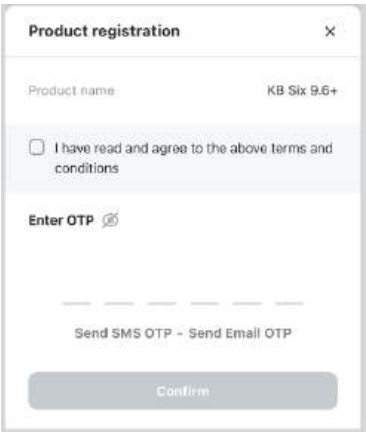
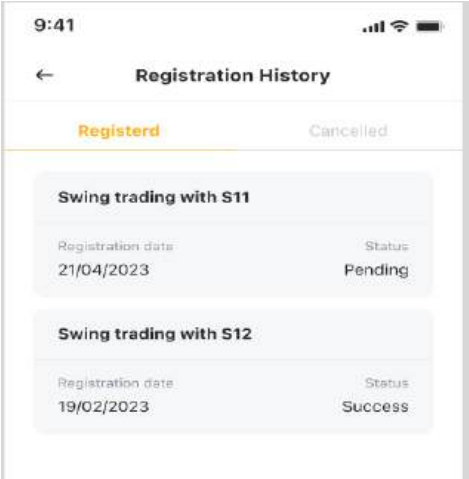
2.2. Register other products

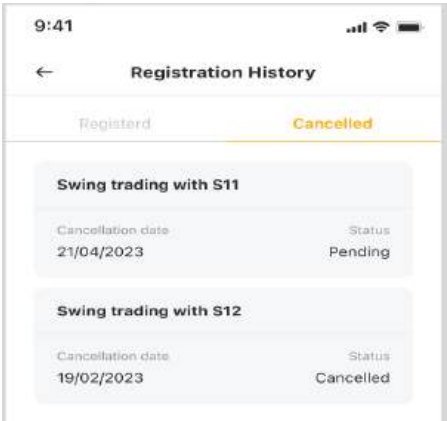
To register other products, Customer select **Register** button at the right corner of each product and perform the authentication of OTP/PIN.



2.3. Product registration history

To lookup History of product registration, Customer select the icon at the right corner of Product registration screen, it shows **Product registration history** screen.





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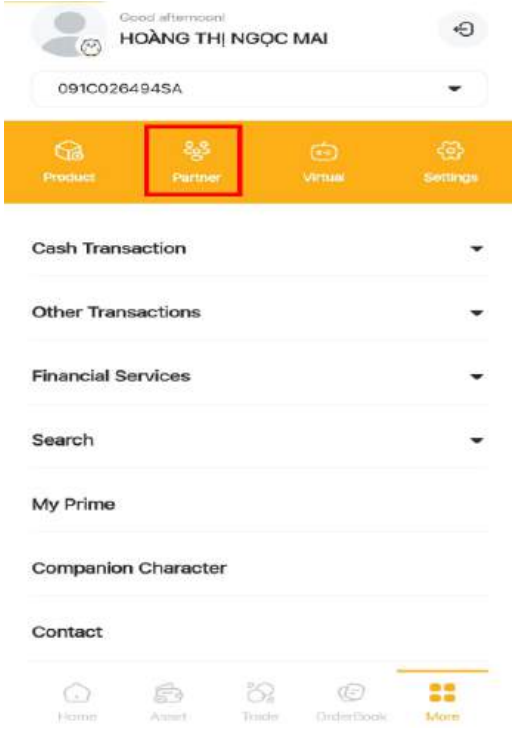
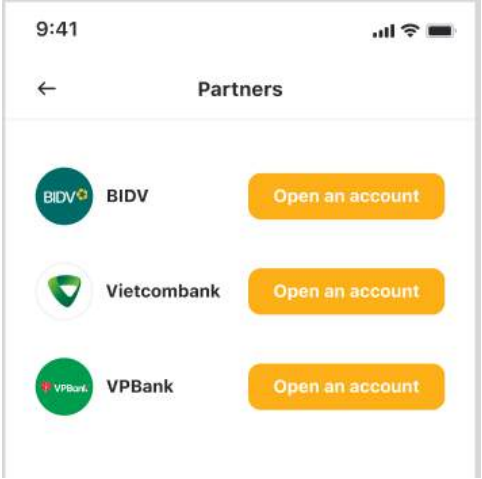
3. Partners

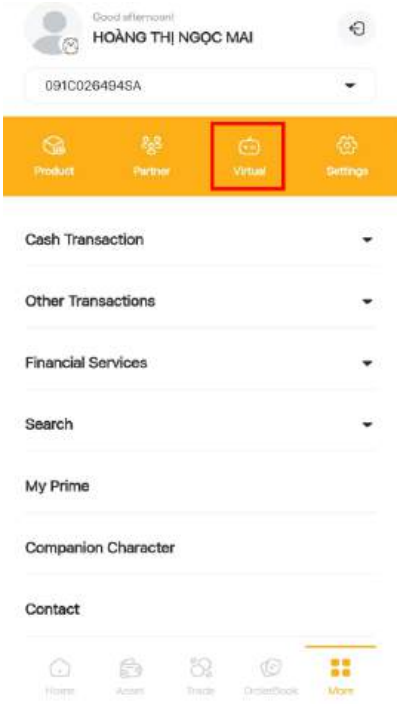
At **Partner** screen, Customer could find the information of current partners of KBSV, includes banks and services provider that KBSV is constantly expending to provide to Customers with the best options and services.

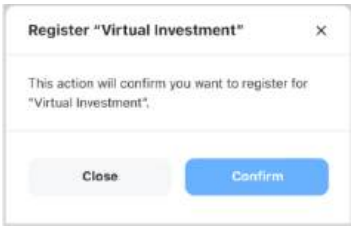


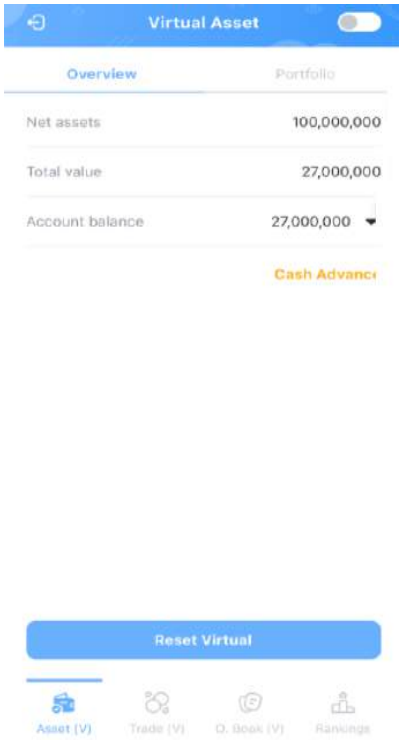


4. Virtual investment

At **More** screen, Customer enter **Virtual,** select Register confirmation, the screen shows Virtual asset screen of Virtual investment.







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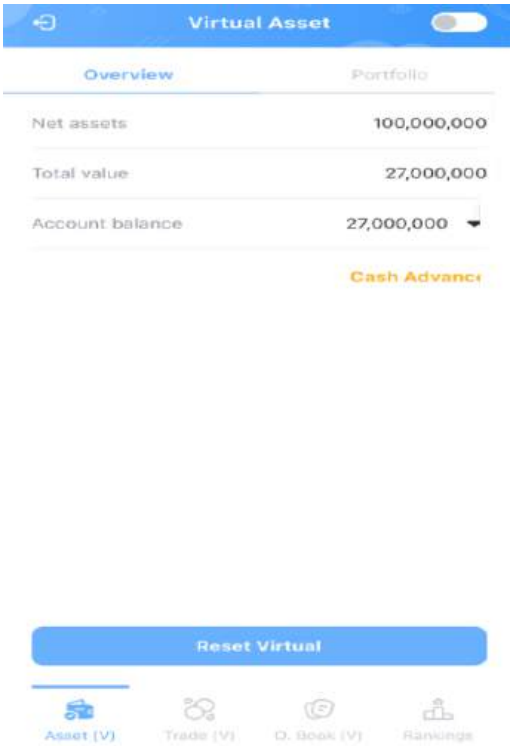
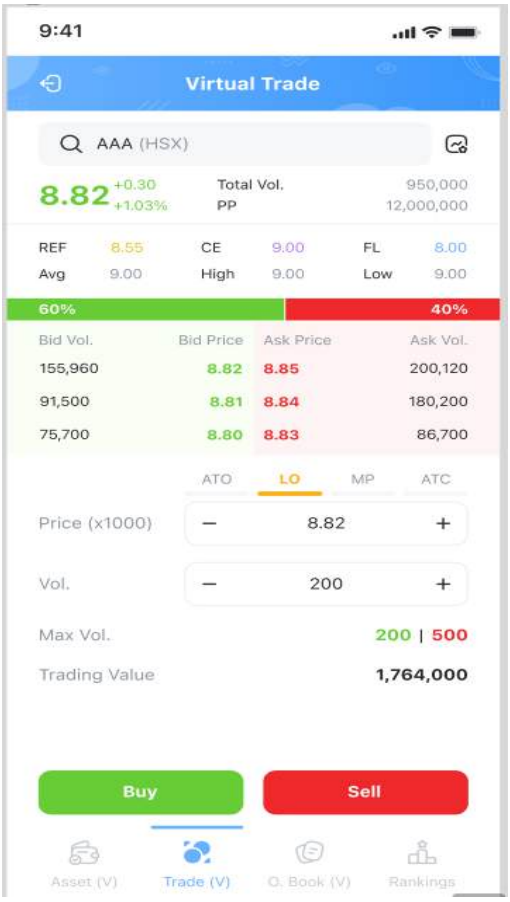
❖ Virtual asset

Virtual asset screen includes **Overview** section and **Portfolio** of virtual investment.



❖ Virtual investment

Customer could put a virtual order at **Virtual investment** screen or **Portfolio** screen.



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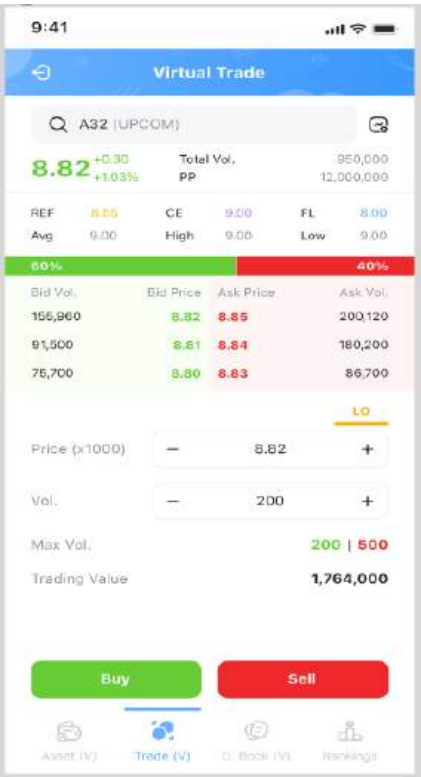
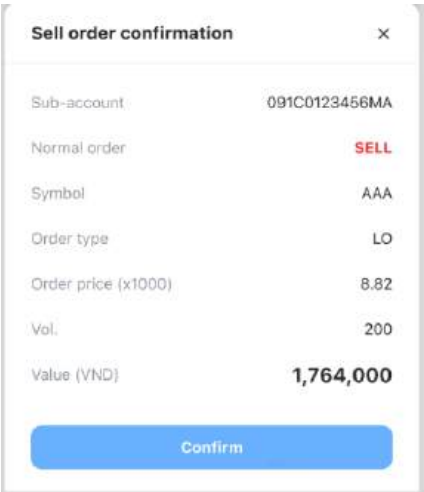
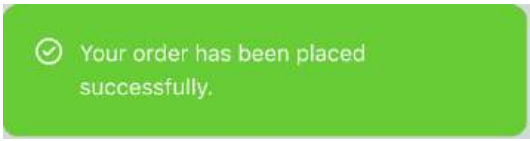
At Virtual investment screen:

- Customer could enter these information fields:
  - Sub-account: Select sub-account
  - Symbol: Enter stock symbol. If the transaction from Detail symbol then Customer does not need to enter this field
  - Order type: Choose order type
  - Price: Enter price to trade. The price must between ceiling, floor price and consistent with the price step
  - Volume: Enter volume
  - 

- Select **Buy** or **Sell**, the screen shows the notification of **Order confirmation**
- Enter PIN/OTP to complete the order
- The screen show notification of order placed successful





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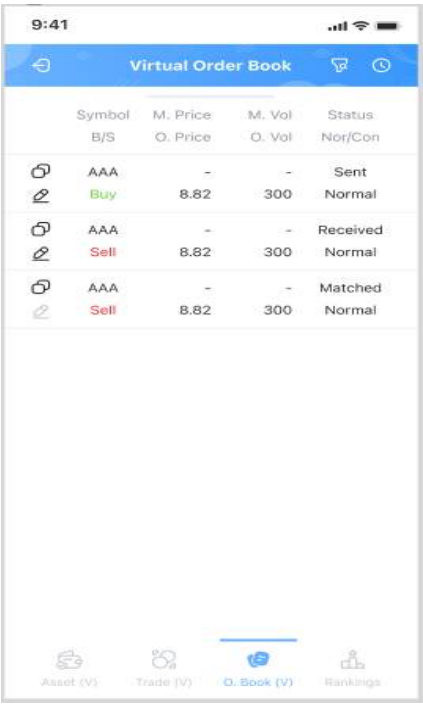
❖ Virtual order book

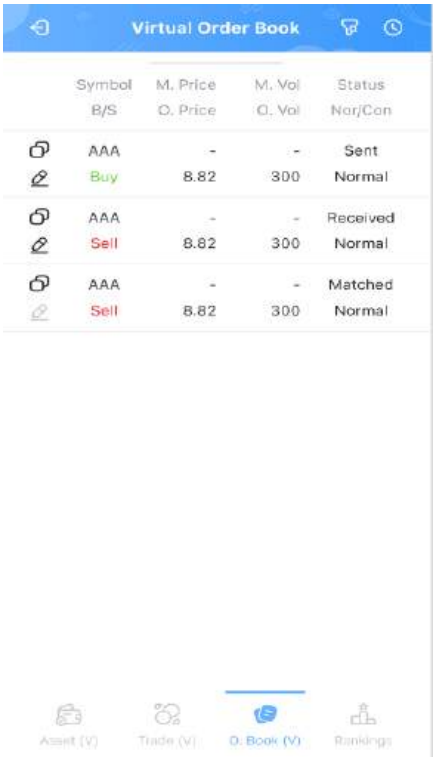
Customer select Virtual order section to view the virtual trading orders already placed.

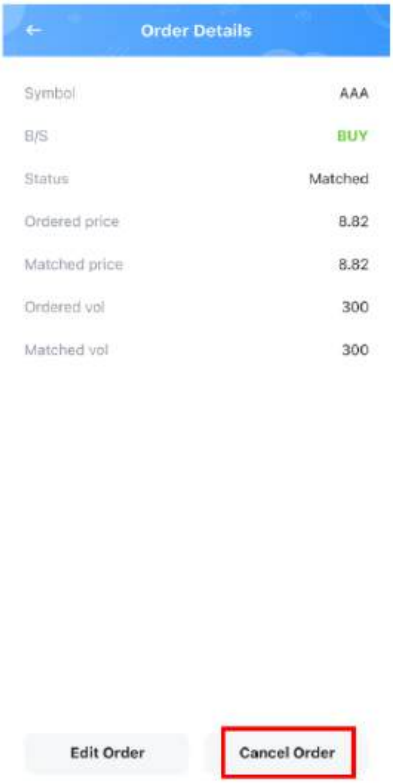


❖ Cancel the virtual order

At **Virtual order book**

- Customer could Cancel the order by 2 methods:
  - Method 1: At each order line, switch to the left to display **Cancel** button and select **Cancel**
  - Method 2: Select each order to see **Detail information** of order, then select **Cancel**





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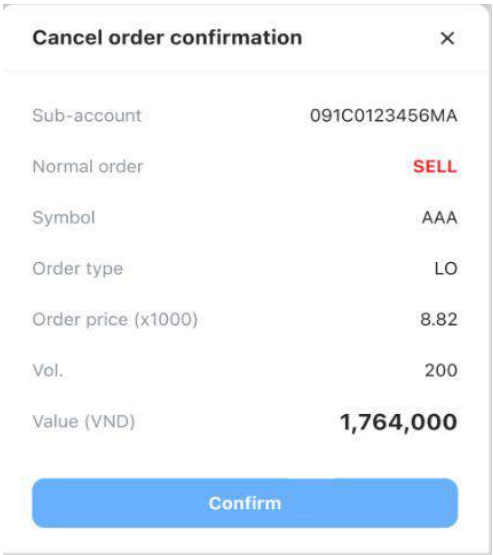
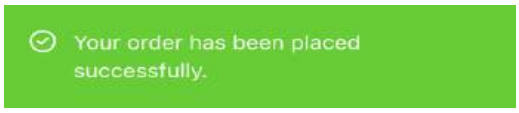
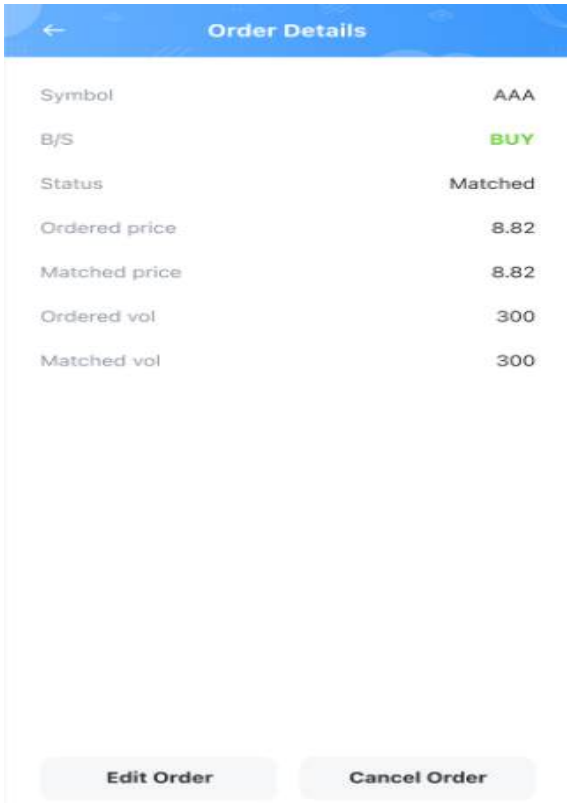
- After Cancel, the screen shows **Cancel order confirmatin** screen. The screen shows the successful notification of cacellation order.





Edit the virtual order

- At **Virtual order book** screen, Customer could edit the order by 2 methods:
  - Method 1: Select the icon ✎ at the beginning right of the right each order
  - Method 2: Select each order to view **Detail information** of order, then select **Edit order**



- It shows **Edit order** screen, Customer enter information to edit, then select Buy or Sell button to show **Edit order confirmation** screen
- Enter PIN/OTP and select Confirm
- Edit order successful shows the notification screen

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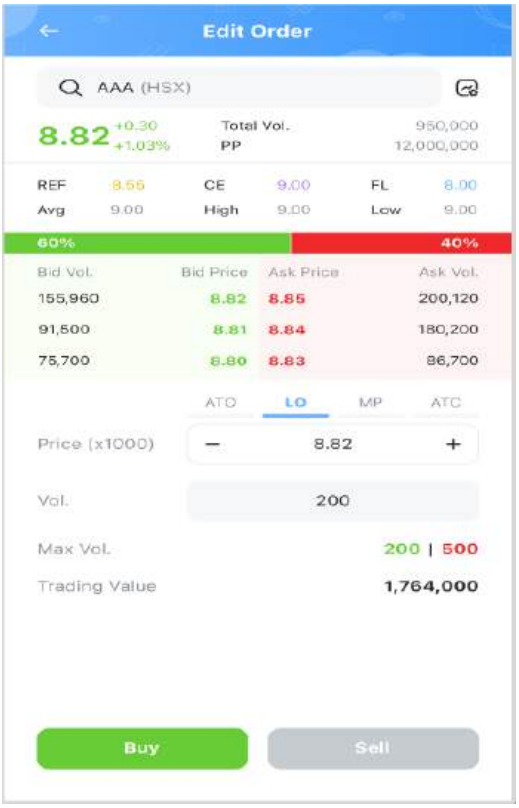
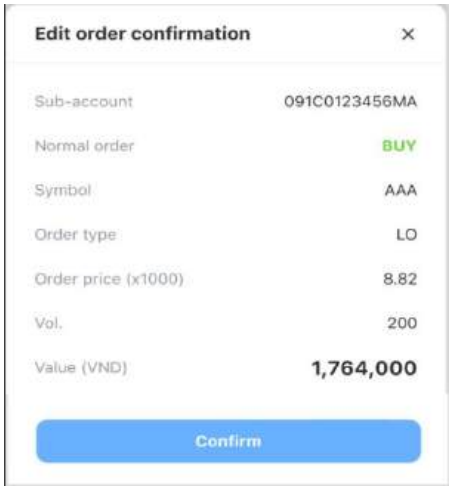
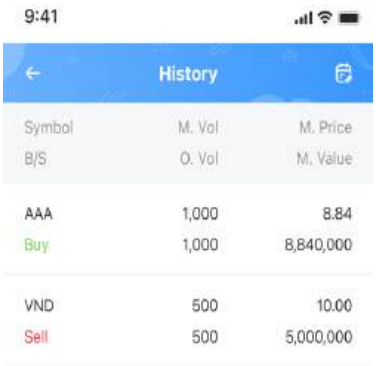
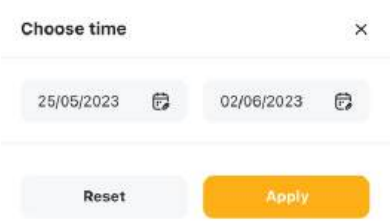




❖ **Virtual order history**

To lookup Virtual order history, Customer select the icon ⏲ at the right corner of Virtual order book screen, it shows **Order history** screen.





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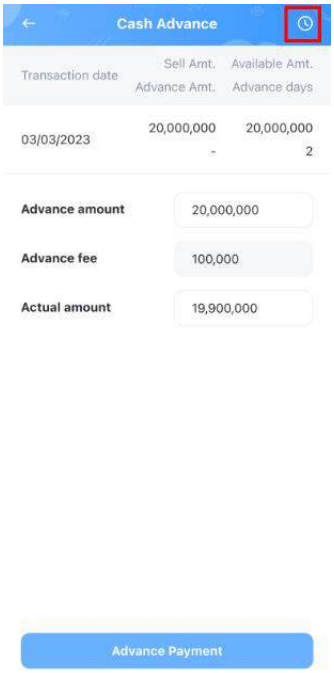
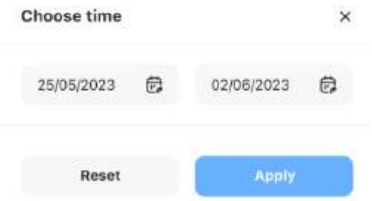
❖ Cash advances

- To cash advances, Customer select **Cash advances** at the screen **Virtual asset > Overview**, it show **Cash advances** screen.
- Customer enter the amount to advances, the screen shows the information of Cash advances fee and net amount to receive, then select Cash advances button and confirm.

❖ Cash advances history

To lookup Cash advances history, Customer select the icon ⏲ at the right corner of Cash advances screen, the screen shows **History.**





Rankings

To view rankings of virtual investment, Customer select **Rankings** section. Customer could see the detail information of accounts on rankings by selecting each account.

Share the virtual account information

To Share the virtual account information, Customer select the icon at the right corner of Virtual asset screen, then select Confirm. The information of virtual investment account information of Customer deplayed public on virtual investment ranking system.

Reset virtual investment

To reset virtual investment, at Virtual asset screen, Customer select **Reset virtual investment** then select Confirm.

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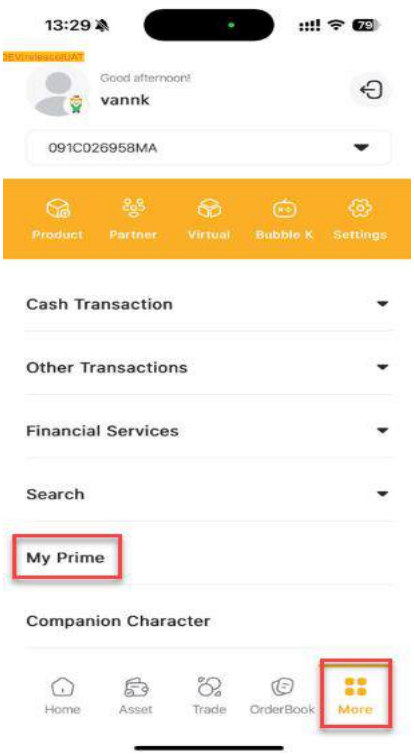
5. My prime

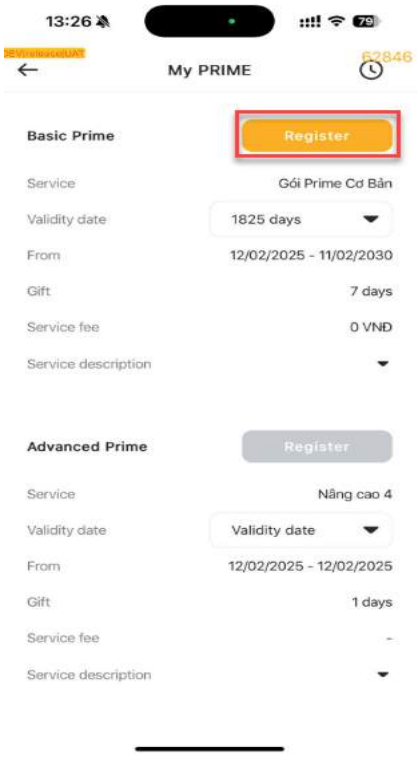
Prime Club is stock trading service includes a team of professional and dedicated investment consultants. All customers including newbie and existing investors on the securities market, investors who do not have time to follow the market could all join Prime Club.

5.1. Register Prime Club

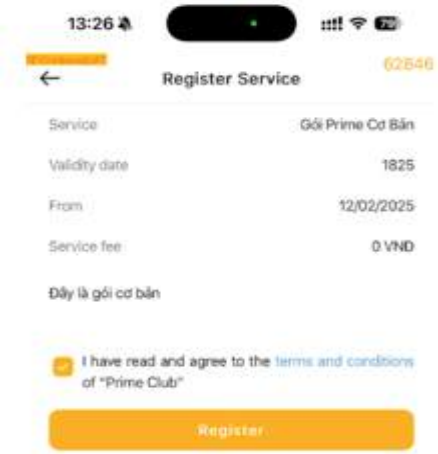
To register Prime Club, Customer following these steps:

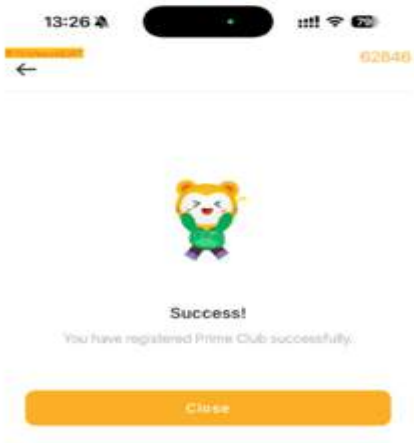
- **Step 1.** Select **My Prime** at **More**
- **Step 2.** There are 2 types of Prime includes **Basic Prime** and **Advanced Prime**, select **Register** at the package.





- **Step 3.** After understanding the registration information, the terms and conditions, Customer tick *"I have read and understand terms and conditions of Prime Club"* then select **Register**





After these steps, the account registered Prime Club successful.

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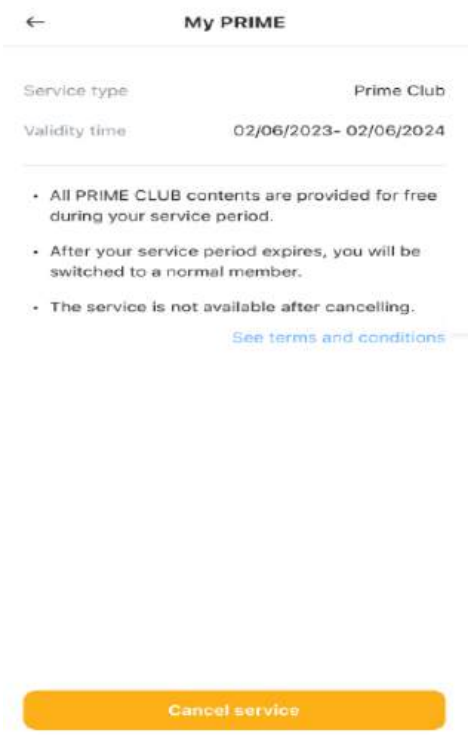
5.2. Personal information of Prime Club and Cancel the service

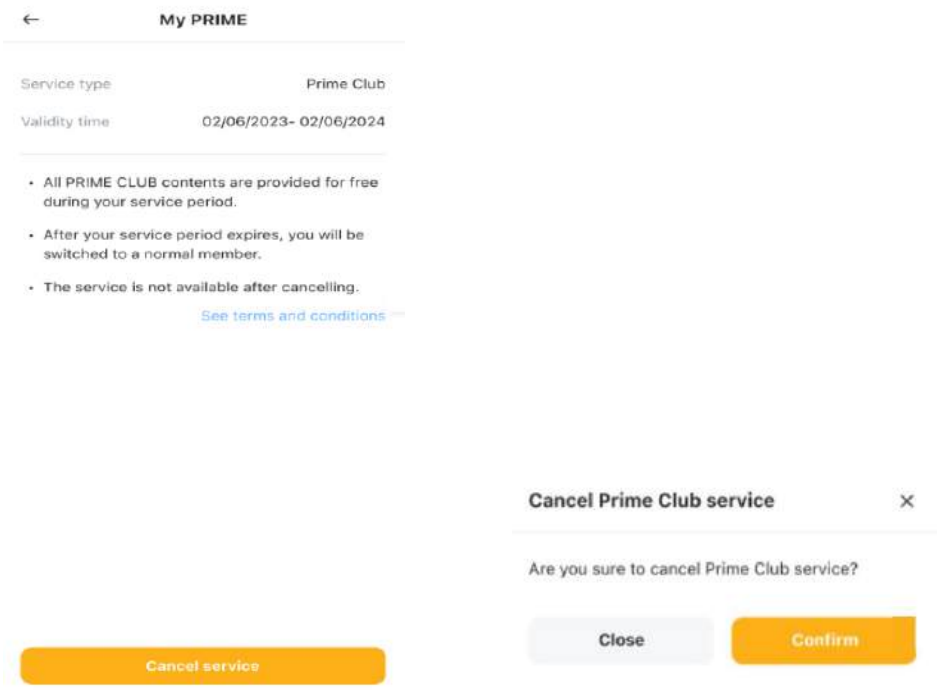
❖ Personal information – PRIME

After registering Prime Club, Customer enter My Prime to view personal information. The information includes "Service type", "Validity time", "Terms and conditions" of services.



❖ Cancel the service

To cancel Prime Club service, at **Personal information – PRIME** screen, Customer select **Cancel service**.



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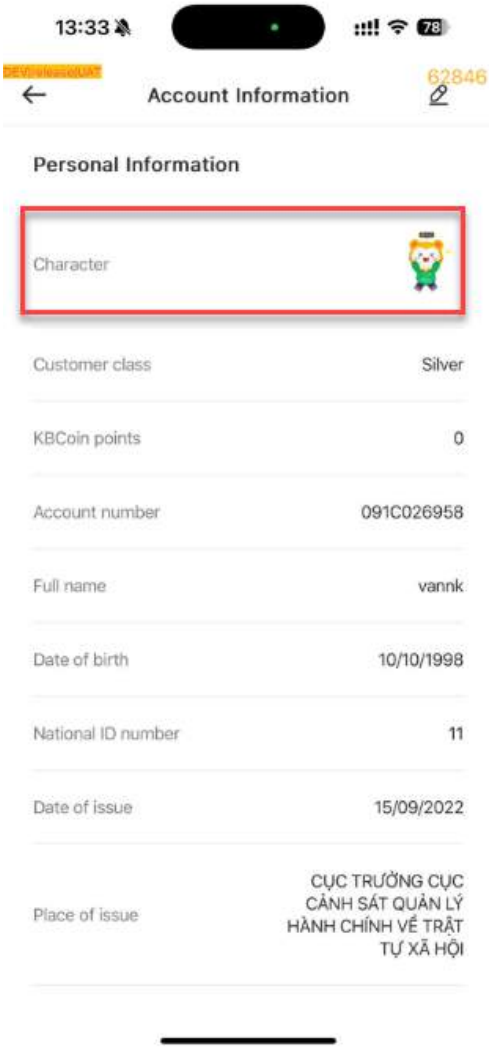
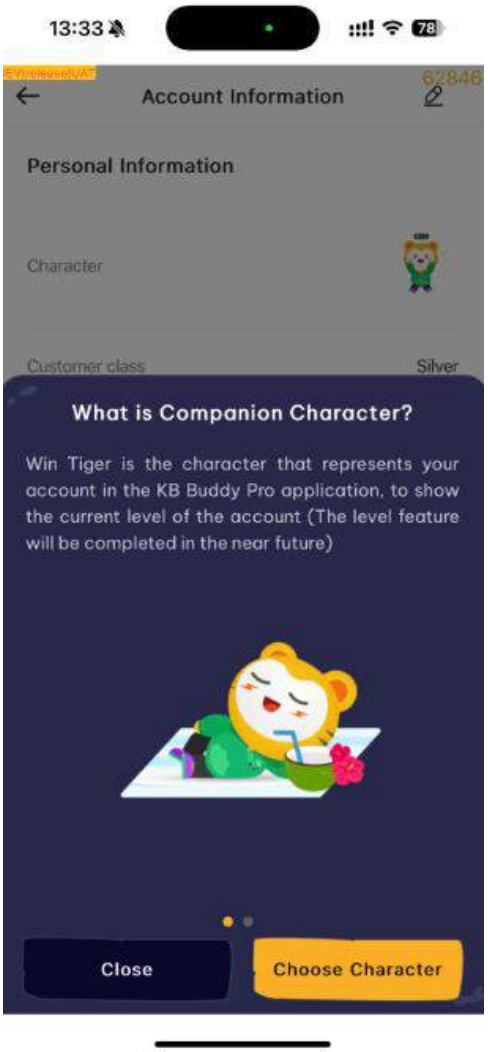
6. Companion character

The companion character is the character representing the account for application, **KB Buddy** currently has Tiger Win. Customer could change **Companion character** of application by these steps:

- **Step 1:** At **Account information** screen, select **Character**
- **Step 2:** Select **Choose Character** to apply the Tiger Win





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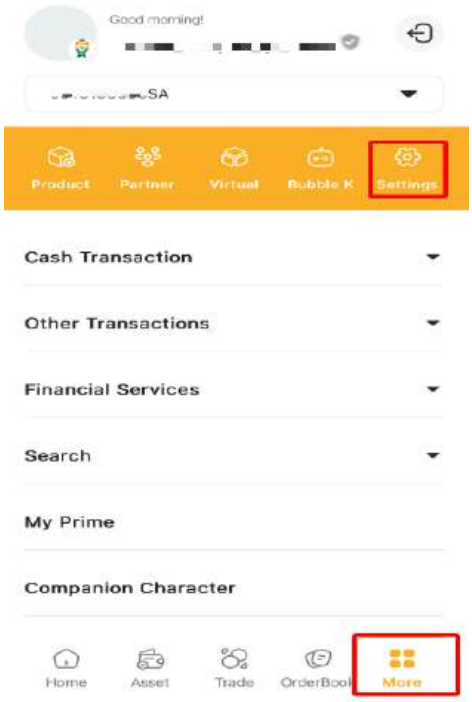
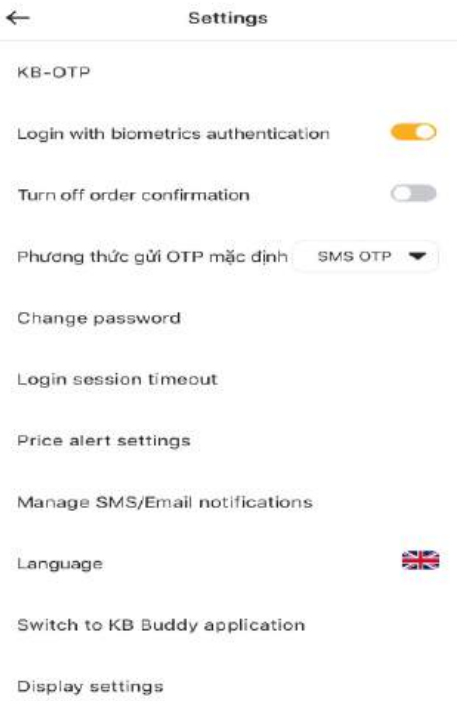
7. Settings

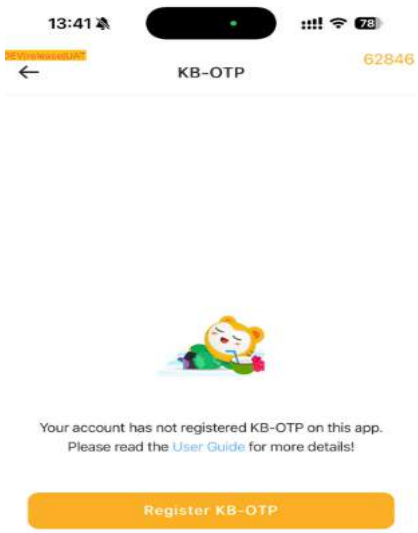


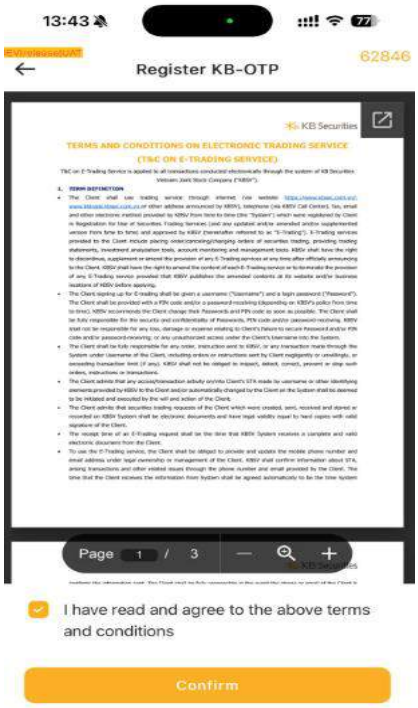


7.1. KB OTP

❖ **Register KB-OTP**

- **Step 1.** Select **Register KB-OTP**
- **Step 2.** After understanding terms and conditions, please tick *"I have read and agree to the above terms and conditions"*
- **Step 3.** Enter **Send SMS OTP** or **Send Email OTP** to receive OTP





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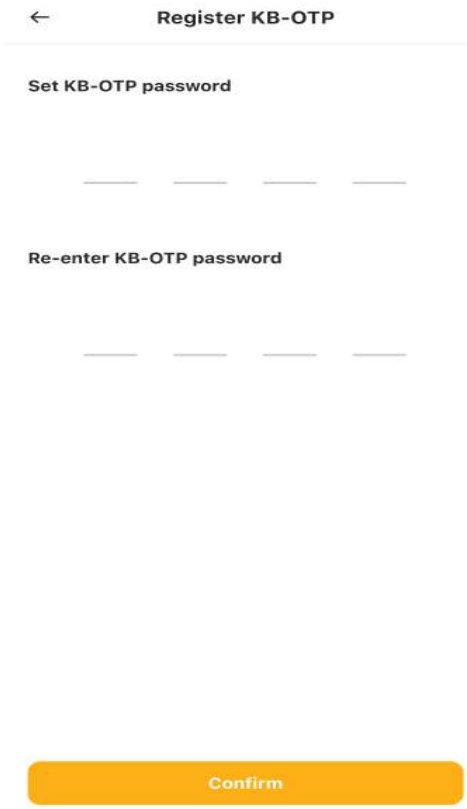
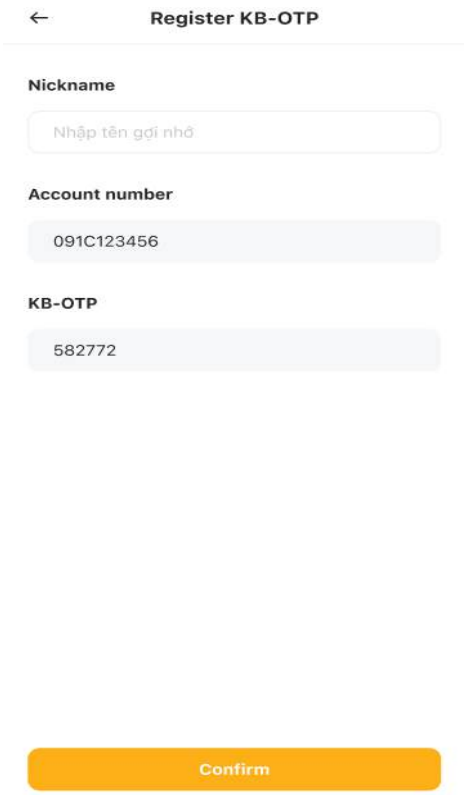
- **Step 4.** Create 4 numbers of KB-OTP and re-enter
- **Step 5.** Enter **Nickname** for account and enter **Confirm** to complete.

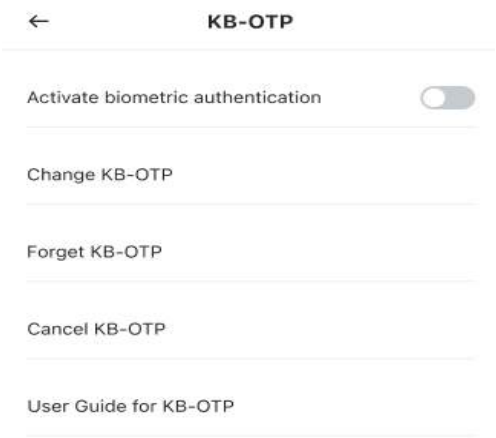




❖ **Login with biometrics authentication**

Customer could **Activate biometric authentication** for **KB-OTP** following these steps:

- **Step 1.** At **KB-OTP** screen, switch **Activate biometric authentication** to yellow button
- **Step 2.** Enter KB-OTP
- **Step 3.** Scan fingerprint/ or face recognition to activate biometric authentication for KB-OTP



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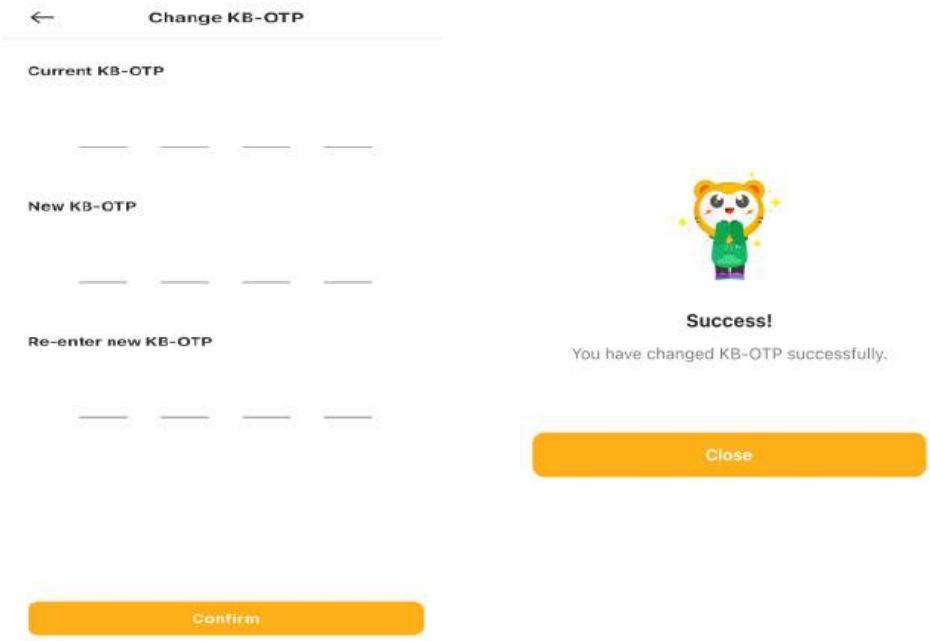
❖ **Change KB-OTP**

At **KB-OTP** screen, select **Change KB-OTP** and follow these steps:

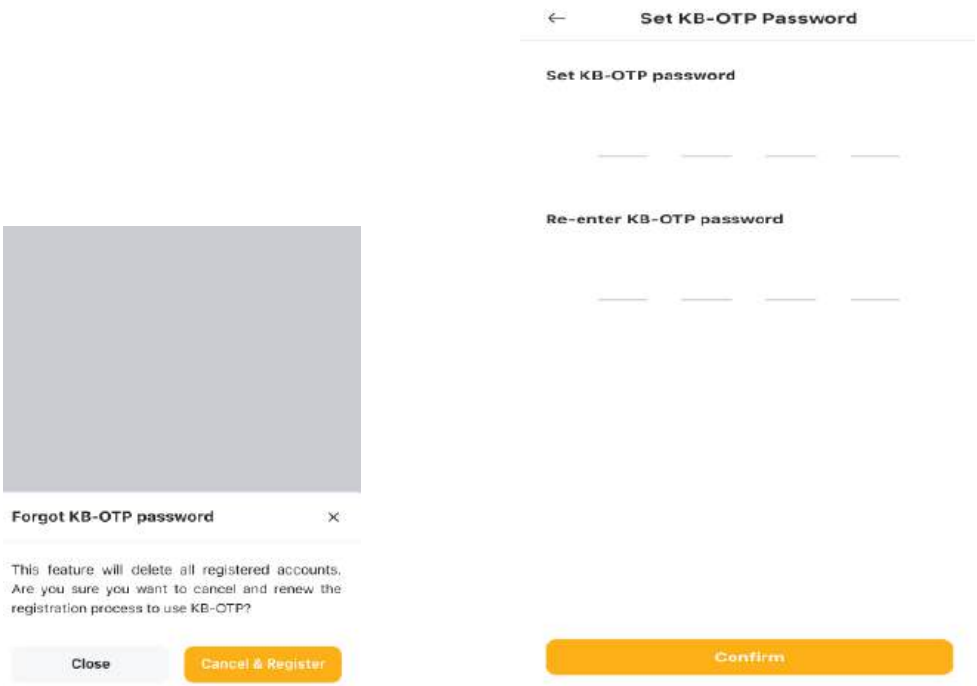
- **Step 1.** At **KB-OTP** screen, enter **Change KB-OTP**
- **Step 2.** Enter **Current KB-OTP**
- **Step 3.** Enter **New KB-OTP**
- **Step 4.** Re-enter new KB-OTP and **Confirm**



After completing these steps, KB-OTP of account changed.

❖ **Forget KB-OTP**

- **Step 1.** At **KB-OTP** screen, select **Forget KB-OTP**
- **Step 2.** Select **Cancel & Register**



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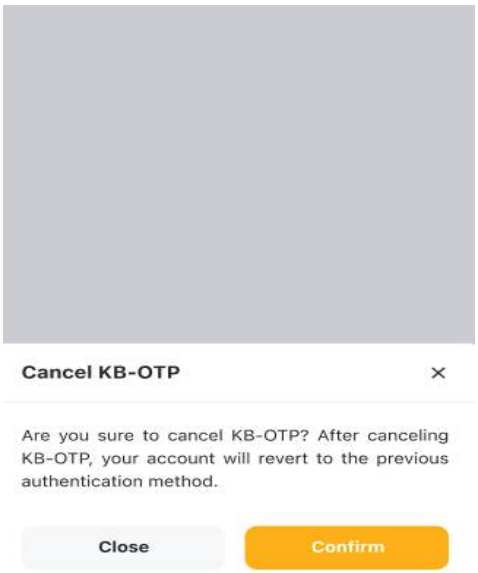
❖ **Cancel KB-OTP**

At **KB-OTP** screen, Customer select **Cancel KB-OTP** to cancel KB-OTP registration.



❖ **User guide for KB-OTP**

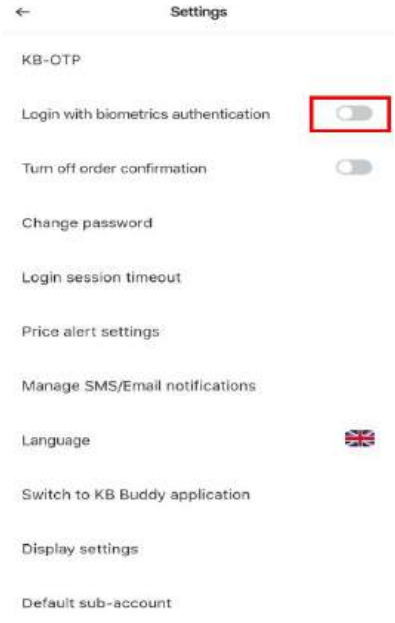
At **KB-OTP** screen, select **User guide for KB-OTP.** User guide including detail information: Register KB-OTP, How to get KB-OTP, Manage KB-OTP and Cancel KB-OTP registration.

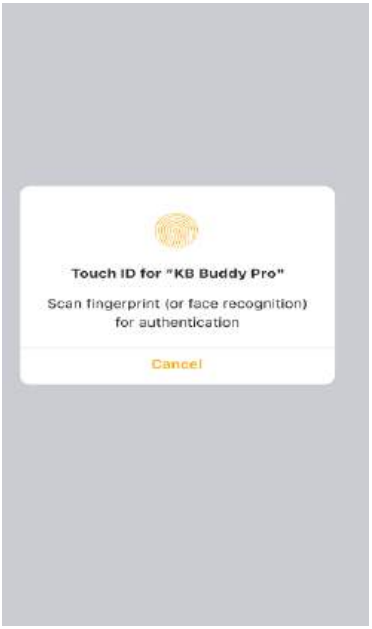
7.2. Login with biometrics authentication

Customer do not need to enter password each time login, only need to face recognition/ fingerprint on the device while still ensuring the safety of data in securities account.

To activate login with biometrics authentication, Customer just turn on **Login with biometrics authentication** button in **Settings**.

- **Step 1.** At **Settings** screen, turn on **Login with biometrics authentication** button
- **Step 2.** Scan fingerprint/ face recognition to activate biometrics authentication





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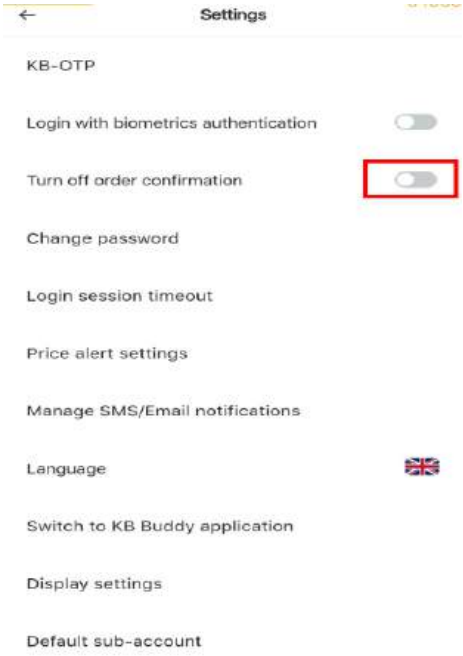
7.3. Turn off order confirmation

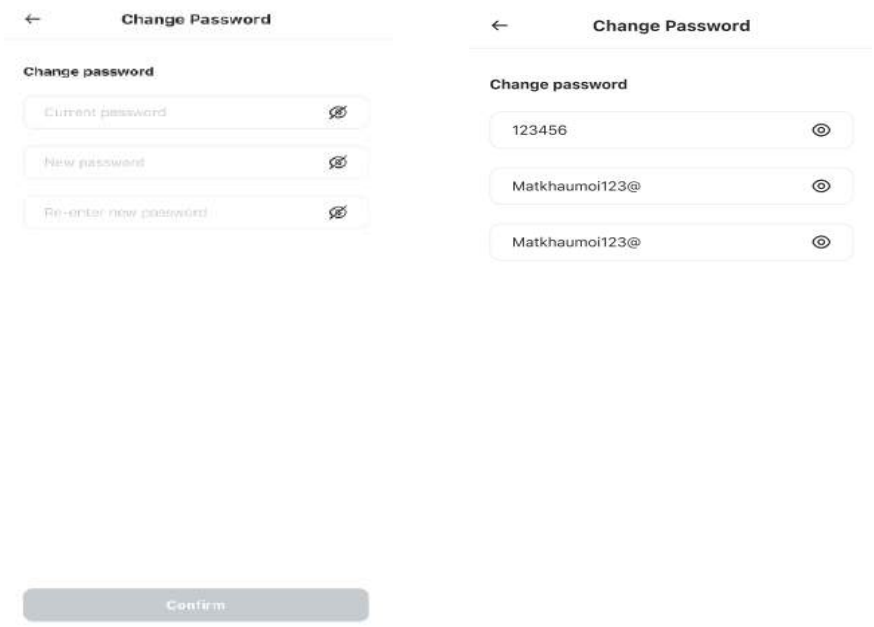
At **Settings** section, activate **Turn off order confirmation** to yellow button to complete.



7.4. Change password

Customer change password of account following these steps:

- **Step 1.** At **Settings** section, select **Change password**
- **Step 2.** Enter **Current password**
- **Step 3.** Enter **New password**
- **Step 4. Re-enter new password**



Customer select icon ⊙ to show characters/numbers. Note: The password must have at least 7 characters and contain uppercase letters, lowercase letters, number & symbol.

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7.5. Login session timeout

Customer could change login session timeout at **Settings** section, enter **Login session timeout** and select time.

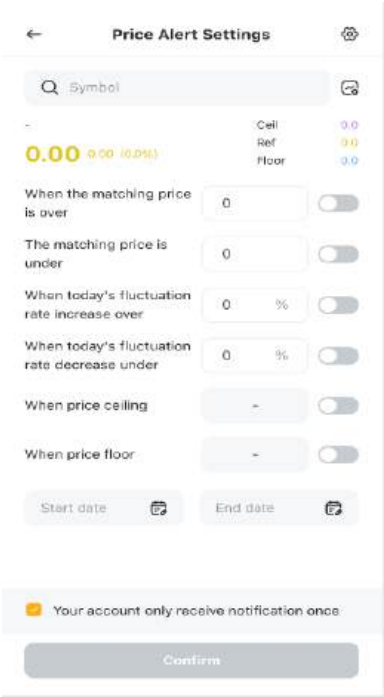
7.6. Price alert settings

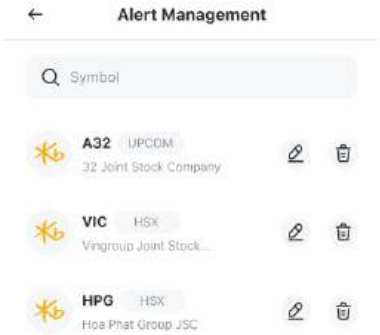
❖ **Price alert settings**

At **Settings** section, select **Price alert settings.** At price alert settings screen, select symbol and warning selection

❖ **Manage price alert**

Customer select the icon ⚙ at **Price alert settings.** At **Manage price alert** screen, symbol setted up showed in the screen. Customer could edit by selecting the icon ✎ , or delete symbol by selecting the icon 🗑.





7.7. Manage SMS/Email notification

Manage SMS/Email notification allows Customers to select the methods to receive notifications through SMS and Email.

Customer switch the button at each blank section to change.

7.8. Language

At **Settings,** select **Language** to change. KB Buddy application allows 02 languages: English and Vietnamese.

7.9. Display settings

At **Settings,** select **Display settings** to choose **Light** or **Dark** screen.

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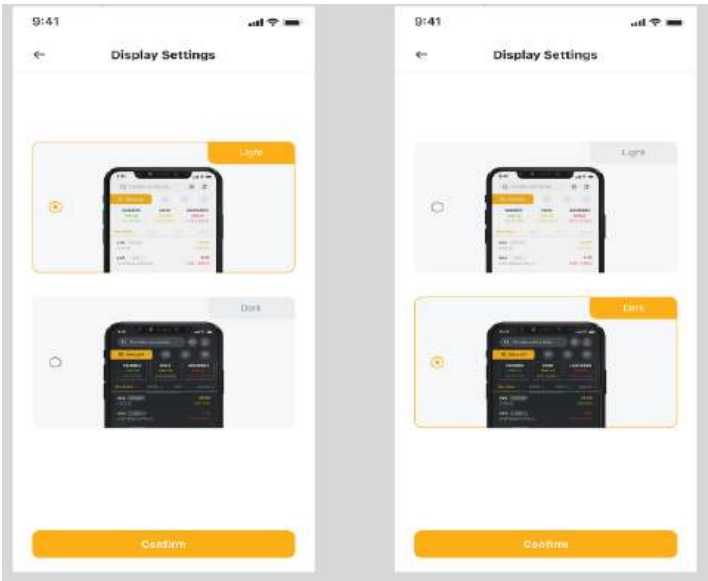
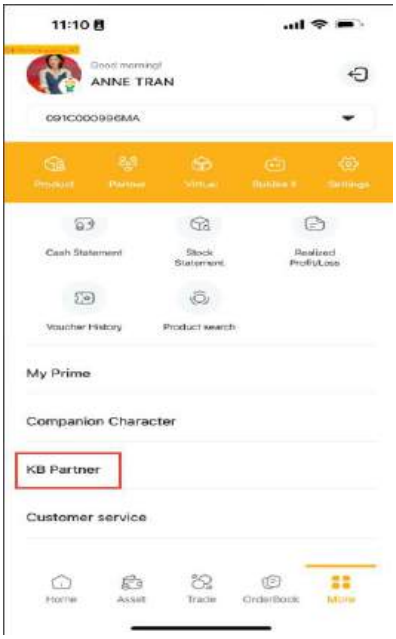


7.10. Default sub-account

To change default sub-account, Customer select **Default sub-account** at **Settings** and choose default sub-account to trade.

8. KB Partner

To become **KB Partner**, in **More**, click **KB Partner**



Please read the regulations and follow the instructionson the screen to become KB Partner

9. Customer service

To get to know about **Customer Service**, go to **Search**, click **Customer Service**

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B. DERIVATIVES

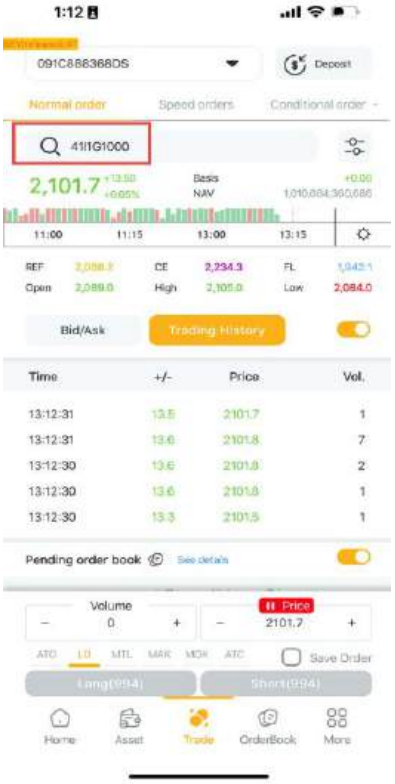
I. Trade

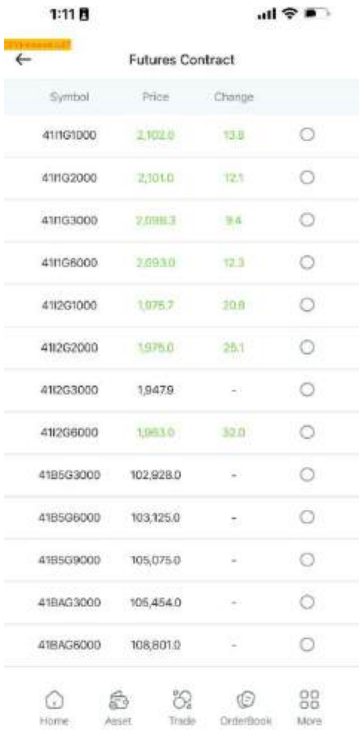
Select Trade tab, on this screen select the derivatives sub-account (DS sub-account)

Derivatives trading screen includes 2 tabs: **Normal orders** and **Speed orders** and **Conditional Order**

1. Trading information

On **Trade** screen, tab the symbol box to select a symbol to view the information and place order:





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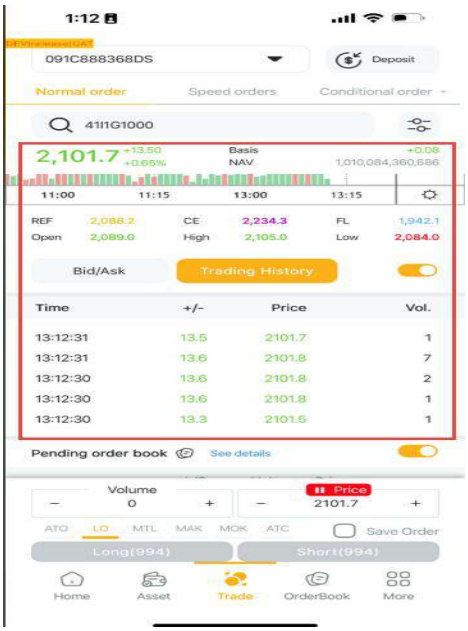
After choosing a symbol, clients can view the information of that symbol displayed on the screen:



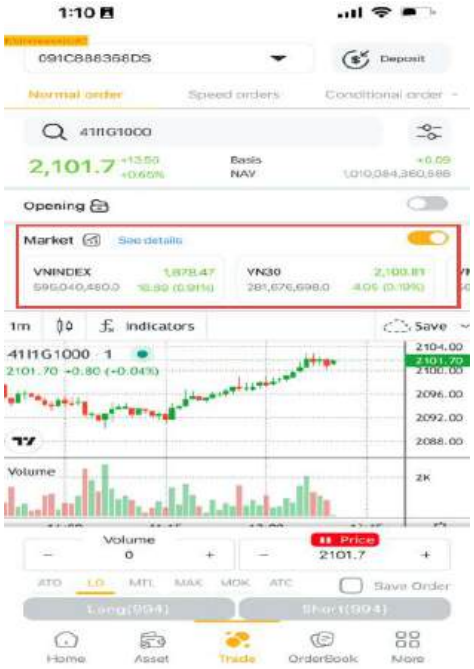
Including:

- Current matched price, increase/decrease and %increase/decrease
- Basis: current price compared to VN30
- Open position: the number of opening positions
- Price: ceiling, floor, ref, high, low, average of that symbol within the day, best pending Long/Short price and volumn
- Maximum volume to Long/Short

2. Icons

On **Trade** screen, there are icons, shortcuts directing to detailed screens such as: **Chart, Open position, Matched history**.

- When you tab the **chart icon**, the screen will switch to the **chart tab** of that symbol.



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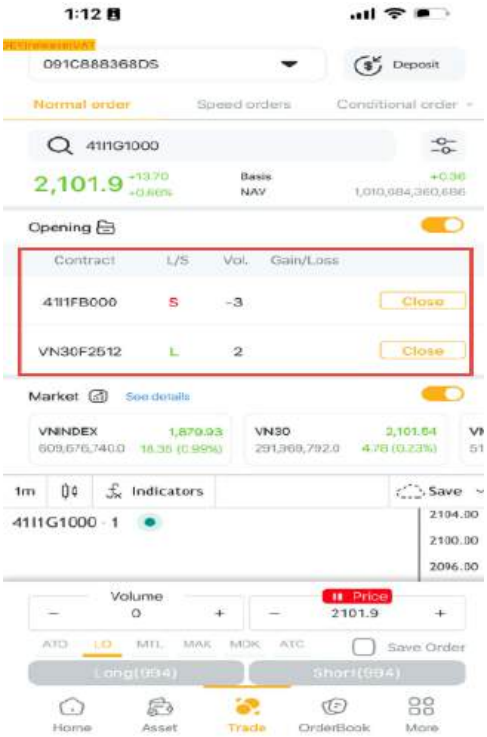
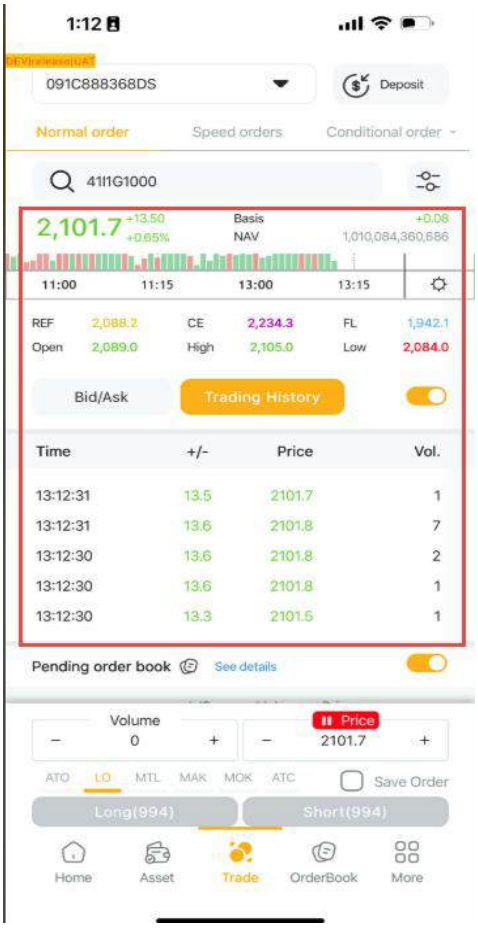
- **Open position** icon: switch to **Open position** screen



- **Matched history icon: switch to the detailed screen of matched history within that day** up to the present time.



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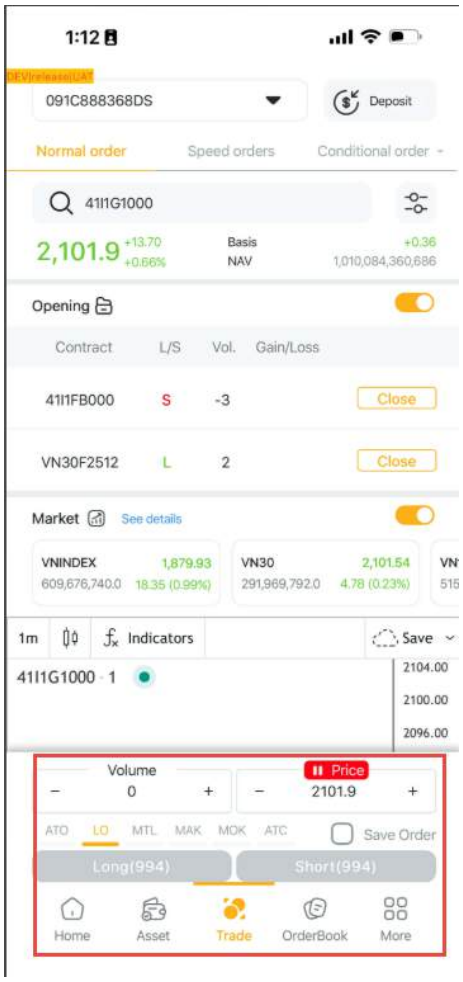
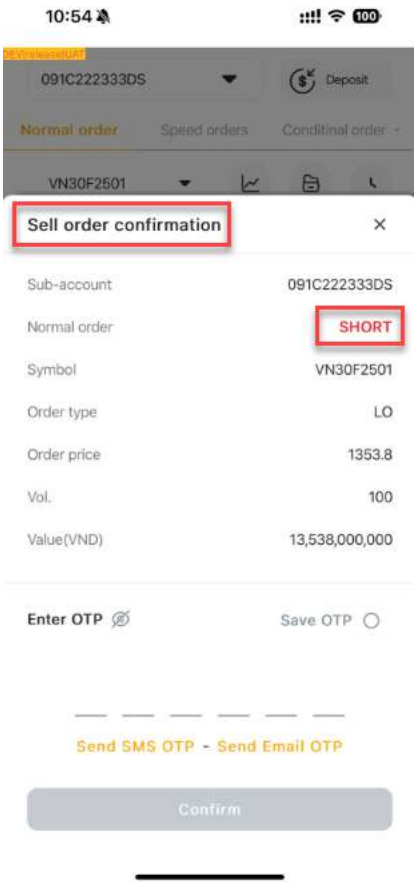
3. Normal orders

3.1. Place orders

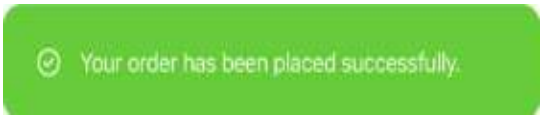
On **Normal orders** screen, to place Long/Short order, follow these following steps:

- Step 1: Select a symbol to place order.
- Step 2: Select an order type
- Step 3: Enter/select placed price
- Step 4: Enter/select placed amount
- Step 5: Select Long/Short button to switch to **Order confirmation** screen





- Step 6: Enter PIN/OTP to complete placing order
- Step 7: Successfully placed order popup will be displayed on the screen



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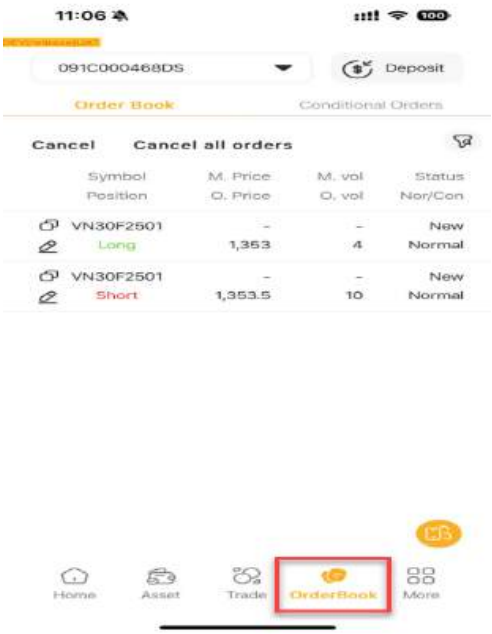
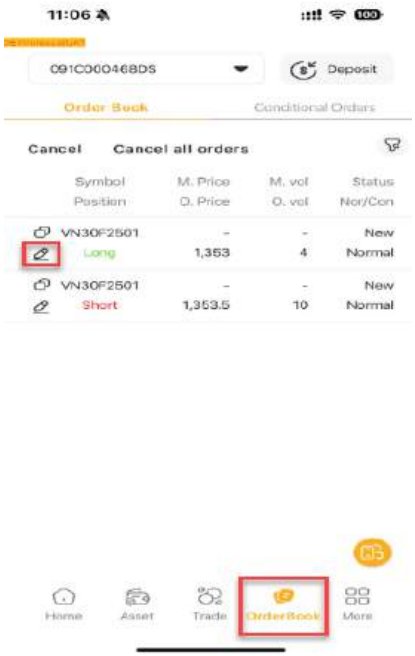
3.2. Cancel/Edit orders

Clients can track the status of the placed orders within the day and **Cancel/Edit** orders in **OrderBook**



❖ **Edit orders:**

- Step 1: Go to **OrderBook** screen, select the order you want to edit then select the **edit icon** to switch to **Place order** tab, the screen will display the information of **Edit** order
- Step 2: Enter new value to edit, after editing, tab **Edit** button, the screen will display the confirmation popup.
- Step 3: Enter PIN/OTP then confirm



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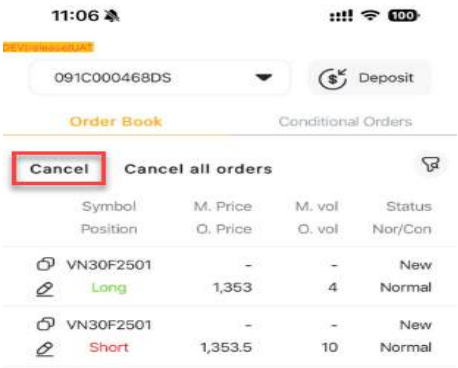
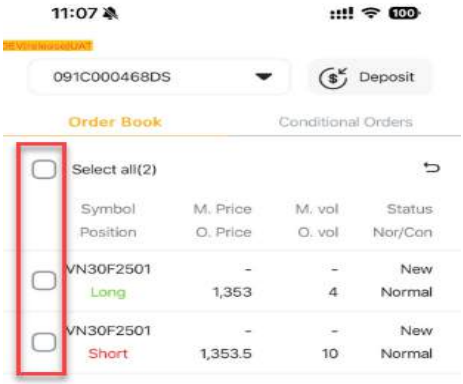
❖ **Cancel orders:**

- Cancel orders separately

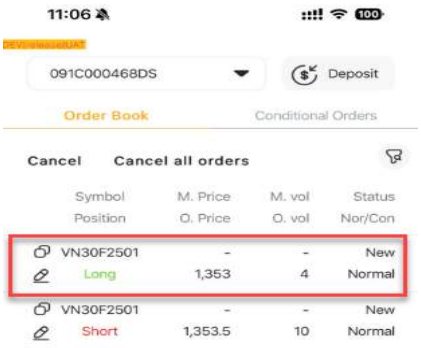
➢ Step 1: Choose the orders you want to cancel by 2 ways:

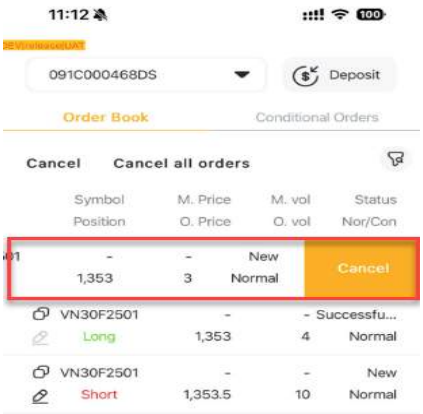
✓ On **OrderBook** screen, select **Cancel** to switch to the screen where you can select orders to cancel





✓ On **OrderBook** screen, choose the order you want to cancel then swipe right to see the cancel button at that line.





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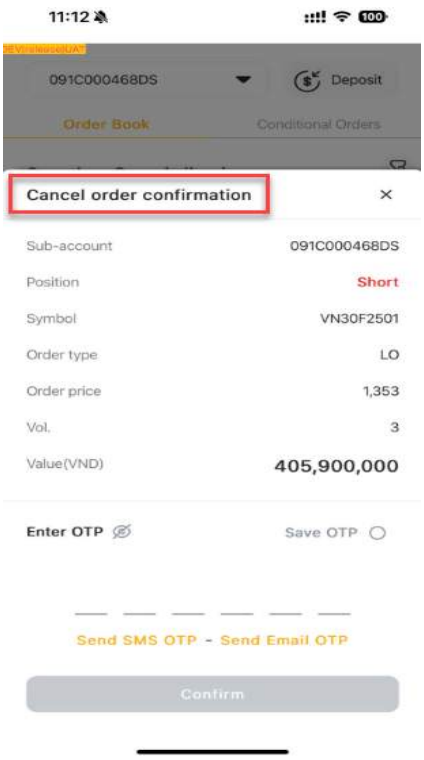
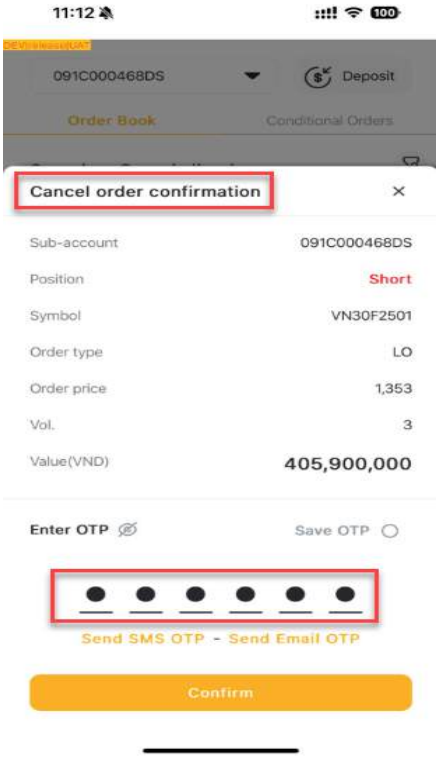
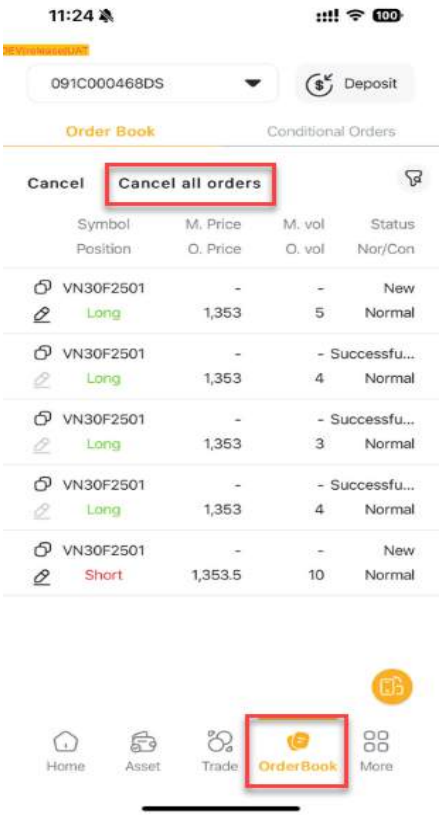
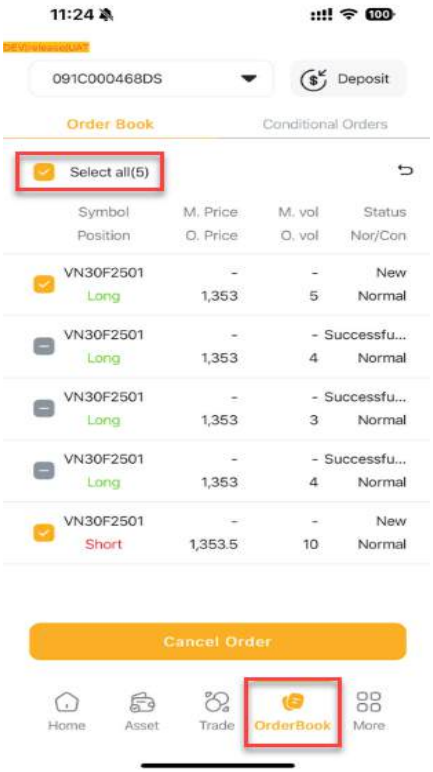
- Step 2: Select **Cancel** button to switch to the confirmation screen
- Step 3: Enter PIN/OTP then confirm





- Cancel all:
  - Step 1: On **OrderBook** screen select **Cancel all** or select **Cancel** to switch to the screen where you can select the orders you want to cancel (select **All**) then select **Cancel**.





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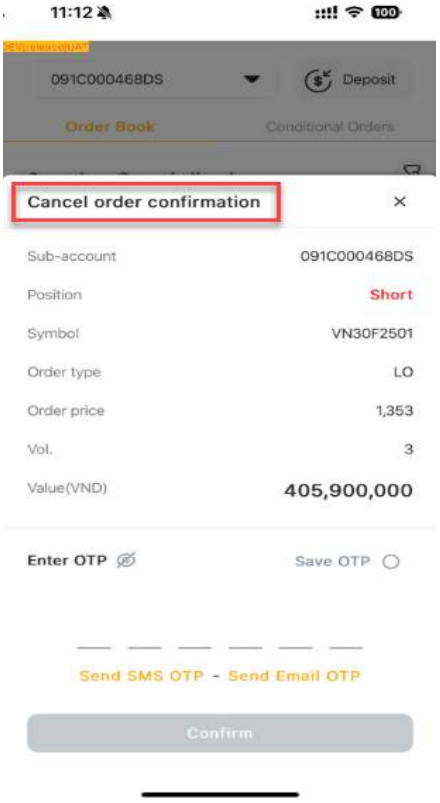
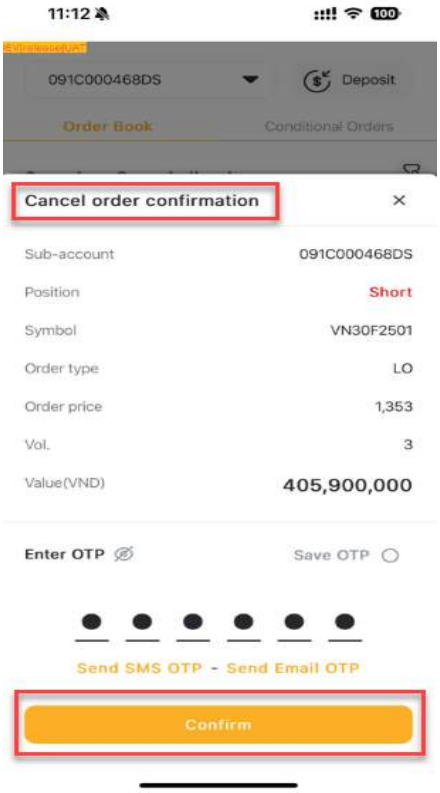
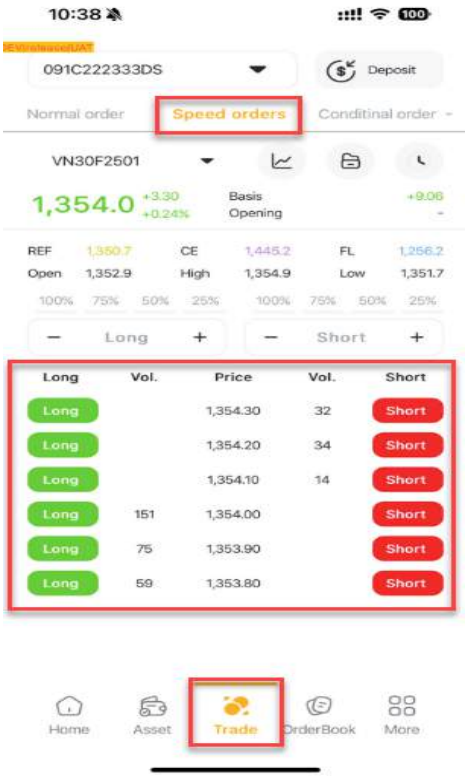
- Step 2: Switch to the confirmation screen
- Step 3: Enter PIN/OTP then confirm





4. Speed orders

On **Trade** tab, select **Speed orders** tab to switch to the screen where you can place speed orders with speed orders frame and the information of that symbol:



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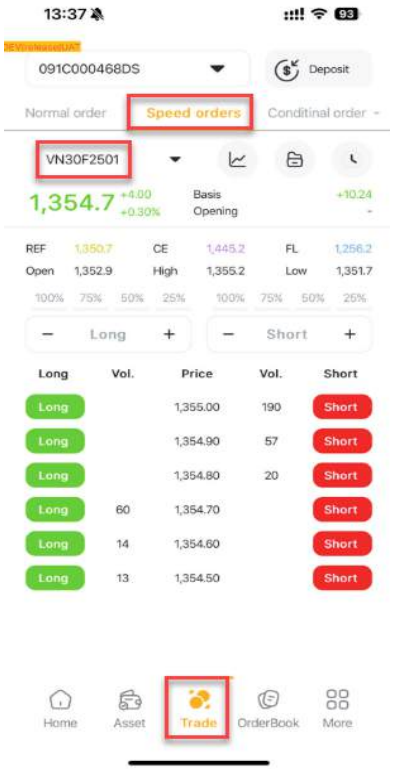
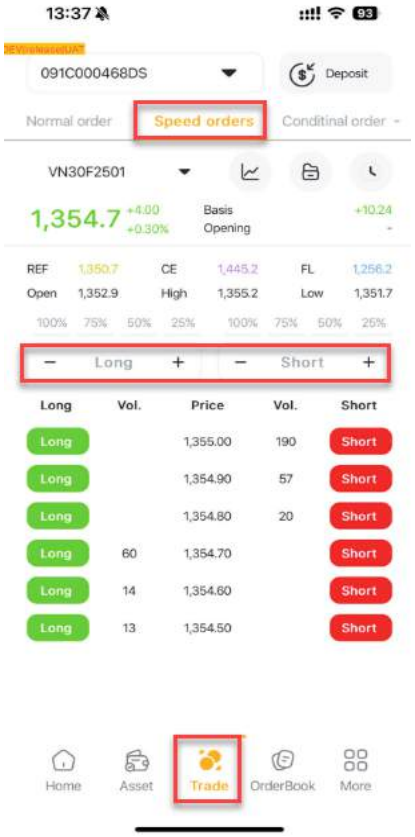
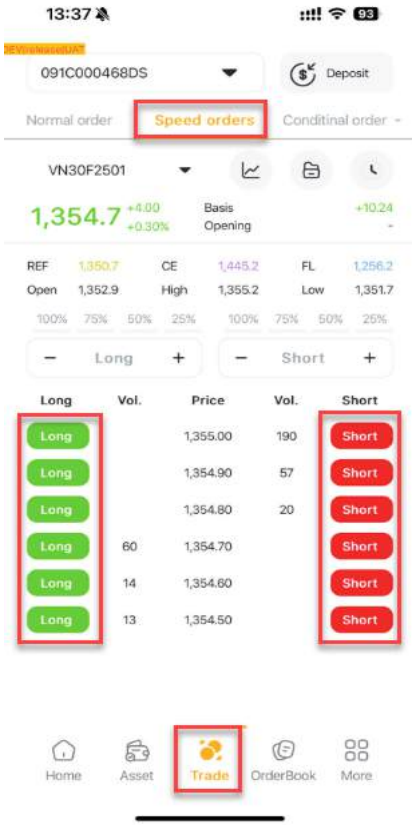
To place Long/Short order on **Speed orders** screen, you can follow these following steps:

- Step 1: Select a symbol to place order



- Step 2: Select Long/Short and enter the amount
- Step 3: Select the price you want to place in the frame





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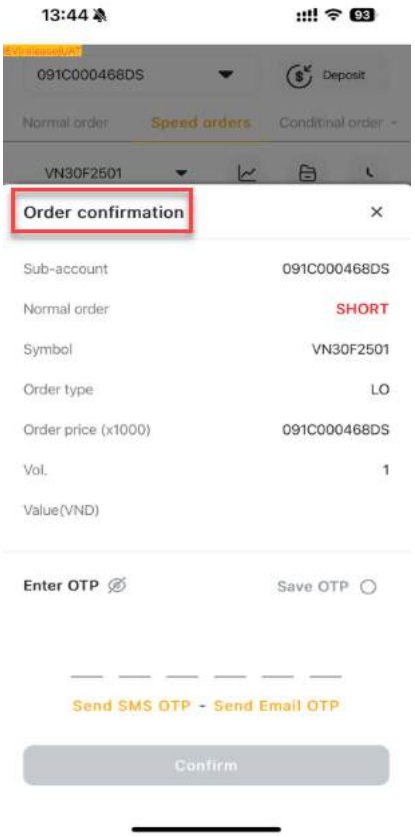
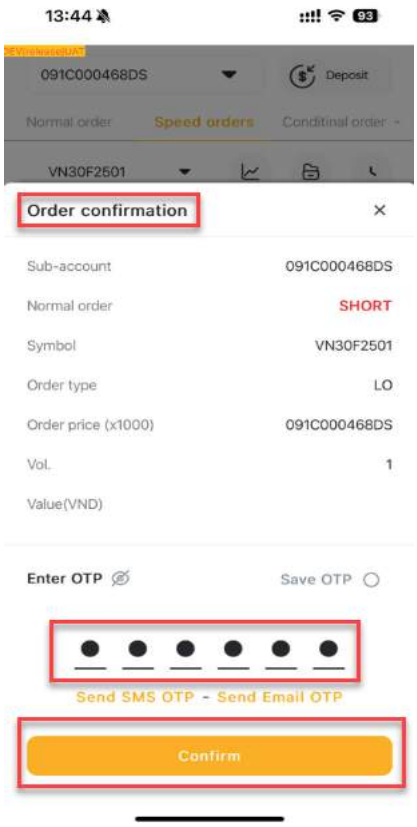
- Step 4: Select Long/Short button beside the price you want to place order to switch to the confirmation screen

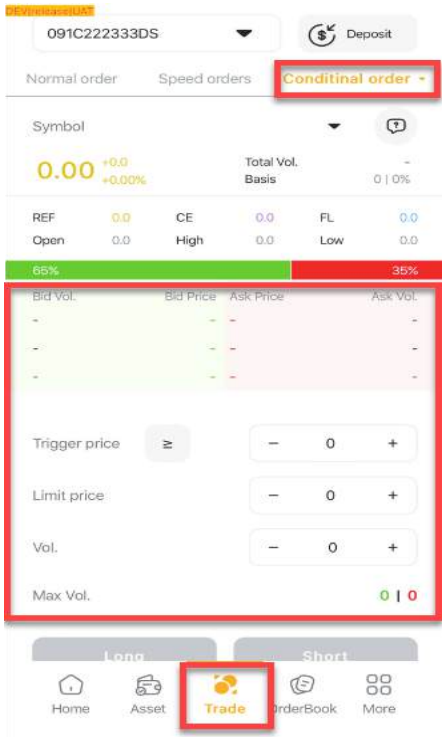




- Step 5: Enter PIN/OTP to complete placing order.

5. Conditional order

On Trade tab, select Conditional order tab to switch to the screen where you can place conditional orders with conditional orders frame and the information of that symbol:



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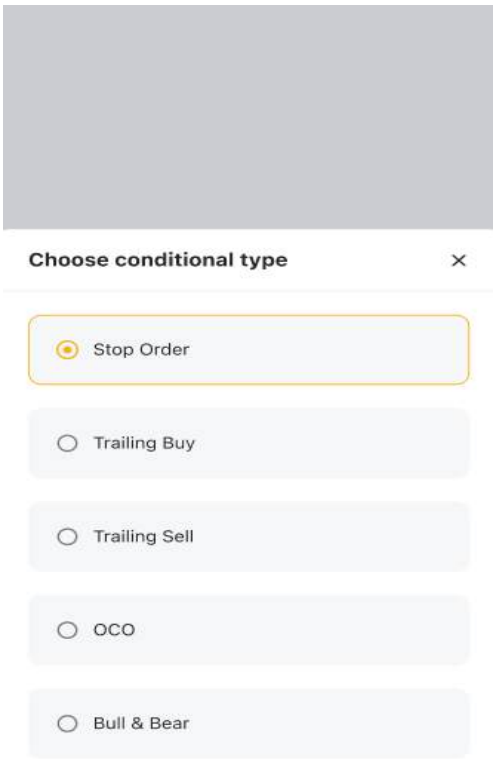
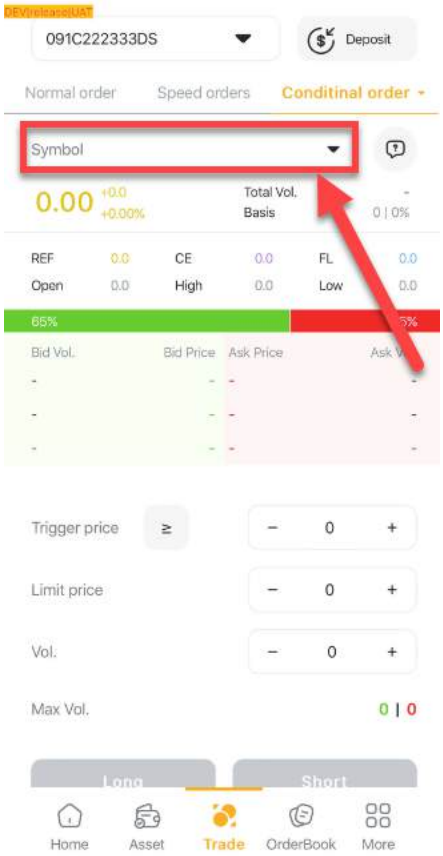
To place Long/Short order on **Conditional order** screen, you can follow these following steps:

- Step 1: Select conditional order type:



- Step 2: Select a symbol to place order



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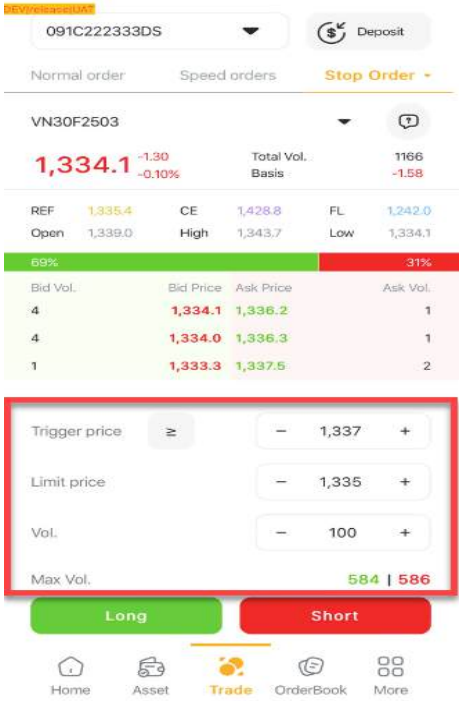
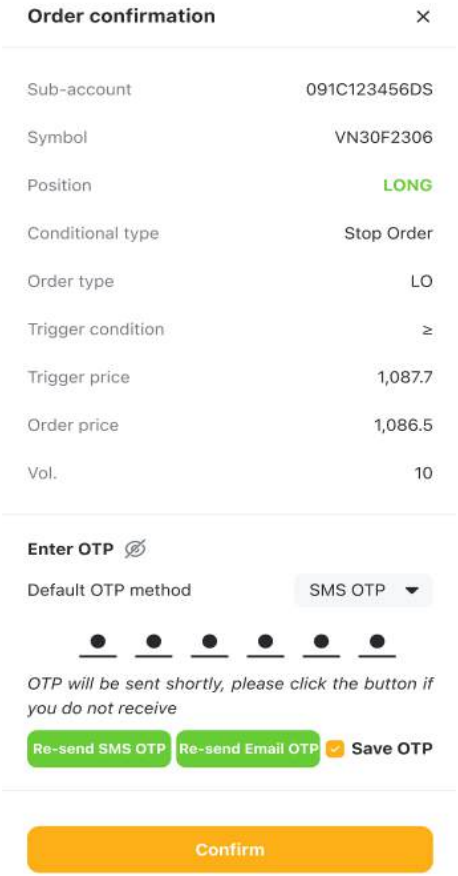
- Step 3: Select the price and volume you want to place in the frame



- Step 4: Select Long/Short button beside the price you want to place order to switch to the confirmation screen



- Step 5: Enter PIN/OTP to complete placing order.

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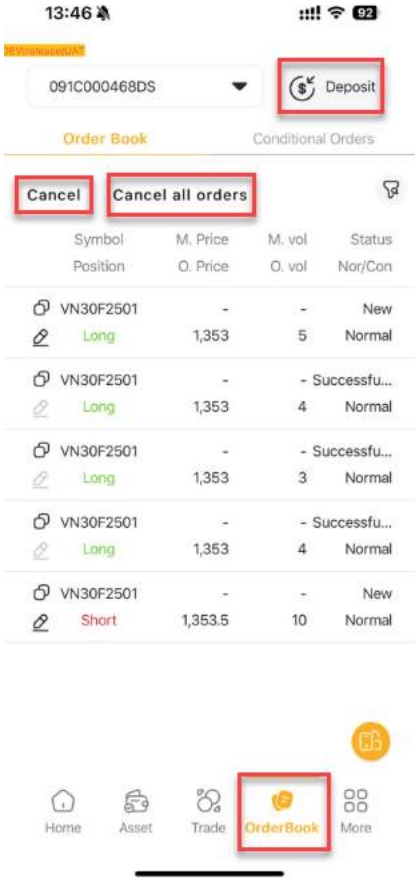
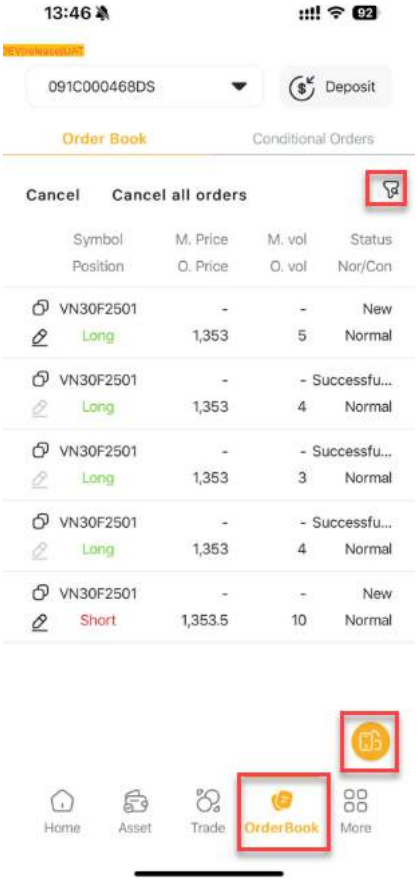
6. OrderBook

6.1. Order Book

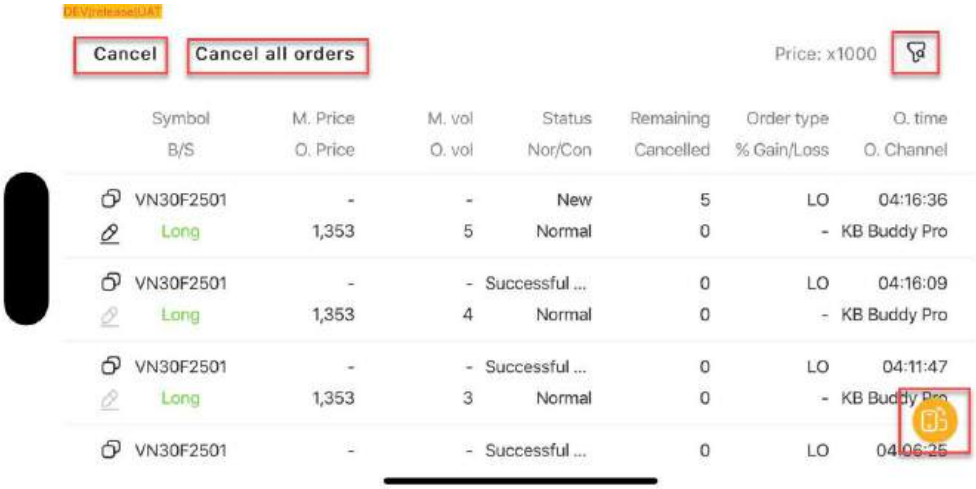
At Menu taskbar, select OrderBook tab. OrderBook tab includes the following sections:

- **Deposit** button
- **Cancel/Cancel** all button
- **Filter** button
- Placed orders within the day
- **Rotate** button





Tab the rotate icon to switch to the horizontal order book:



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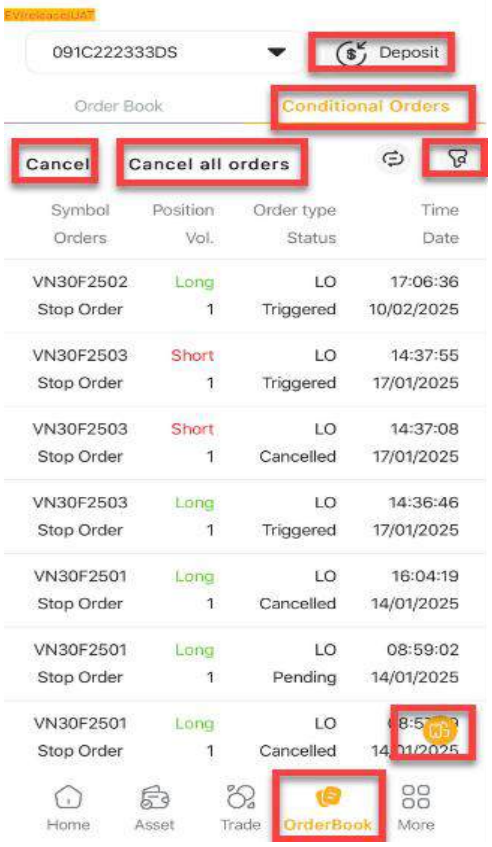
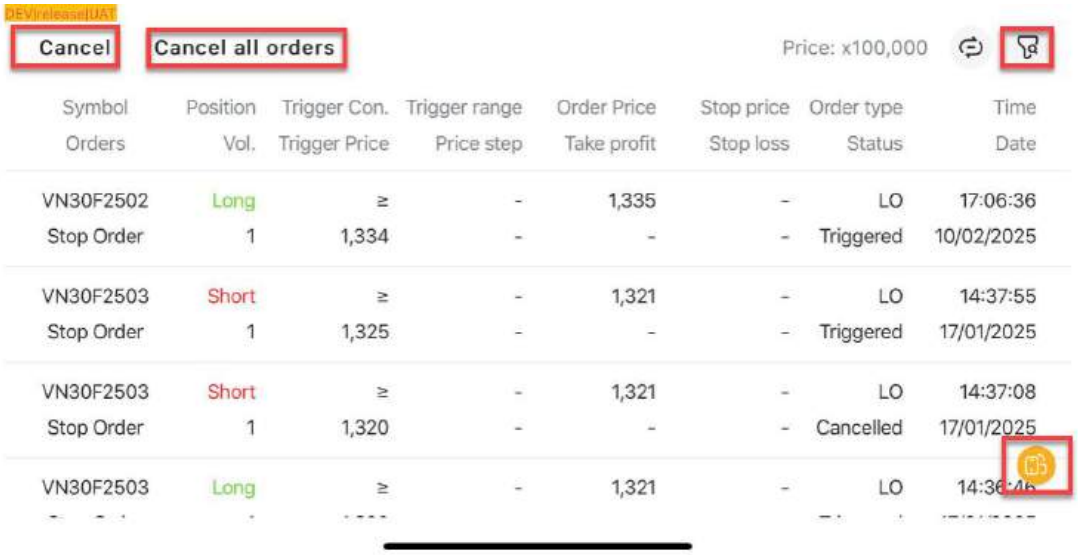
6.2. Conditional Orders

At Menu taskbar, select Conditional Orders tab. Conditional Orders tab includes the following sections:

- **Deposit** button
- **Cancel/Cancel** all button
- **Filter** button
- Placed orders within the day
- **Rotate** button



Tab the rotate icon to switch to the horizontal order book:



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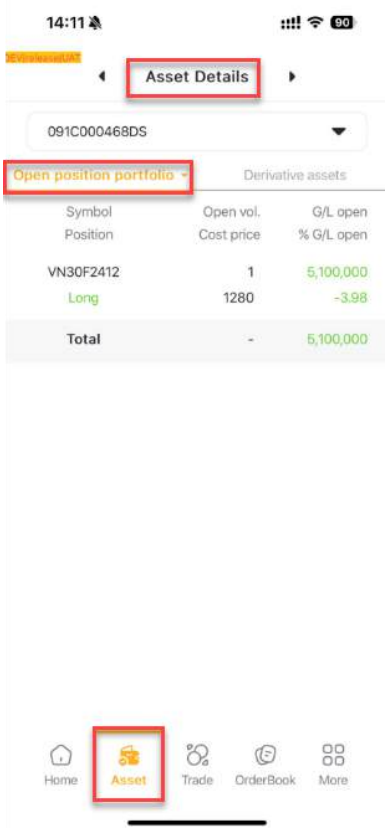
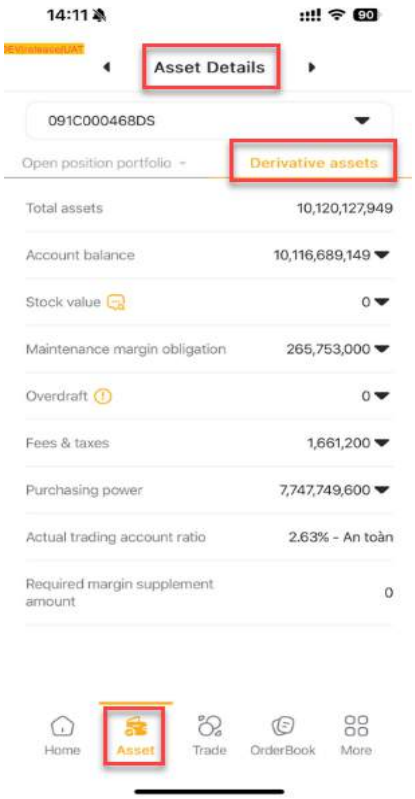
II. Assets

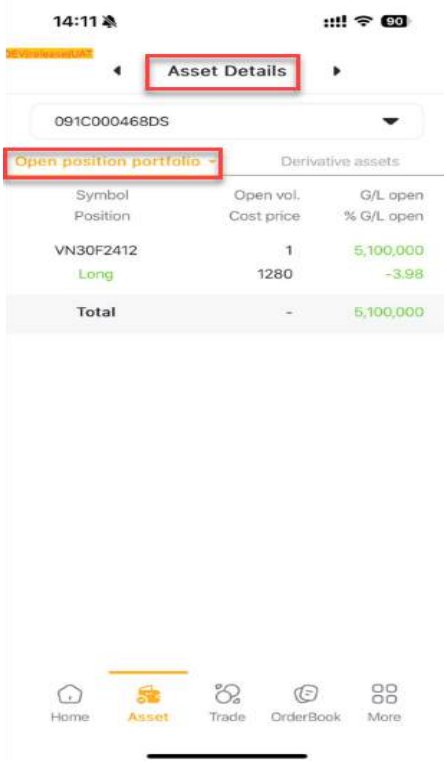
On **Menu** bar, select **Assets** tab, **Assets** detail screen includes: **Open positions** and **Derivatives assets**.





1. Open positions

Open positions screen includes 2 tabs: **Open position portfolio** and **Close position portfolio**.



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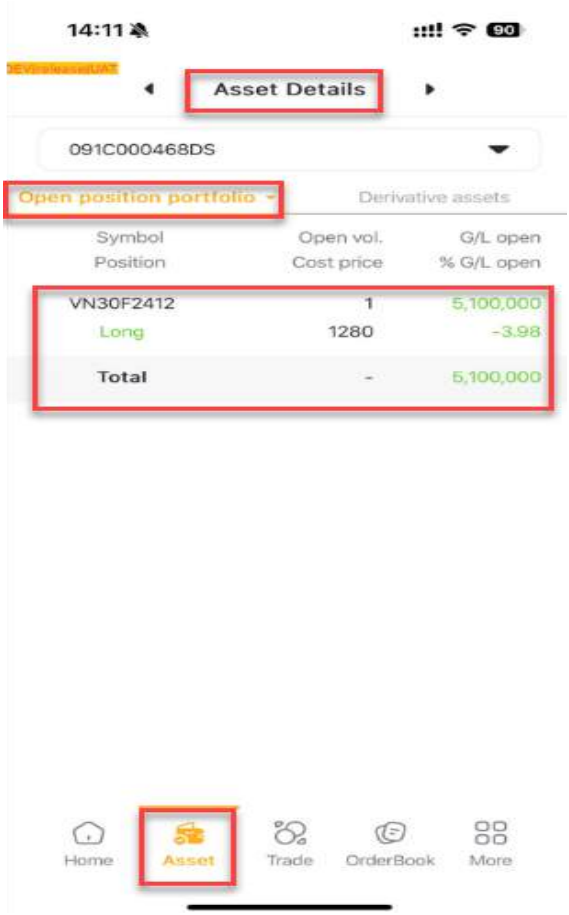
1.1. Open position portfolio

Open position portfolio is the screen summarizing the current opening positions of the derivatives sub-account by symbol.



The information shown on **Open position portfolio** includes:

- Symbol: derivatives symbol
- Position: Long/Short
- Open positions: The number of opening positions
- Cost price: The price at which you open that position
- Gain/Loss: Gain/loss of opening positions according to realtime prices
- %Gain/Loss: %Gain/loss of opening positions according to realtime prices

❖ **Close position**

On **Open positions** screen, you can swipe left at each line to view **Close** button

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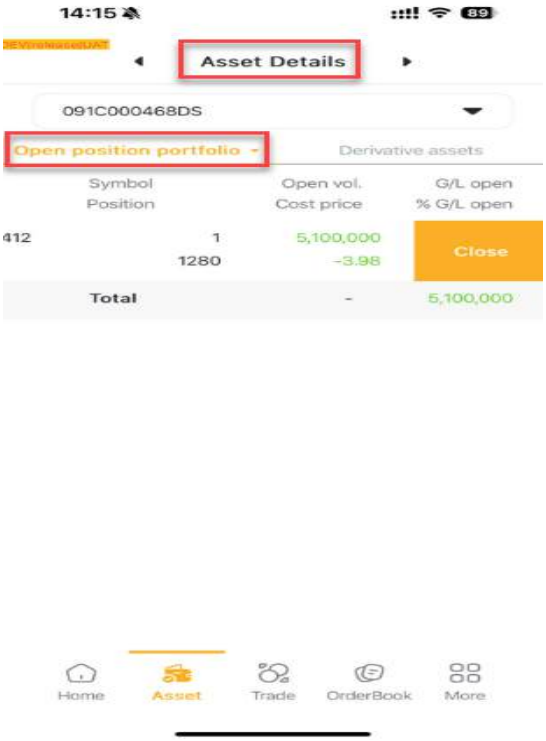
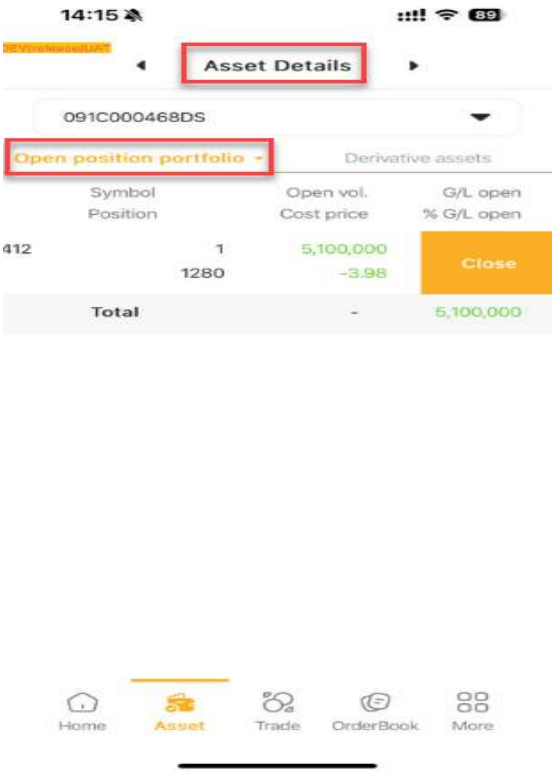


To **close a position**, follow these steps:

- Step 1: Select a position you want to close then swipe left to see **Close** button
- Step 2: Tab **Close**
- Step 3: Enter OTP then confirm



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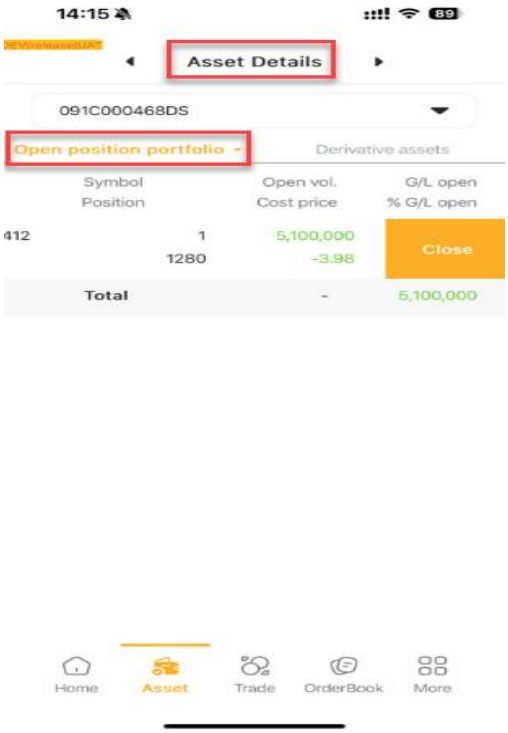
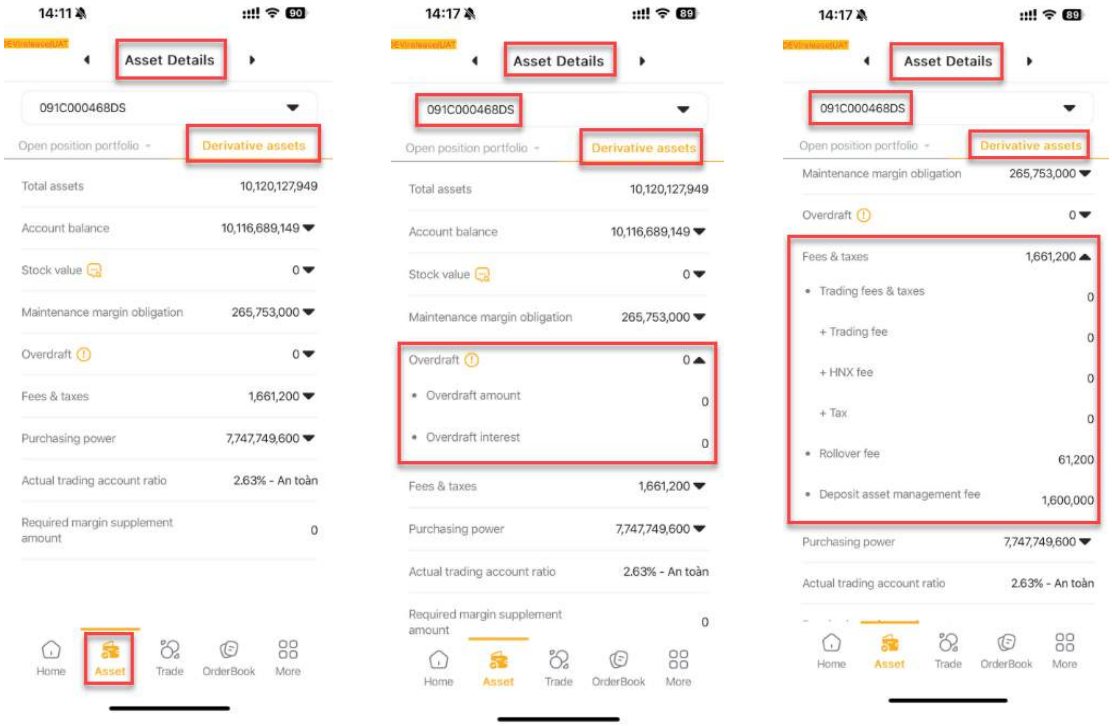
1.2. Close position portfolio

In the filter of **Position portfolio** tab, select **Close position portfolio**. **Close position portfolio** tab is the screen which summarizes the information about the closed positions within that day.



2. Derivative assets

On Assets screen of your derivatives sub-account (DS), select Derivative assets tab: Detailed information will be displayed by section.



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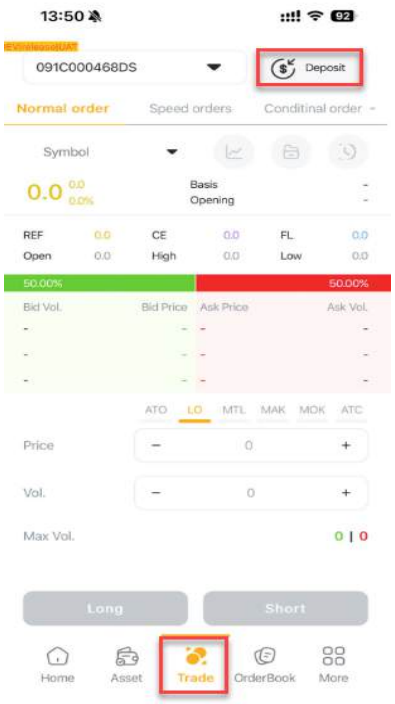
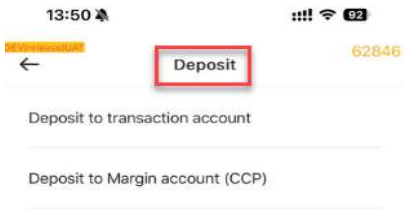
III. Cash Transactions

1. Deposit

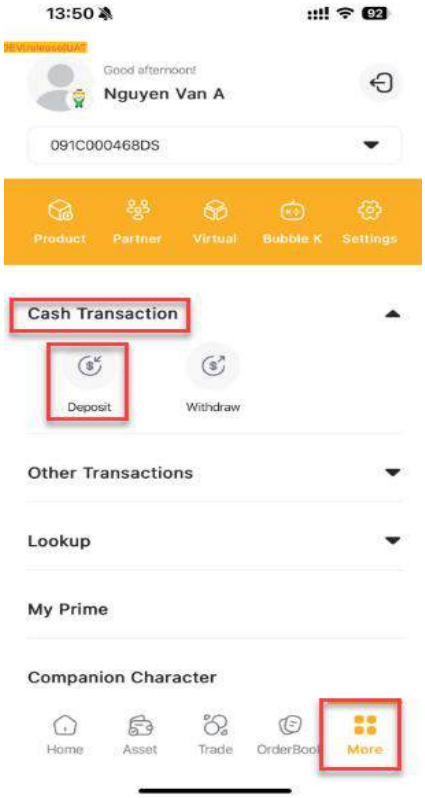
2 ways to go to Deposit screen of your derivatives sub-account

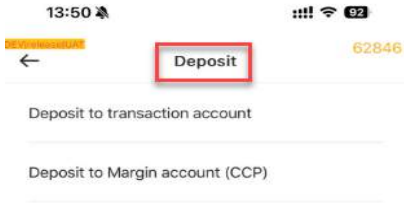
- Way 1: On **Trade** screen, select **Deposit** button to switch to **Deposit** tab of your derivatives sub-account.





- Way 2: On **Utilities** tab, select **Cash transaction/Deposit**





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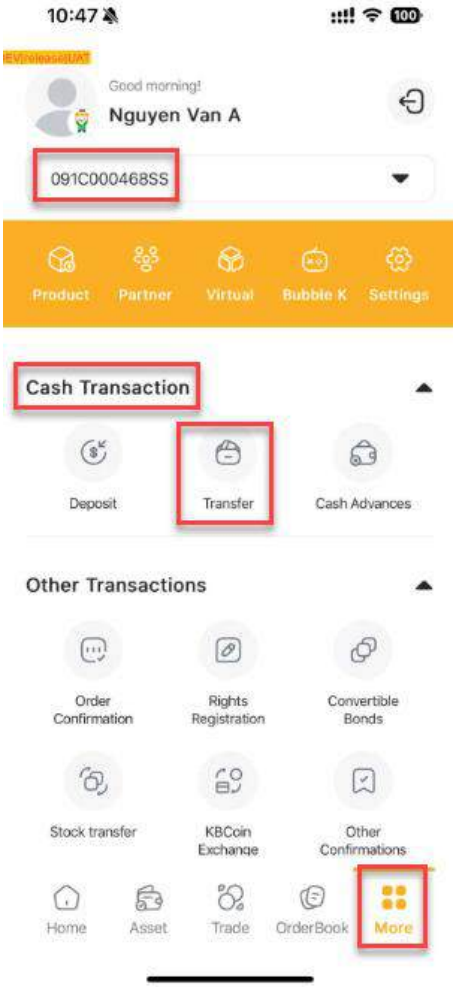
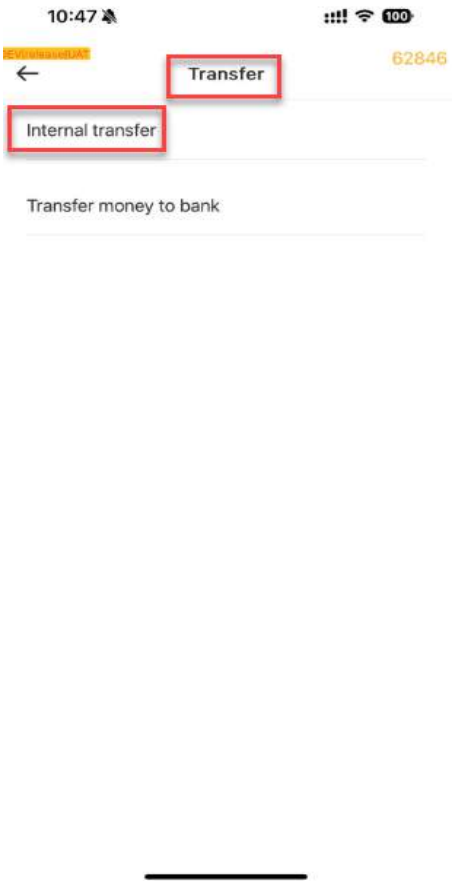
2. Deposit to trading account

Clients can deposit to derivatives sub-account by 3 ways:

❖ Way 1: In **Utilities** section of SA sub-account, select **Cash transaction/Transfer/Internal transfer**





- ➢ Step 1: On **Internal transfer** screen (Equities) select SA sub-account as the source sub-account.
- ➢ Step 2: Select derivatives sub-account as the beneficial sub-account (DS)
- ➢ Step 3: Enter the amount you want to transfer.
- ➢ Step 4: Enter the description of the transaction (Optional)
- ➢ Step 5: Select **Transfer** button
- ➢ Step 6: Enter OTP the select **Confirm**

❖ Way 2: On **Trade** tab of your derivatives sub-account (DS), select **Deposit** button.

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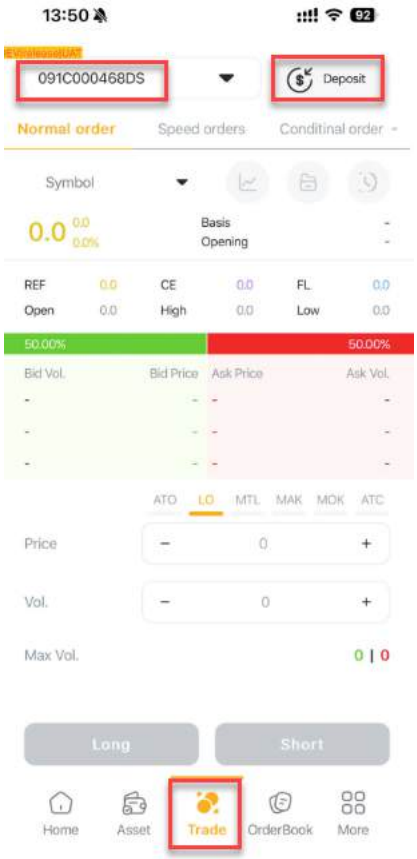
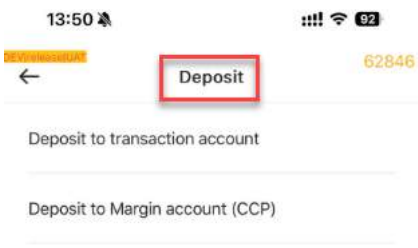
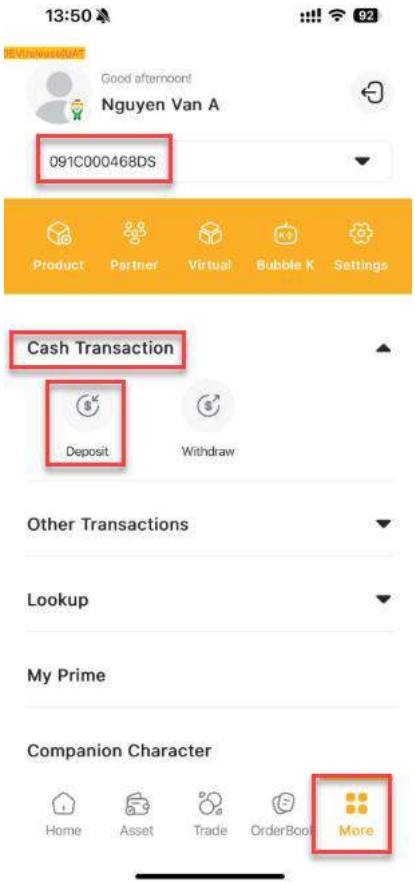
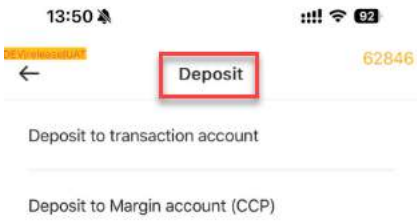




❖ Way 3: On **Utilities** tab of your derivatives sub-account (DS), **select Cash transaction/Deposit**.





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- Step 1: On **Deposit** screen, select **Deposit to trading account** section then switch to the screen where you can deposit to your trading account.
- Step 2: On **Deposit to trading account** screen, enter the amount you want to deposit.
- Step 3: Select **Continue**
- Step 4: Enter OTP then confirm

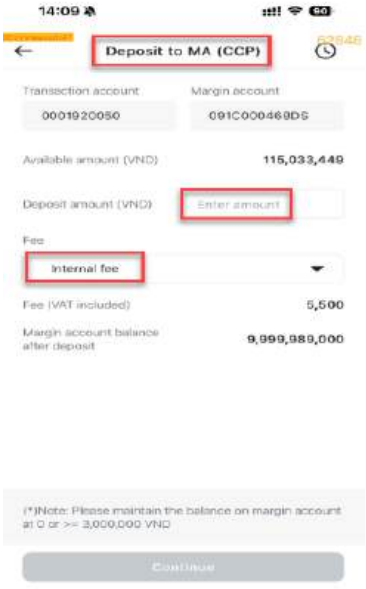
❖ Transaction history:

On **Deposit** to trading account screen, select the transaction history icon to go to **Tracsaction history**.

3. Deposit to margin account (CCP)

❖ **Clients can deposit to margin account by following these steps below:**

- Step 1: On **Deposit** screen, select **Deposit to margin account (CCP)**
- Step 2: On **Deposit to margin account (CCP)** screen, enter the amount you want to deposit and fee type (internal/external)



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- Step 3: Select **Continue** to switch to the confirmation screen
- Step 4: Enter OTP then confirm.

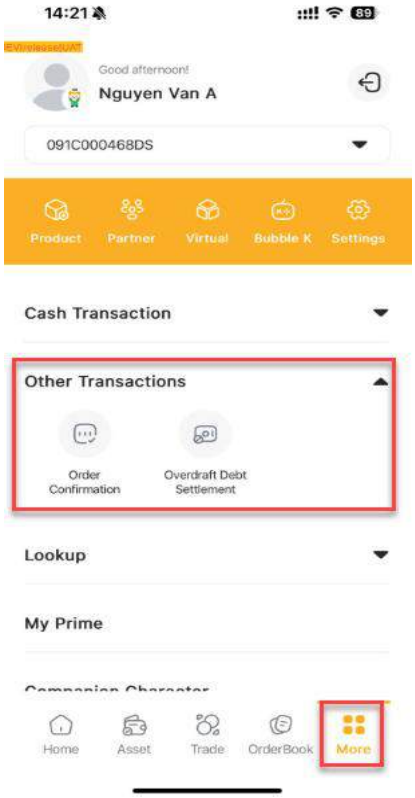
❖ **Transaction history**

On **Deposit to margin account (CCP)** screen, select the transaction history icon to switch to **Transaction history** screen. You can select a period of time to search for the the transaction history

IV. Other transactions

On **Utilities** screen of your derivatives sub-account, select **Other transactions**.

Other transactions section includes 2 sub-sections: **Order confirmation** and **Overdraft debt settlement**



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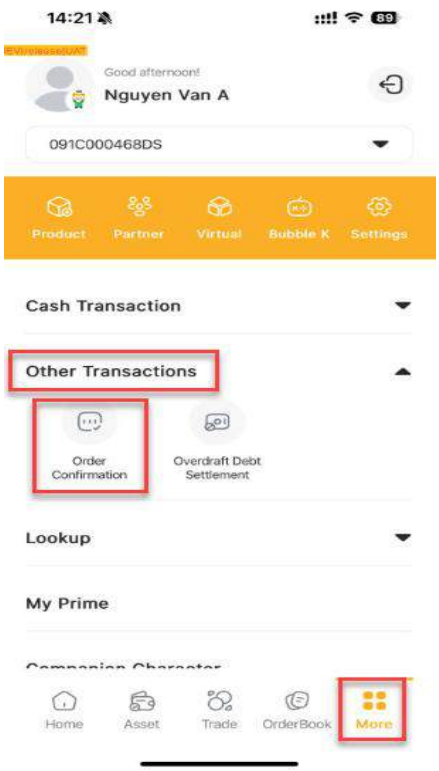
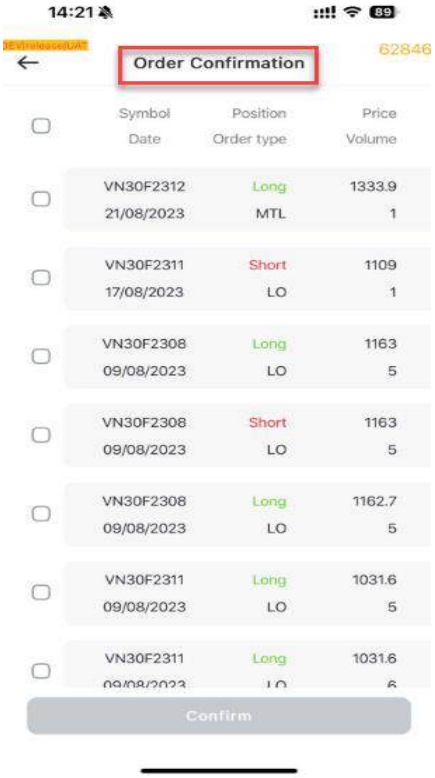
1. Order confirmation

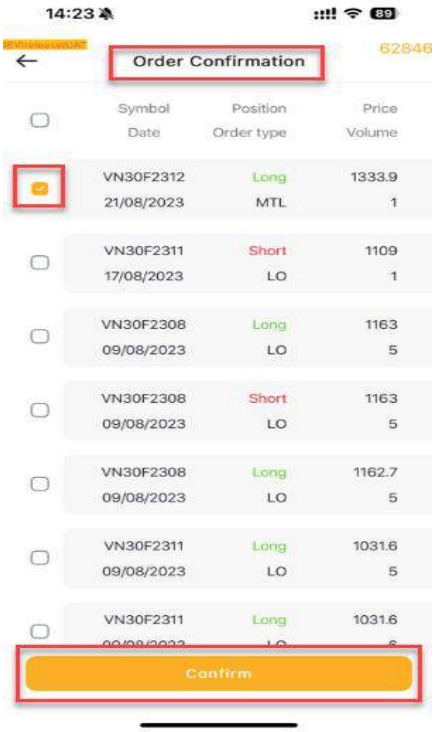
On **Utilities** screen, select **Other transactions/ Order confirmation**

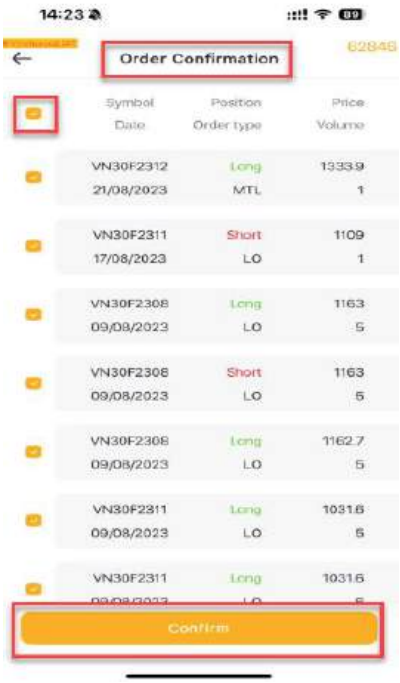




On **Order confirmation** screen, your unconfirmed orders will be displayed. To confirm orders:

- Step 1: On **Order confirmation** screen, select an order you want to confirm or select all to confirm.
- Step 2: Select **Confirm**
- Step 3: Enter OTP to complete





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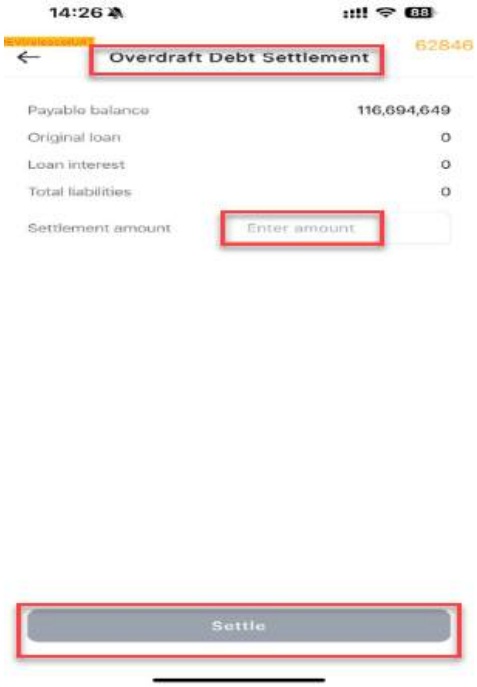
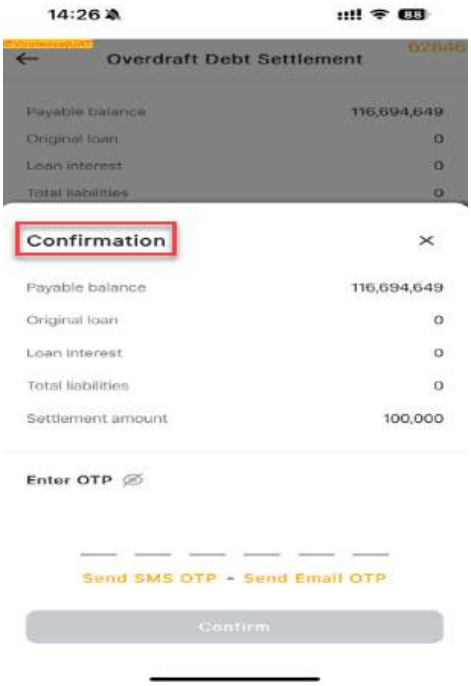
2. Overdraft debt settlement

On Utilities screen, select Other transactions/ Overdraft debt settlement.

To **settle your overdraft debt**, follow these steps:

- Step 1: On **Overdraft debt settlement** screen, enter the amount you want to settle.
- Step 2: Select **Settlement**
- Step 3: Enter OTP to complete

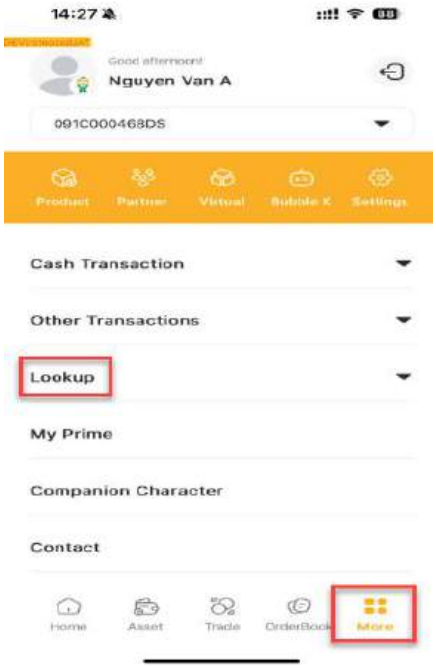


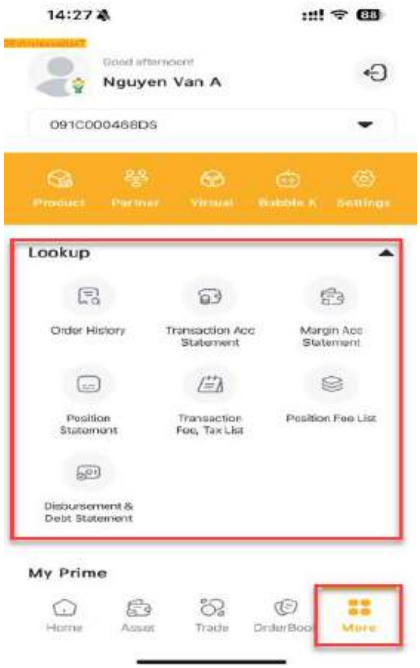


V. Lookup

On **Utilities** screen, select **Lookup**

Lookup section includes: Order history; Transaction acc statement; Margin acc statement; Position statement; Transaction fee, tax list; Position fee list; Disbursement & debt statement.





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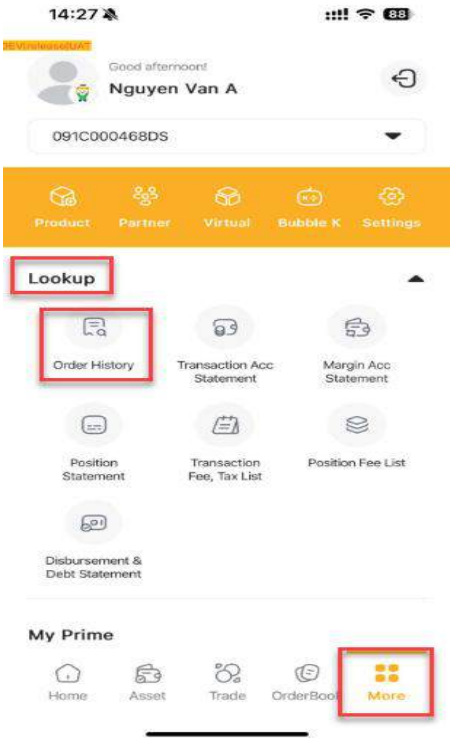
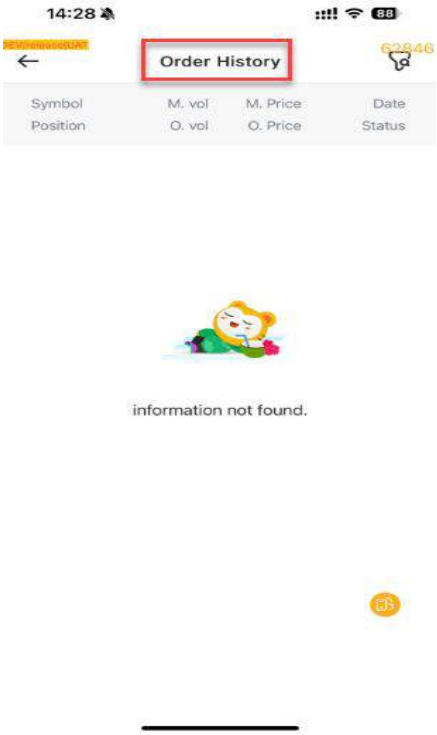
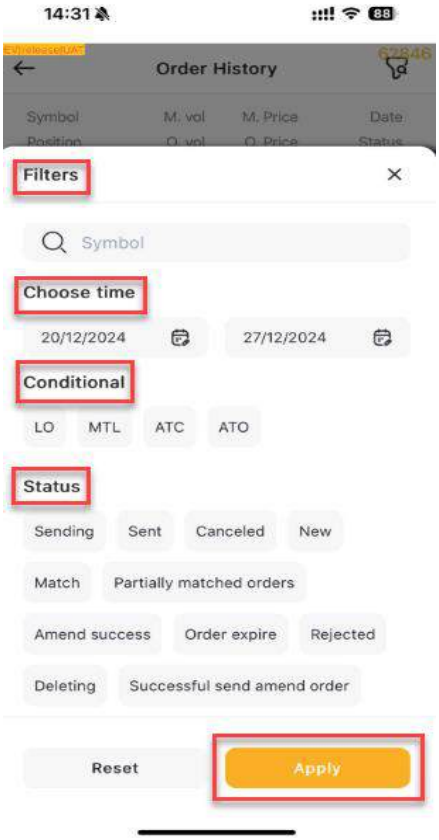
1. Order history

On **Utilities** screen, select **Lookup/Order history**





Order history screen will display the data of the placed orders information history. You can look up by: Time; Order types; Status.



After choosing criteria to filter, select **Apply**, the screen will display the information by the chosen filters:

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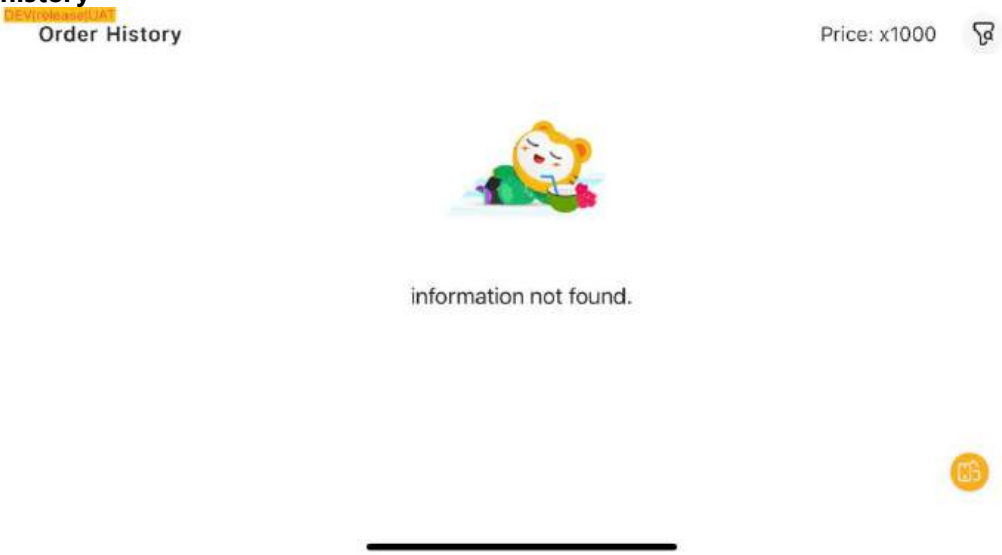
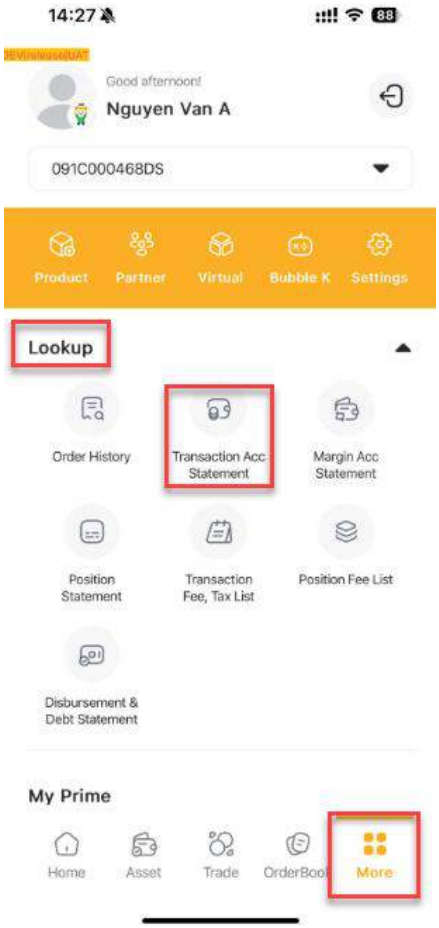
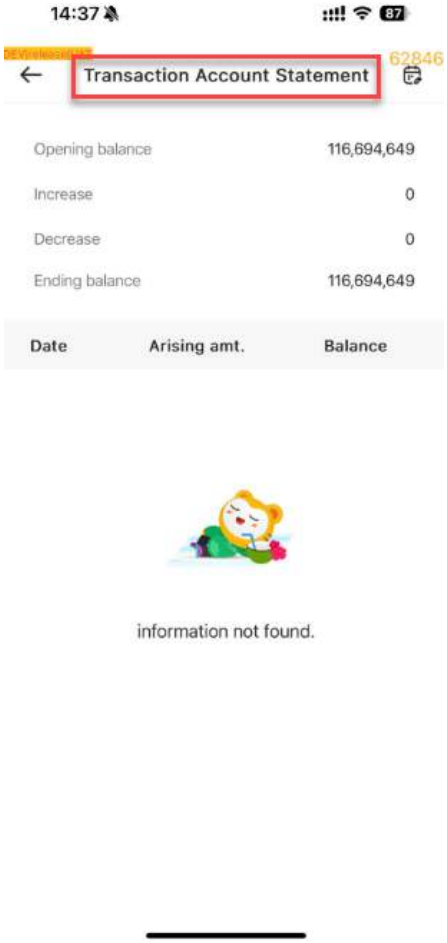
Order history horizontal screen:



2. Transaction acc statement

On **Utilities** screen, select **Lookup/ Transaction acc statement**.





On **Transaction acc statement** select the **time icon** to adjust the period of time you want to look up.

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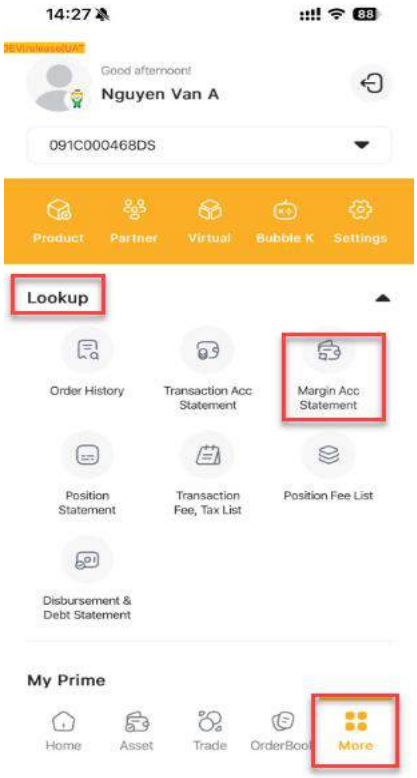
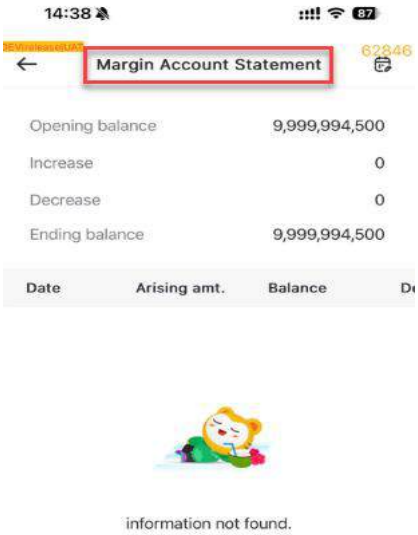
3. Margin acc statement

On **Utilities**, select **Lookup/ Margin acc statement**

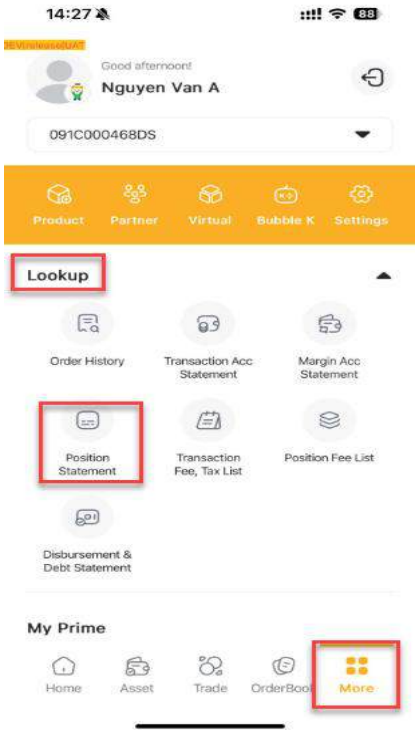


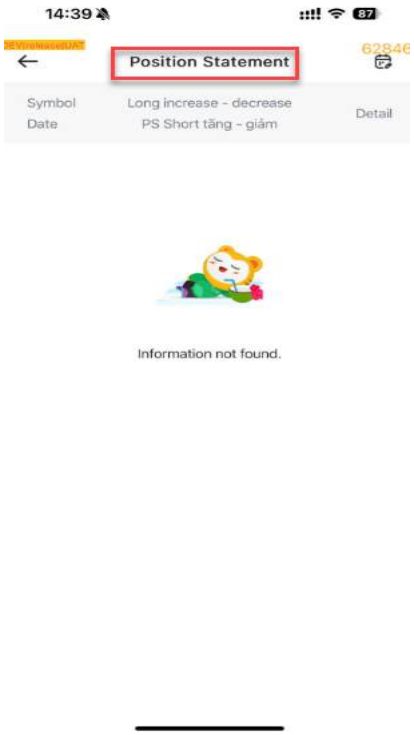


On **Margin acc statement** screen, select the time icon to adjust the period of time you want to look up.

4. Position statement

On **Utilities**, select **Lookup/ Position statement**





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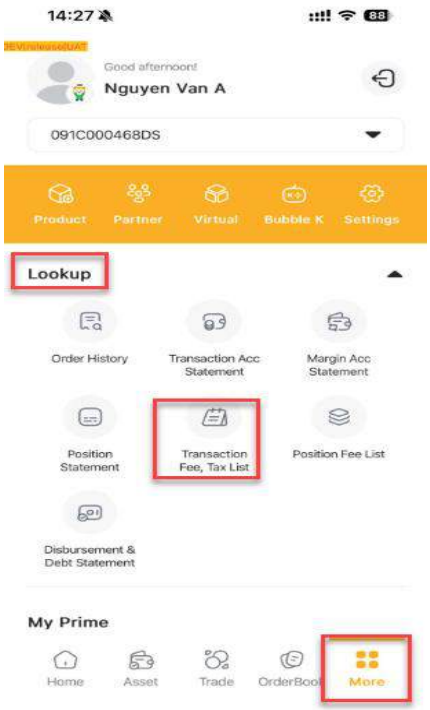
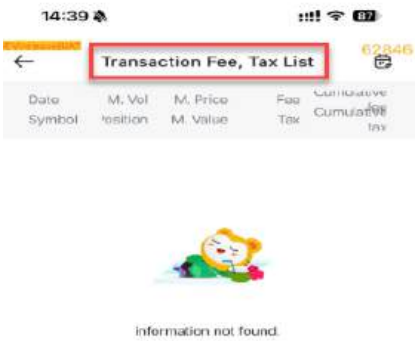
On **Position statement** screen, select the time icon to adjust the period of time you want to look up

5. Transaction fee, tax list

On **Utilities**, select **Lookup/Transaction fee, tax list**

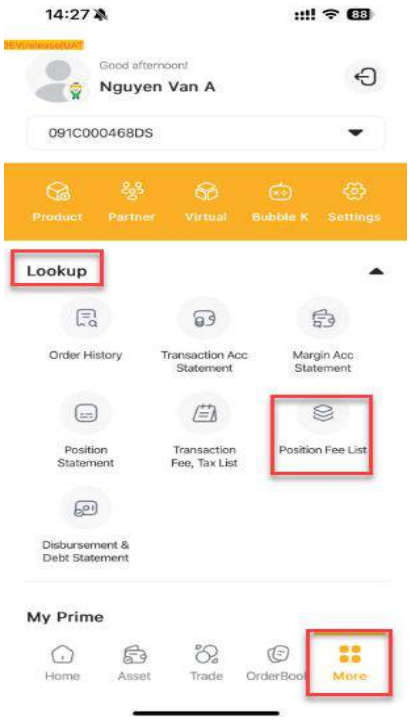


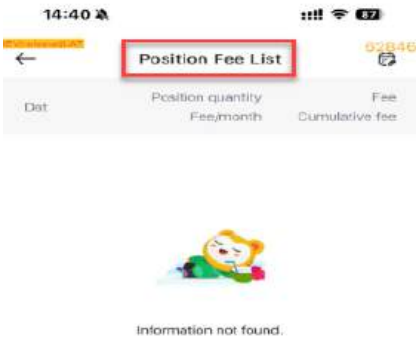


On **Transaction fee, tax list** screen, select the time icon to adjust the period of time you want to look up

6. Position fee list

On **Utilities**, select **Lookup/ Position fee list**





On **Position fee list** screen, select the time icon to adjust the period of time you want to look up

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