



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

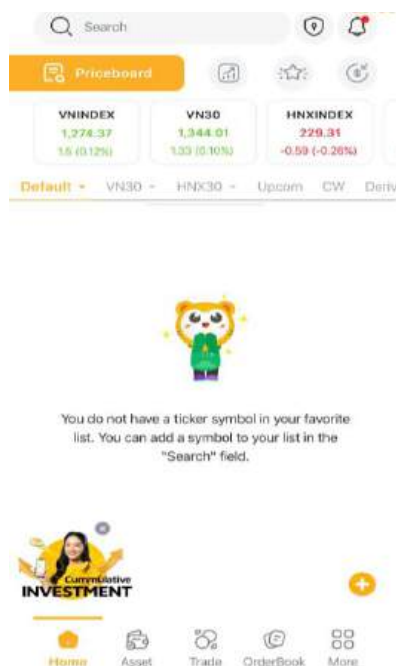
- Step 1: Open App Store/ Play Store on your phone
- Step 2: Search for "**KB Buddy**"
- Step 3: Tap "**Get/Install**"

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 VNIIndex, 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,...

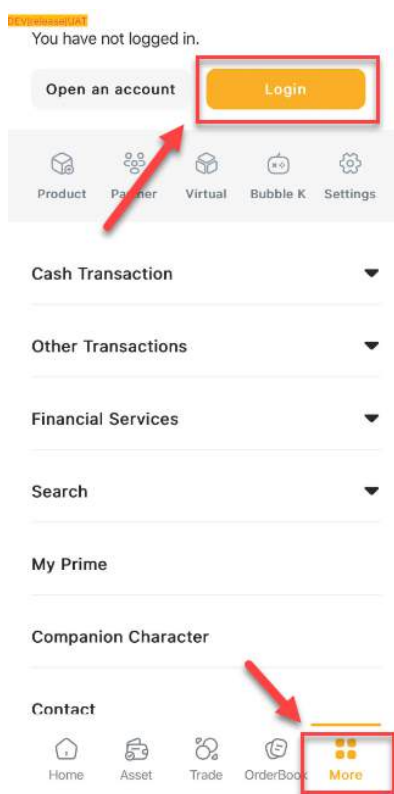


Time	Price	+/-	Vol.
11:09:40	26.90	-0.10	100
11:09:25	26.90	-0.10	1,000
11:09:22	26.90	-0.10	10,000
11:08:55	26.90	-0.10	100
11:08:51	26.90	-0.10	100

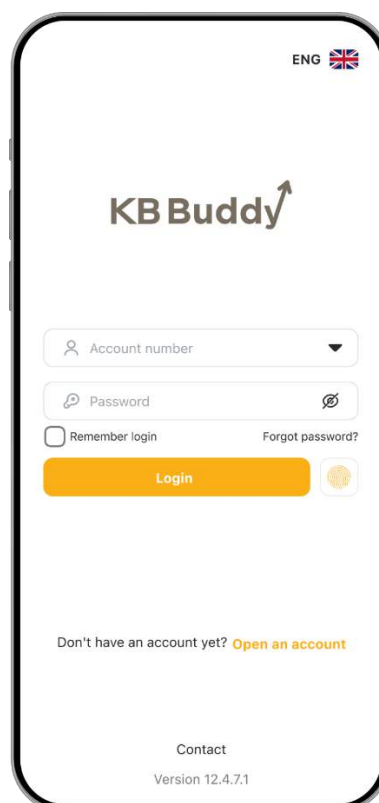
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2.1. Log-in in More section

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



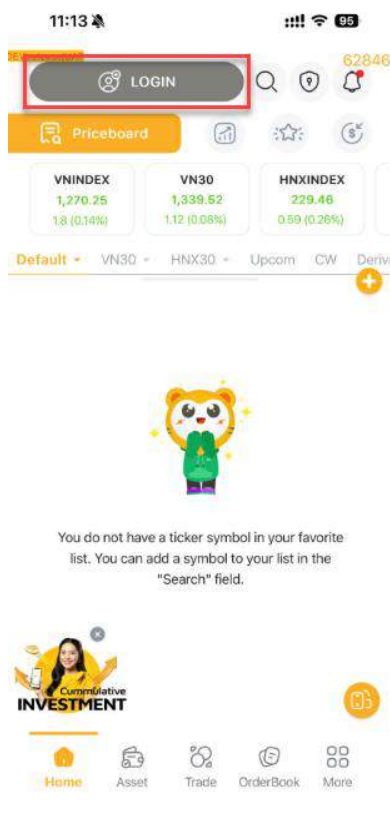
- Step 2: Enter securities trading account, password and select **Login**



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2.2. Log-in from the lock screen

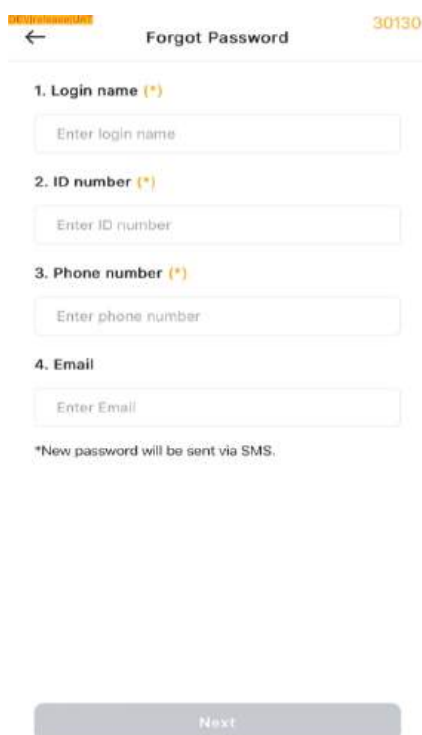
- Step 1: On **Home**, select **Login** in the above of the screen
- Step 2: Enter **Account number** and **Password**, select **Log in** to enter the account.



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.

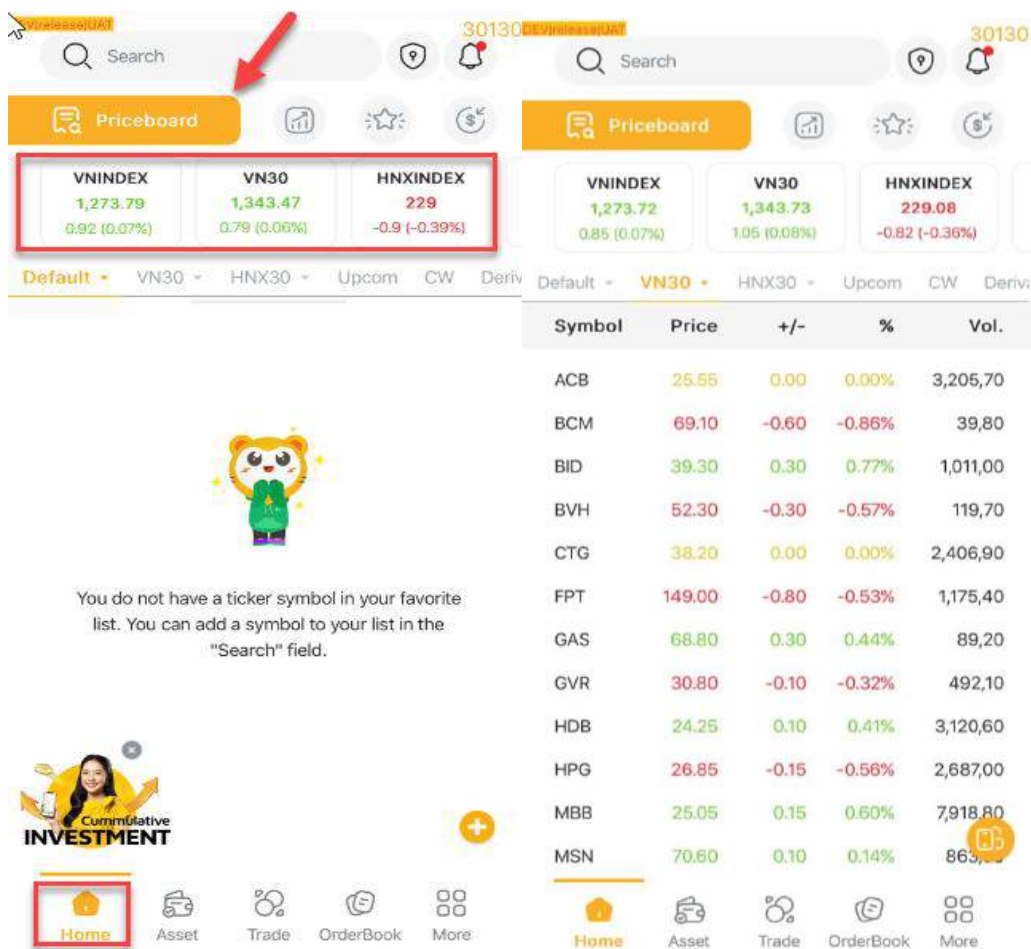
II. HOME SCREEN

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



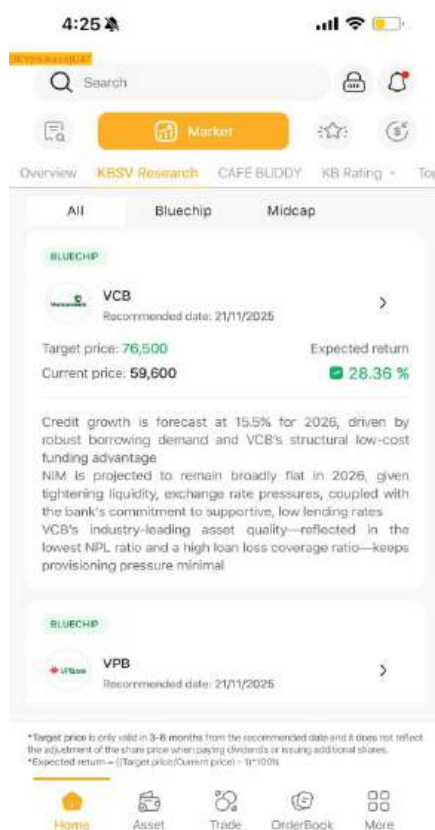
You do not have a ticker symbol in your favorite list. You can add a symbol to your list in the "Search" field.

Symbol	Price	+/-	%	Vol.
ACB	25.55	0.00	0.00%	3,205,70
BCM	69.10	-0.60	-0.86%	39,80
BID	39.30	0.30	0.77%	1,011,00
BVH	52.30	-0.30	-0.57%	119,70
CTG	38.20	0.00	0.00%	2,406,90
FPT	149.00	-0.80	-0.53%	1,175,40
GAS	68.80	0.30	0.44%	89,20
GVR	30.80	-0.10	-0.32%	492,10
HDB	24.25	0.10	0.41%	3,120,60
HPG	26.85	-0.15	-0.56%	2,687,00
MBB	25.05	0.15	0.60%	7,918,80
MSN	70.60	0.10	0.14%	863,00

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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

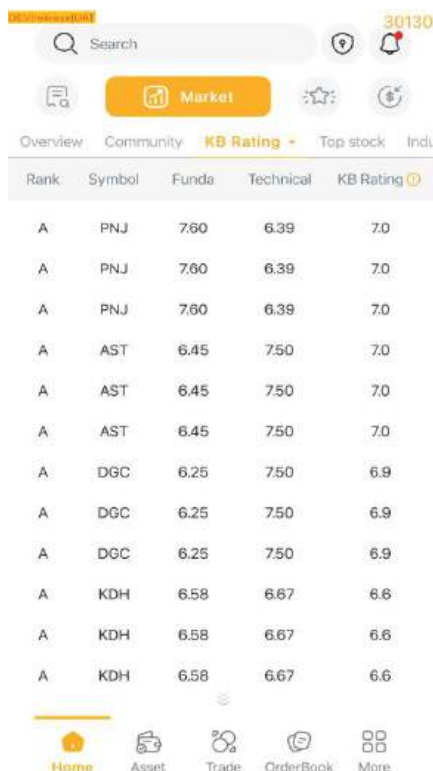
To open Café Buddy, at Home screen, select **"Market"** section then select **"Café Buddy"**



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2.4. KB Rating

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

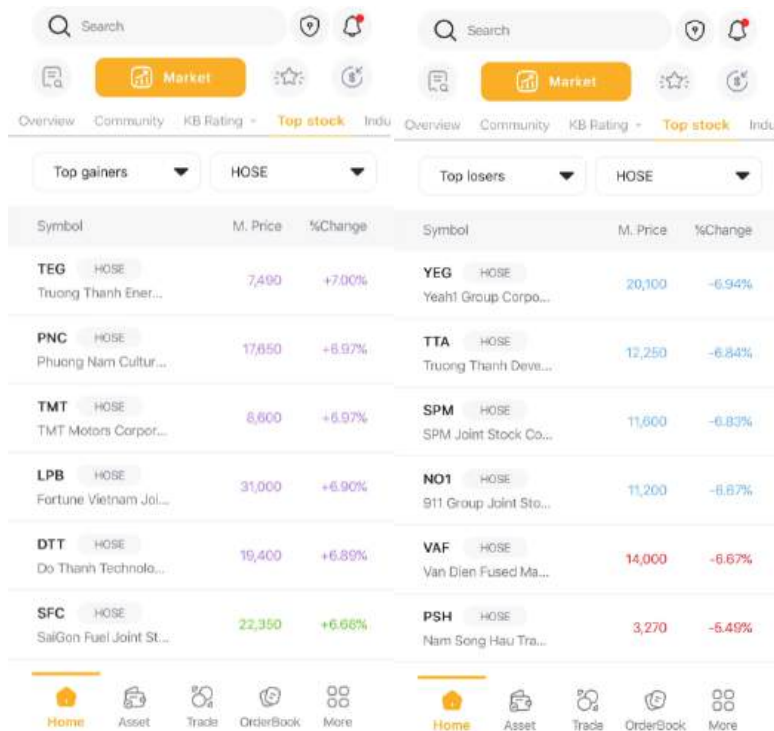


Rank	Symbol	Funda	Technical	KB Rating
A	PNJ	7.60	6.39	7.0
A	PNJ	7.60	6.39	7.0
A	PNJ	7.60	6.39	7.0
A	AST	6.45	7.50	7.0
A	AST	6.45	7.50	7.0
A	AST	6.45	7.50	7.0
A	DGC	6.25	7.50	6.9
A	DGC	6.25	7.50	6.9
A	DGC	6.25	7.50	6.9
A	KDH	6.58	6.67	6.6
A	KDH	6.58	6.67	6.6
A	KDH	6.58	6.67	6.6

2.5. Top Stock

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

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



Symbol	M. Price	%Change	Symbol	M. Price	%Change
TEG	7,490	+7.00%	YEG	20,100	-6.94%
PNC	17,650	+6.97%	TTA	12,250	-6.84%
TMT	8,600	+6.97%	SPM	11,600	-6.83%
LPB	31,000	+6.90%	NO1	11,200	-6.87%
DTT	19,400	+6.89%	VAF	14,000	-6.67%
SFC	22,350	+6.66%	PSH	3,270	-6.49%

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

Exchanges: HOSE, HNX, UPCOM

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Choose category

☒ Top gainers

☐ Top losers

☐ Volume

☐ %Change

☐ Top market cap

☐ Top Foreign

Choose stock exchange

☒ HOSE

☐ HNX

☐ UPCOM

The criteria “**% Fluctuation**” includes an additional option “**Time**”

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

Choose time

☒ 1 minute ago

☐ 5 minute ago

☐ 10 minute ago

☐ 30 minute ago

☐ 1 hour ago

Choose foreign trading

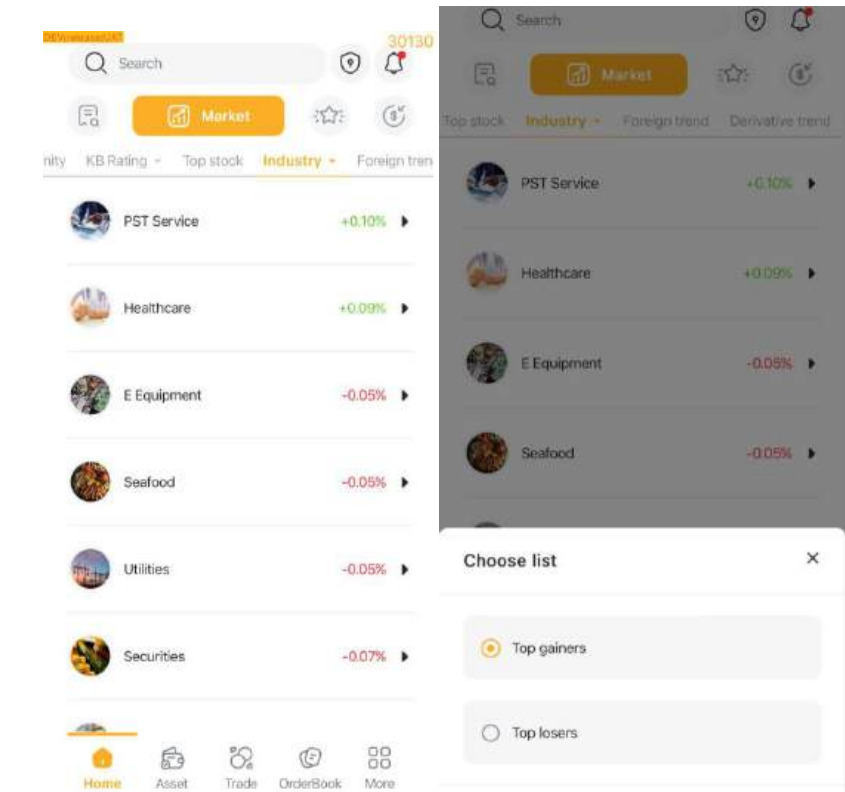
☒ Buy

☐ Sell

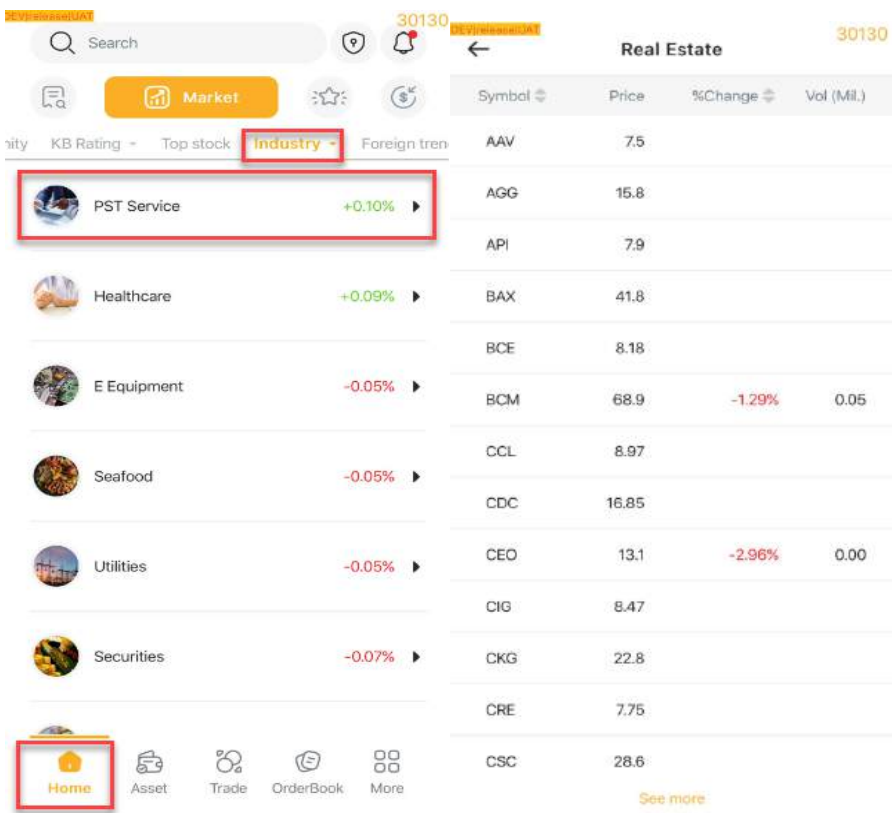
2.6. Industry

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.

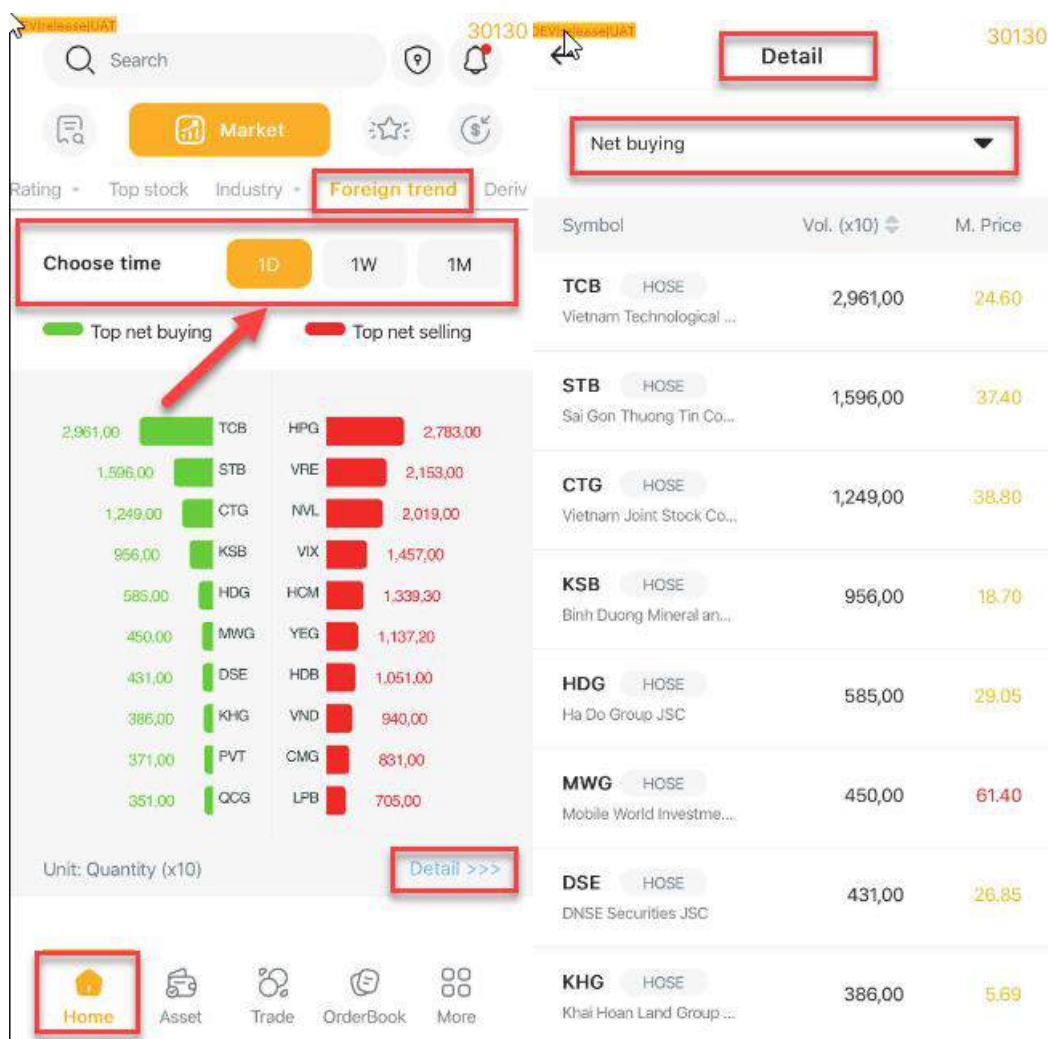


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2.7. Foreign trend

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**

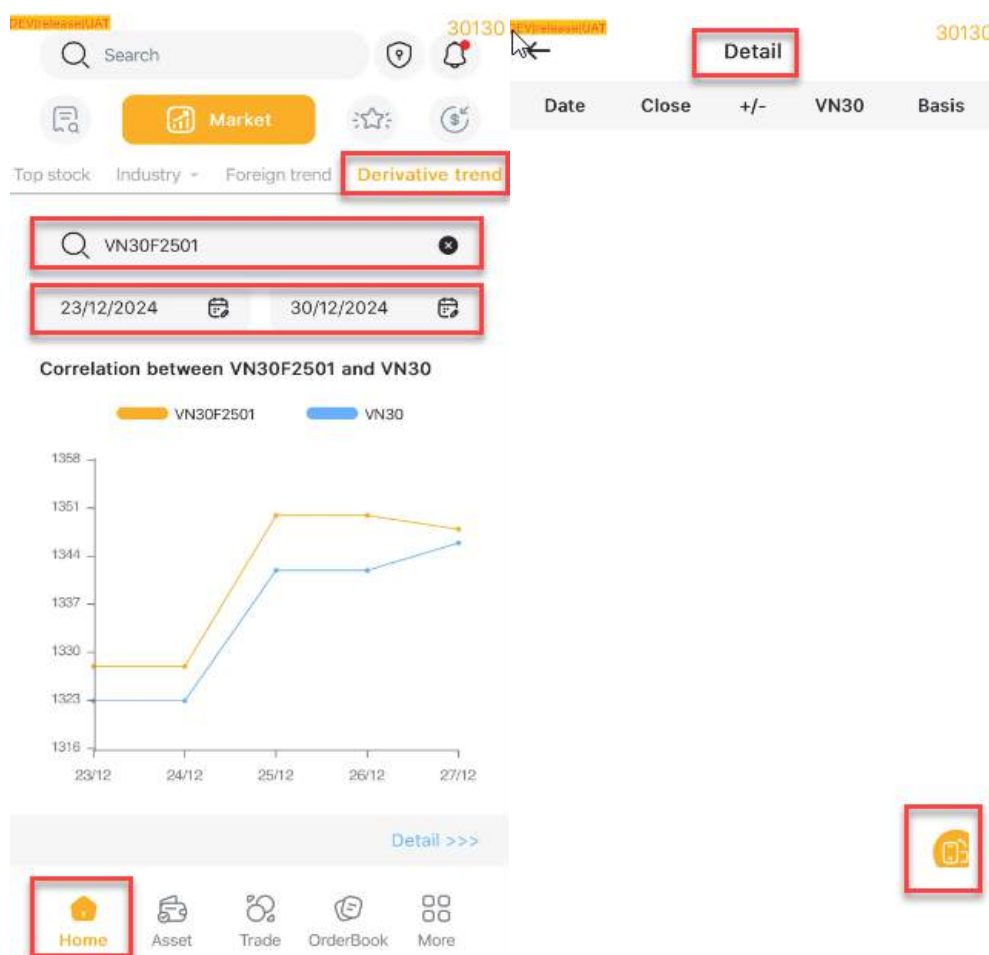


2.8. Derivative trend

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 switch 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.

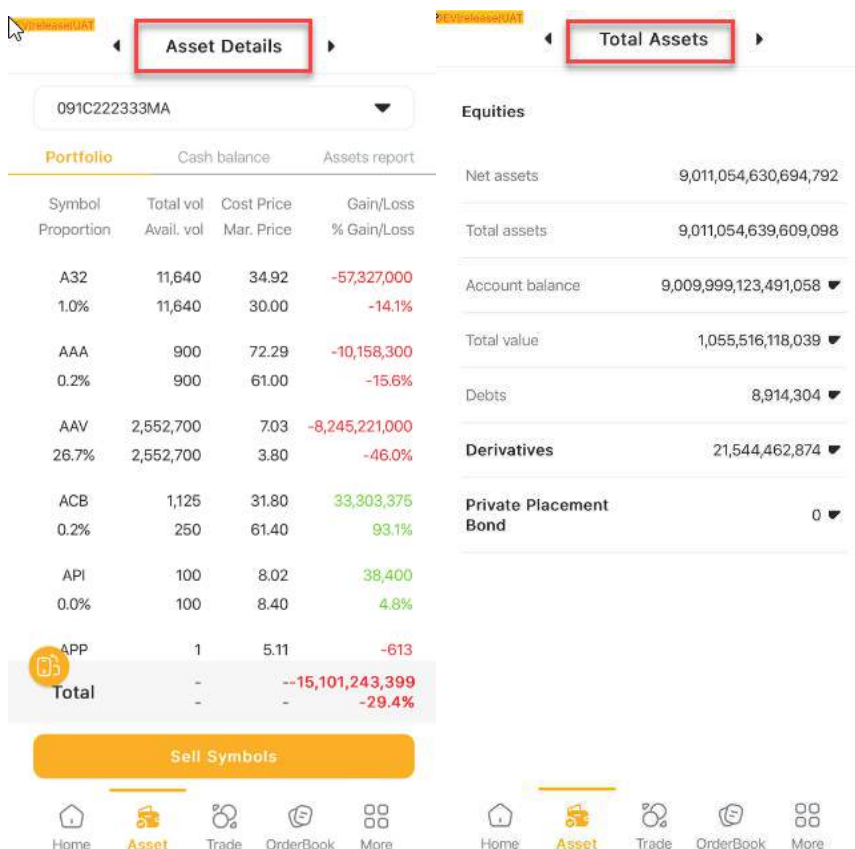
Suggestions, trends

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**



The screenshot shows the 'Asset' tab with two sub-tabs: 'Asset Details' and 'Total Assets'. The 'Asset Details' sub-tab is active, displaying a table of assets and their performance. The 'Total Assets' sub-tab is also visible, showing a summary of the account's financials.

Asset Details Table:

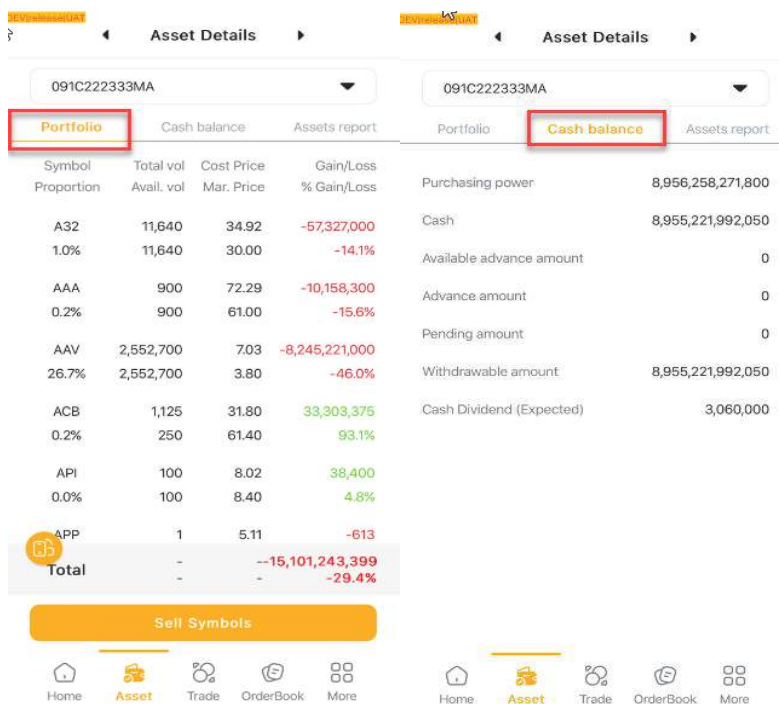
Symbol	Total vol	Cost Price	Gain/Loss
Proportion	Avail. vol	Mar. Price	% Gain/Loss
A32	11,640	34.92	-57,327,000
1.0%	11,640	30.00	-14.1%
AAA	900	72.29	-10,158,300
0.2%	900	61.00	-15.6%
AAV	2,552,700	7.03	-8,245,221,000
26.7%	2,552,700	3.80	-46.0%
ACB	1,125	31.80	33,303,375
0.2%	250	61.40	93.1%
API	100	8.02	38,400
0.0%	100	8.40	4.8%
APP	1	5.11	-613
Total	-	-	-15,101,243,399
			-29.4%

Total Assets Summary:

- Net assets: 9,011,054,630,694,792
- Total assets: 9,011,054,639,609,098
- Account balance: 9,009,999,123,491,058
- Total value: 1,055,516,118,039
- Debts: 8,914,304
- Derivatives: 21,544,462,874
- Private Placement Bond: 0

1. Asset details

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



The screenshot shows the 'Asset Details' section with three sub-tabs: 'Portfolio', 'Cash balance', and 'Assets report'. The 'Portfolio' sub-tab is active, displaying a table of assets and their performance. The 'Cash balance' sub-tab is also visible, showing a summary of the account's financials.

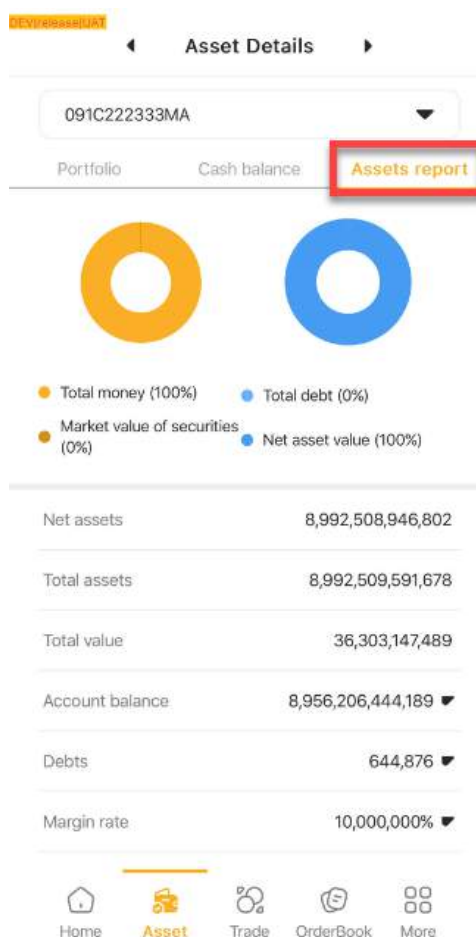
Portfolio Table:

Symbol	Total vol	Cost Price	Gain/Loss
Proportion	Avail. vol	Mar. Price	% Gain/Loss
A32	11,640	34.92	-57,327,000
1.0%	11,640	30.00	-14.1%
AAA	900	72.29	-10,158,300
0.2%	900	61.00	-15.6%
AAV	2,552,700	7.03	-8,245,221,000
26.7%	2,552,700	3.80	-46.0%
ACB	1,125	31.80	33,303,375
0.2%	250	61.40	93.1%
API	100	8.02	38,400
0.0%	100	8.40	4.8%
APP	1	5.11	-613
Total	-	-	-15,101,243,399
			-29.4%

Cash balance Summary:

- Purchasing power: 8,956,258,271,800
- Cash: 8,955,221,992,050
- Available advance amount: 0
- Advance amount: 0
- Pending amount: 0
- Withdrawable amount: 8,955,221,992,050
- Cash Dividend (Expected): 3,060,000

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1.1. Portfolio

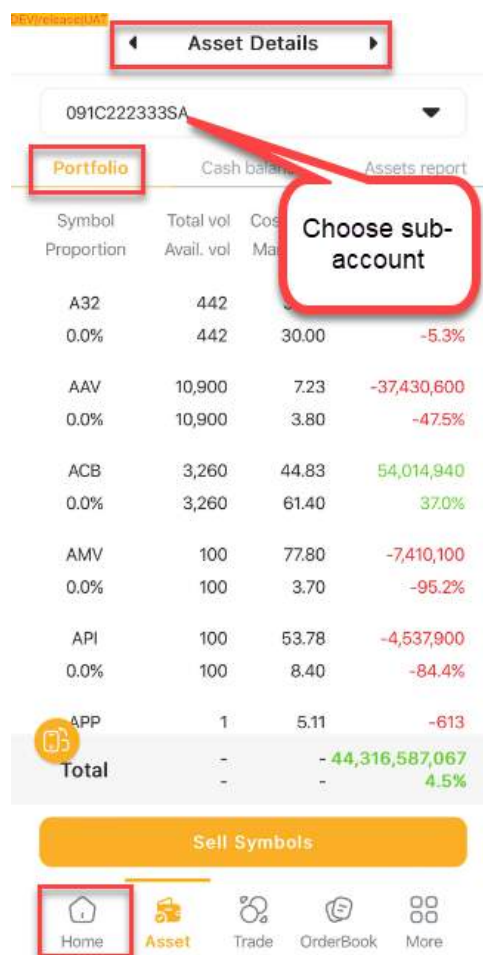
❖ Portfolio detail

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	Total vol	Cost Price	Cost value	Gain/Loss	Buy T0	Pending. B
Proportion	Avail. vol	Mar. Price	Market value	% Gain/Loss	Sell T0	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
0.0%	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)

Asset Details

091C222333SA

Portfolio Cash balance Assets report

Symbol	Total vol	Cost Price	Gain/Loss
Proportion	Avail. vol	Mar. Price	% Gain/Loss
A32	442	31.68	-742,560
0.0%	442	30.00	-5.3%
AAV	10,900	7.23	-37,430,600
0.0%	10,900	3.80	-47.5%
ACB	3,260	44.83	54,014,940
0.0%	3,260	61.40	37.0%
AMV	100	77.80	-7,410,100
0.0%	100	3.70	-95.2%
API	100	53.78	-4,537,900
0.0%	100	8.40	-84.4%
APP	100	5.11	-613
0.0%	100	5.11	-11.9%
Total			-44,316,587,067
			4.5%

Sell Symbols

091C222333SA

Symbol	Vol.	Price
A32	42	25.5
A32	400	25.5
AAV	10,900	MTL
ACB	60	57.2
ACB	3,200	MP
AMV	100	MTL
API	100	MTL
APP	1	3.9

Sell

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

Sell Symbols

091C222333SA

Symbol	Vol.	Price
A32	42	25.5
A32	400	25.5
AAV	10,900	MTL
ACB	60	57.2
ACB	3,200	MP
AMV	100	MTL
API	100	MTL
APP	1	3.9

Setting sell symbols

Filters

Symbol

Sell Vol.

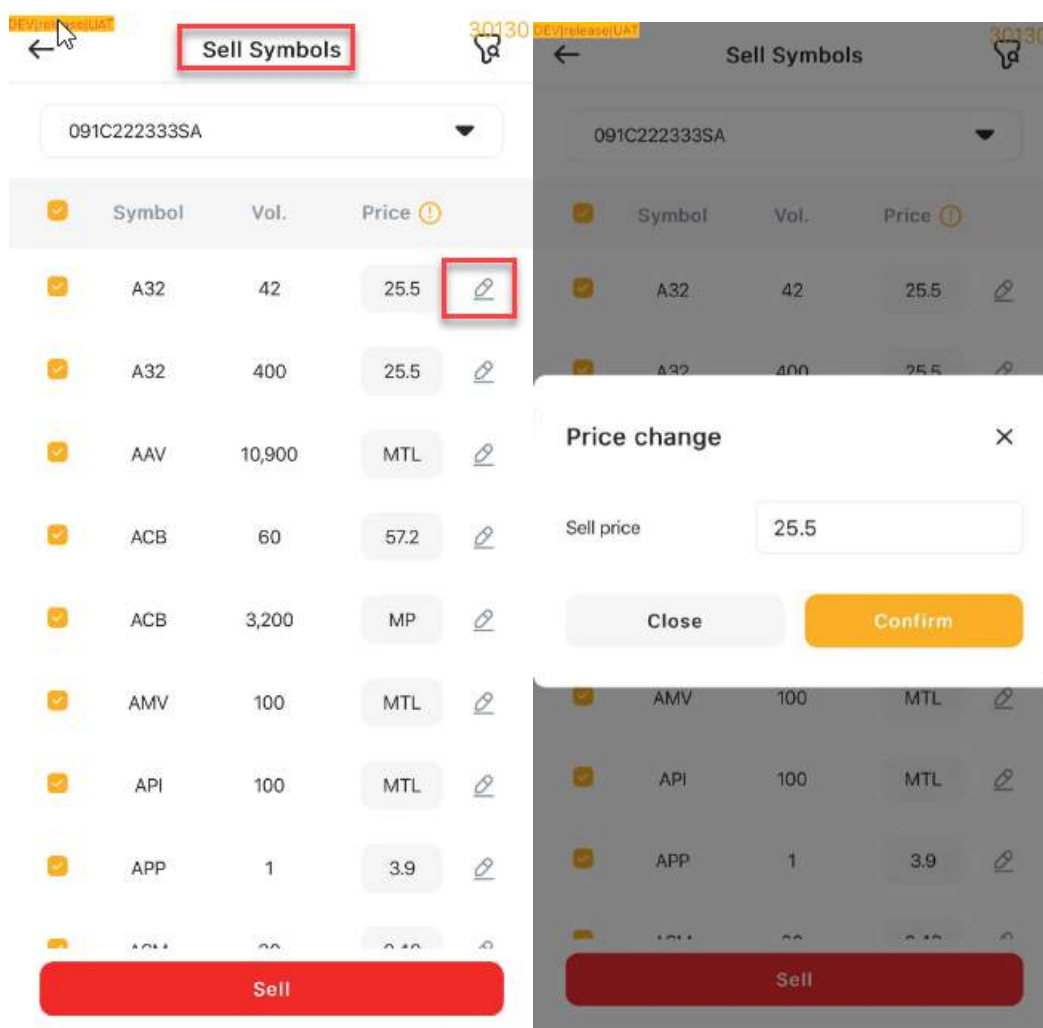
☒ 100%

☐ 50%

Reset **Apply**

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



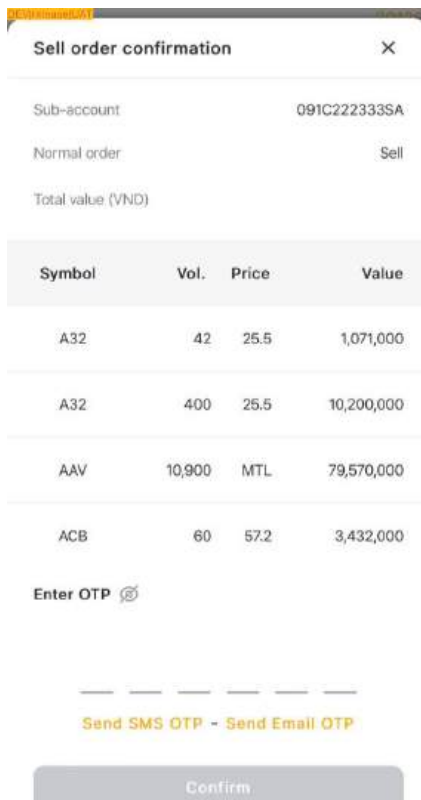
* Principles for determining prices in the "Multi-stock selling" section: For listed securities on exchanges, KBSV defaults to push order types/prices according to the following principles:

- 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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Sell order confirmation ✕

Sub-account: 091C222333SA

Normal order: Sell

Total value (VND):

Symbol	Vol.	Price	Value
A32	42	25.5	1,071,000
A32	400	25.5	10,200,000
AAV	10,900	MTL	79,570,000
ACB	60	57.2	3,432,000

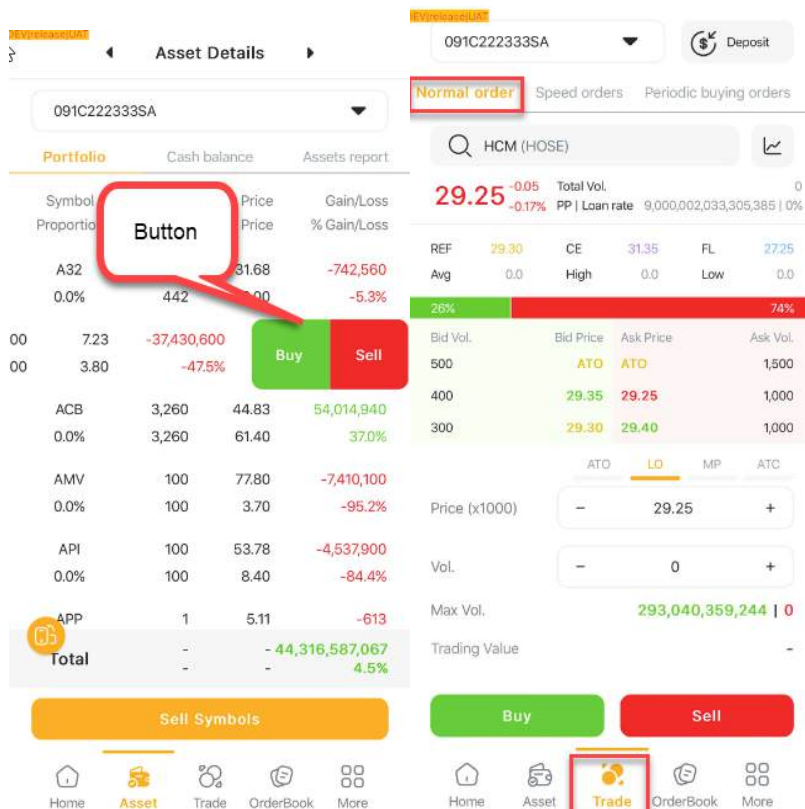
Enter OTP 

[Send SMS OTP](#) - [Send Email OTP](#)

Confirm

❖ 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



Asset Details

091C222333SA

Portfolio Cash balance Assets report

Symbol	Proportion	Price	Gain/Loss	% Gain/Loss
A32	0.0%	31.68	-742,560	-5.3%
ACB	0.0%	3,260	54,014,940	37.0%
AMV	0.0%	100	-7,410,100	-95.2%
API	0.0%	100	-4,537,900	-84.4%
APP	1	5.11	-613	
Total	-	-	-44,316,587,067	4.5%

Button

Normal order Speed orders Periodic buying orders

Search: HCM (HOSE)

29.25 -0.05 -0.17% Total Vol. 0

REF 29.30 CE 31.35 FL 27.25

Avg 0.0 High 0.0 Low 0.0

26% 74%

Bid Vol. Bid Price Ask Price Ask Vol.

500 ATO ATO 1,500

400 29.35 29.25 1,000

300 29.30 29.40 1,000

ATO LO MP ATC

Price (x1000) - 29.25 +

Vol. - 0 +

Max Vol. 293,040,359,244 | 0

Trading Value -

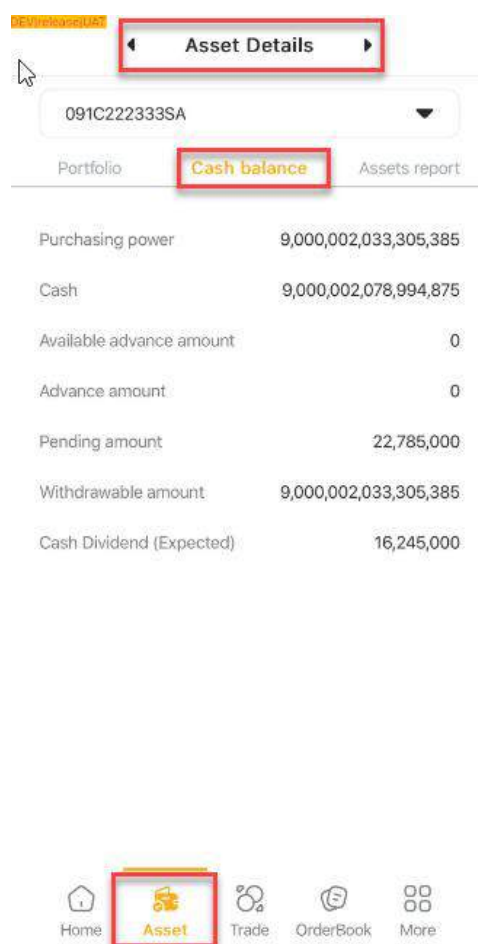
Buy **Sell**

Trade

[Back to table of contents](#)

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):

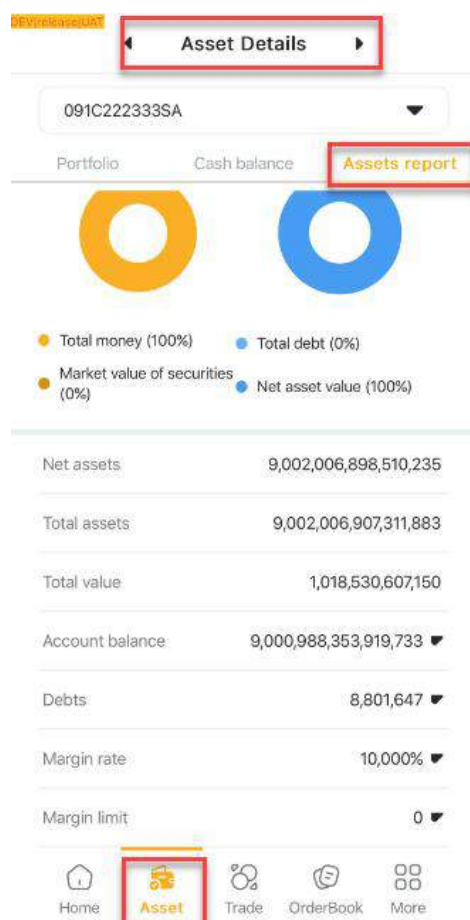


1.3. Assets report

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.

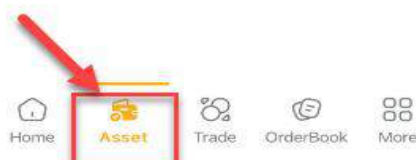
[Back to table of contents](#)

REVIREASULT

Total Assets

Equities

Net assets	9,011,103,961,672,130
Total assets	9,011,103,971,160,300
Account balance	9,010,048,983,742,262 ▼
Total value	1,054,987,418,039 ▼
Debts	9,488,169 ▼
Derivatives	21,544,462,874 ▼
Private Placement Bond	0 ▼



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

Derivatives	21,544,462,874 ▲
· Asset at KBSV	1,002,190,731
· Asset at CCP	20,542,272,143

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

Private Placement Bond	0 ▲
· Cash	0
· Bond value	0

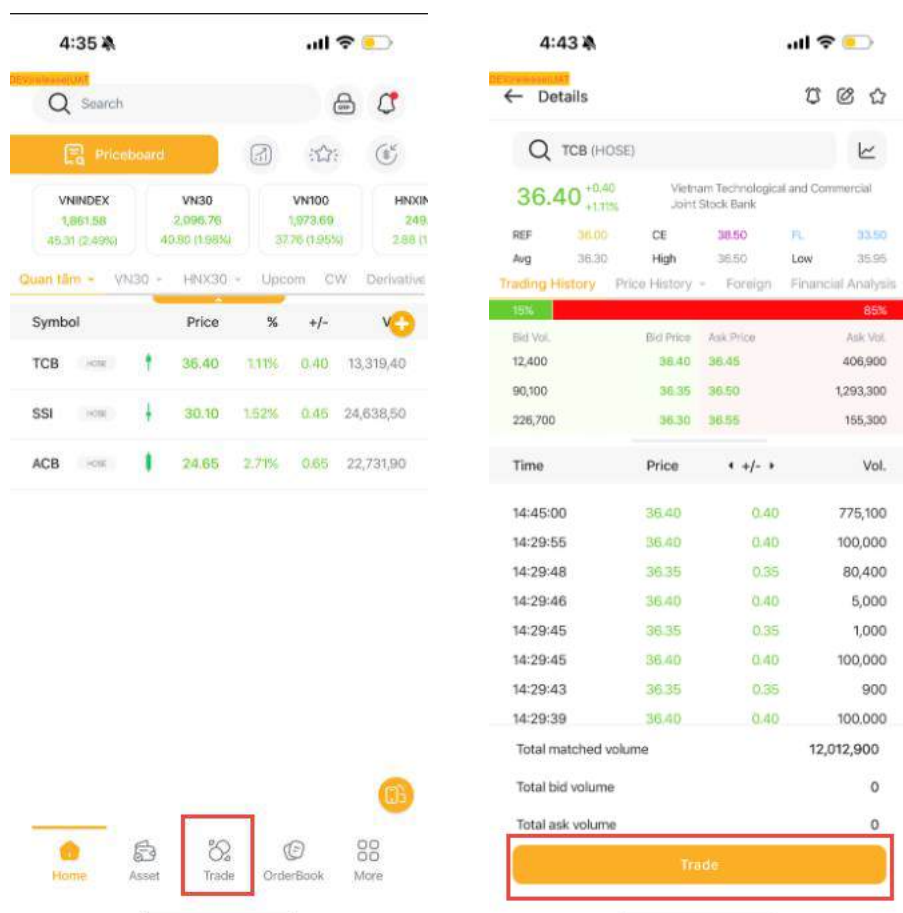
IV. Trade

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

[Back to table of contents](#)

091C222333SA  Deposit

Normal order Speed orders Periodic buying orders

Symbol 

0.00 ^{0.0} _{0.00%} Total Vol. 0
PP | Loan rate 0 | 0%

REF	0.0	CE	0.0	FL	0.0
Avg	0.0	High	0.0	Low	0.0

50%		50%	
Bid Vol.	Bid Price	Ask Price	Ask Vol.
-	-	-	-
-	-	-	-
-	-	-	-

ATO LO MP ATC

Price (x1000) - 0 +


Vol. - 0 +

Max Vol. 0 | 0


Trading Value -

Buy **Sell**

Home Asset **Trade** OrderBook More

091C222333SA  Deposit

Normal order Speed orders Periodic buying orders

AAA (HOSE) 

8.72 ^{-0.02} _{-0.23%} Total Vol. 0
PP | Loan rate 9,000,002,033,305,385 | 0%

REF	8.74	CE	65.20	FL	56.80
Avg	0.0	High	0.0	Low	0.0

13%		87%	
Bid Vol.	Bid Price	Ask Price	Ask Vol.
200	8.77	8.13	500
100	8.75	8.74	200
100	8.74	8.76	2,000

ATO LO MP ATC

Price (x1000) - 8.72 +

Vol. - 0 +

Max Vol. 982,962,214,209 | 0



Trading Value -

Home Asset **Trade** OrderBook More

- 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

Buy order confirmation X

Sub-account	091C222333SA
Normal order	BUY
Symbol	AAA
Order type	LO
Order price (x1000)	8.72
Vol.	100
Value(VND)	872,000

Enter OTP  Save OTP 

Send SMS OTP - Send Email OTP

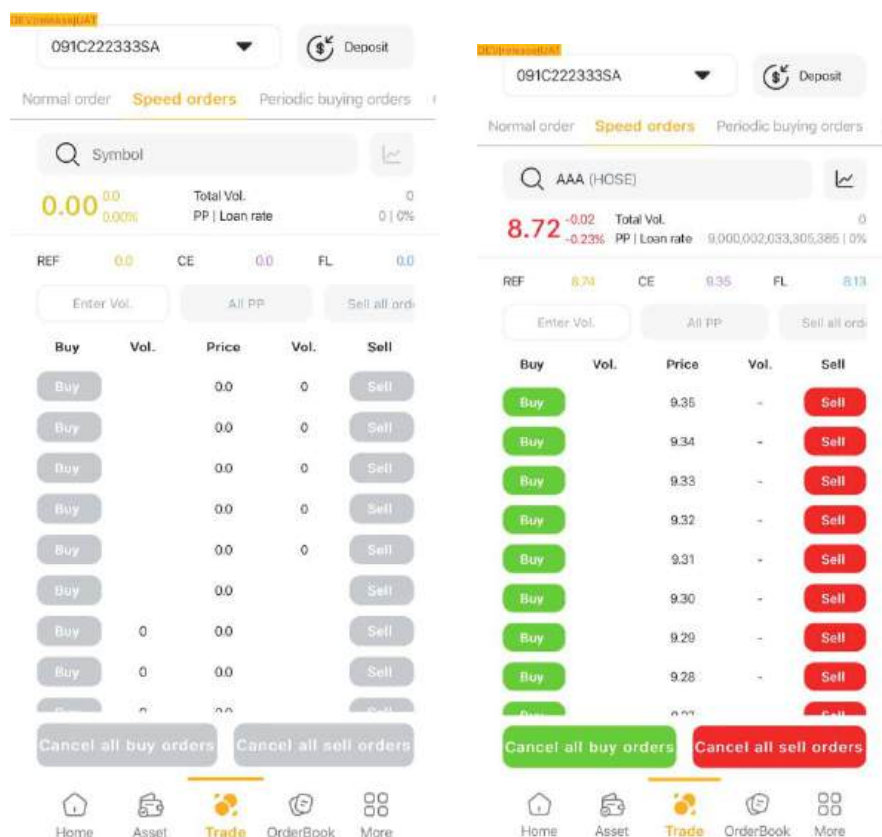
Confirm

[Back to table of contents](#)

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 **Volume** 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 will 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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Buy order confirmation

×

Sub-account	091C222333SA
Normal order	BUY
Symbol	AAA
Order type	LO
Order price (x1000)	9.21
Vol.	930,665,636,000
Value(VND)	8,571,430,507,560,000

Enter OTP 

Save OTP 

Send SMS OTP - Send Email OTP

Confirm

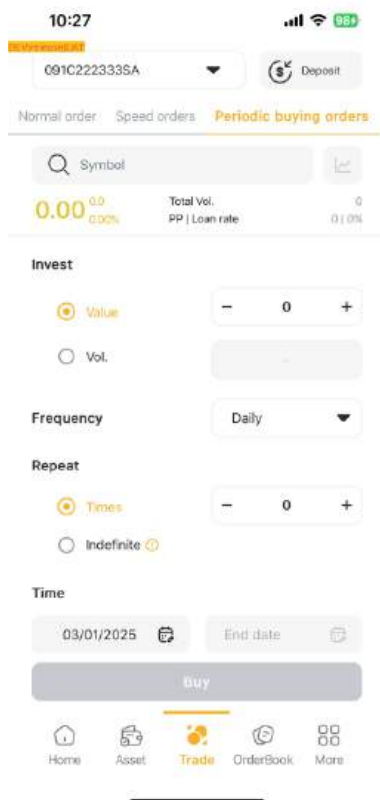
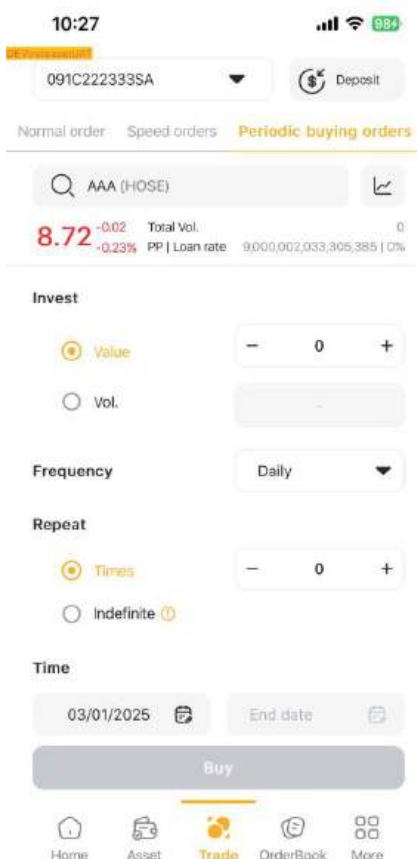
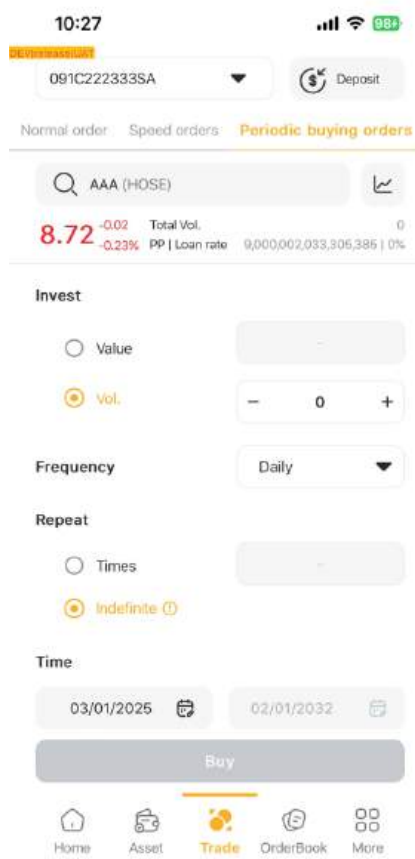
1.3. Periodic buying order

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

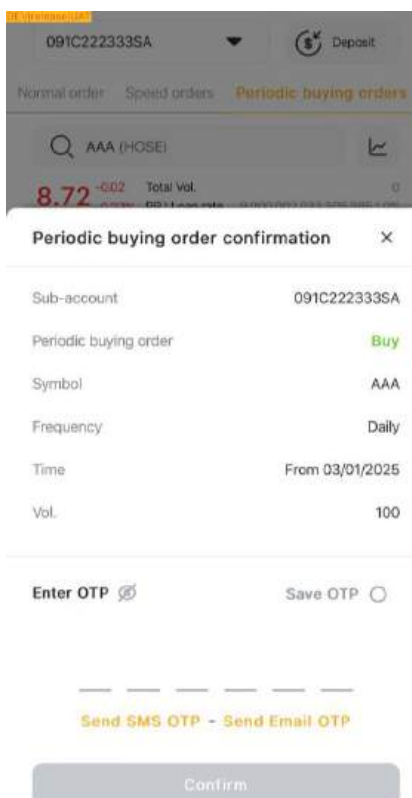
On Trade screen, select Periodic orders, clients can place periodic orders by following these steps:

- 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



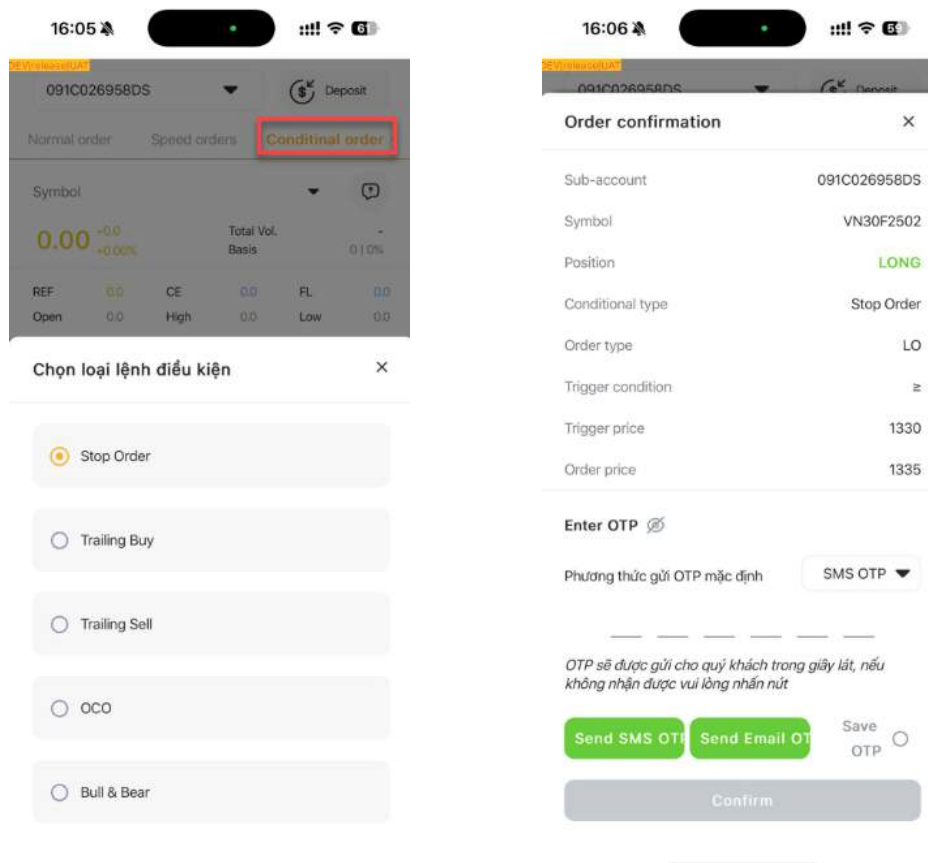
[Back to table of contents](#)

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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091C222333SA Deposit

Normal Orders Periodic Buying Order Conditional Order

Total executed buy value 20,728,800

Total remaining buy value 22,785,000

Total executed sell value 0

Total remaining sell value 0

Cancel Cancel all orders

Symbol M. Price M. vol Status
B/S O. Price O. vol Nor/Con

TCB 31.95 300 Normal

TCB 65 150 Matched

TCB 78 300 Normal

SHS 36.596 300 Matched

SHS 15 400 Normal

Cancel Order

Home Asset Trade OrderBook More

Order Details 30130

Sub-account 091C222333SA

Symbol TCB

B/S Buy

Status Matched

Normal/Conditional Normal

Ordered price 78,000

Matched price 65,000

Ordered vol 300

Matched vol 150

Remaining 150

Order type MP

% Gain/Loss -

Ordered time 15:54:01

Ordering channel -

Edit Order Cancel Order

➤ 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.

DEV\release\UAT

Cancel Cancel all orders Price: x1000

	Symbol B/S	M. Price O. Price	M. vol O. vol	Status Nor/Con	Remaining Cancelled	Order type % Gain/Loss	O. time O. Channel
	TCB	-	-	Sending	300	MP	09:06:55
	Buy	31.95	300	Normal	0	-	KB Buddy Pro
	TCB	65	150	Matched	150	MP	15:54:01
	Buy	78	300	Normal	0	-	-
	SHS	36.596	300	Matched	100	MTL	15:54:14
	Buy	15	400	Normal	0	-	-

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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Cancel Cancel all orders Price: x1000

Symbol B/S	M. Price O. Price	M. vol O. vol	Status Nor/Con	Remaining Cancelled	Order type % Gain/Loss	O. time O. Channel
-	-	Sending	300	MP	09:06:55	Cancel
31.95	300	Normal	0	-	KB Buddy Pro	
TCB	65	150	Matched	150	MP	15:54:01
Buy	78	300	Normal	0	-	-
SHS	36.596	300	Matched	100	MTL	15:54:14
Buy	15	400	Normal	0	-	



Select all(3) Price: x1000

Symbol B/S	M. Price O. Price	M. vol O. vol	Status Nor/Con	Remaining Cancelled	Order type % Gain/Loss	O. time O. Channel
TCB	-	-	Sending	300	MP	09:06:55
Buy	31.95	300	Normal	0	-	KB Buddy Pro
TCB	65	150	Matched	150	MP	15:54:01
Buy	78	300	Normal	0	-	-
SHS	36.596	300	Matched	100	MTL	15:54:14
Buy	15	400	Normal	0	-	-

Cancel Order

Cancel order confirmation

Are you sure to cancel the selected orders?

Enter OTP  Save OTP 

[Send SMS OTP](#) - [Send Email OTP](#)

Confirm



❖ 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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DEV\mtest\UAT

091C222333SA   Deposit

Normal order **Speed orders** Periodic buying orders

Q AAA (HOSE) 

8.72 -0.02 Total Vol. 0
-0.23% PP | Loan rate 9,000,002,033,305,385 | 0%


REF 8.74 CE 9.35 FL 8.13

Enter Vol. All PP Sell all ord



Buy	Vol.	Price	Vol.	Sell
Buy		9.35	-	Sell
Buy		9.34	-	Sell
Buy		9.33	-	Sell
Buy		9.32	-	Sell
Buy		9.31	-	Sell
Buy		9.30	-	Sell
Buy		9.29	-	Sell
Buy		9.28	-	Sell
Buy		9.27	-	Sell

Cancel all buy orders Cancel all sell orders

Home Asset **Trade** OrderBook More

Hủy tất cả lệnh mua 

Quý khách có chắc chắn muốn hủy tất cả lệnh mua mã AAA chưa khớp?

Nhập mã OTP  **Lưu OTP** 


● ● ● ● ● ●

Gửi SMS OTP - Gửi Email OTP

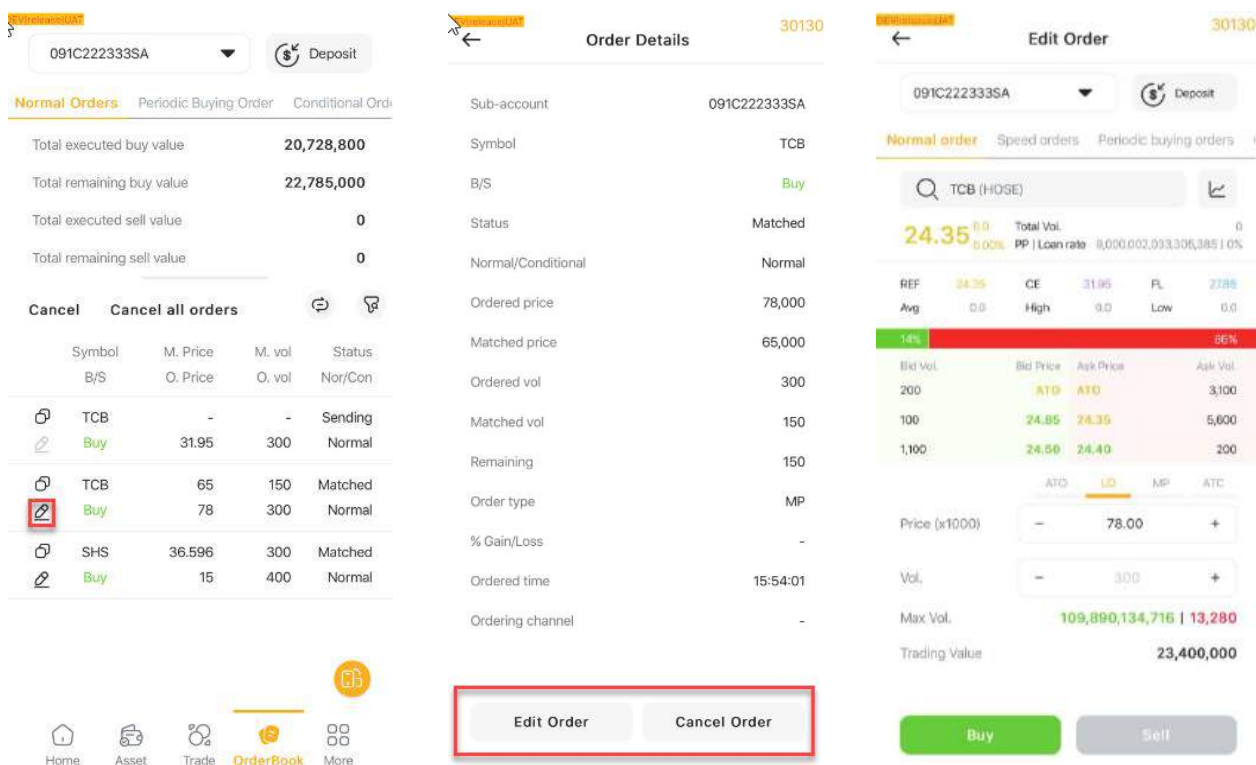
Xác nhận

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: Separately 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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The first screenshot shows the 'Normal Orders' screen with a list of orders. The second screenshot shows the 'Order Details' screen for a specific order. The third screenshot shows the 'Edit Order' screen with a red box highlighting the 'Edit Order' and 'Cancel Order' buttons.

Normal Orders

Symbol	M. Price	M. vol	Status
TCB	-	-	Sending
TCB	65	150	Matched
TCB	78	300	Normal
SHS	36.596	300	Matched
SHS	15	400	Normal

Order Details

Sub-account	091C222333SA
Symbol	TCB
B/S	Buy
Status	Matched
Normal/Conditional	Normal
Ordered price	78,000
Matched price	65,000
Ordered vol	300
Matched vol	150
Remaining	150
Order type	MP
% Gain/Loss	-
Ordered time	15:54:01
Ordering channel	-

Edit Order

TCB (HOSE)

24.35

REF: 24.35, Avg: 0.0, High: 0.0, Low: 0.0

CE: 31.95, FL: 27.88

14% Bid Vol: 200, Bid Price: 24.85, Ask Price: 24.35, Ask Vol: 5,600

1,100, 24.50, 24.40, 200

Price (x1000): 78.00

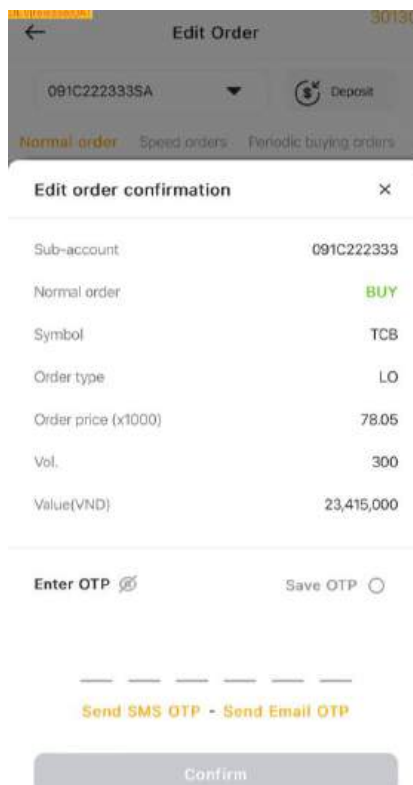
Vol: 300

Max Vol: 109,890,134,716 | 13,280

Trading Value: 23,400,000

Buttons: Buy, Sell

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



Edit Order

091C222333SA

Normal order

Edit order confirmation

Sub-account	091C222333
Normal order	BUY
Symbol	TCB
Order type	LO
Order price (x1000)	78.05
Vol.	300
Value(VND)	23,415,000

Enter OTP Save OTP

Send SMS OTP - Send Email OTP

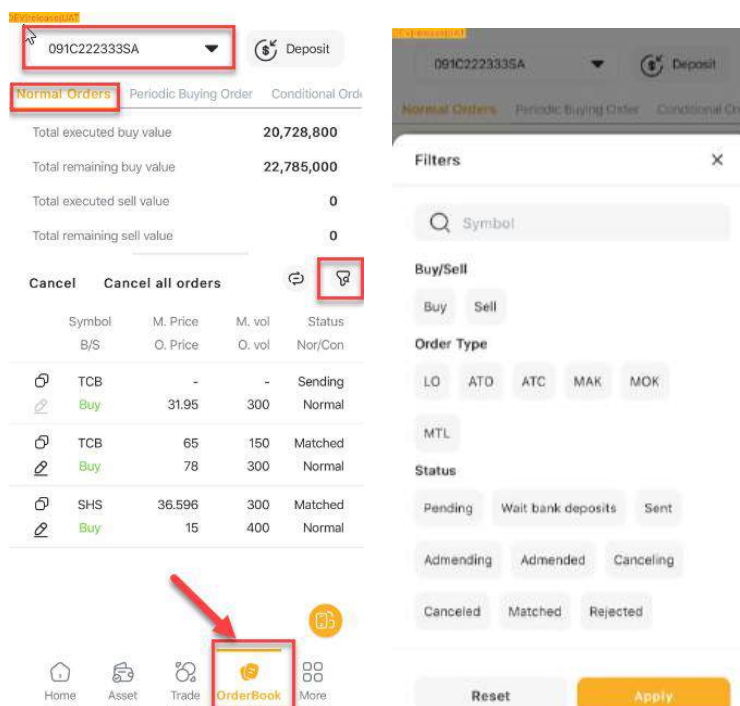
Confirm

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3. Order book

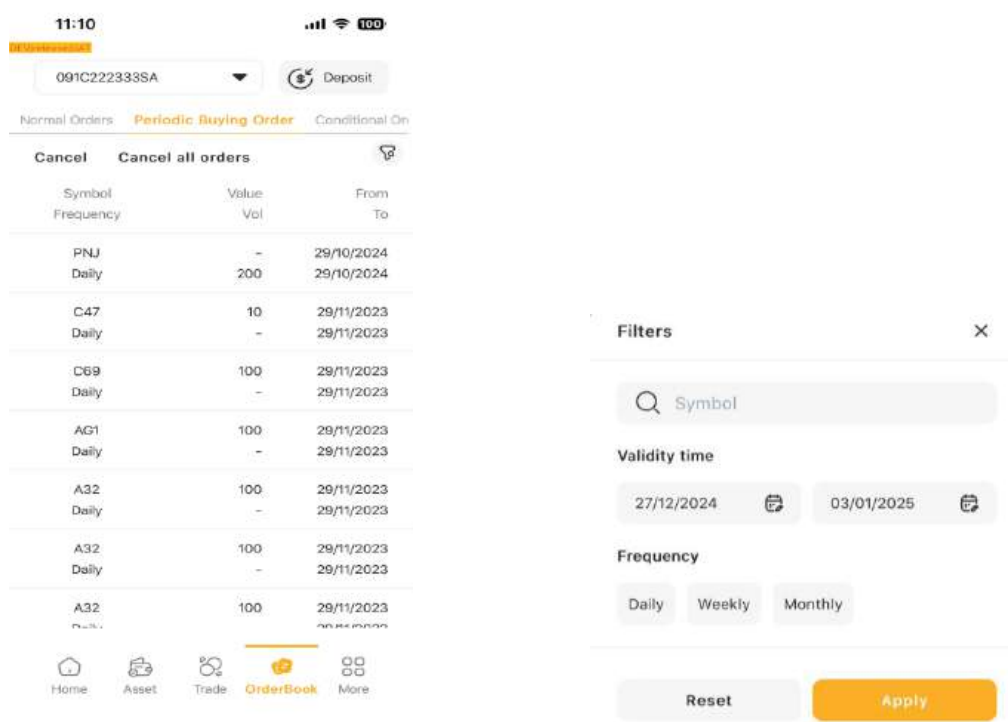
3.1. Normal orders

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

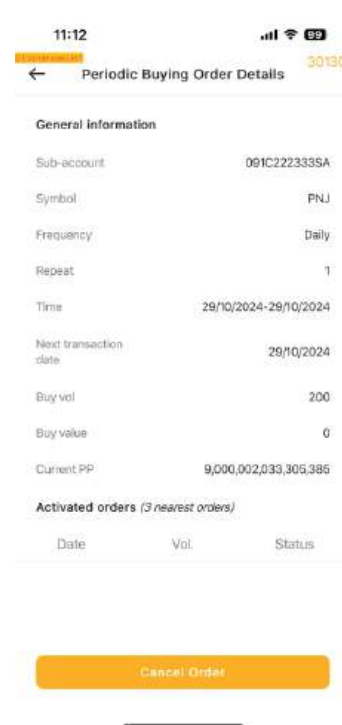
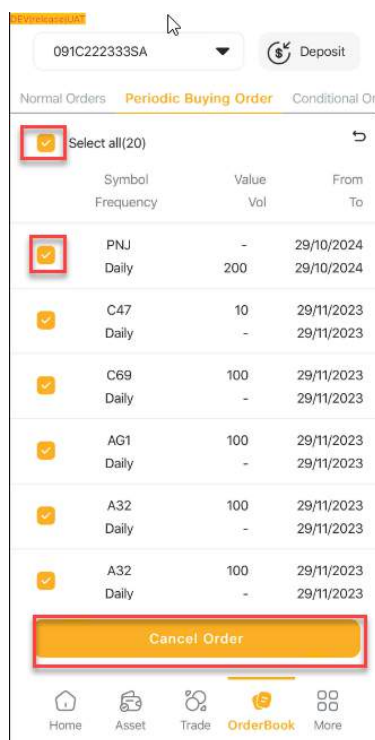
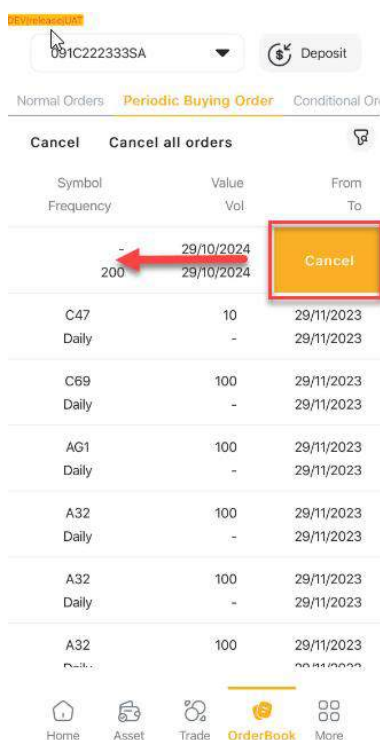
Clients can view all the placed periodic buying orders in **OrderBook** section, tab **Periodic buying order**, select criteria in **Filters**.



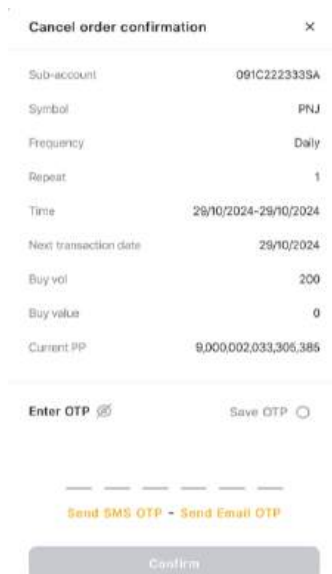
[Back to table of contents](#)

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.

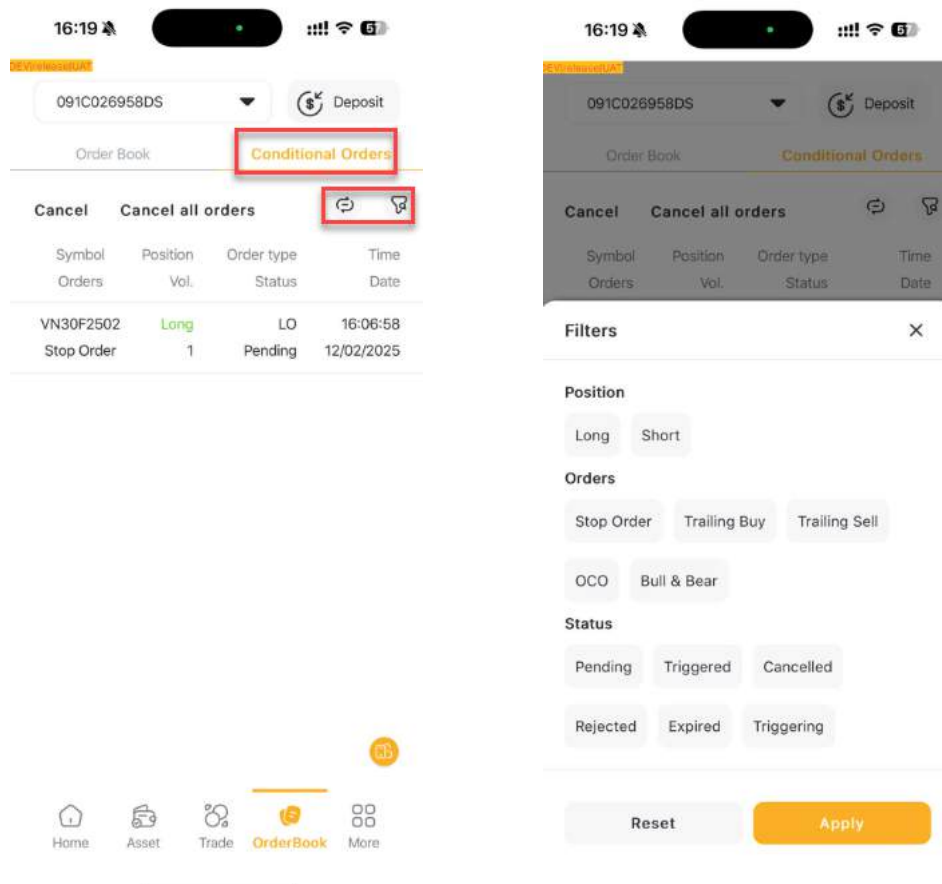


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3.3. Conditional order

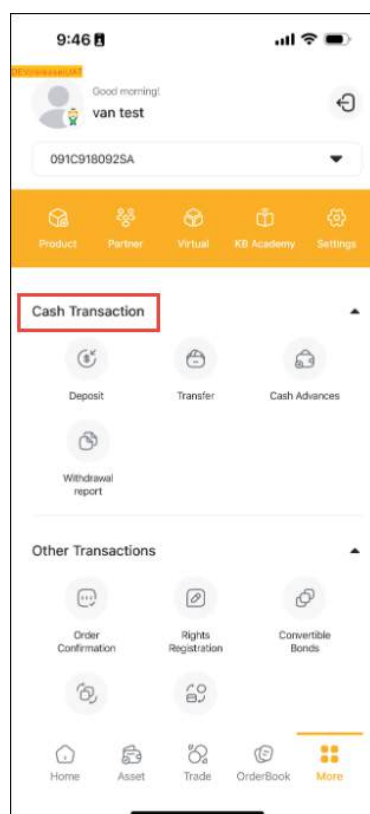
The placed conditional order could be look up **OrderBook** section, **Conditional order** tab.

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**



1. Deposit

At the **Cash transaction** select **Deposit** section to switch 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

The screenshot shows the 'Deposit' screen in the KB Buddy application. At the top, there's a 'Deposit' title and a 'Through linked accounts' section. Below this, there's a 'Beneficial Acc.' dropdown menu showing '091C026494SA'. Next to it is an 'Amount' field with a minus sign, '0', and a plus sign. Below the amount field is a 'Description' field with a placeholder text 'Enter description (maximum 100 characters)'. At the bottom of the screen, there's a 'Select your bank account' section with a '+ Add linked account' button. A 'Continue' button is located at the very bottom of the 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**

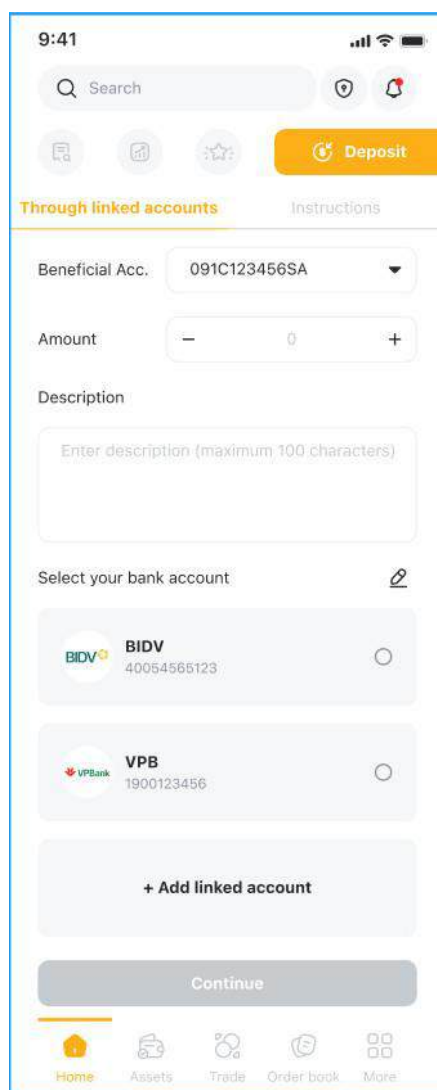
❖ Deposit through linked accounts

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**

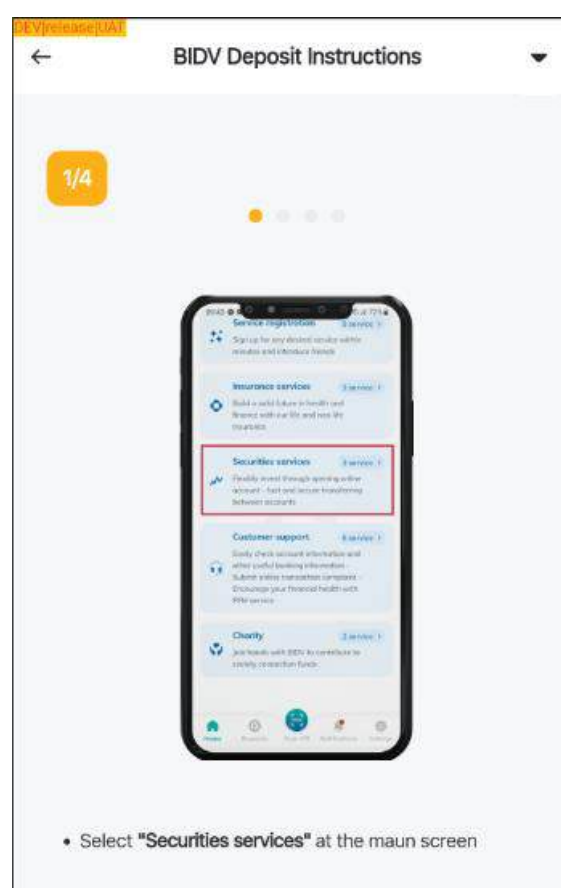
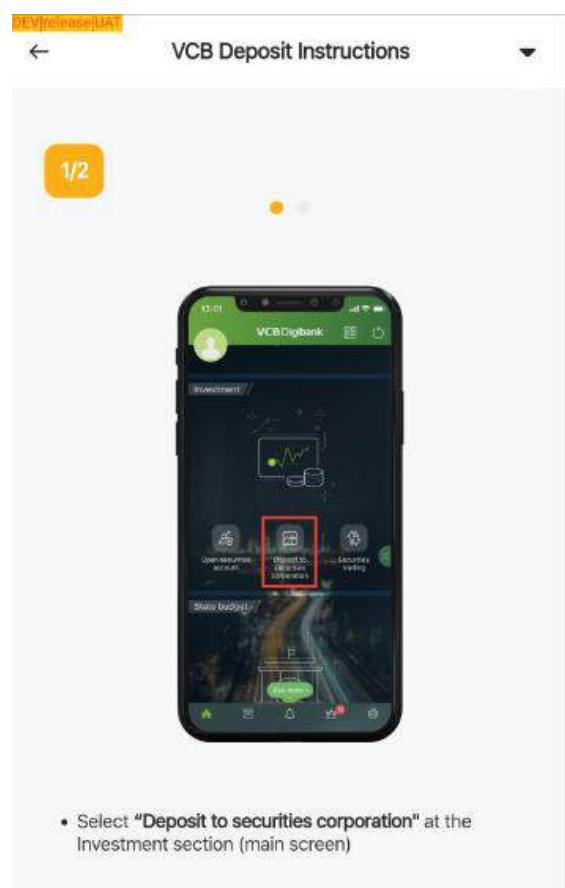
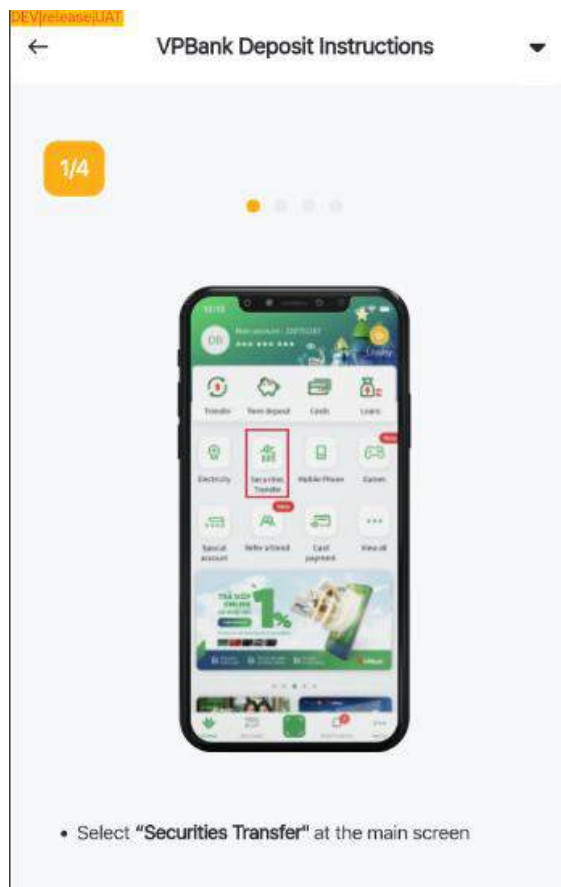
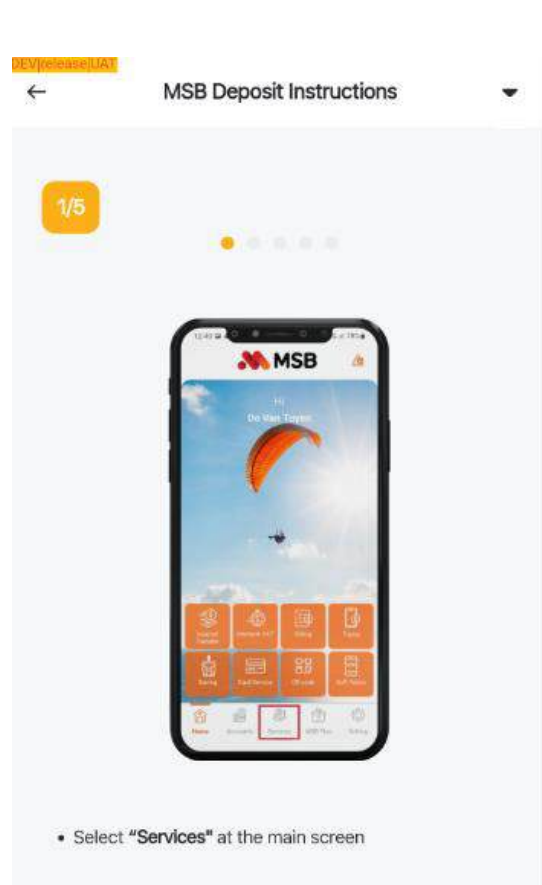
1.3. **Instructions**

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

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

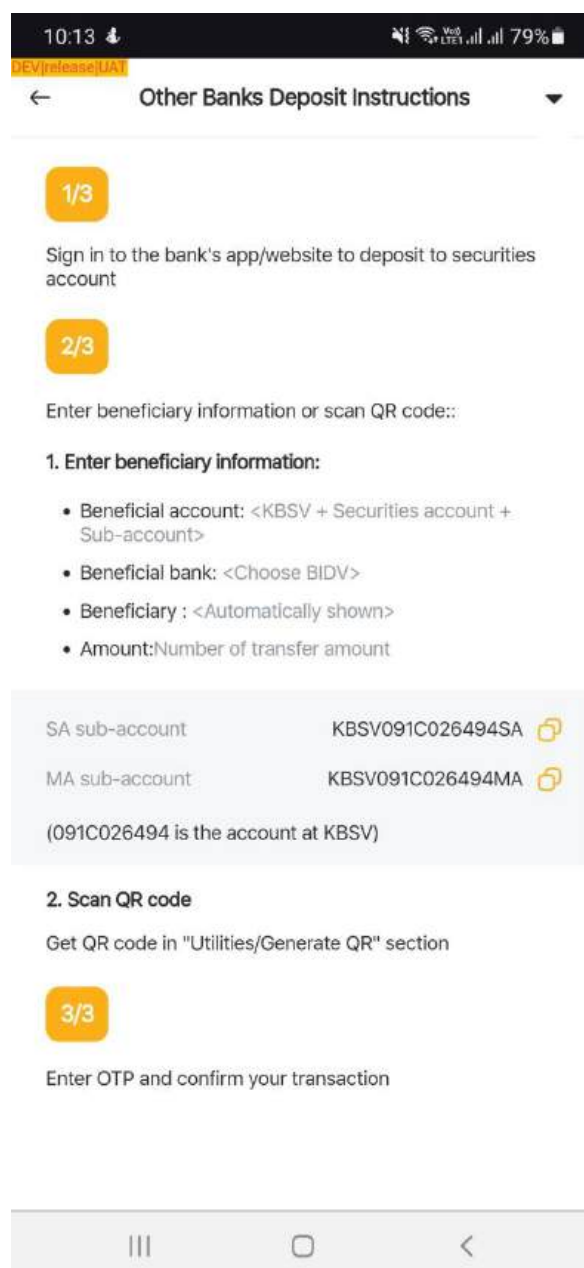
- ❖ Deposit directly through app: for Banks: BIDV; VCB; VPB; MSB: You select directly Bank icon to show detail instructions

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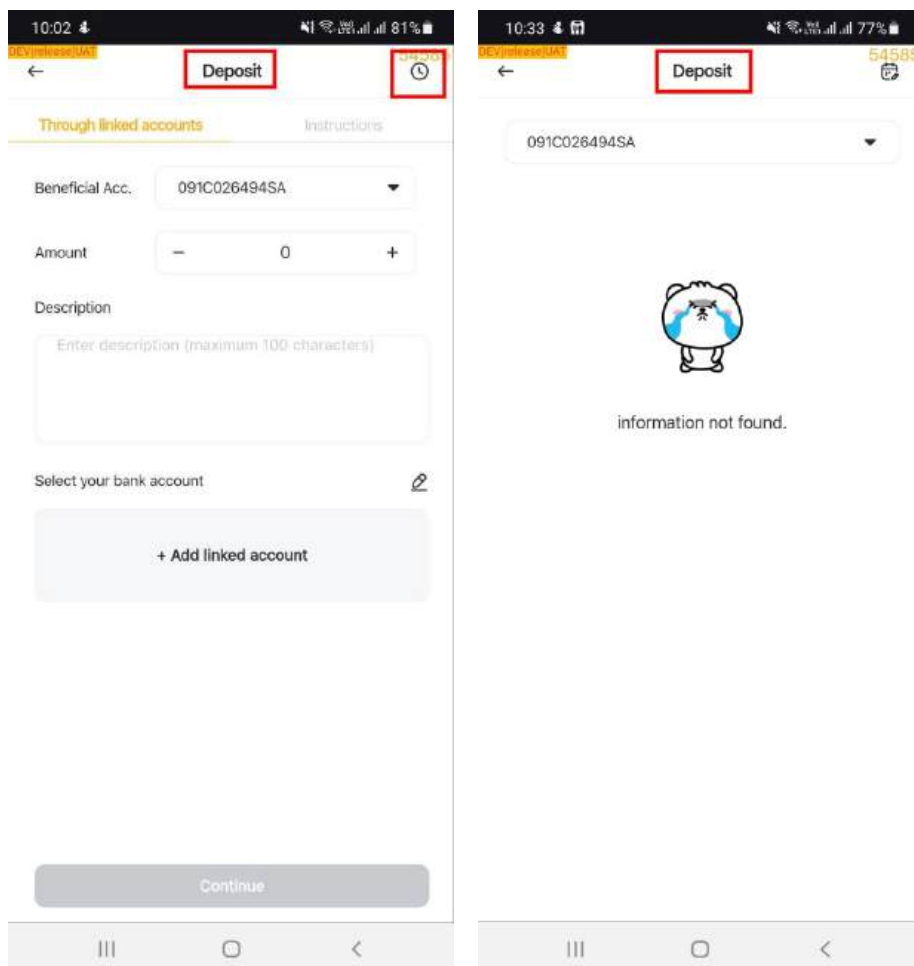
[Back to table of contents](#)

❖ Deposit instructions of Other banks

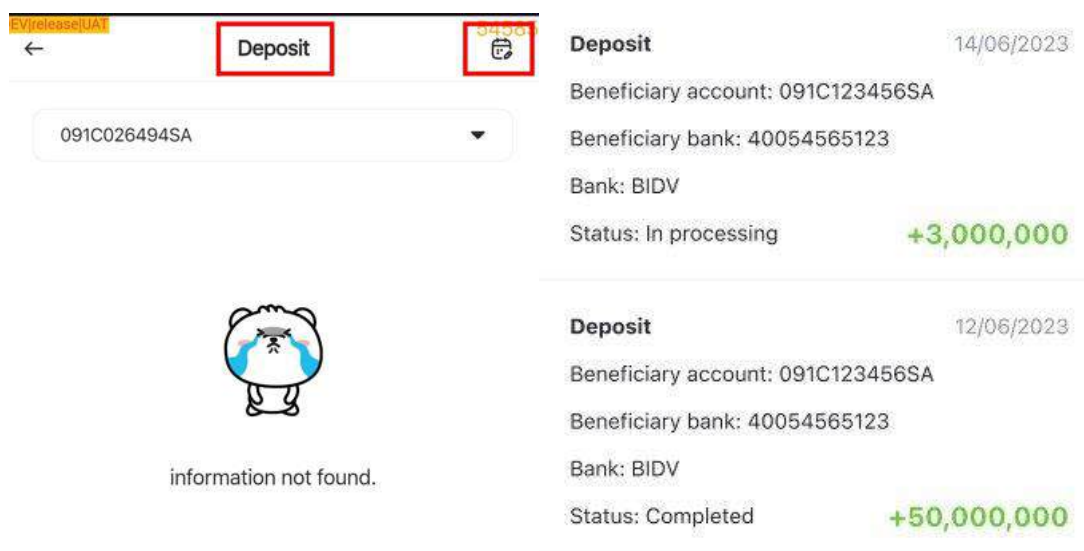
**1.4. Deposit history**

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

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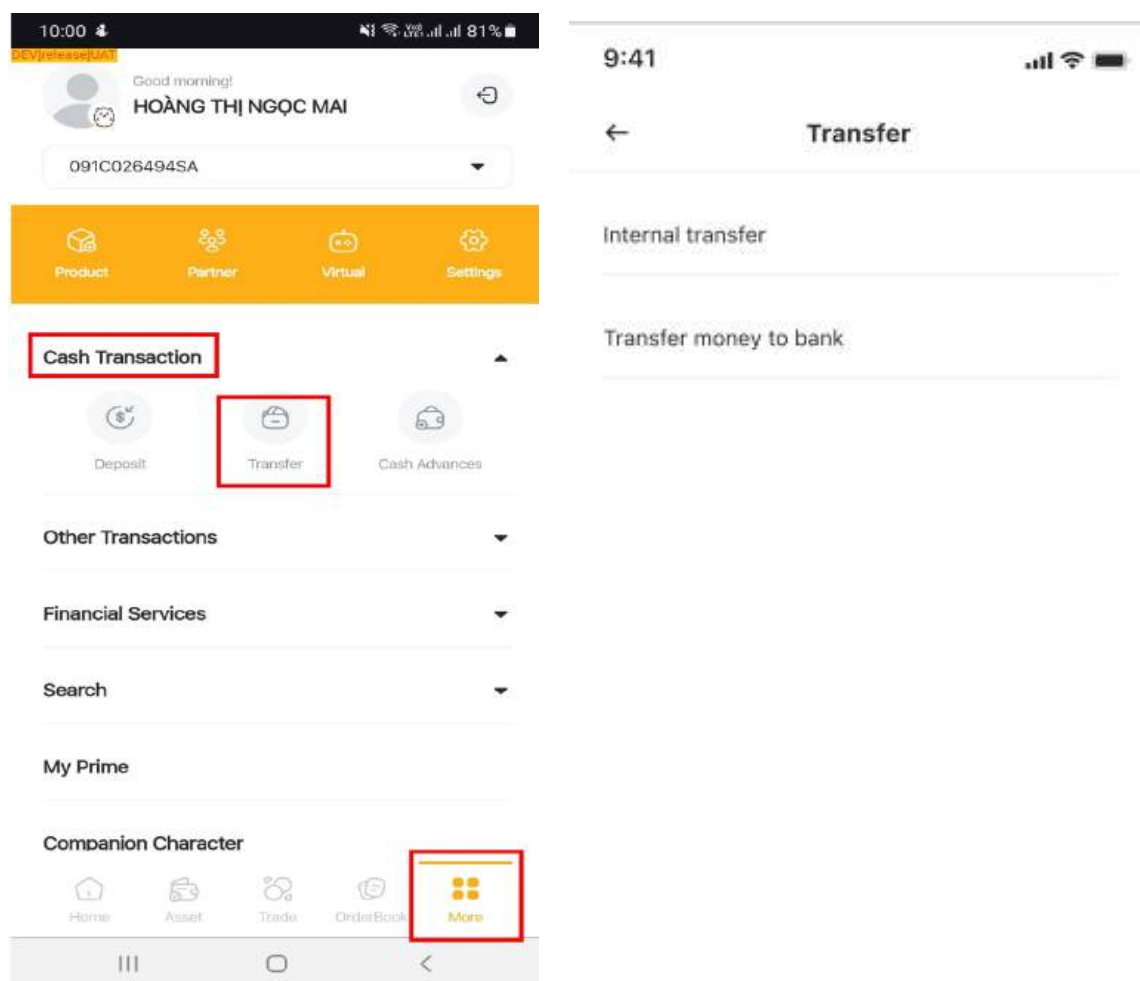
At **Deposit history** screen, select time button to search deposit history of account. The screen shows detail deposit history of account according to time period



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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**:

[*Back to table of contents*](#)

The image displays two screenshots of the KB Buddy application interface. The left screenshot shows the 'Transfer' menu with 'Internal transfer' selected. The right screenshot shows the 'Internal Transfer' form with fields for account selection, amount, and description.

Left Screenshot:

- Time: 9:41
- Back arrow
- Transfer** (highlighted with a red box)
- Internal transfer** (highlighted with a red box)
- Transfer money to bank

Right Screenshot:

- Time: 9:41
- Back arrow
- Internal Transfer**
- Account selection: 091C123456SA
- Cash: 100,000,000
- Advance amount: 1,500,000
- Maximum transfer amount: 100,000,000
- To sub-account**
- Choose (dropdown menu)
- Amount**: Nhập số tiền
- Description**: Enter description (maximum 100 characters)
- Transfer** button

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**

[Back to table of contents](#)

9:41

Internal Transfer

091C123456SA

Cash100,000,000

Advance amount1,500,000

Maximum transfer amount100,000,000

To sub-account

091C123456MA

Amount10,000,000

Description

123456, Nguyen Dang Hoang, BIDV, chuyen tien TKCK ngay 09/01/2023 vao tai khoan.

Transfer

Internal transfer confirmation

Beneficiary account091C0123456MA

Amount10,000,000

Description123456, Nguyen Dang Hoang, BIDV, chuyen tien TKCK ngay 09/01/2023 vao tai khoan.

Enter OTP

Please click "Get OTP" to receive the verification code

Get KB OTP

Save OTP

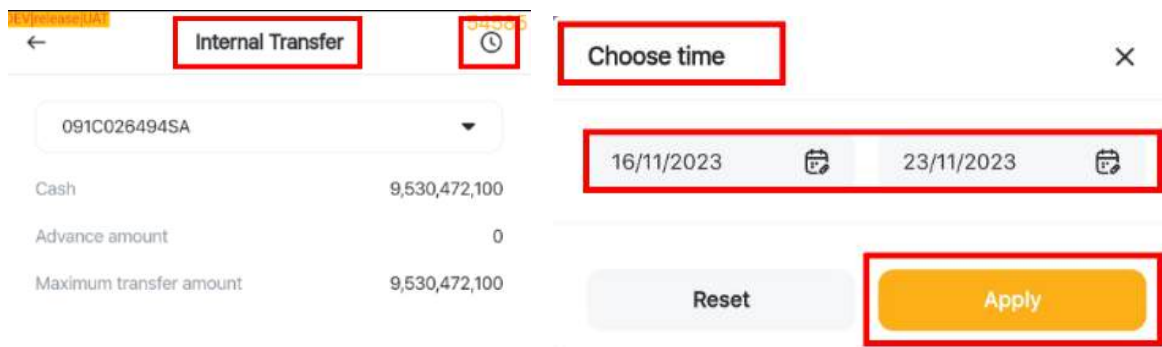
Confirm

❖ 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 internal transfer history
- Step 3: Choose time period and select **Apply** to switch to history screen of internal transfer with filtered information.

[Back to table of contents](#)



Internal Transfer

Choose time

091C026494SA

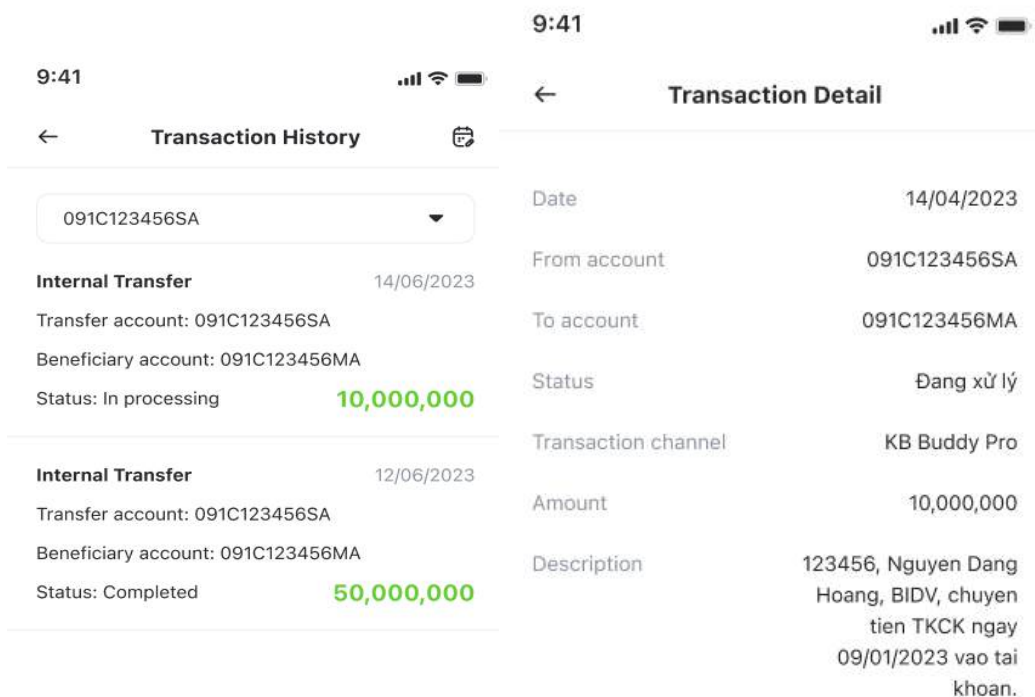
Cash 9,530,472,100

Advance amount 0

Maximum transfer amount 9,530,472,100

Reset Apply

- Step 5: Select each transaction to view detail information



Transaction History

091C123456SA

Internal Transfer 14/06/2023

Transfer account: 091C123456SA

Beneficiary account: 091C123456MA

Status: In processing 10,000,000

Internal Transfer 12/06/2023

Transfer account: 091C123456SA

Beneficiary account: 091C123456MA

Status: Completed 50,000,000

Transaction Detail

Date 14/04/2023

From account 091C123456SA

To account 091C123456MA

Status Đang xử lý

Transaction channel KB Buddy Pro

Amount 10,000,000

Description 123456, Nguyen Dang Hoang, BIDV, chuyển tiền TKCK ngay 09/01/2023 vào tài khoản.

2.2. Transfer money to bank

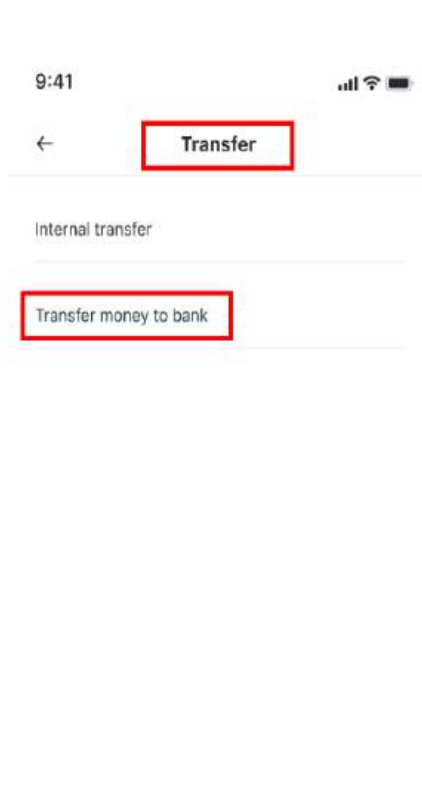
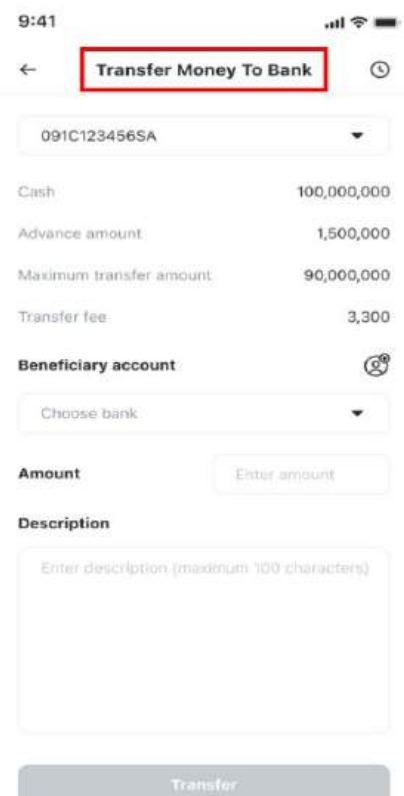
Transfer money to bank screen includes 03 tabs: **Transfer money to bank**; **History** and **Beneficiary account registration**

❖ Transfer money to Bank

You could transfer money to registered bank account with KBSV

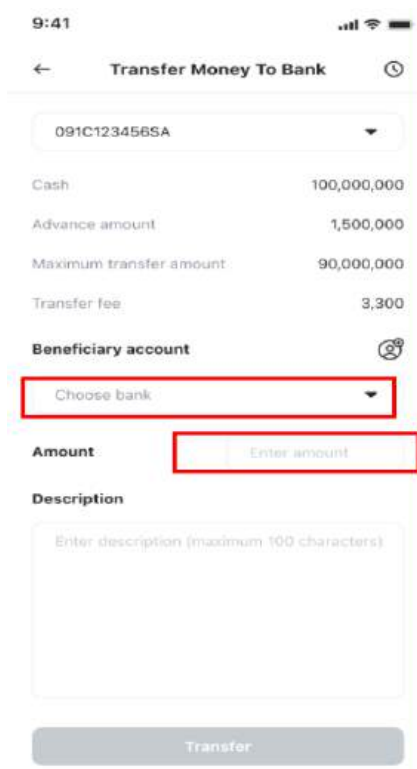
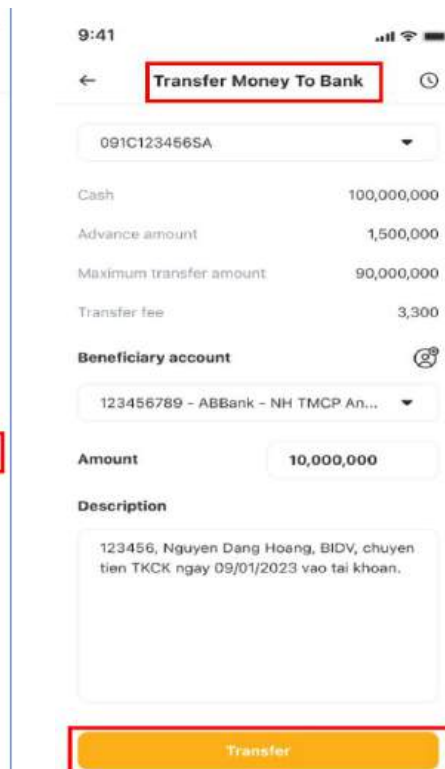
To perform **Transfer money to bank**, at **Cash transaction** screen select **Transfer money to bank**:

[Back to table of contents](#)

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).

[Back to table of contents](#)

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

Transfer money to bank confirmation

Beneficiary account

123456789 - ABBank -
NH TMCP An Binh (ABB)
- Fullname 091FID2638

Amount

10,000,000

Description


123456, Nguyen Dang
Hoang, BIDV, chuyen
tien TKCK ngay
09/01/2023 vao tai
khoan.

Enter OTP

Please click "Get OTP" to receive the verification code

Get KB OTP

Confirm



Success!
You have transferred successfully!

History

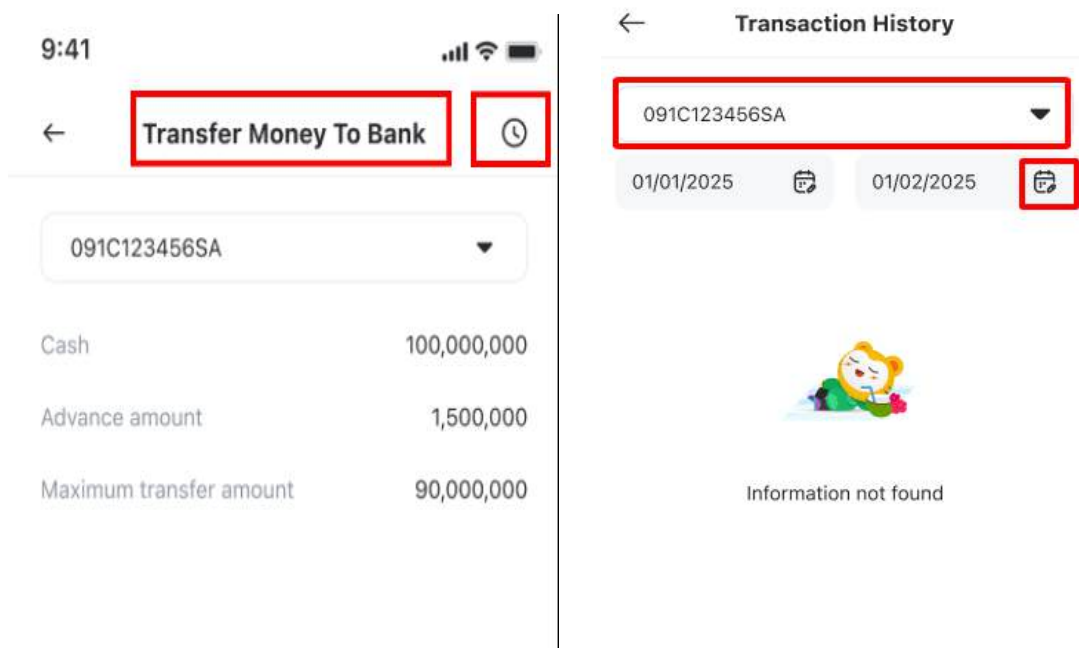
Other transactions

❖ History

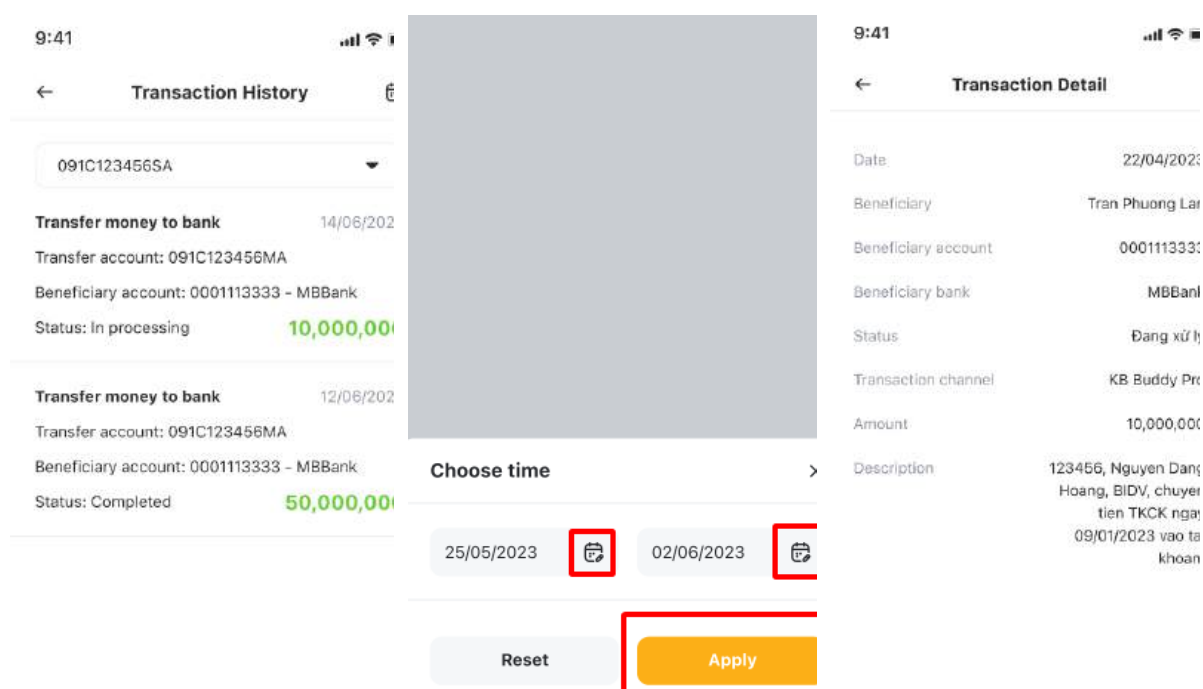
To view internal transfer history, at **Cash transaction** tab, the screen **Transfer money to bank** select **History** icon:

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

[Back to table of contents](#)



- 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

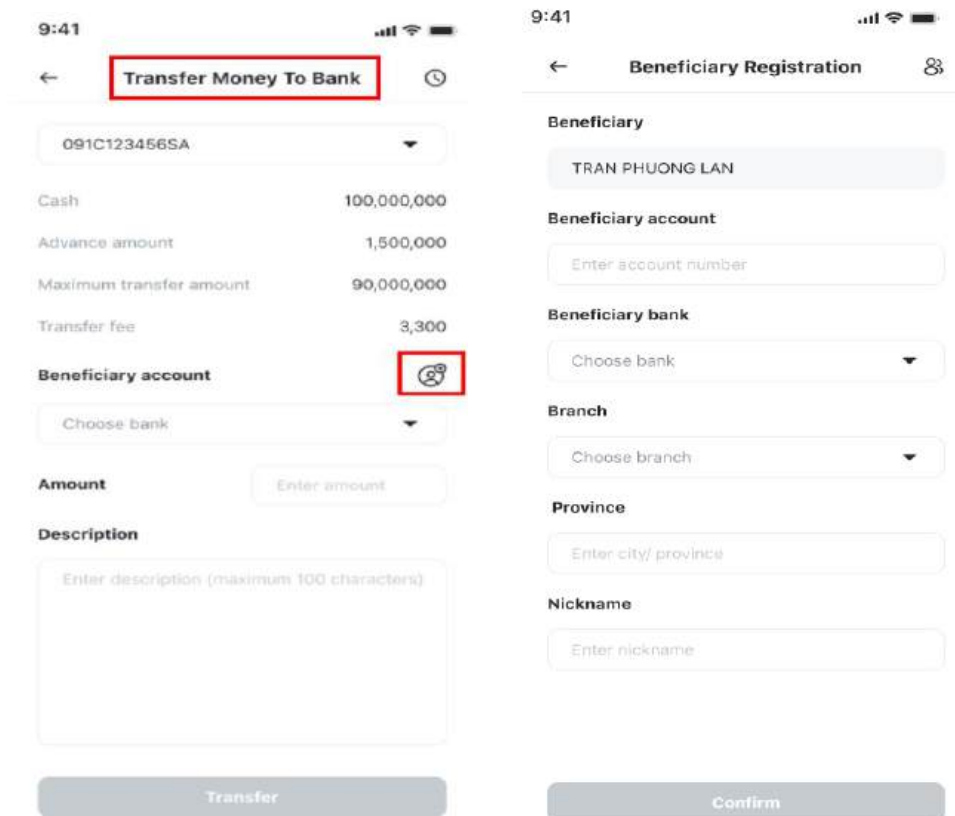


❖ Beneficiary account registration

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

[Back to table of contents](#)



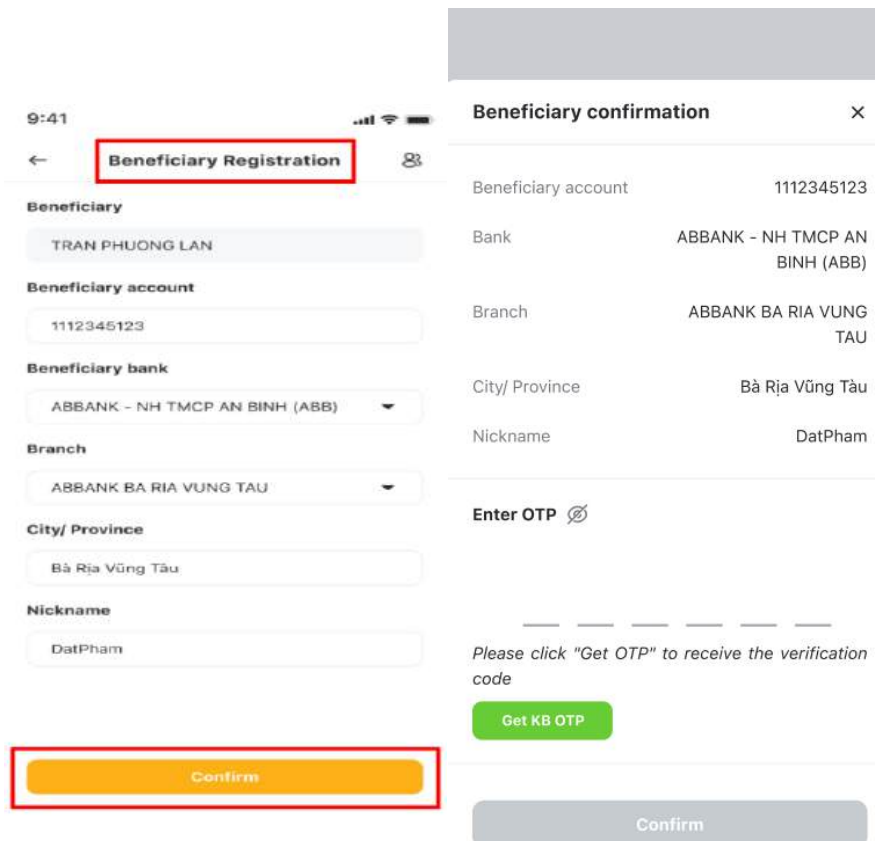
The left screenshot shows the 'Transfer Money To Bank' screen. It includes a dropdown menu for account selection (091C123456SA), a table of transfer details (Cash: 100,000,000, Advance amount: 1,500,000, Maximum transfer amount: 90,000,000, Transfer fee: 3,300), a 'Beneficiary account' dropdown menu (highlighted with a red box), an 'Amount' input field, a 'Description' text area, and a 'Transfer' button.

The right screenshot shows the 'Beneficiary Registration' screen. It includes a 'Beneficiary' field (TRAN PHUONG LAN), a 'Beneficiary account' input field, a 'Beneficiary bank' dropdown menu, a 'Branch' dropdown menu, a 'Province' input field, and a 'Nickname' input field. A 'Confirm' button is at the bottom.

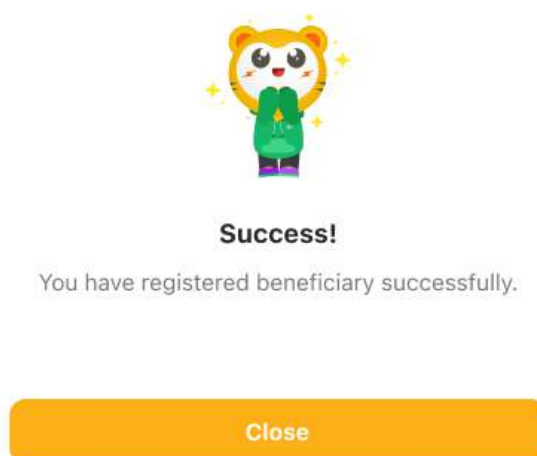
Please follow these steps

- 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**

[Back to table of contents](#)



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

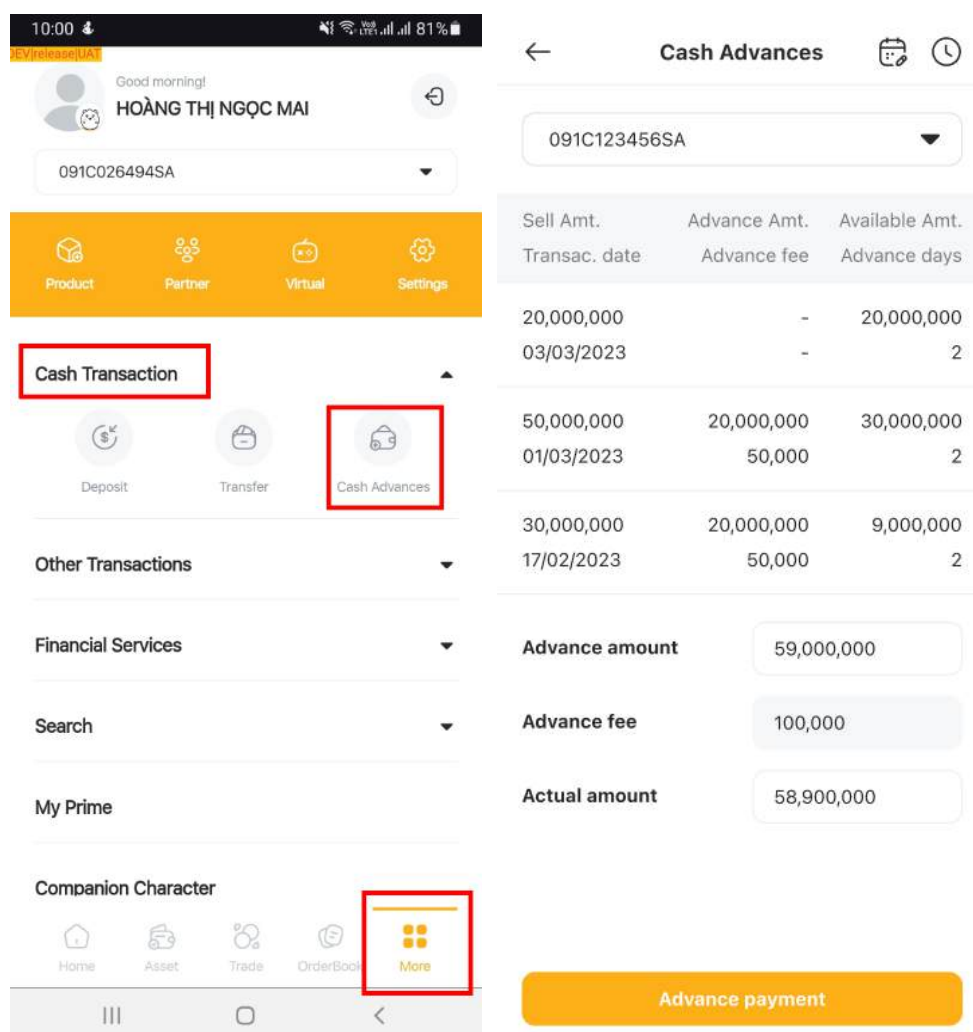


3. Cash advances

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

[Back to table of contents](#)



3.1. Manual cash advances

In case sub-account does not register automatic cash advances, you could advance 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-account 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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9:41

Cash Advances

091C123456SA

Sell Amt. Transac. date	Advance Amt. Advance fee	Available Amt. Advance days
20,000,000 03/03/2023	- -	20,000,000 2
50,000,000 01/03/2023	20,000,000 50,000	30,000,000 2
30,000,000 17/02/2023	20,000,000 50,000	9,000,000 2

Advance amount

59,000,000

Advance fee

100,000

Actual amount

58,900,000

Advance payment

Cash advances confirmation

Advance amount

59,000,000

Advance fee

100,000

Actual amount

58,900,000

Enter OTP

Get KB OTP

Confirm

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



Success!

You have advanced payment successfully.

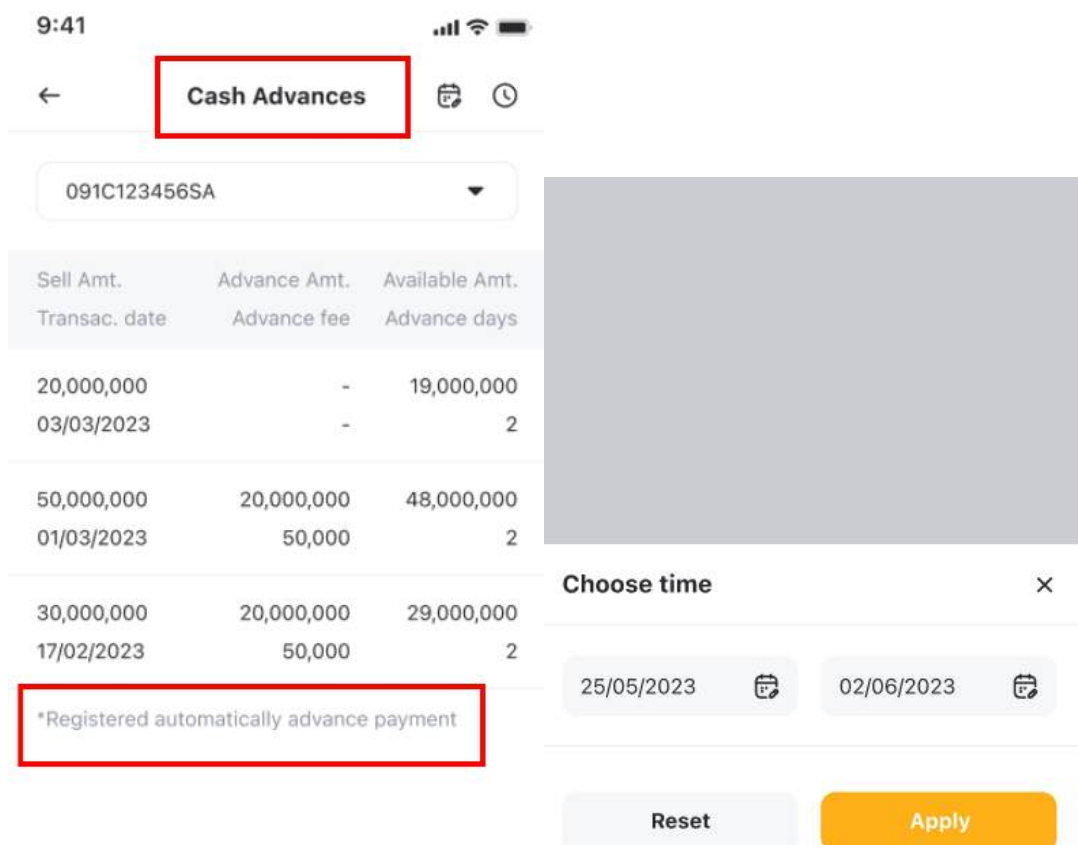
Close

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3.2. Automatic cash advances

Automatic cash advances is a preminent 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.



9:41

← **Cash Advances** 📅 ⌚

091C123456SA ▼

Sell Amt.	Advance Amt.	Available Amt.
Transac. date	Advance fee	Advance days
20,000,000	-	19,000,000
03/03/2023	-	2
50,000,000	20,000,000	48,000,000
01/03/2023	50,000	2
30,000,000	20,000,000	29,000,000
17/02/2023	50,000	2

*Registered automatically advance payment

Choose time ✕

25/05/2023 📅 02/06/2023 📅


Reset Apply

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

[Back to table of contents](#)

← **Cash Advances** 

091C002271SA ▼



Sell Amt. Transac. date	Advance Amt. Advance fee	Available Amt. Advance days
-	-	-
18/04/2023	-	-
-	-	-
19/04/2023	-	1
-	-	-
20/04/2023	-	4

Advance amount

Advance fee

Actual amt.

Choose time ×



25/05/2023  02/06/2023 

Reset **Apply**

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

← **History**

091C123456SA ▼

01/01/2025  01/02/2025 

Sell date	Sell amt.	Advance fee
Advance date	Advance amt.	Advance days

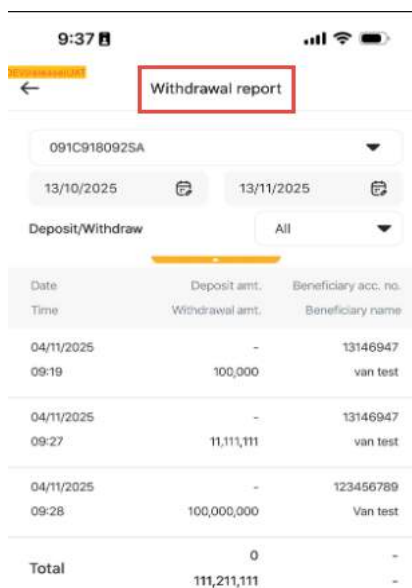


Information not found

[Back to table of contents](#)

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.

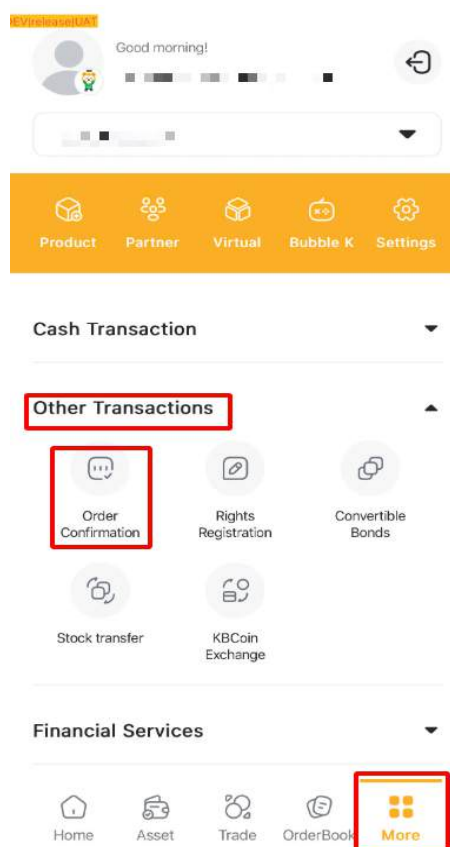
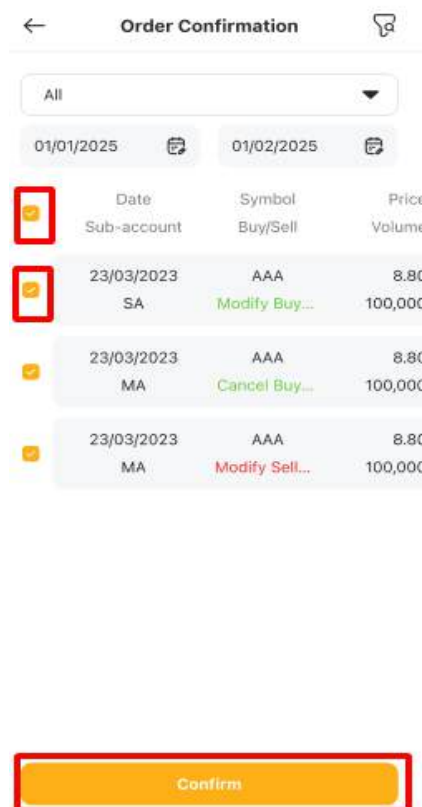


Date	Deposit amt.	Beneficiary acc. no.
Time	Withdrawal amt.	Beneficiary name
04/11/2025 09:19	- 100,000	13146947 van test
04/11/2025 09:27	- 11,111,111	13146947 van test
04/11/2025 09:28	- 100,000,000	123456789 Van test
Total	0 111,211,111	- -

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:

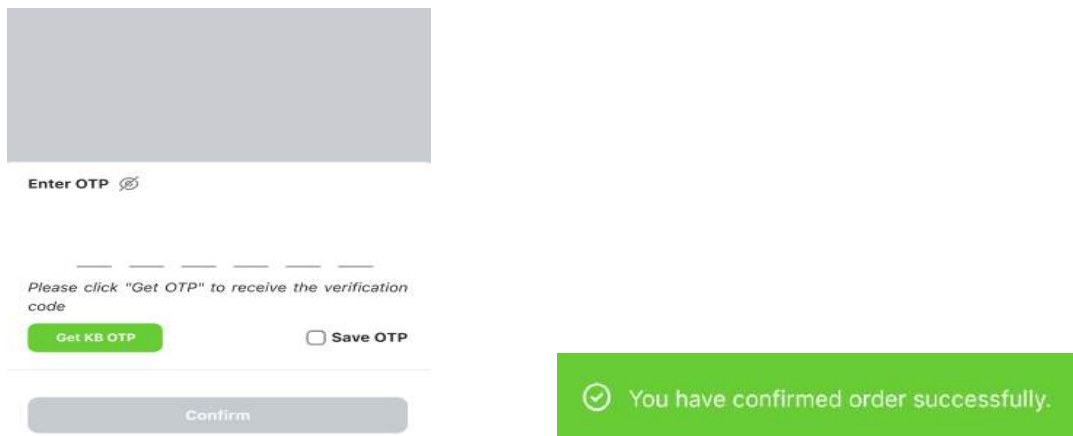



Date	Symbol	Price
Sub-account	Buy/Sell	Volume
23/03/2023 SA	AAA Modify Buy...	8.8€ 100,00€
23/03/2023 MA	AAA Cancel Buy...	8.8€ 100,00€
23/03/2023 MA	AAA Modify Sell...	8.8€ 100,00€

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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 OTP

Please click "Get OTP" to receive the verification code

Get KB OTP ☐ Save OTP

Confirm

✓ You have confirmed order successfully.

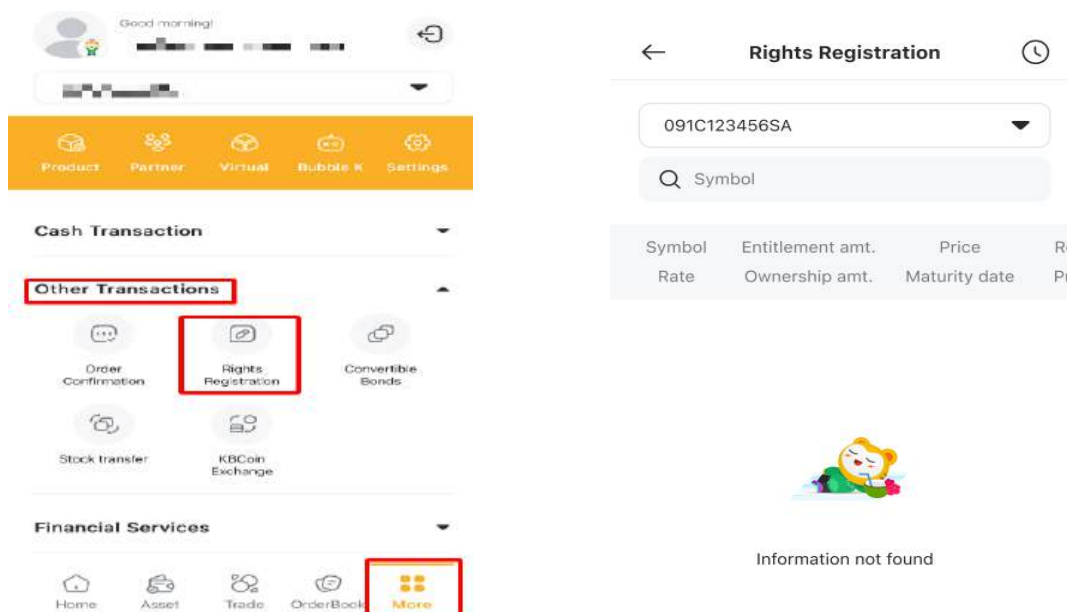
- Enter **Continue** to switch to confirmation screen
- Enter confirmation code (SMS OTP; Email OTP or KB OTP)
- Success confirm the orders, the screen popup success notification

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:



Good morning!

Product Partner Virtual Bubble K Settings

Cash Transaction

Other Transactions

Order Confirmation Rights Registration Convertible Bonds

Stock transfer KBCoin Exchange

Financial Services

Home Asset Trade OrderBook More

Rights Registration

091C123456SA

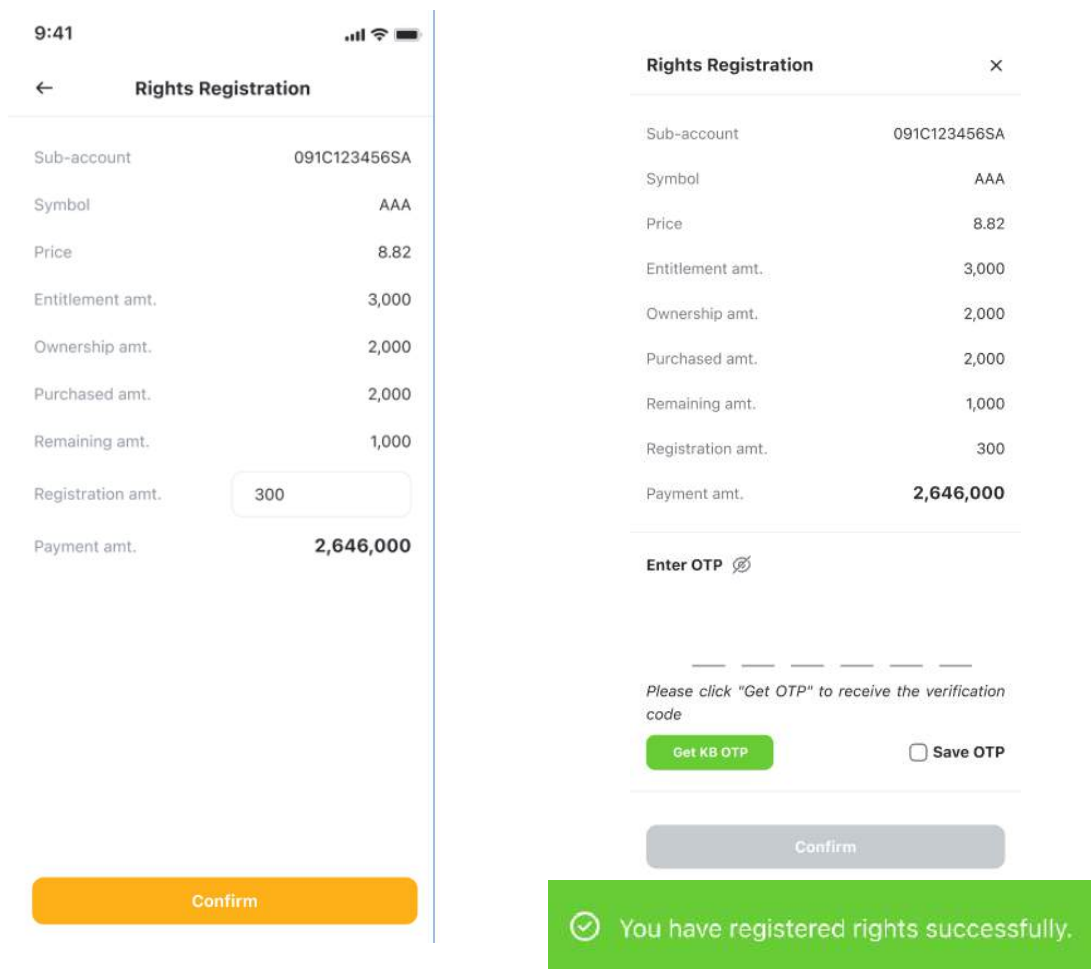
Symbol

Symbol	Entitlement amt.	Price	Re
Rate	Ownership amt.	Maturity date	Pu

Information not found

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

Sub-account	091C123456SA
Symbol	AAA
Price	8.82
Entitlement amt.	3,000
Ownership amt.	2,000
Purchased amt.	2,000
Remaining amt.	1,000
Registration amt.	300
Payment amt.	2,646,000

Enter OTP

Please click "Get OTP" to receive the verification code

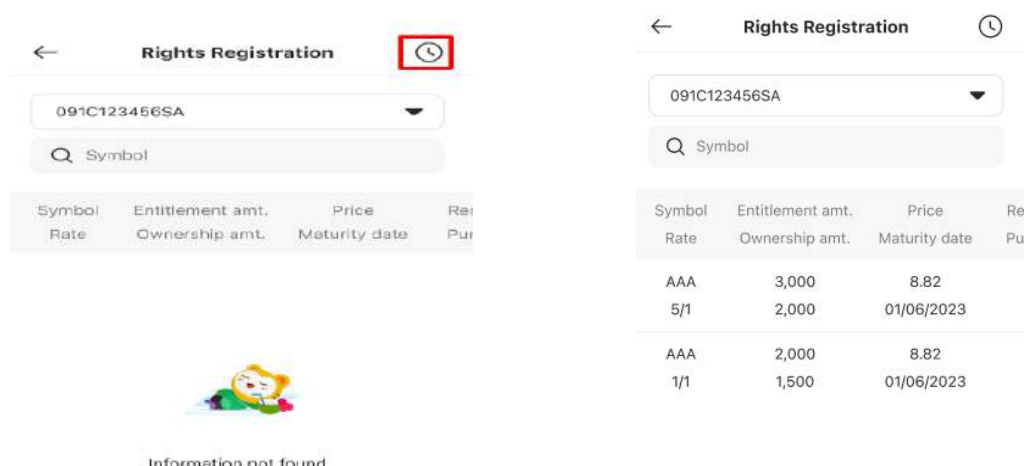
☐ Save OTP

✓ You have registered rights successfully.

❖ 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 lookup rights registration history according to criterias at **Filter** by selecting the icon ⚙

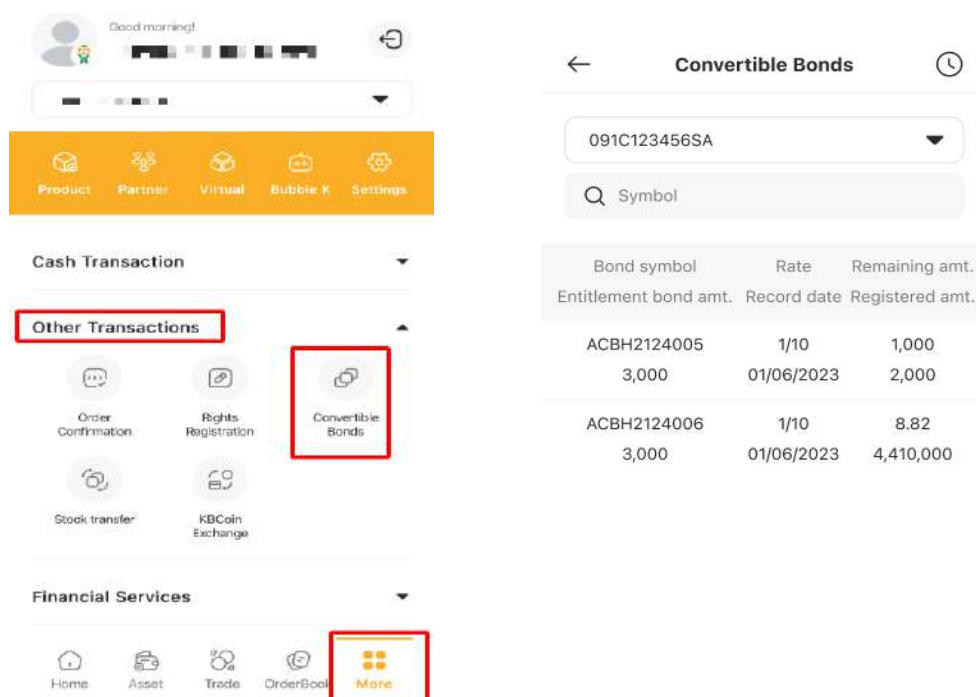
[Back to table of contents](#)



3. Convertible bonds

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

❖ Convertible bonds



To register convertible bonds, please following these steps:

- Step 1: Choose sub-account has convertible bonds, the screen shows bond information
- Step 2: Choose bonds to register for converting 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

Sub-account

091C123456SA

Bond symbol

ACBH2124005

Entitlement bond amt.

1,000

Maturity date

15/06/2023

Rate

25%

Registered amt.

50

Remaining amt.

100

Convertible amt.

20

Confirm

Convertible Bonds

×

Sub-account

091C123456SA

Bond symbol

ACBH2124005

Entitlement bond amt.

1,000

Maturity date

15/06/2023

Rate

25%

Registered amt.


50

Remaining amt.

100

Convertible amt.

20

Enter OTP 

—

—

—

—

—



Please click "Get OTP" to receive the verification code

Get KB OTP

☐ Save OTP


Confirm

❖ 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 .

←

Convertible Bonds



091C123456SA

Q Symbol

Bond symbol

Rate

Remaining amt

Entitlement bond amt.

Record date

Registered amt

Information not found


←

History


091C123456SA

Q Symbol

01/01/2025



01/02/2025



Bond symbol

Registration date

Vali

Convertible amt.

Stat

Information not found

←

History

091C123456SA

Q Symbol

01/01/2025



01/02/2025



Bond symbol

Registration date

Vali

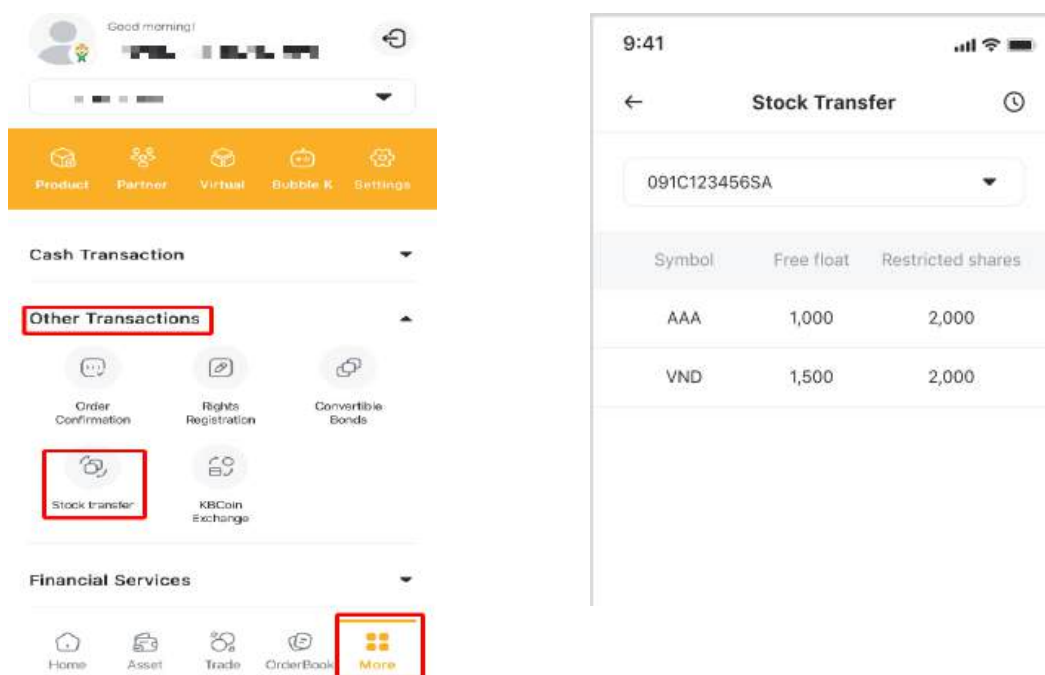
Convertible amt.

Stat

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4. Stock transfer

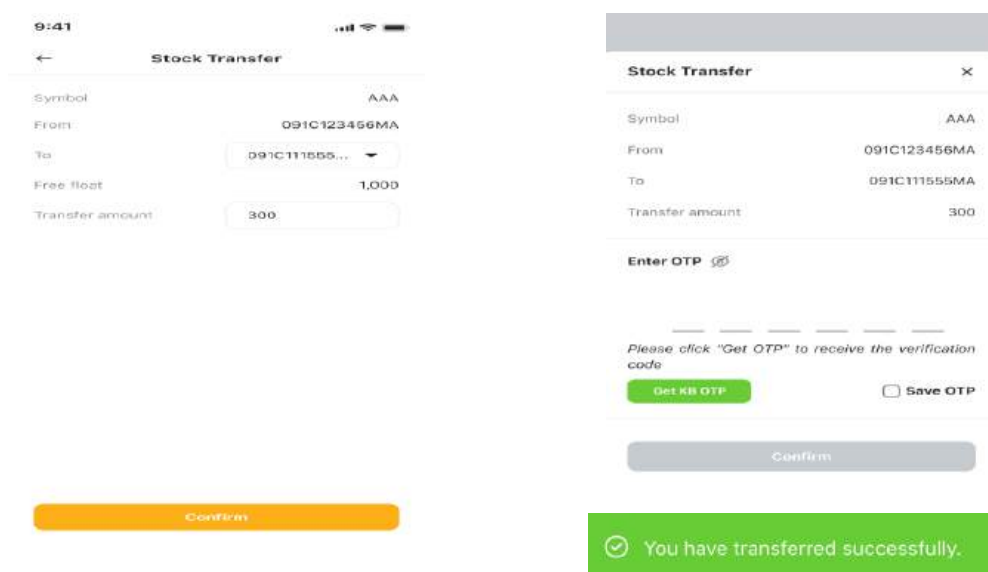
To register for stock transfer, please enter **More**, at **Other transactions** section, select **Stock transfer** to switch to **Stock transfer** screen:



❖ 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

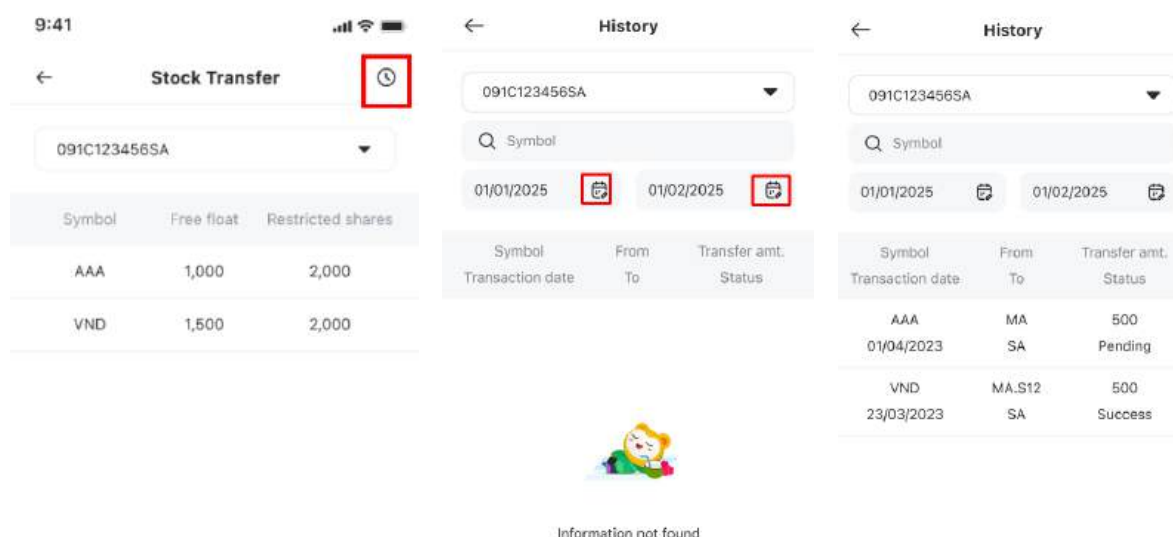


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❖ Stock transfer history

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

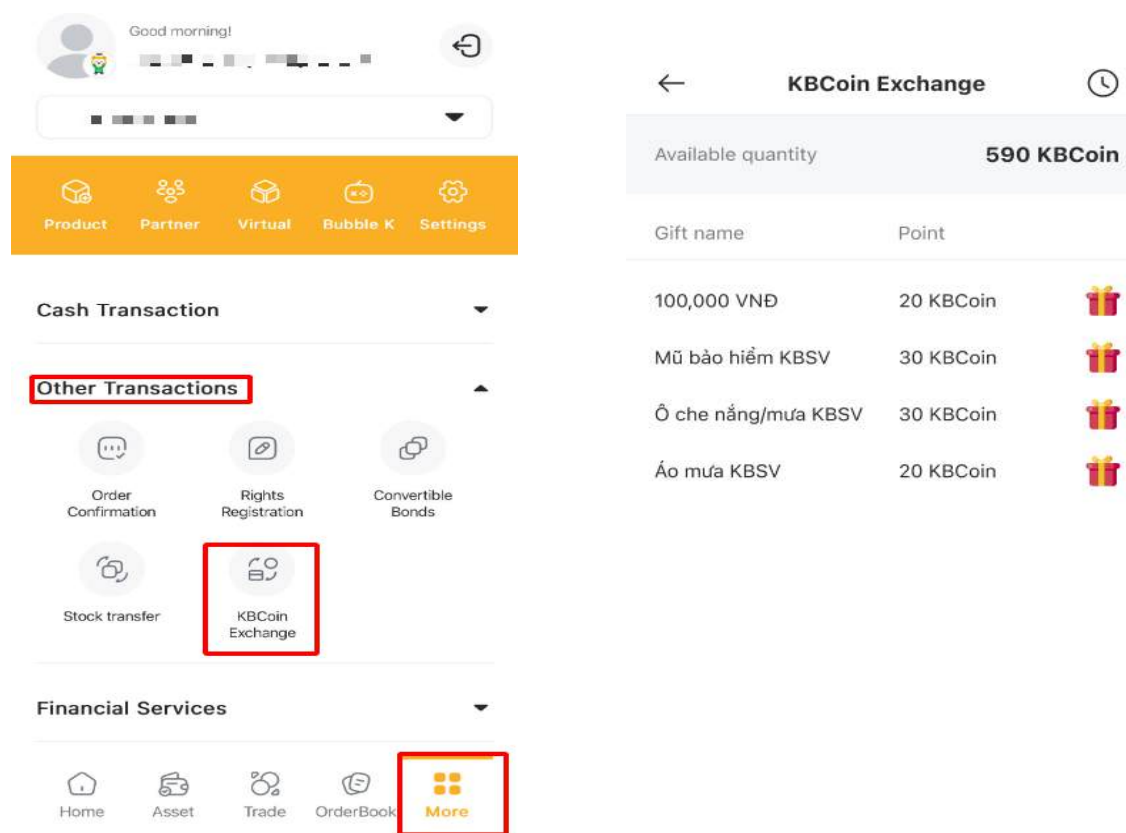
at **Filter** by selecting the icon 



5. KBCoin Exchange


Customer could exchange KBCoin to gifts depending on specific programs.

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



[Back to table of contents](#)


To Exchange KBCoin, please following these steps:

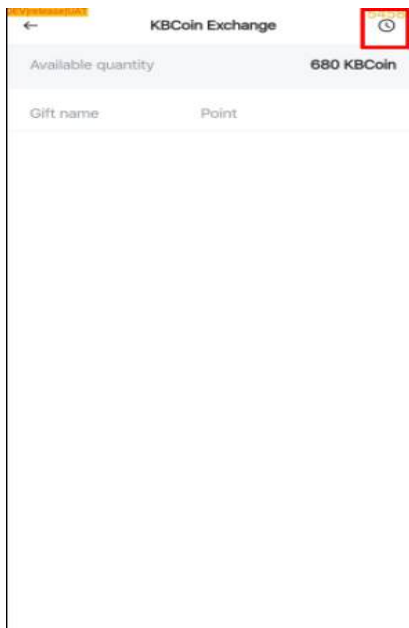
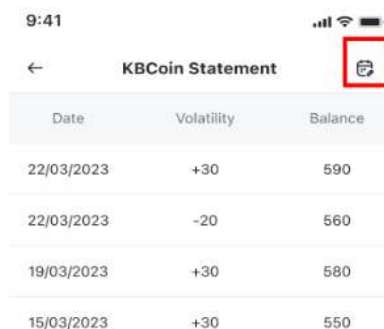
- Step 1: Choose gift(s) to exchange.
- Step 2: Select  at **KBCoin Exchange** screen.
- Step 3: Enter gift amount to exchange at **Amount**
- Step 4: Select **Continue**
- Step 5: Enter OTP and **Confirm** button to complete the transaction



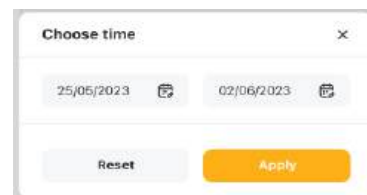

❖ KBCoin statement

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: From date – To date

Date	Volatility	Balance
22/03/2023	+30	590
22/03/2023	-20	560
19/03/2023	+30	580
15/03/2023	+30	550

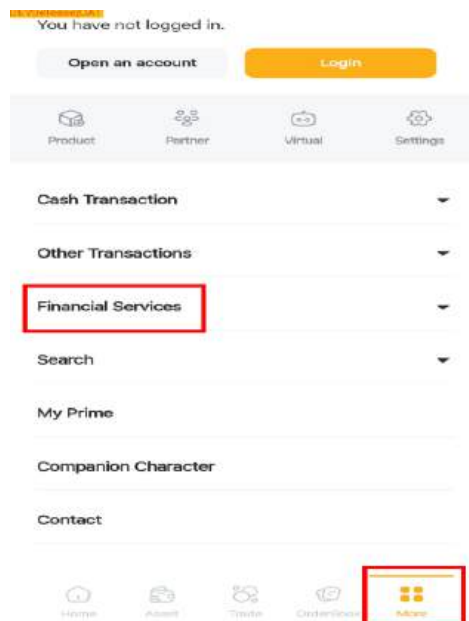


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VII. FINANCIAL SERVICES

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

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

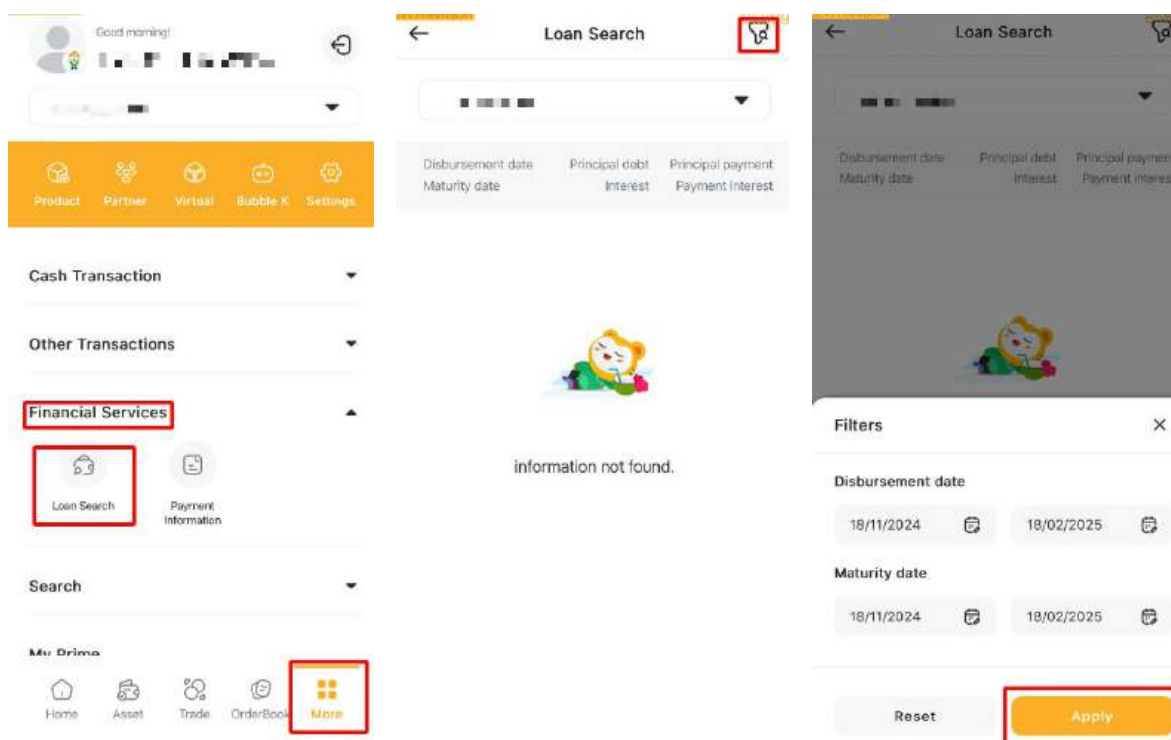


1. Loan search

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**



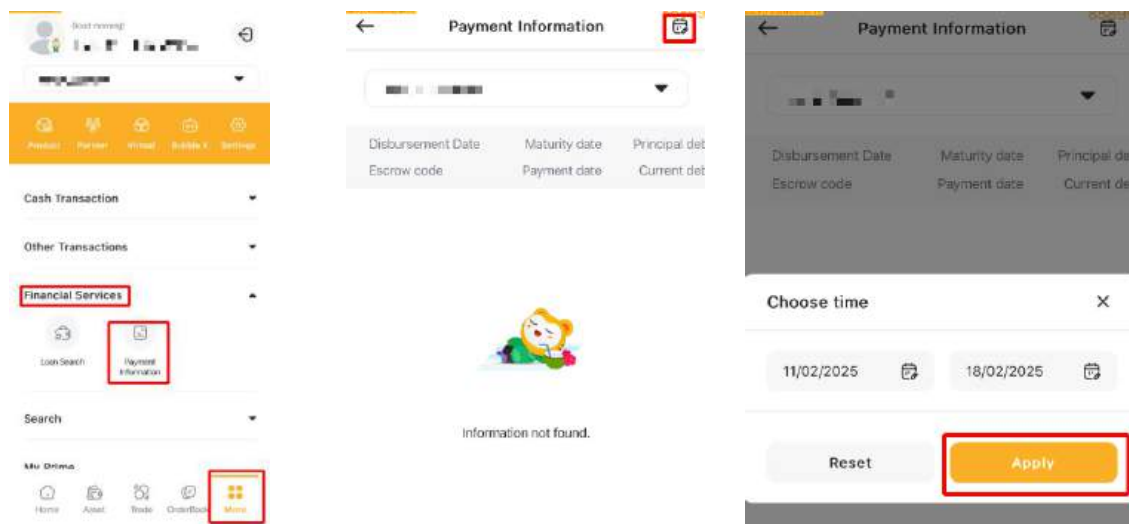
[Back to table of contents](#)

2. Payment information

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

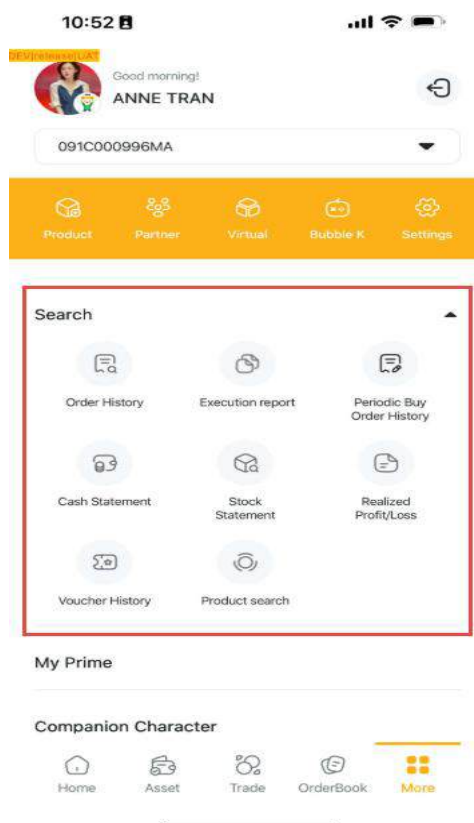
Steps to lookup payment information:

- 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**



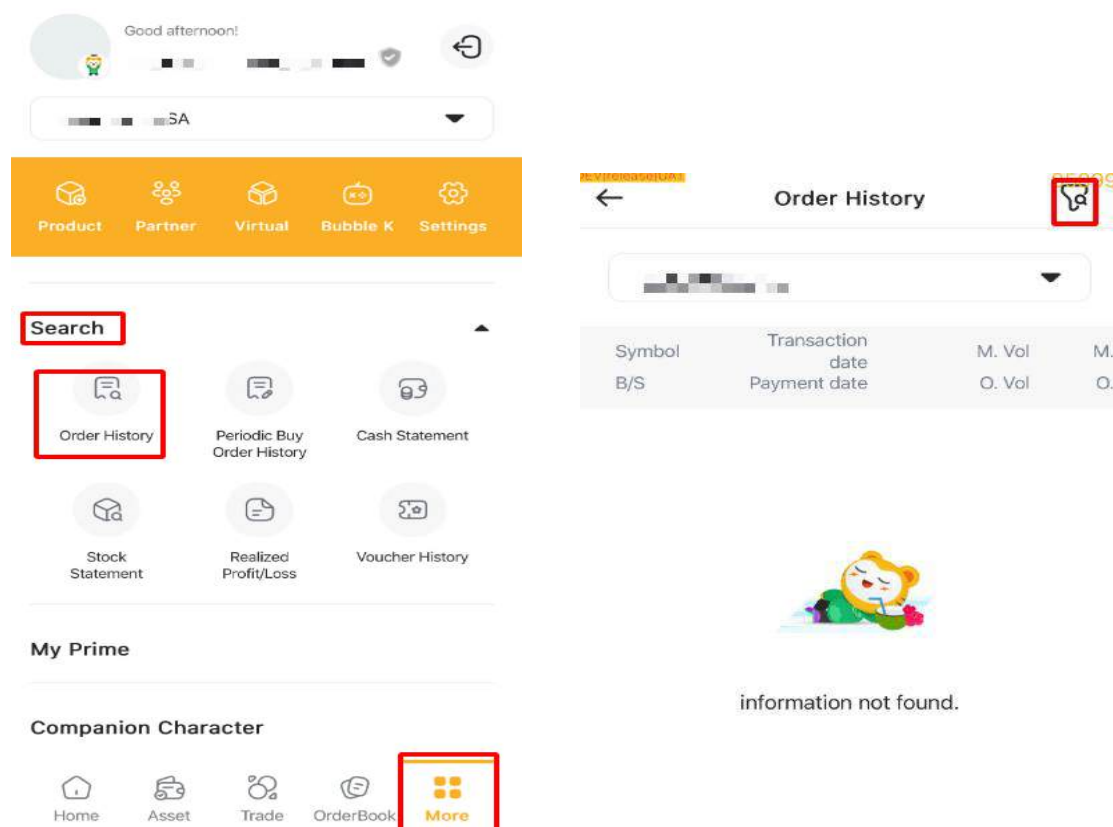
VIII. SEARCH

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

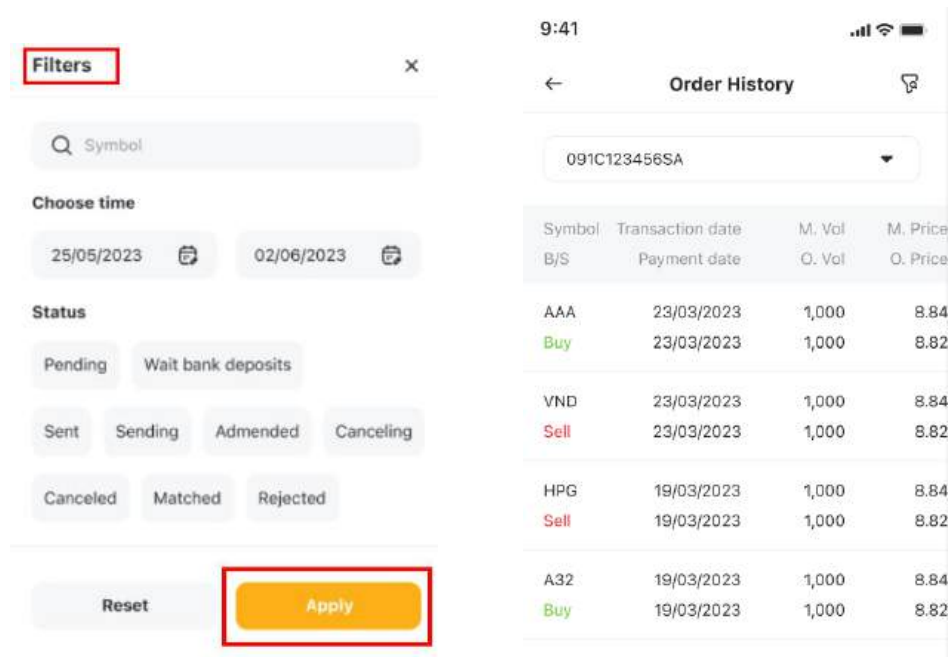


1. Order history

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



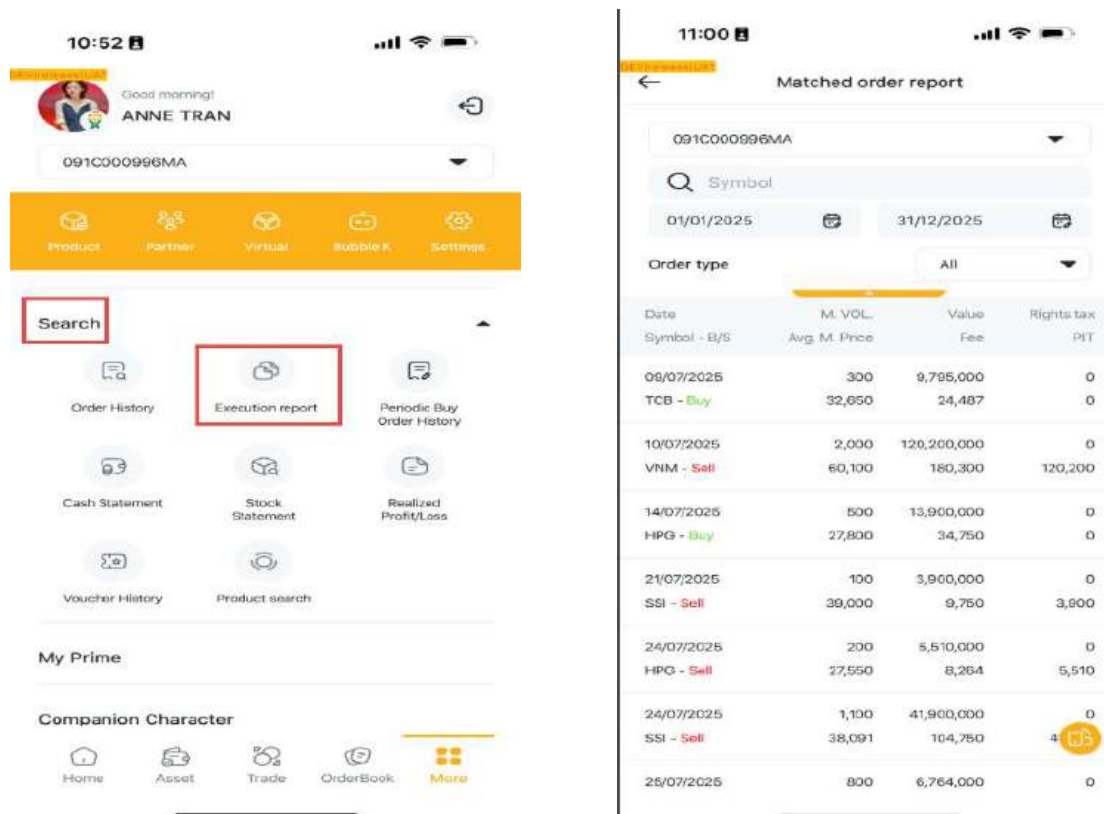
- Choose sub-account to lookup **Order history**
- At **Order history** screen, select filter icon to switch to **Filter** screen
- Choose criteria for order history: Symbol; Choose time; Status and select **Apply**
- The screen shows order history information filtered according to criterias chosen



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2. Execution report

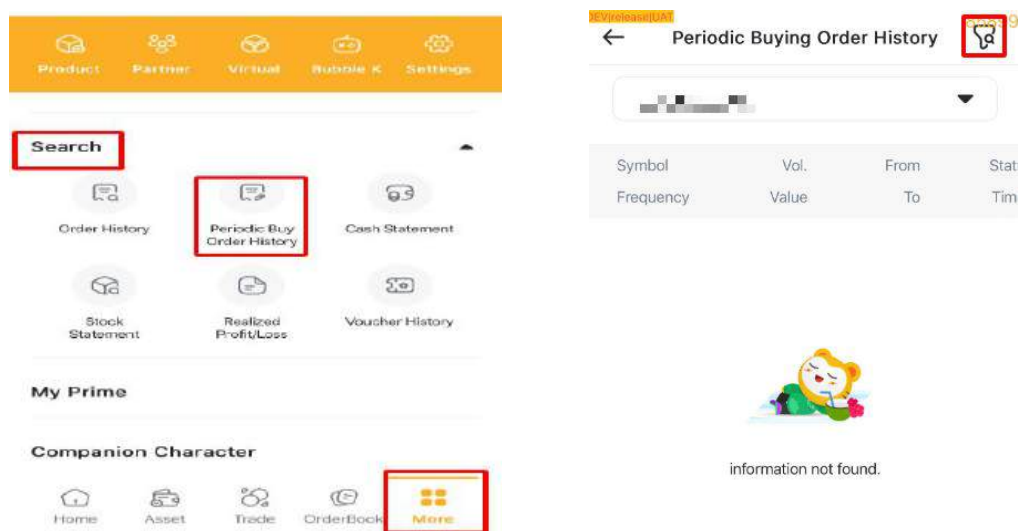
At **Search**, select **Execution report** to switch to **Execution report** screen.



- 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

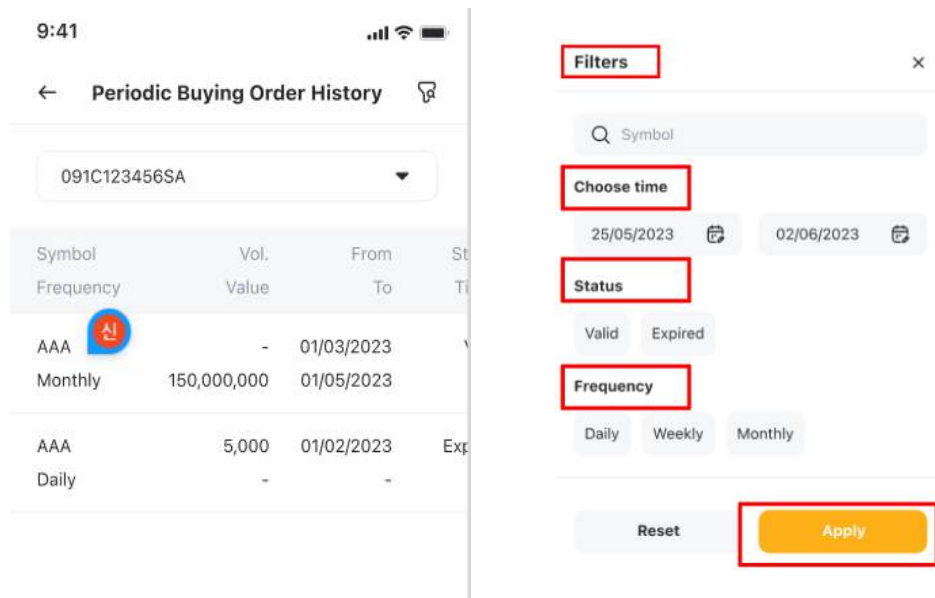
3. Periodic buy order history

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

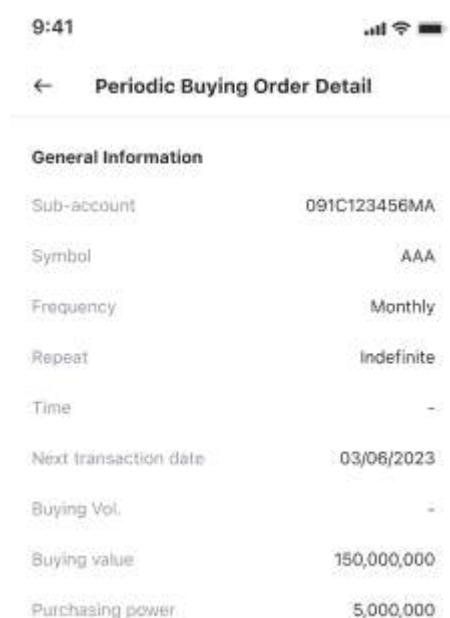


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- Choose sub-account to lookup **Periodic buy order history**
- At **Periodic buy order history** screen, select filter icon to switch to **Filter** screen
- Choose criterias for order history filter: Symbol; Choose time; Status; Frequency and select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



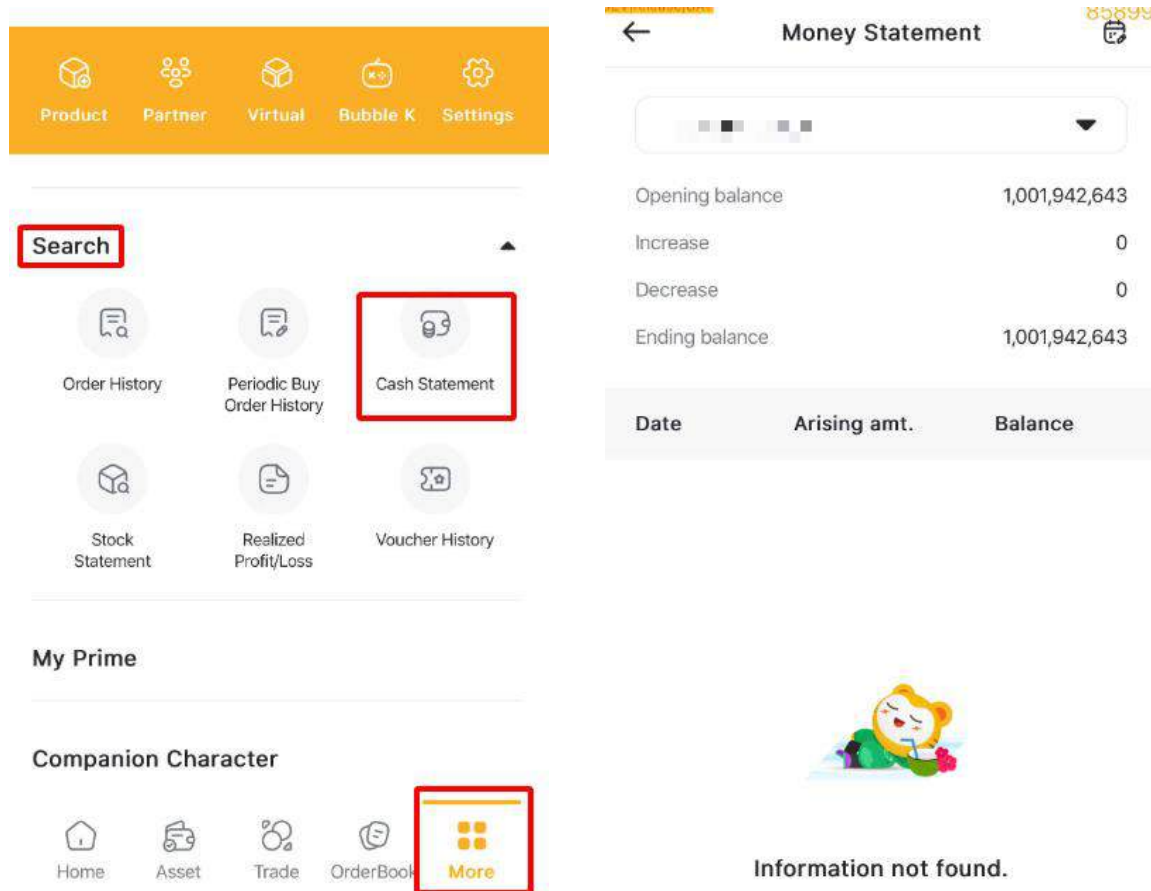
- At periodic buy order history, please select periodic buy order to switch to detail screen of periodic buy order:



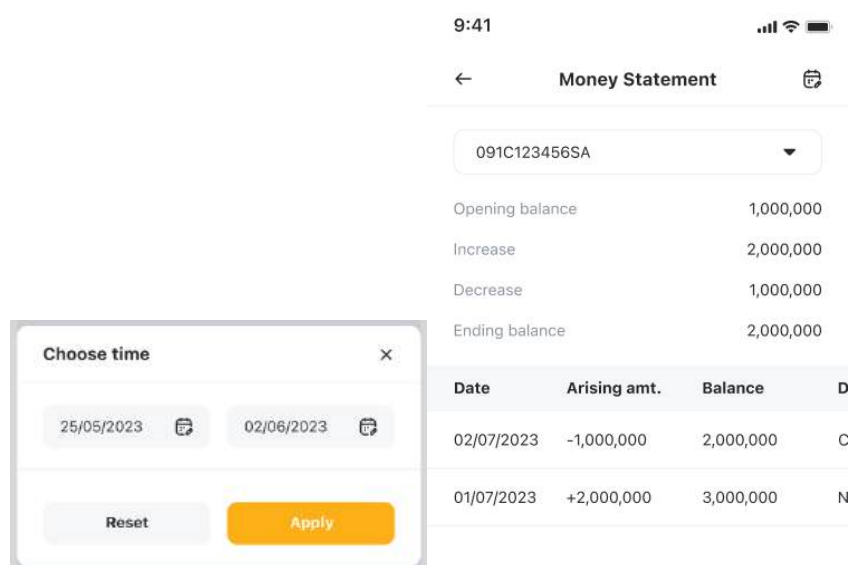
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4. Cash statement

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



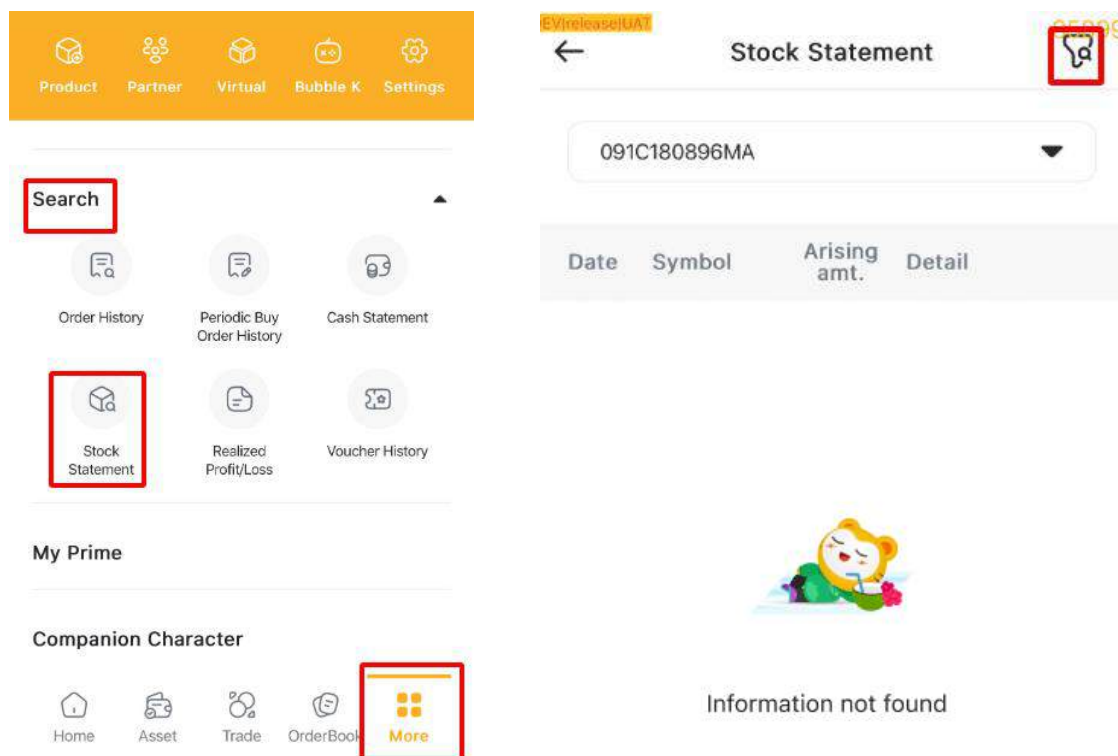
- Choose sub-account to lookup **Cash statement**
- At **Cash statement** screen, select the icon time to switch to **Choose time** screen
- Select period time to lookup cash statement and enter **Apply** to switch to detail screen of cash statement according to filtered time



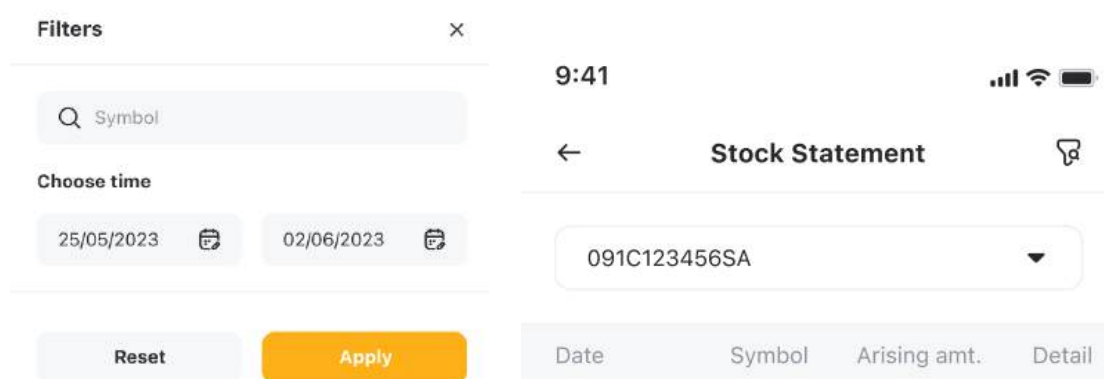
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5. Stock statement

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

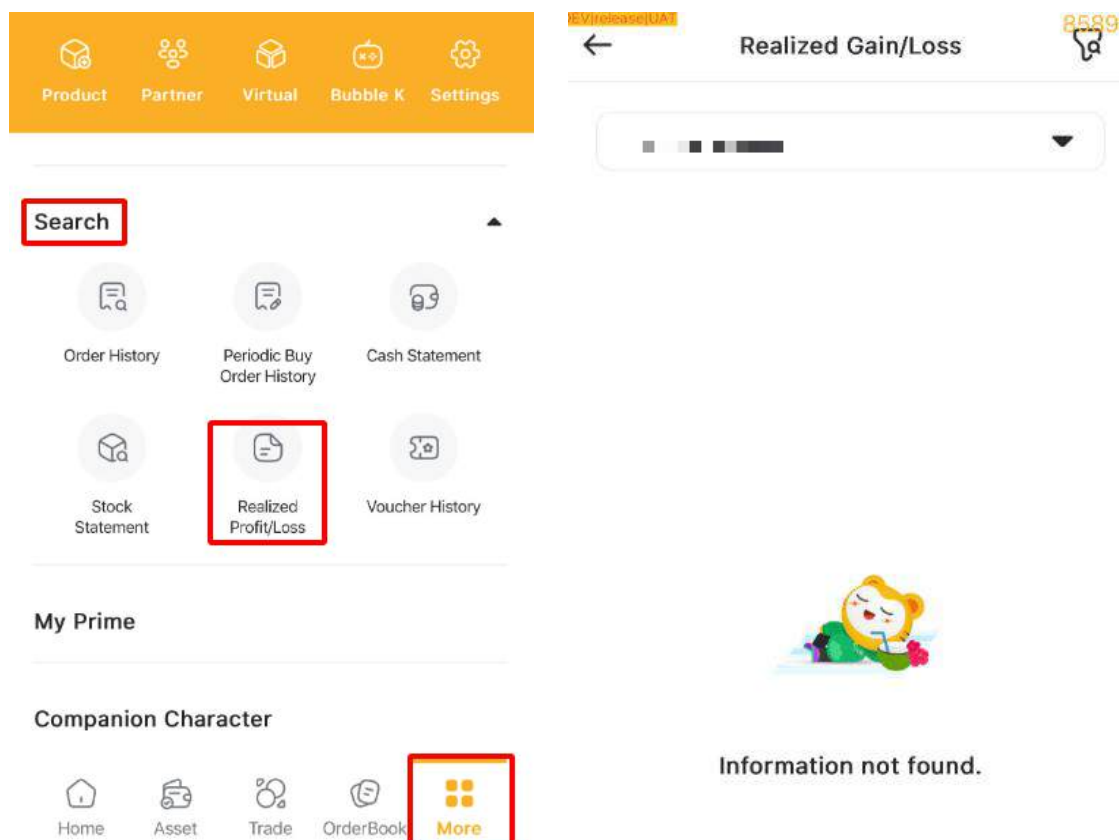


- Choose sub-account to lookup **Stock statement**
- At **Stock statement** screen, select icon filter to switch to **Filter** screen: Symbol; Choose time
- Choose time to lookup stock statement and select **Apply** button to switch to detail screen of stock statement



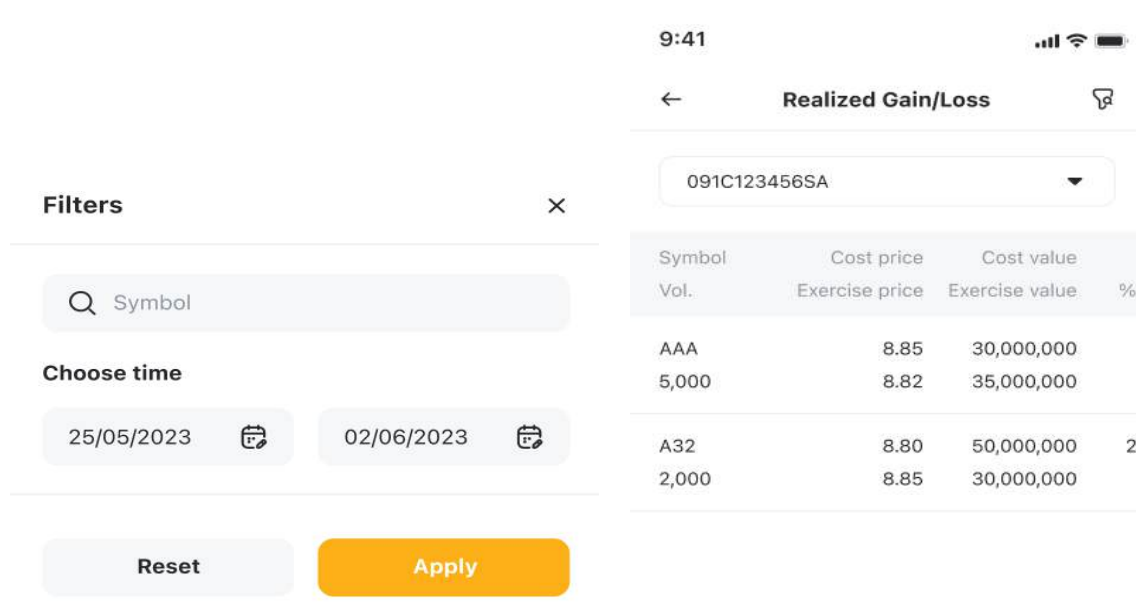
6. Realized profit/loss

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**

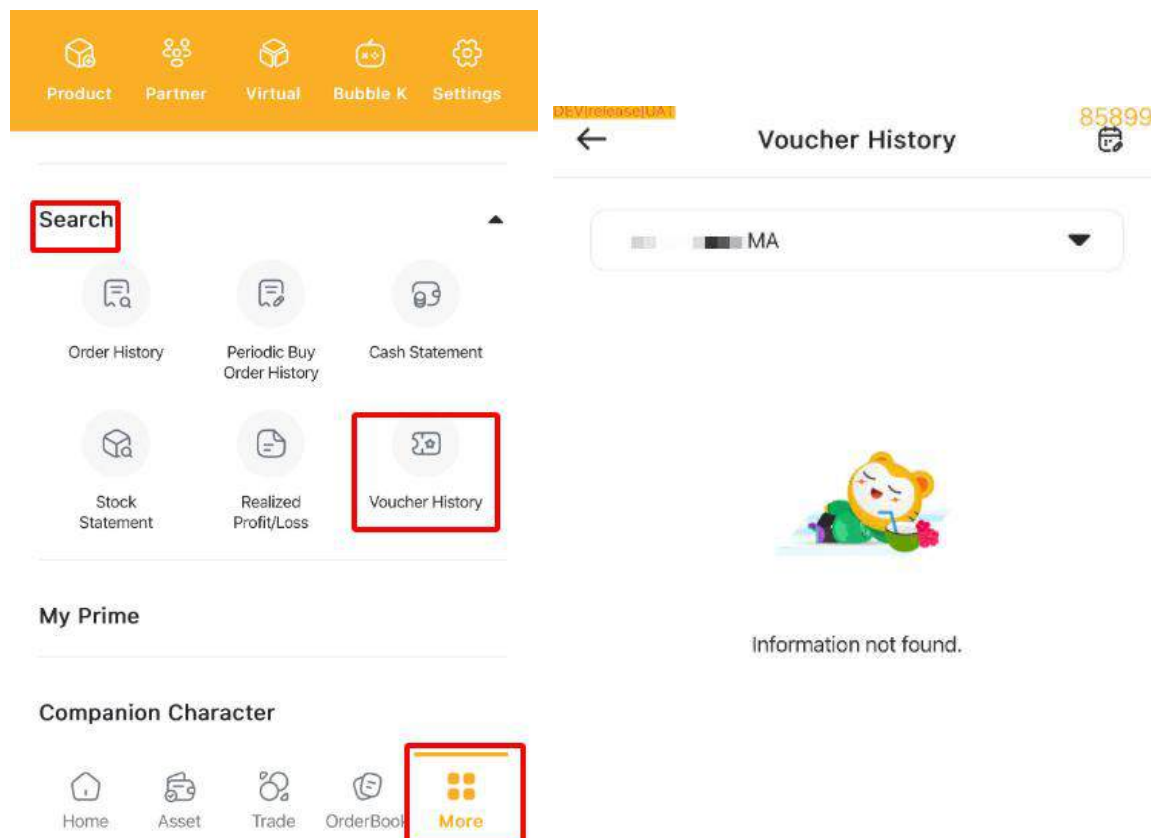
- At **Realized profit/loss** screen, select filter icon to switch to **Filter** screen: Symbol; Choose time
- Select stock symbol and and period time to lookup realized profit/loss and enter **Apply** to switch to realized profit/loss screen.



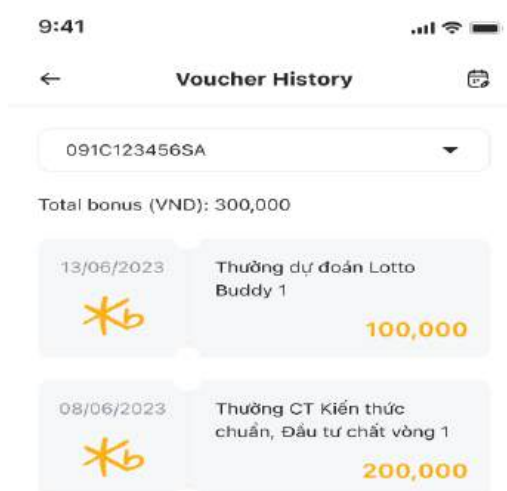
[Back to table of contents](#)

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.



Account Information


Personal Information

Profile picture



Character



Customer class

Diamond

KBCoin points

200 KBCoin

Account number

091C123456

Full name

Phạm Tiến Đạt

Date of birth

01/01/1990

National ID number

0340 7100 1234

Date of issue

01/01/2021

Place of issue

Hà Nội

PSI

Yes

Validity date

15/03/2023 - 15/03/2024

Tax code

0123456789

Contact Information

Address

29 Liễu Giai, Đống Đa, Hà Nội

Email

abcdef123@gmail.com

Phone number

0919123123

Customer Care Staff

Full name

Nguyễn Văn A

Email

nguyenvana@kbsec.com.vn

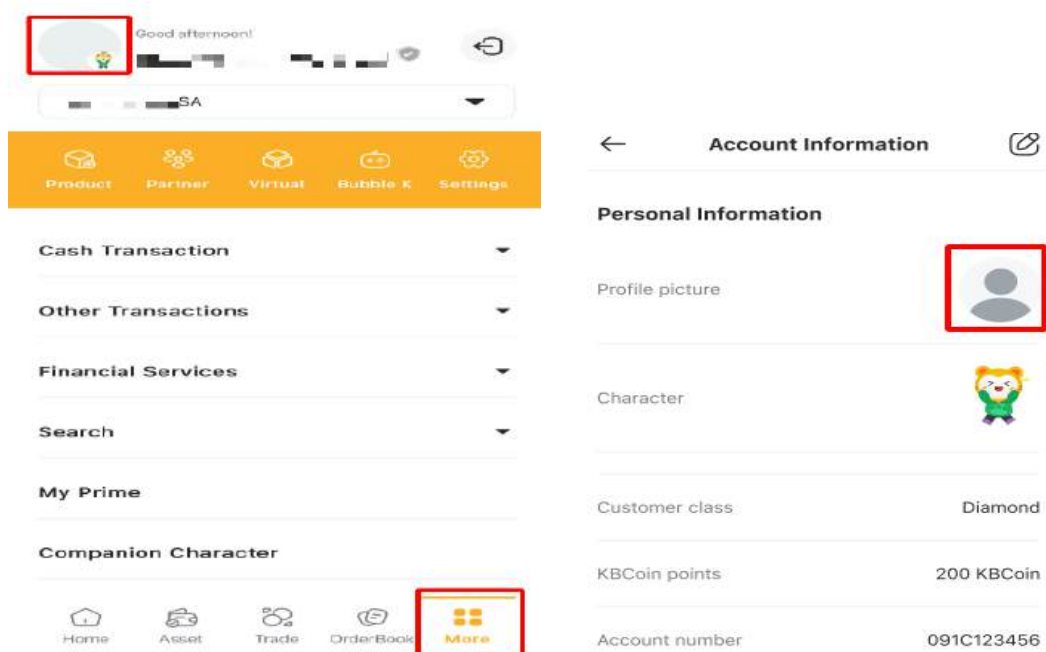
Phone number

0919234234


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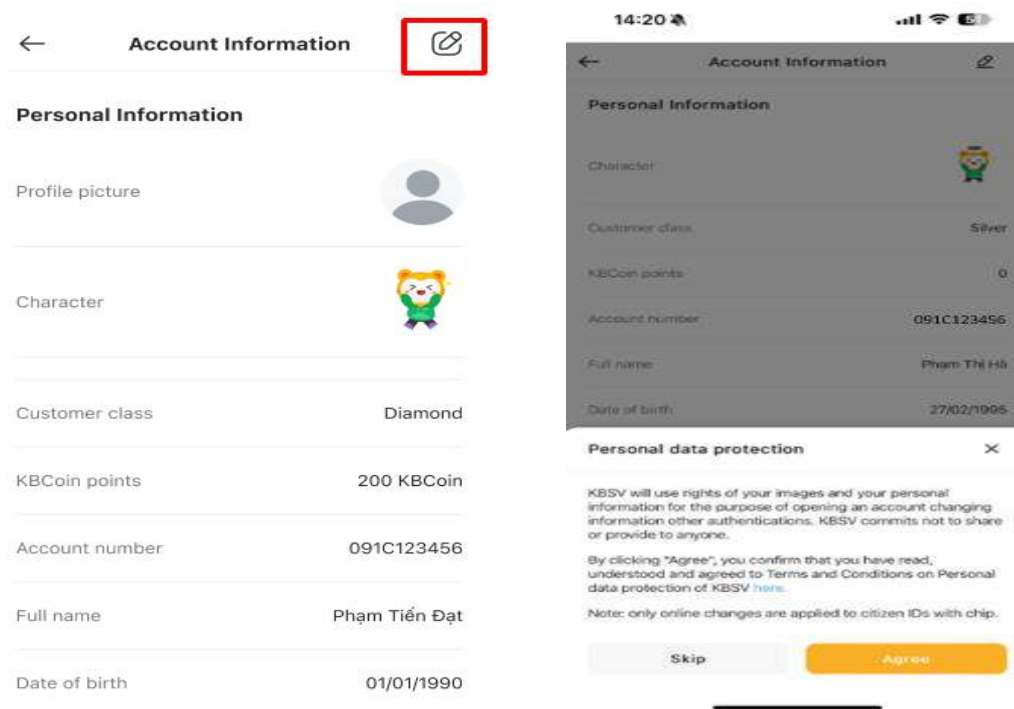
1.1. Change Profile picture

- **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**

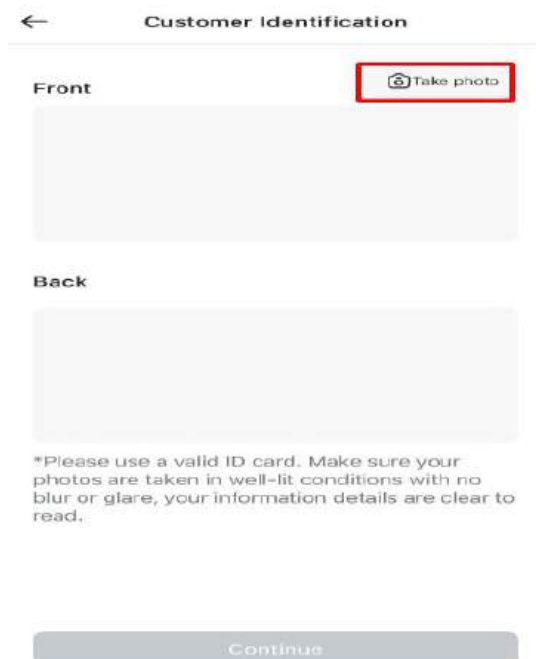


1.2. Change profile information

- **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


← Customer Identification

Front Take photo

Back

*Please use a valid ID card. Make sure your photos are taken in well-lit conditions with no blur or glare, your information details are clear to read.

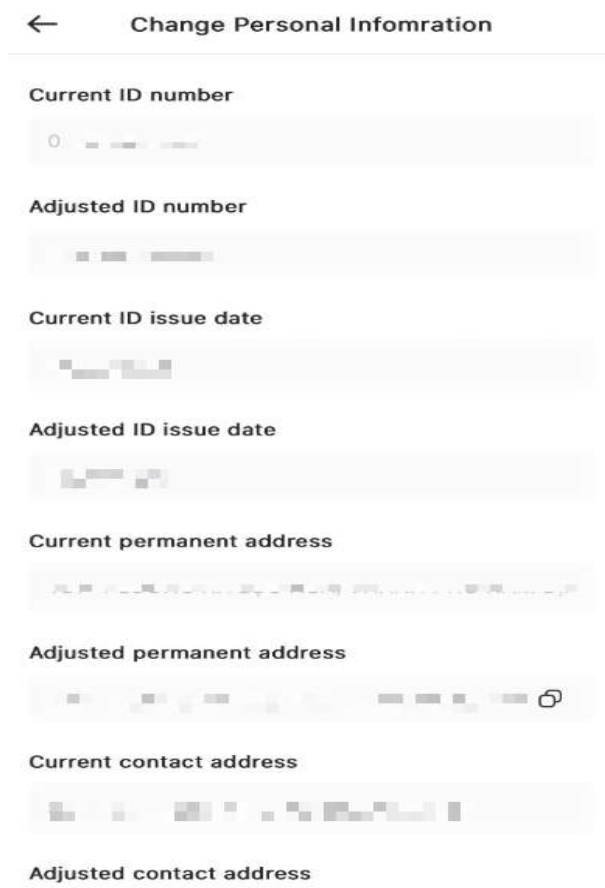
Continue

Step 6: Face Recognition. Select Start


← Face Recognition

Make sure your face is centered in the frame

Start

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


← Change Personal Information

Current ID number

Adjusted ID number

Current ID issue date

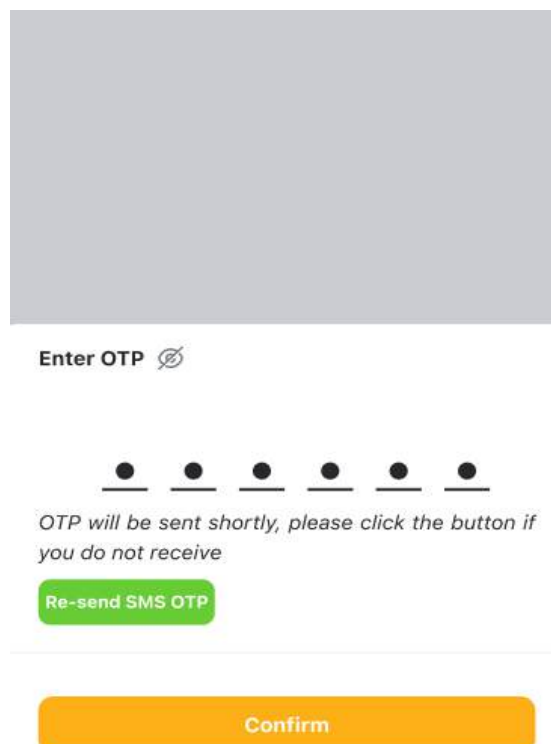
Adjusted ID issue date

Current permanent address

Adjusted permanent address

Current contact address

Adjusted contact address

Step 8: Get OTP and select Confirm


Enter OTP

OTP will be sent shortly, please click the button if you do not receive

Re-send SMS OTP

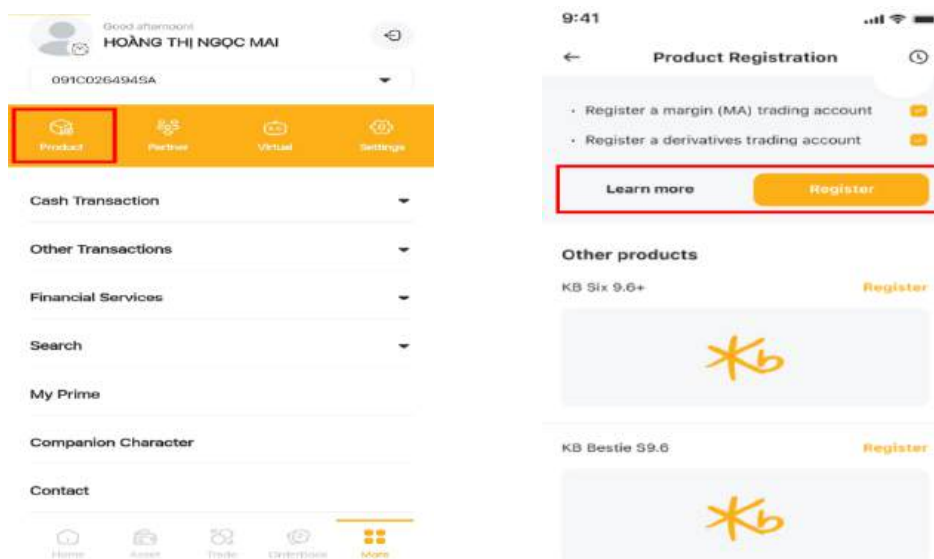
Confirm

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2. Product

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

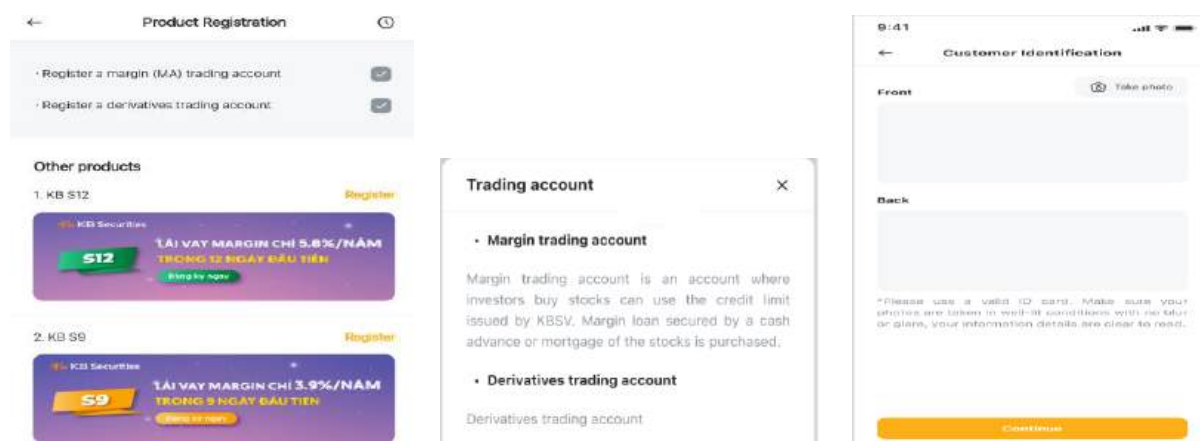
At **Product registration** screen, Customer could register online products of KBSV includes: register a trading account, other products.



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.

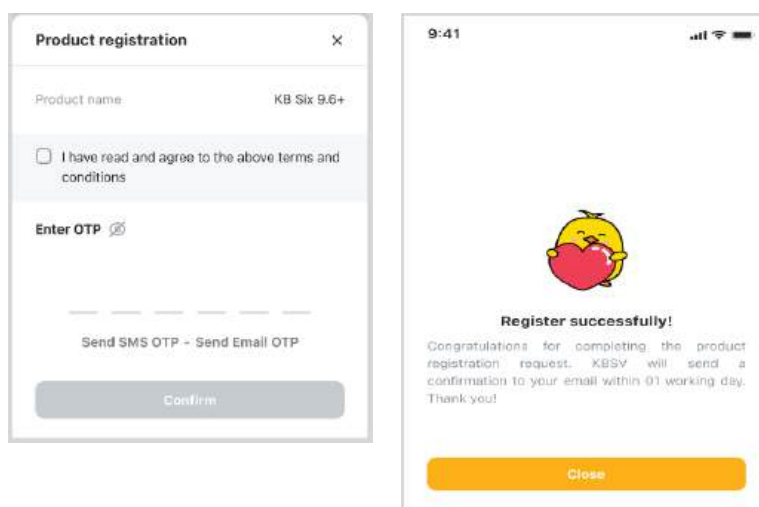
- Customer select **Learn more** to get more information about each type of trading account.
- To register an account, please select box(s) corresponding to account to register, enter **Register** and perform steps to complete signing the e-contract as instructions in changing information in **section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



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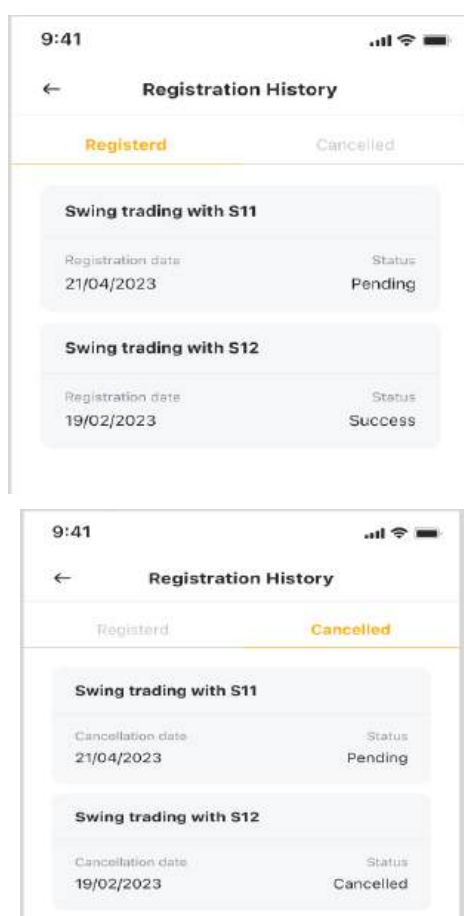
2.2. Register other products

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

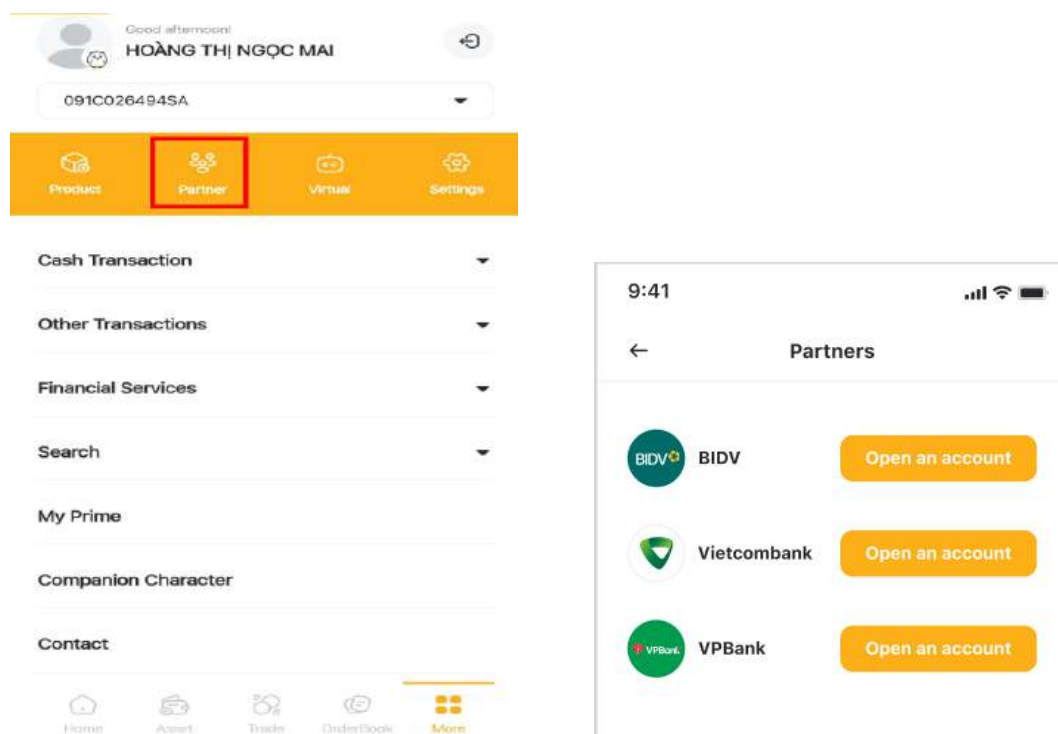
To lookup History of product registration, Customer select the icon ⓘ at the right corner of Product registration screen, it shows **Product registration history** screen.



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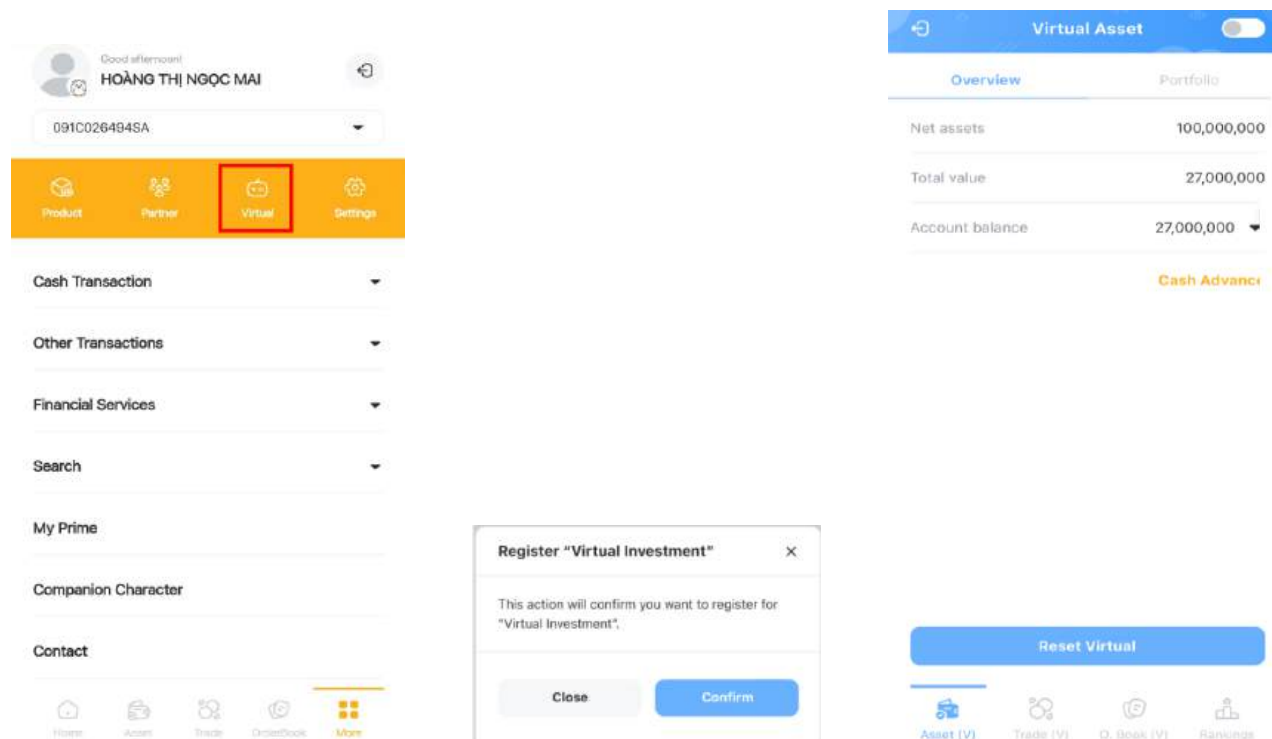
3. Partners

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



4. Virtual investment

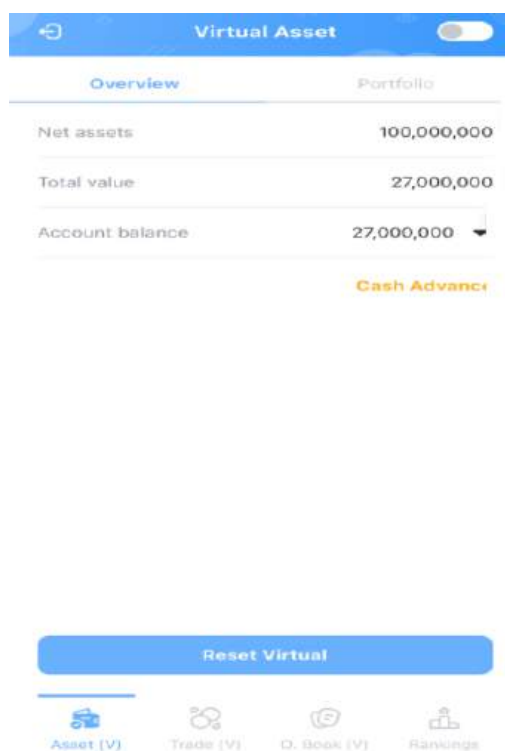
At **More** screen, Customer enter **Virtual**, select Register confirmation, the screen shows Virtual asset screen of Virtual investment.



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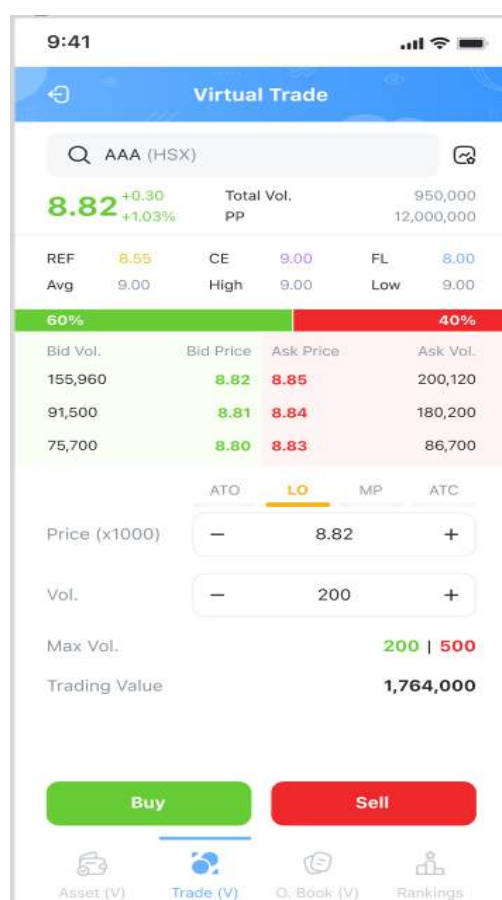
❖ Virtual asset

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



❖ Virtual investment

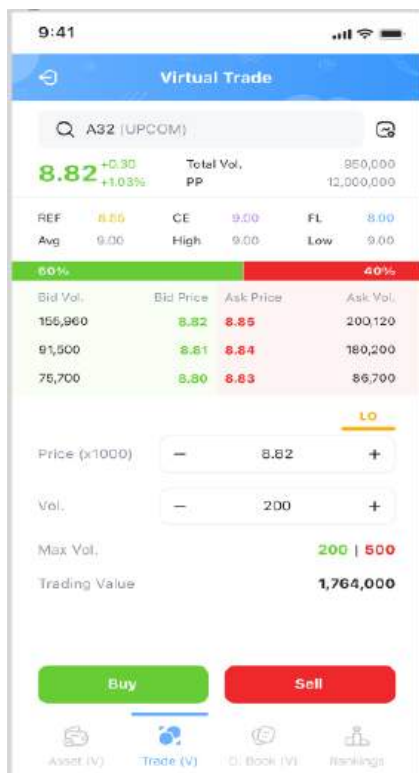
Customer could put a virtual order at **Virtual investment** screen or **Portfolio** screen.



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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



9:41 Virtual Trade

A32 (UPCOM)

8.82 +0.30 +1.03%

Total Vol. 950,000
PP 12,000,000

REF	8.85	CE	9.00	FL	8.00
Avg	9.00	High	9.00	Low	9.00

50%		40%	
Bid Vol.	Bid Price	Ask Price	Ask Vol.
155,960	8.82	8.85	200,120
91,500	8.81	8.84	180,200
76,700	8.80	8.83	86,700

Price (x1000) 8.82

Vol. 200

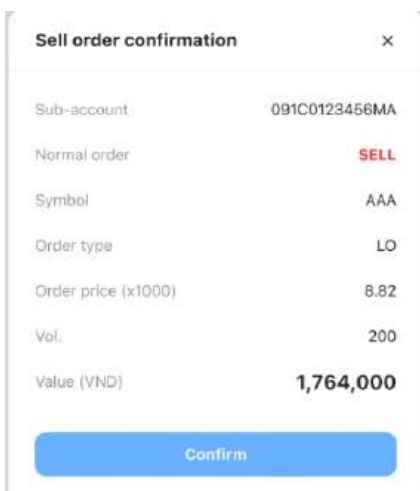
Max Vol. 200 | 500

Trading Value 1,764,000

Buy Sell

Asset (V) Trade (V) O. Book (V) Rankings

- 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



Sell order confirmation

Sub-account 091C0123456MA

Normal order SELL

Symbol AAA

Order type LO

Order price (x1000) 8.82

Vol. 200

Value (VND) 1,764,000

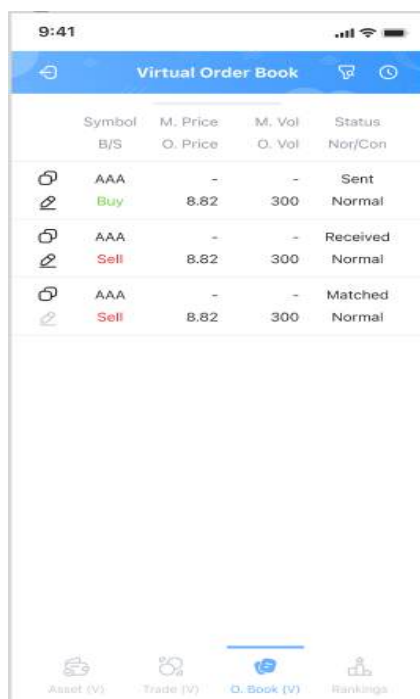
Confirm

✓ Your order has been placed successfully.

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❖ Virtual order book

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

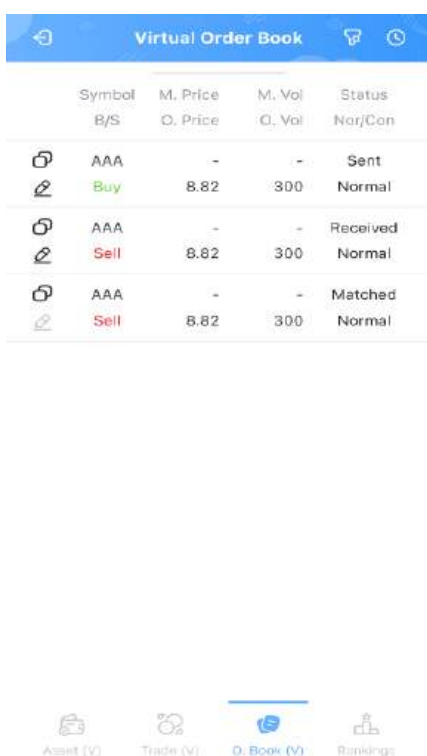


Symbol	M. Price	M. Vol	Status
B/S	O. Price	O. Vol	Nor/Con
AAA	-	-	Sent
Buy	8.82	300	Normal
AAA	-	-	Received
Sell	8.82	300	Normal
AAA	-	-	Matched
Sell	8.82	300	Normal

❖ 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**



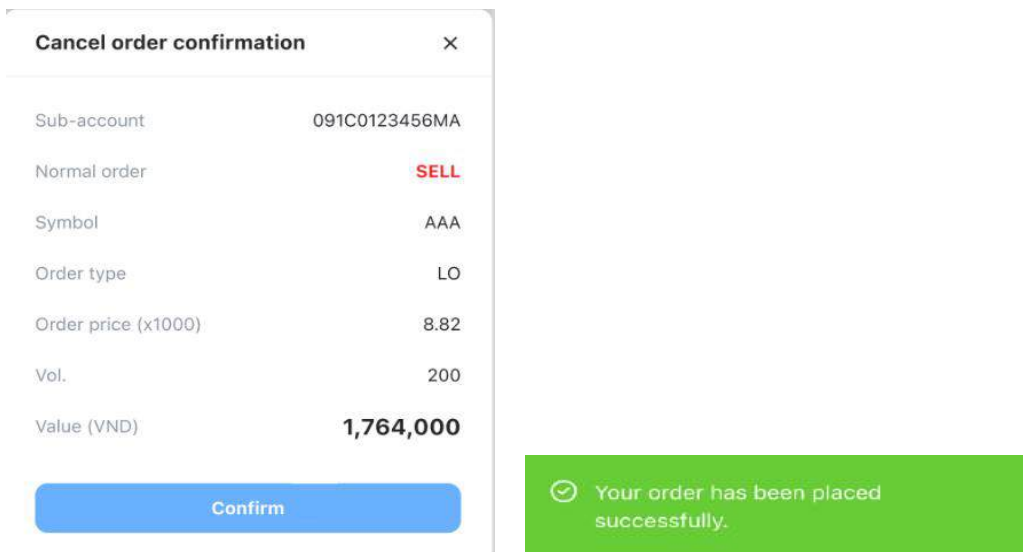
Symbol	M. Price	M. Vol	Status
B/S	O. Price	O. Vol	Nor/Con
AAA	-	-	Sent
Buy	8.82	300	Normal
AAA	-	-	Received
Sell	8.82	300	Normal
AAA	-	-	Matched
Sell	8.82	300	Normal



Order Details	
Symbol	AAA
B/S	BUY
Status	Matched
Ordered price	8.82
Matched price	8.82
Ordered vol	300
Matched vol	300

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




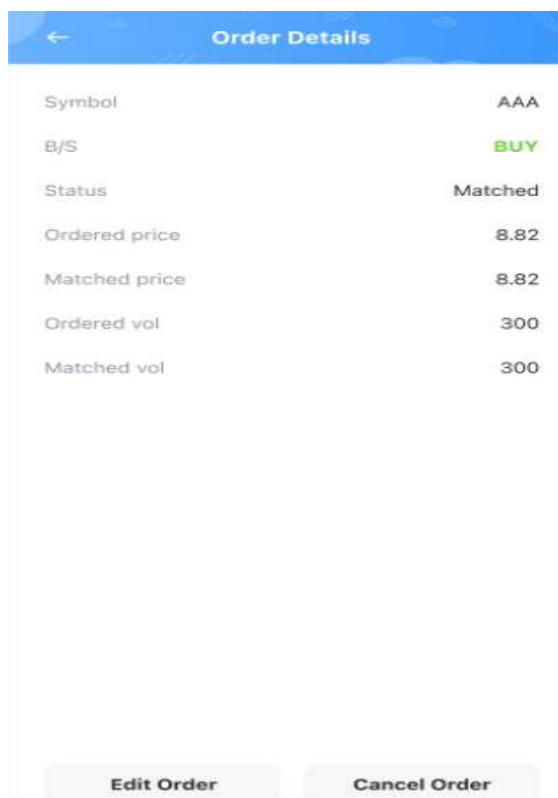
The screenshot shows a 'Cancel order confirmation' dialog box with the following details:

Sub-account	091C0123456MA
Normal order	SELL
Symbol	AAA
Order type	LO
Order price (x1000)	8.82
Vol.	200
Value (VND)	1,764,000

At the bottom of the dialog is a blue 'Confirm' button. To the right of the dialog is a green notification box with a checkmark icon and the text: 'Your order has been placed successfully.'

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**



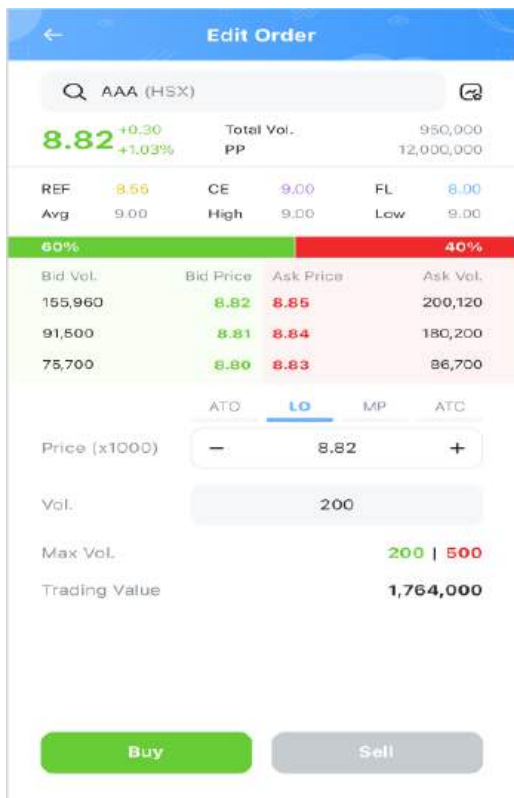
The screenshot shows the 'Order Details' screen with the following information:

Symbol	AAA
B/S	BUY
Status	Matched
Ordered price	8.82
Matched price	8.82
Ordered vol	300
Matched vol	300


At the bottom of the screen are two buttons: 'Edit Order' and 'Cancel 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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Edit Order

AAA (HSX) 

8.82 +0.30 +1.03% Total Vol. 950,000
PP 12,000,000

REF	8.55	CE	9.00	FL	8.00
Avg	9.00	High	9.00	Low	9.00

60% 40%

Bid Vol.	Bid Price	Ask Price	Ask Vol.
155,960	8.82	8.85	200,120
91,500	8.81	8.84	180,200
75,700	8.80	8.83	96,700

ATD LO MP ATC

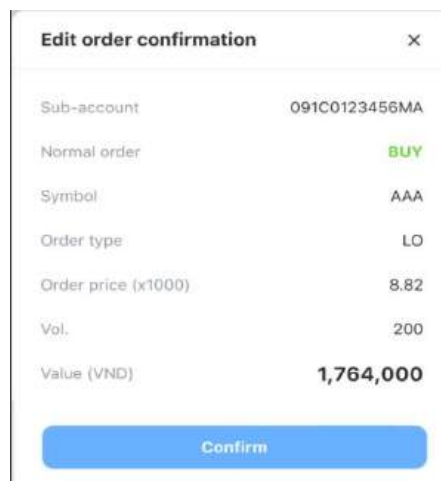
Price (x1000) - 8.82 +


Vol. 200

Max Vol. 200 | 500

Trading Value 1,764,000

Buy Sell



Edit order confirmation 

Sub-account 091C0123456MA

Normal order BUY

Symbol AAA

Order type LO


Order price (x1000) 8.82

Vol. 200

Value (VND) 1,764,000

Confirm

❖ Virtual order history

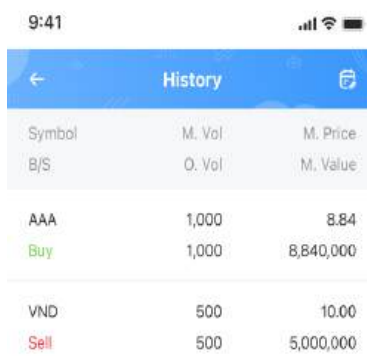
To lookup Virtual order history, Customer select the icon  at the right corner of Virtual order book screen, it shows **Order history** screen.







Virtual Order Book  

Total executed buy value	0
Total remaining buy value	0
Total executed sell value	0
Total remaining sell value	0

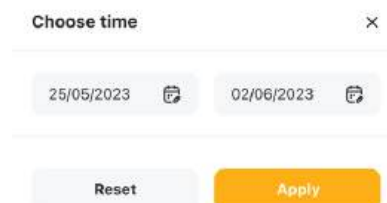
Symbol B/S	M. Price O. Price	M. vol O. vol	Status Nor/Con
---------------	----------------------	------------------	-------------------






9:41   

History 

Symbol B/S	M. Vol O. Vol	M. Price M. Value
AAA	1,000	8.84
Buy	1,000	8,840,000
VND	500	10.00
Sell	500	5,000,000



Choose time 

25/05/2023  02/06/2023 

Reset Apply

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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**.

Cash Advance ⓘ			
Transaction date	Sell Amt.	Available Amt.	
	Advance Amt.	Advance days	
03/03/2023	20,000,000	20,000,000	
	-	2	

Advance amount

Advance fee

Actual amount

History ⓘ			
Sell date	Sell amt.	Advance fee	
Advance date	Advance amt.	Advance days	
01/06/2023	100,000,000	200,000	
01/06/2023	90,000,000	4	
28/05/2023	120,000,000	200,000	
28/05/2023	100,000,000	2	

Advance Payment

Choose time ⓘ

25/05/2023 ⓘ 02/06/2023 ⓘ

Reset **Apply**

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 deployed 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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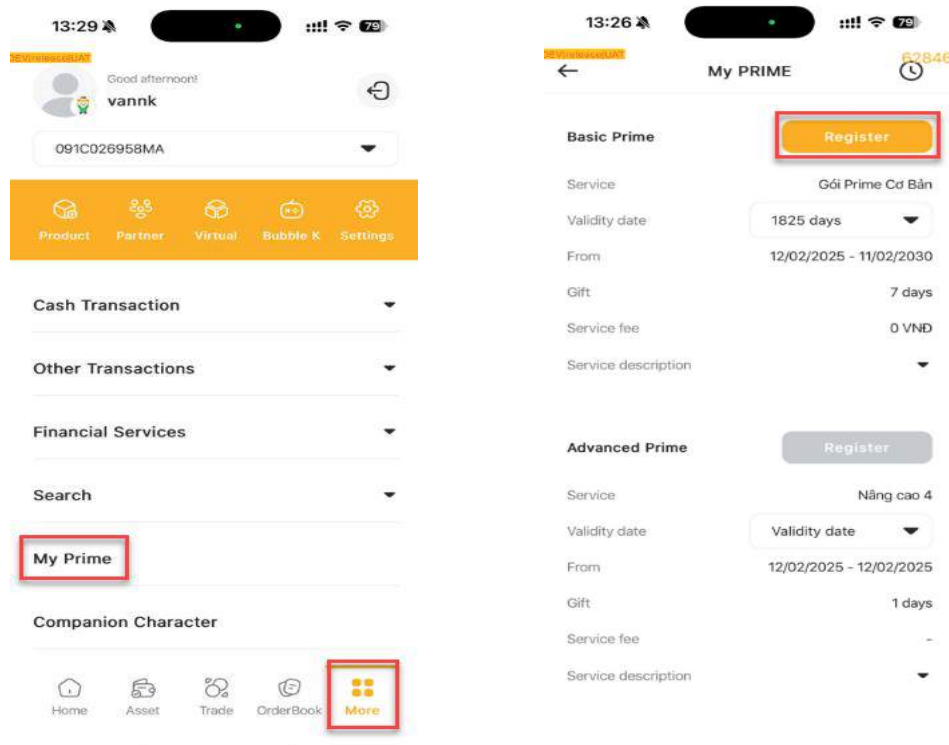
5. My prime

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.

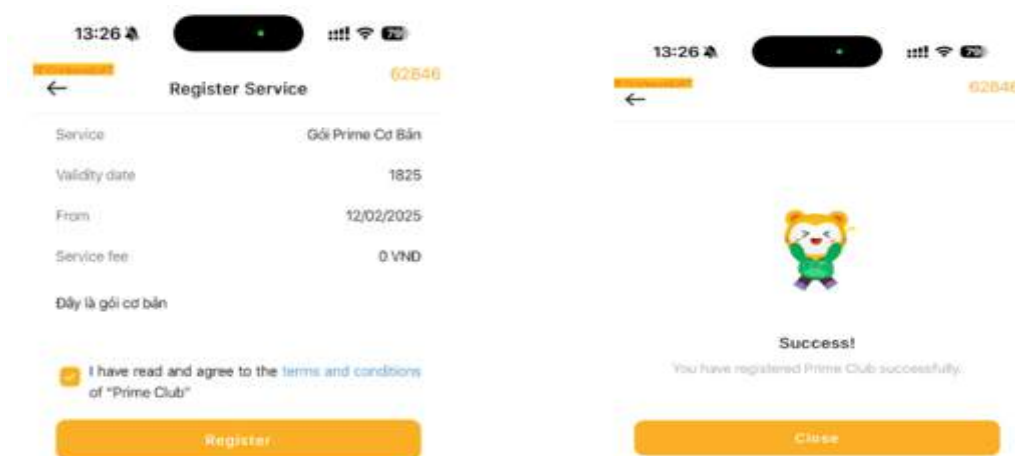
5.1. Register Prime Club

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**



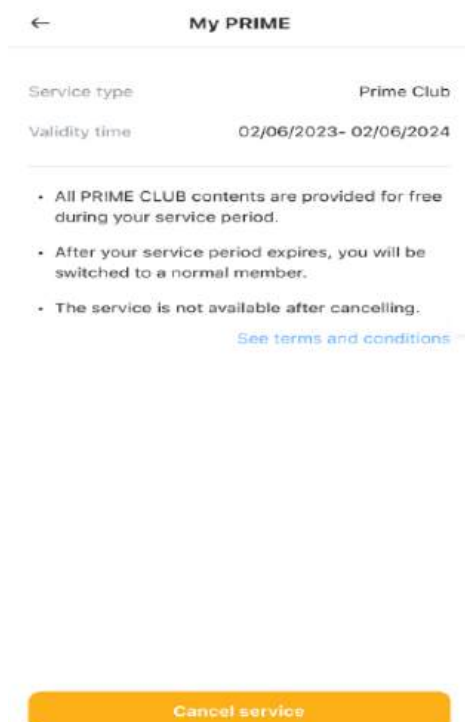
After these steps, the account registered Prime Club successful.

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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.



← **My PRIME**

Service type	Prime Club
Validity time	02/06/2023- 02/06/2024

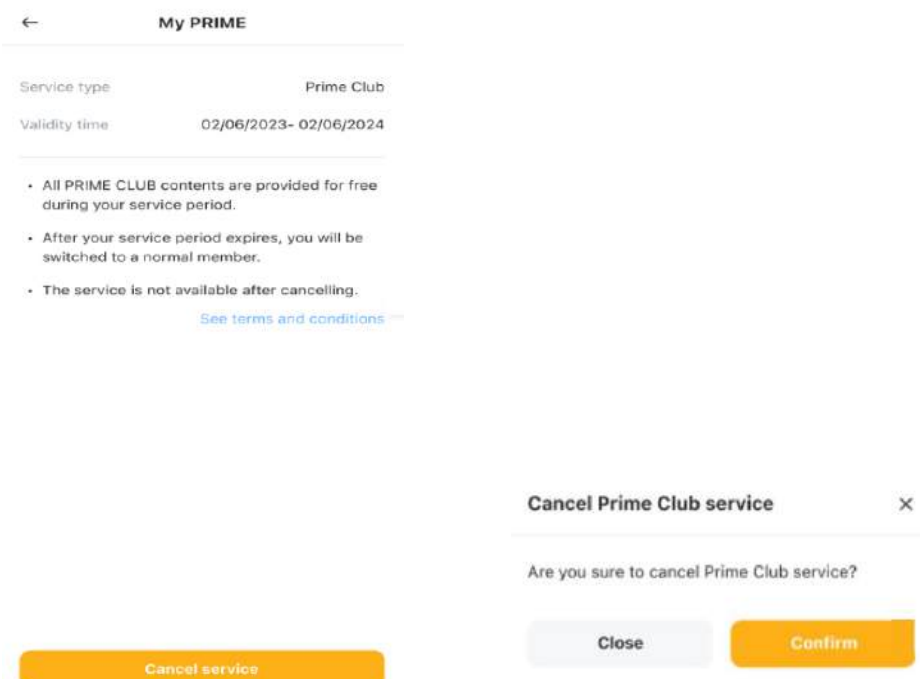
- All PRIME CLUB contents are provided for free during your service period.
- After your service period expires, you will be switched to a normal member.
- The service is not available after cancelling.

[See terms and conditions](#)

Cancel service

❖ Cancel the service

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



← **My PRIME**

Service type	Prime Club
Validity time	02/06/2023- 02/06/2024

- All PRIME CLUB contents are provided for free during your service period.
- After your service period expires, you will be switched to a normal member.
- The service is not available after cancelling.

[See terms and conditions](#)

Cancel service

Cancel Prime Club service ×

Are you sure to cancel Prime Club service?

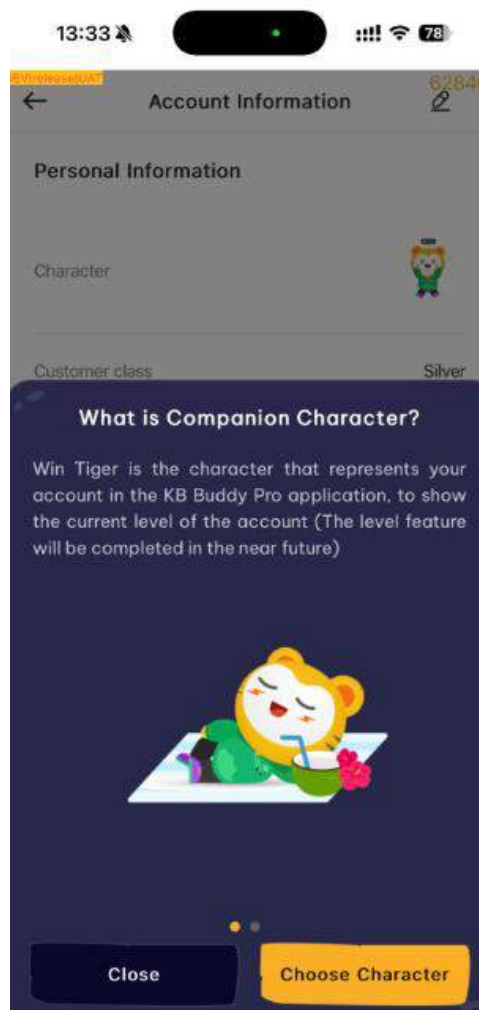
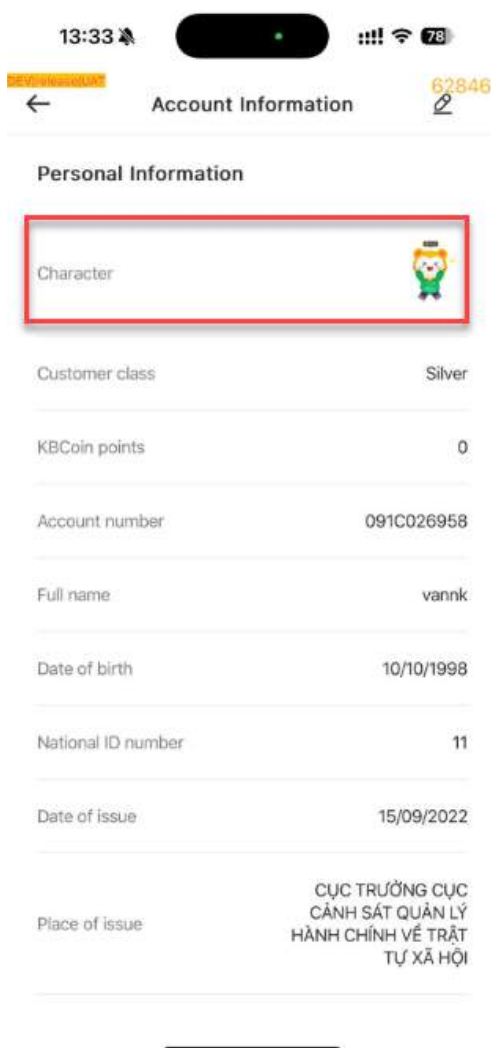
Close **Confirm**

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6. Companion character

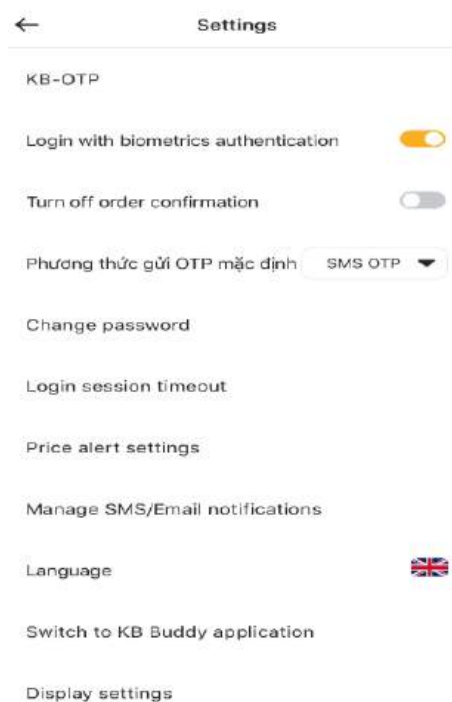
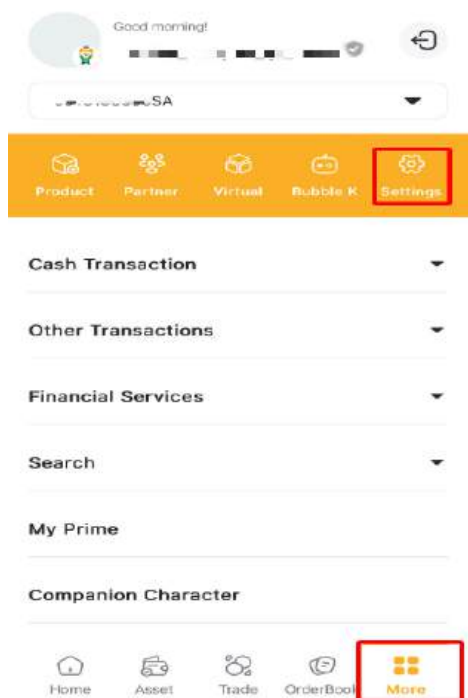
The companion character is the character representing the account for application, **KB Buddy** currently has Tiger Win. Customer could change **Companion character** of application by these steps:

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



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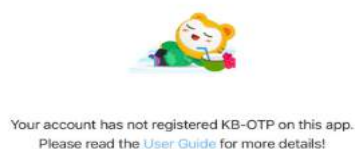
7. Settings



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



Register KB-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.

← Register KB-OTP

Set KB-OTP password

Re-enter KB-OTP password

Confirm

← Register KB-OTP

Nickname

Nhập tên gọi nhớ

Account number

091C123456

KB-OTP

582772

Confirm

❖ 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

← KB-OTP

Activate biometric authentication ☐

Change KB-OTP

Forget KB-OTP

Cancel KB-OTP

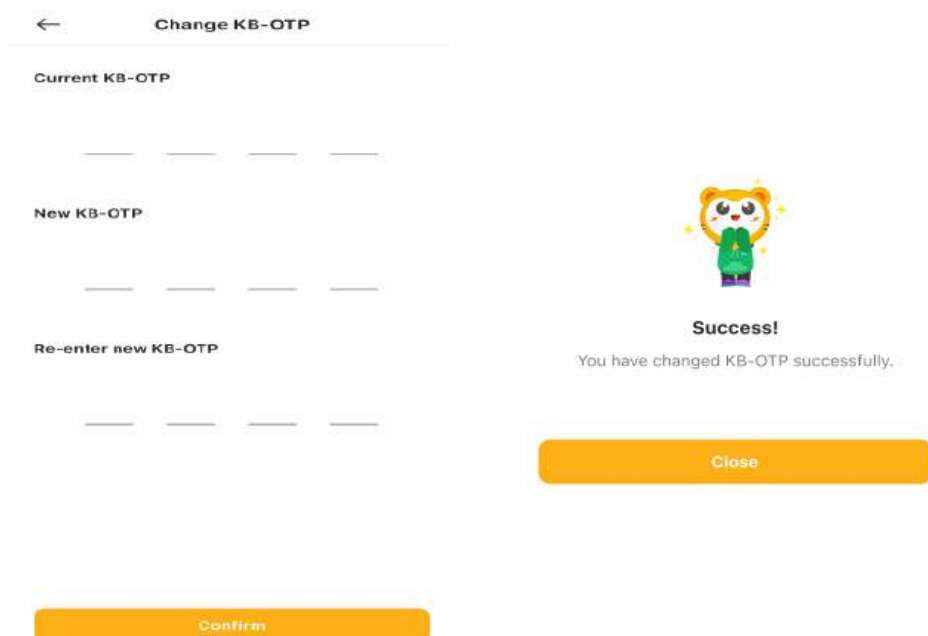
User Guide for KB-OTP

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❖ **Change KB-OTP**

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

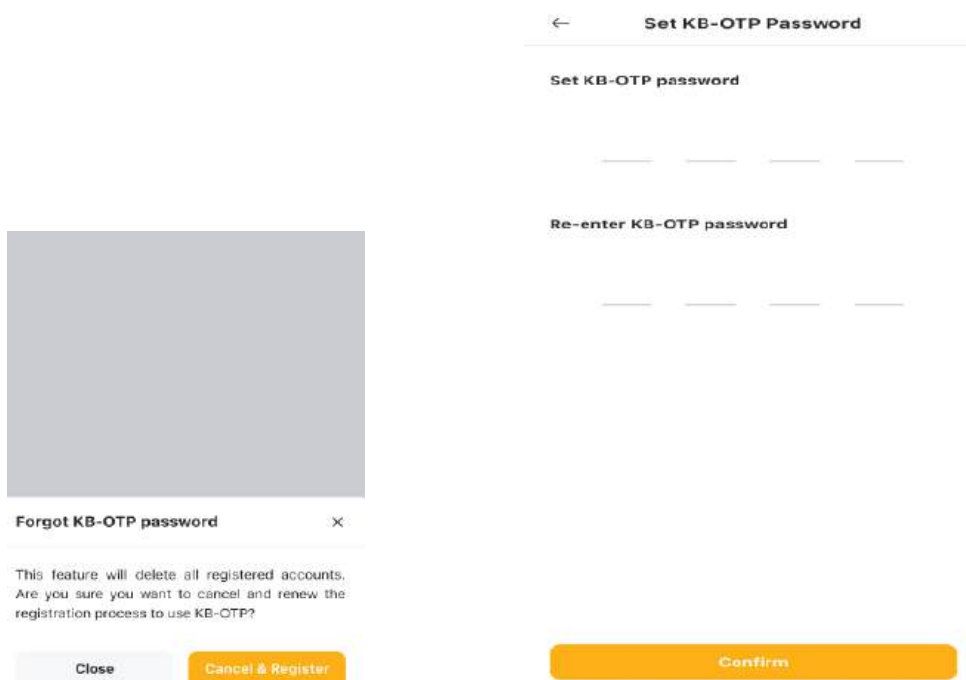
- **Step 1.** At **KB-OTP** screen, enter **Change KB-OTP**
- **Step 2.** Enter **Current KB-OTP**
- **Step 3.** Enter **New KB-OTP**
- **Step 4.** Re-enter new KB-OTP and **Confirm**



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

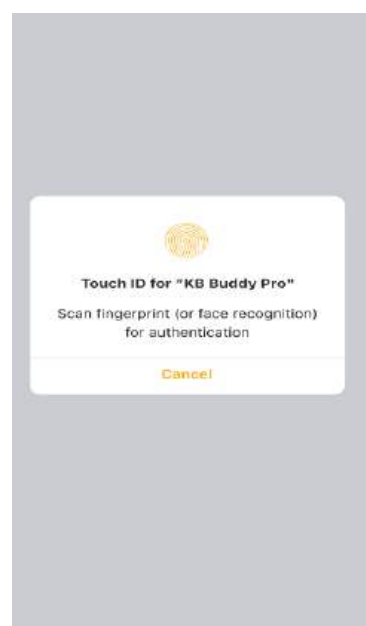
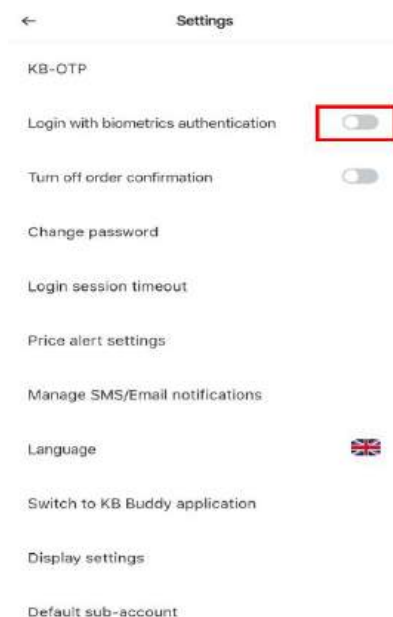
At **KB-OTP** screen, select **User guide for KB-OTP**. User guide including detail information: Register KB-OTP, How to get KB-OTP, Manage KB-OTP and Cancel KB-OTP registration.

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**.

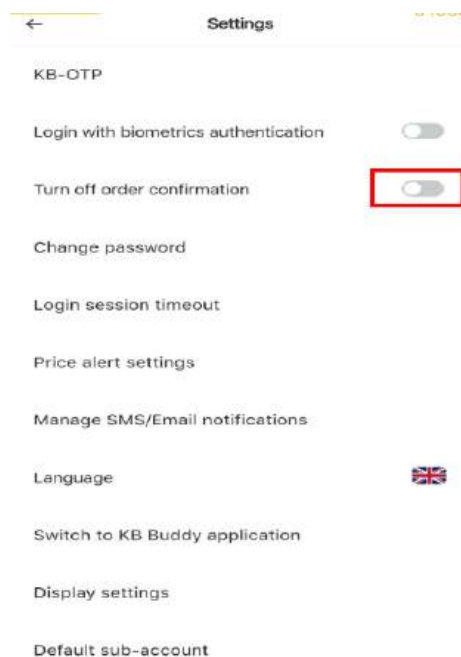
- **Step 1.** At **Settings** screen, turn on **Login with biometrics authentication** button
- **Step 2.** Scan fingerprint/ face recognition to activate biometrics authentication



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7.3. Turn off order confirmation

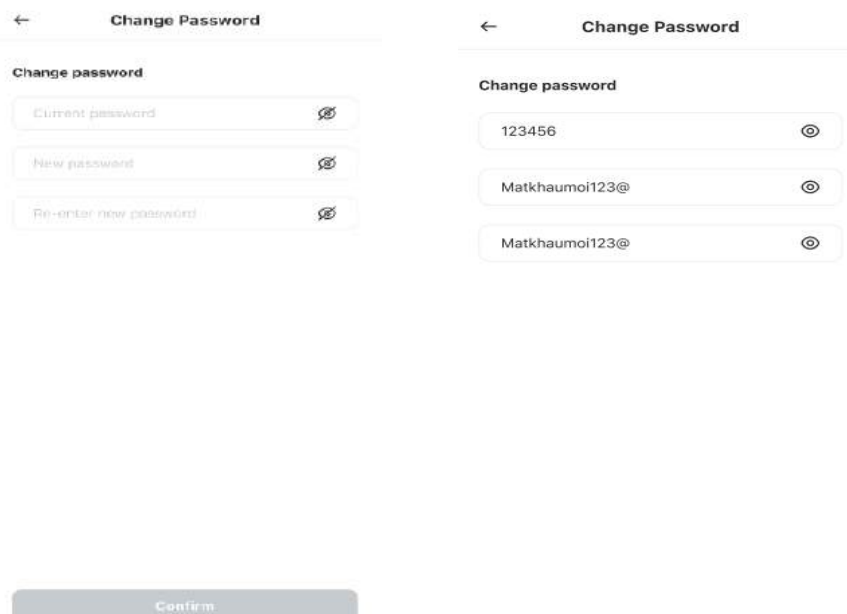
At **Settings** section, activate **Turn off order confirmation** to yellow button to complete.




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**

Two side-by-side screenshots of the 'Change Password' screen. The left screenshot shows the 'Change password' section with three input fields: 'Current password', 'New password', and 'Re-enter new password'. Each field has a small icon to its right. Below the fields is a 'Confirm' button. The right screenshot shows the same screen with example values entered: '123456' in the 'Current password' field, 'Matkhaumoi123@' in the 'New password' field, and 'Matkhaumoi123@' in the 'Re-enter new password' field. Each field also has a small icon to its right. Below the fields is a 'Confirm' button.

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.

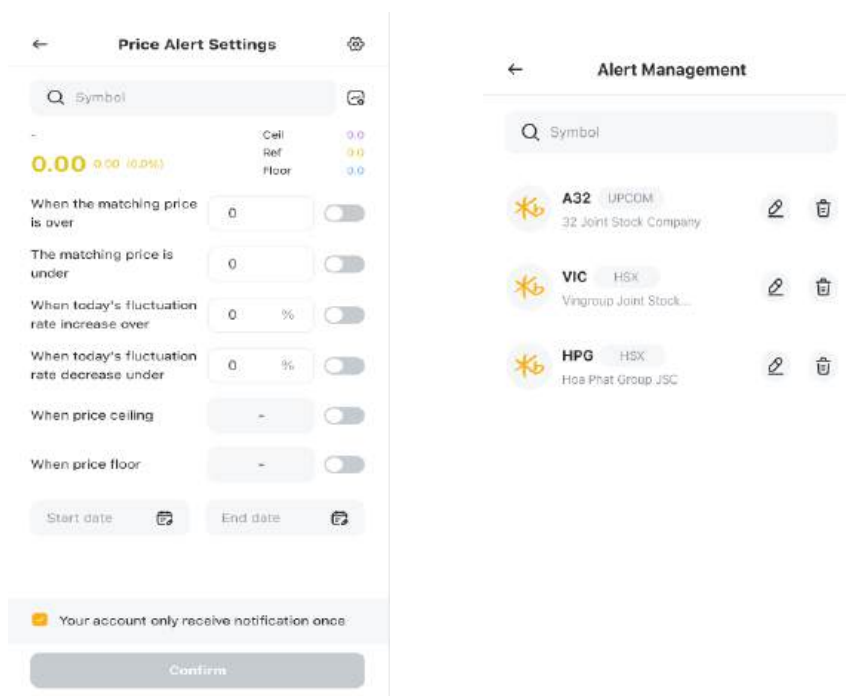
7.6. Price alert settings

❖ 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.

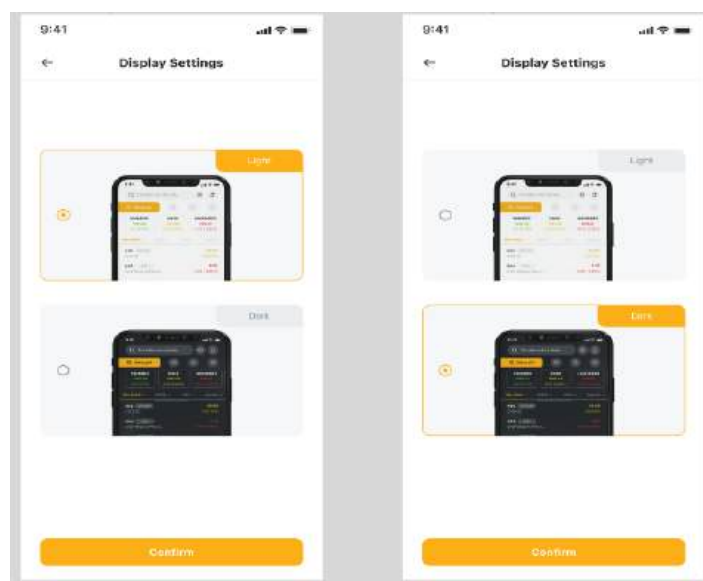
Customer switch the button at each blank section to change.

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.

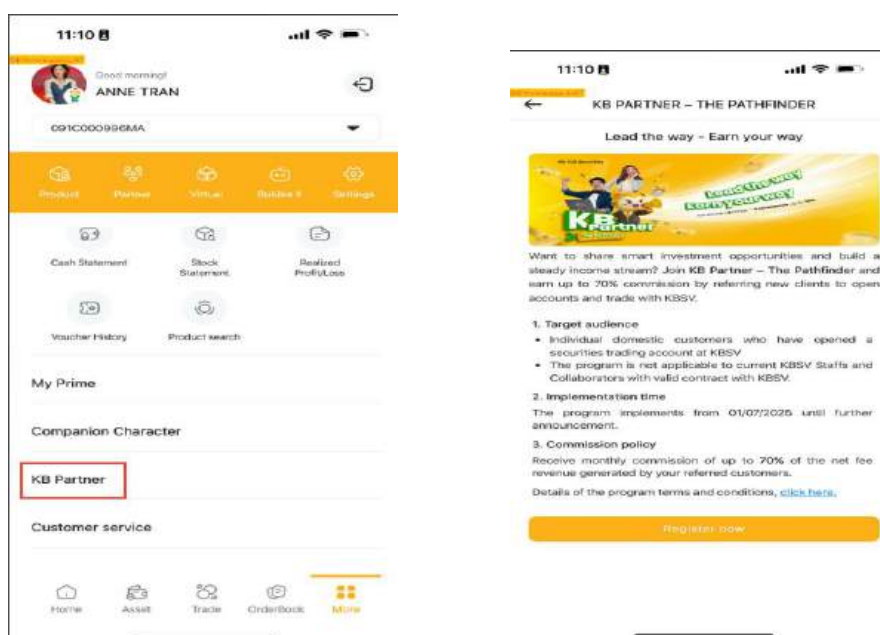


7.10. Default sub-account

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 instructions on the screen to become KB Partner

9. Customer service

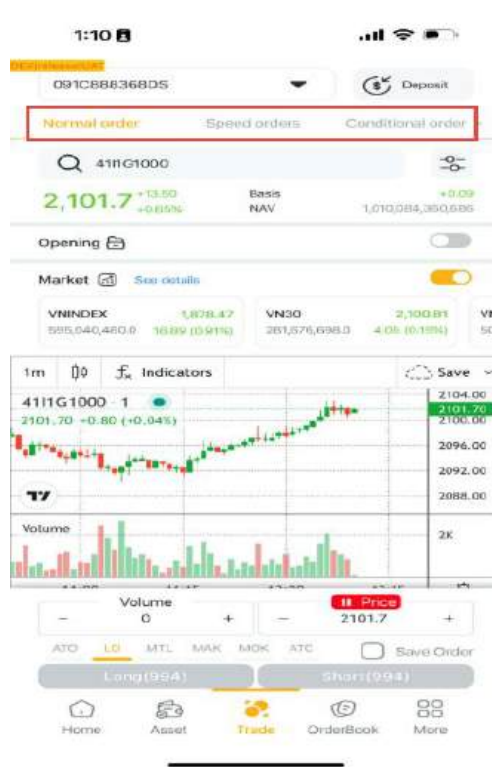
To get to know about **Customer Service**, go to **Search**, click **Customer Service**

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B. DERIVATIVES

I. Trade

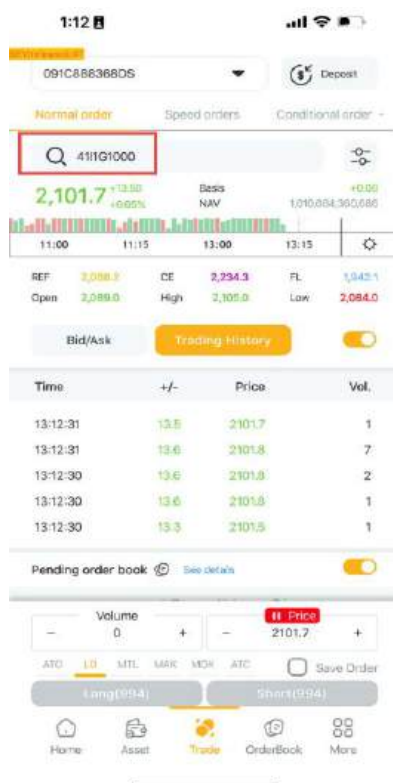
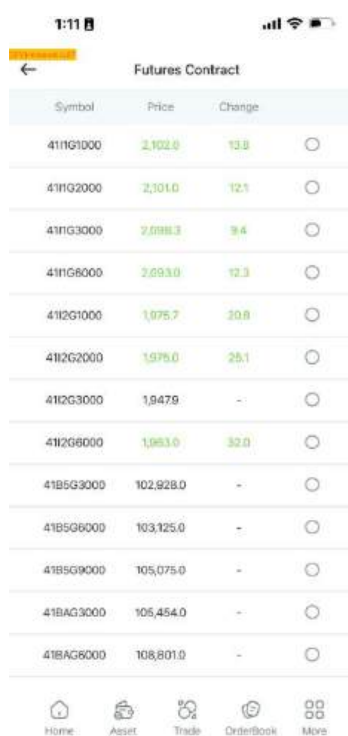
Select Trade tab, on this screen select the derivatives sub-account (DS sub-account)



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

1. Trading information

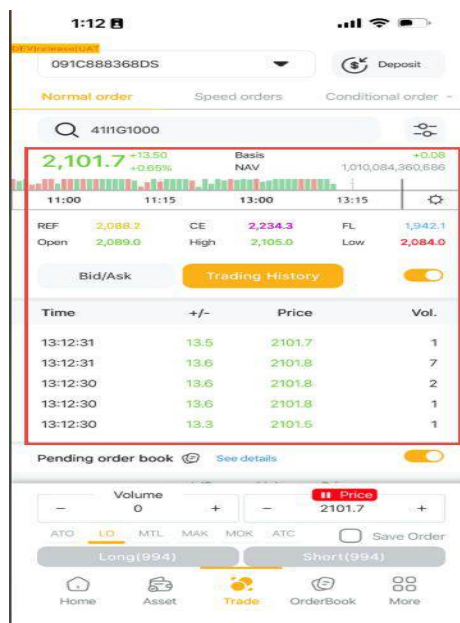
On **Trade** screen, tap the symbol box to select a symbol to view the information and place order:

Symbol	Price	Change
411G1000	2,102.0	13.8
411G2000	2,101.0	12.1
411G3000	2,098.3	9.4
411G6000	2,093.0	12.3
411G1000	1,075.7	10.8
411G2000	1,075.0	25.1
411G3000	1,947.9	-
411G6000	1,983.0	32.0
41B5G3000	102,928.0	-
41B5G6000	103,125.0	-
41B5G9000	105,075.0	-
41BAG3000	105,454.0	-
41BAG6000	108,801.0	-

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



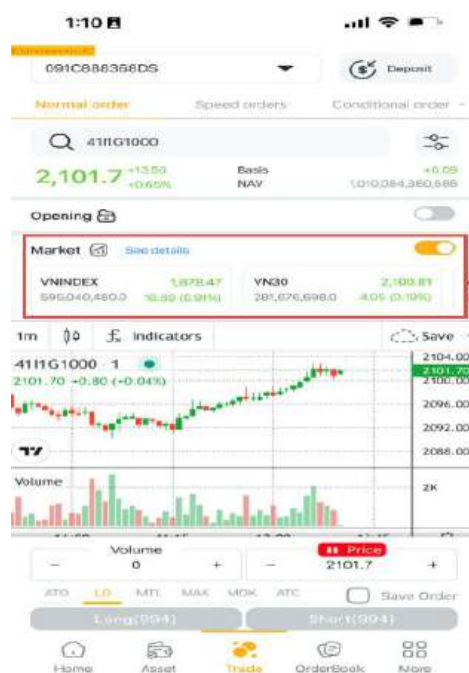
Including:

- 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

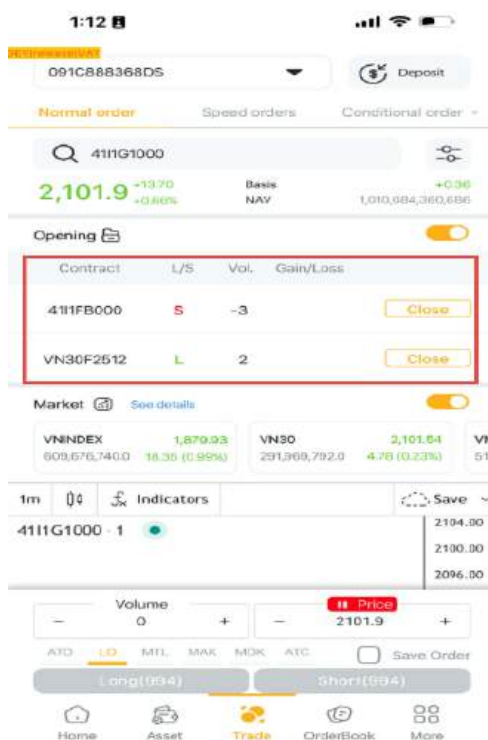
On **Trade** screen, there are icons, shortcuts directing to detailed screens such as: **Chart, Open position, Matched history**.

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

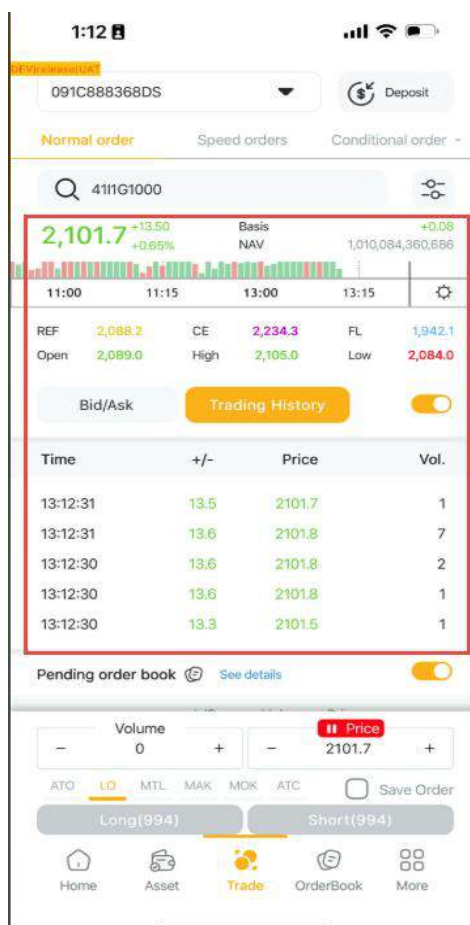


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- **Open position** icon: switch to **Open position** screen



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



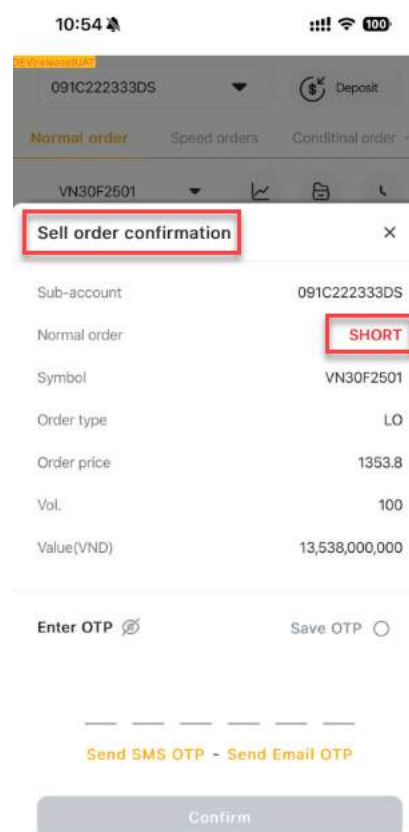
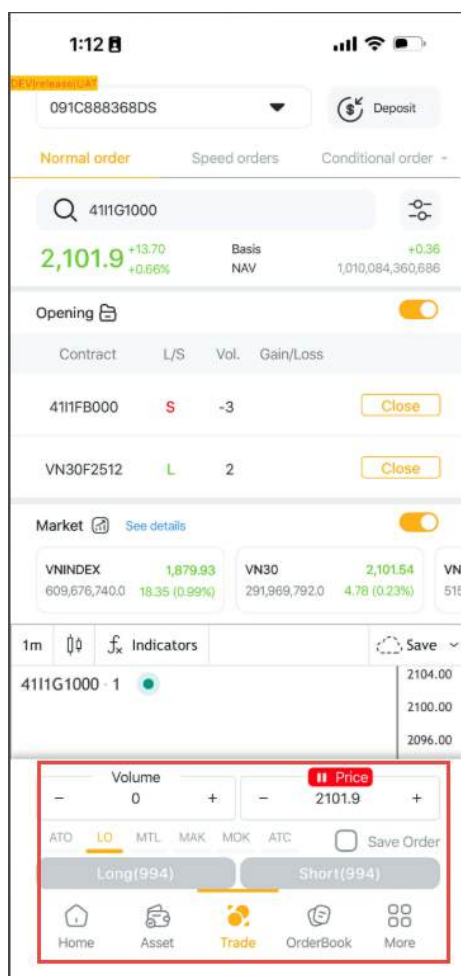
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3. Normal orders

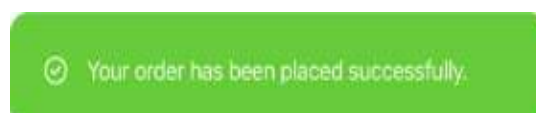
3.1. Place orders

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



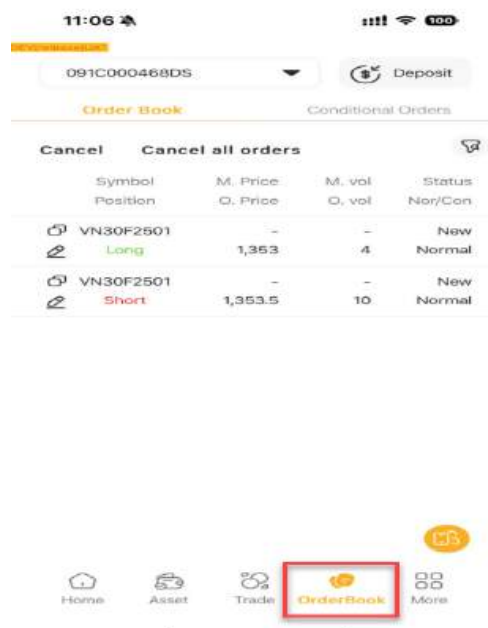
- Step 6: Enter PIN/OTP to complete placing order
- Step 7: Successfully placed order popup will be displayed on the screen



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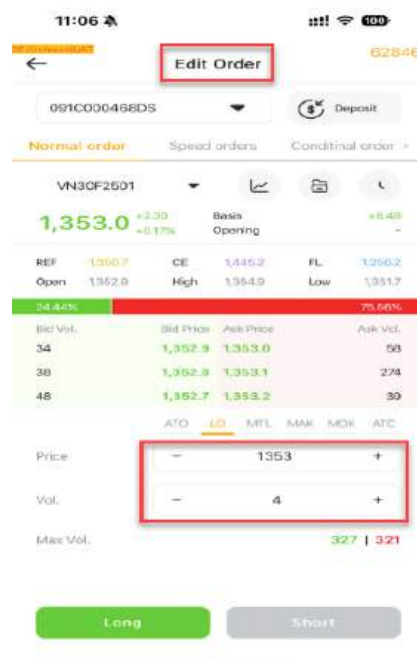
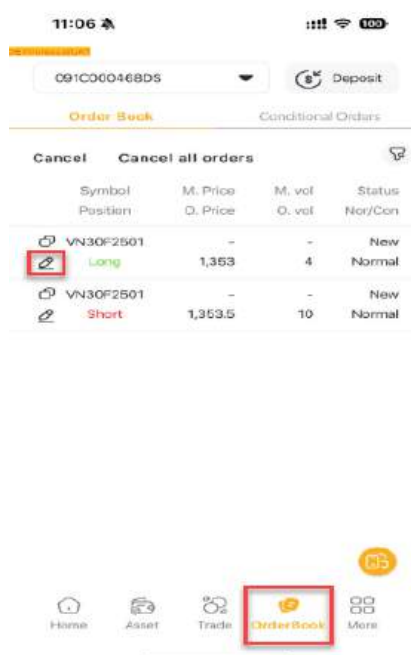
3.2. Cancel/Edit orders

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



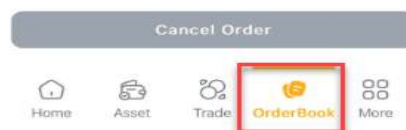
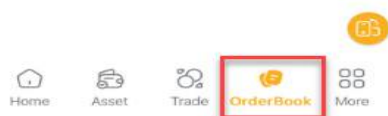
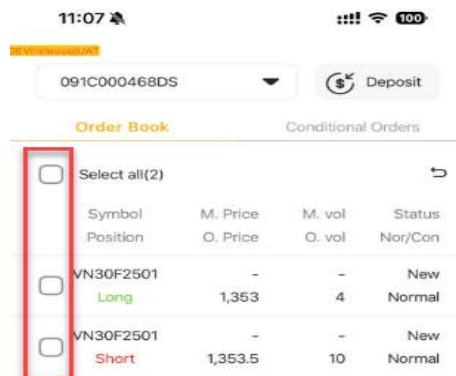
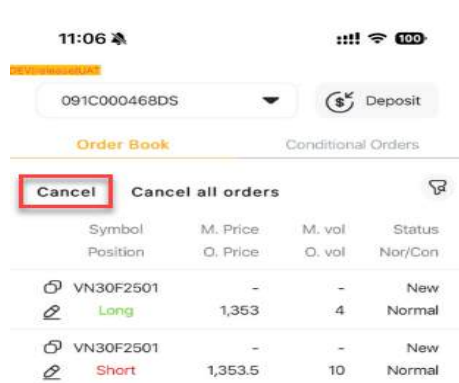
❖ Edit orders:

- 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

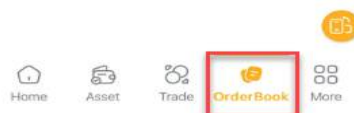
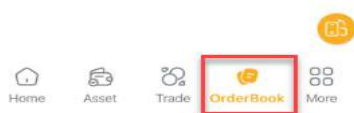
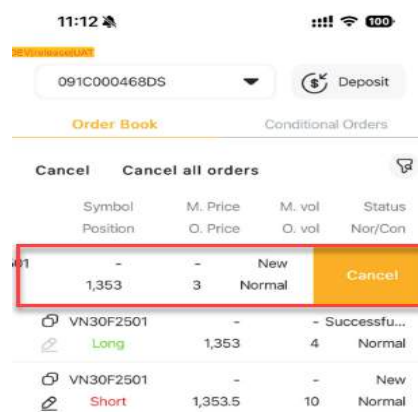
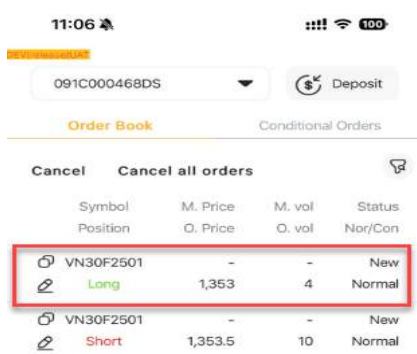


❖ **Cancel orders:**

- 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

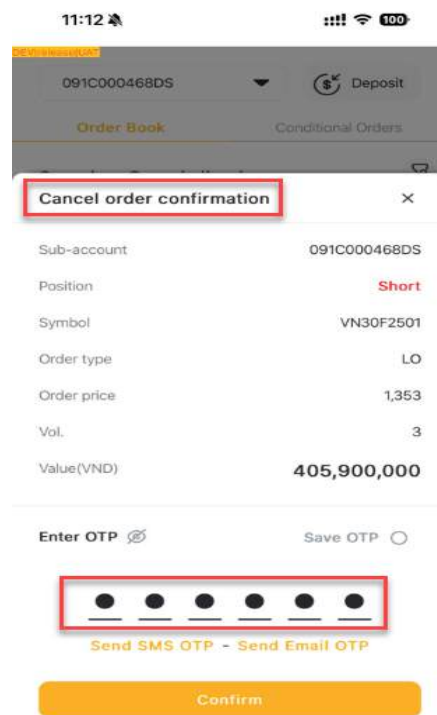
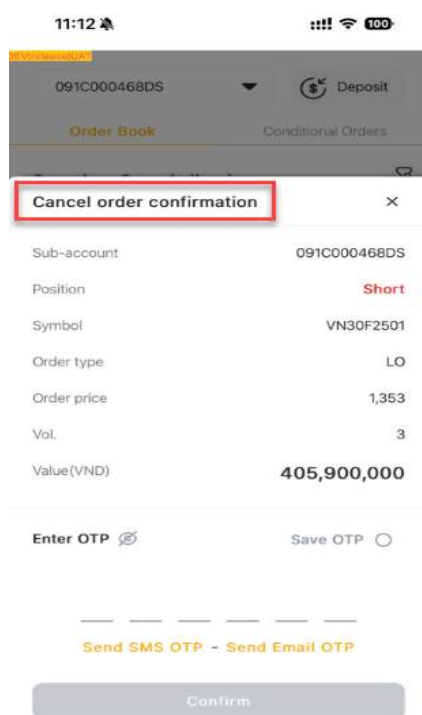


- ✓ On **OrderBook** screen, choose the order you want to cancel then swipe right to see the cancel button at that line.



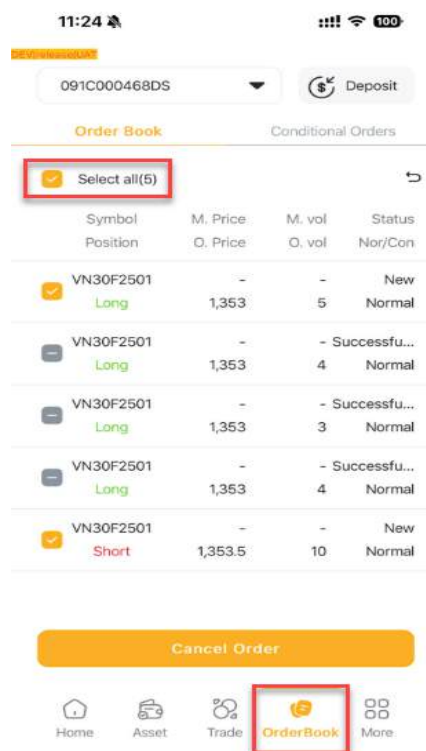
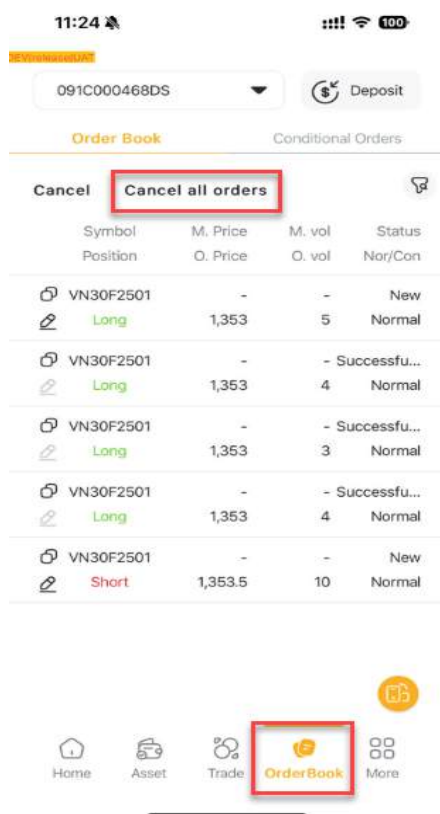
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- Step 2: Select **Cancel** button to switch to the confirmation screen
- Step 3: Enter PIN/OTP then confirm



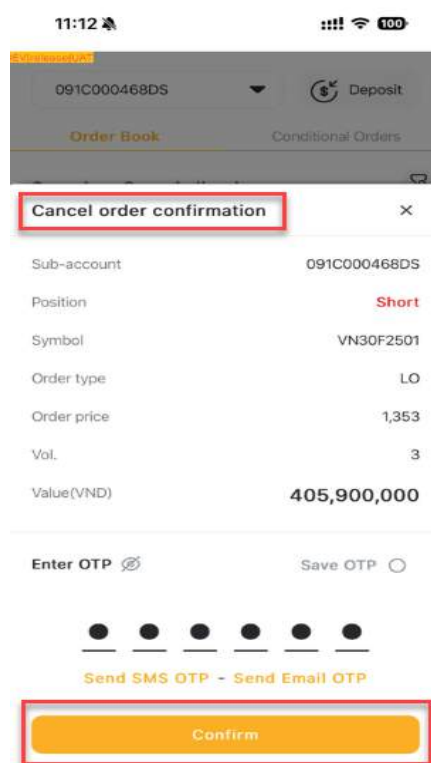
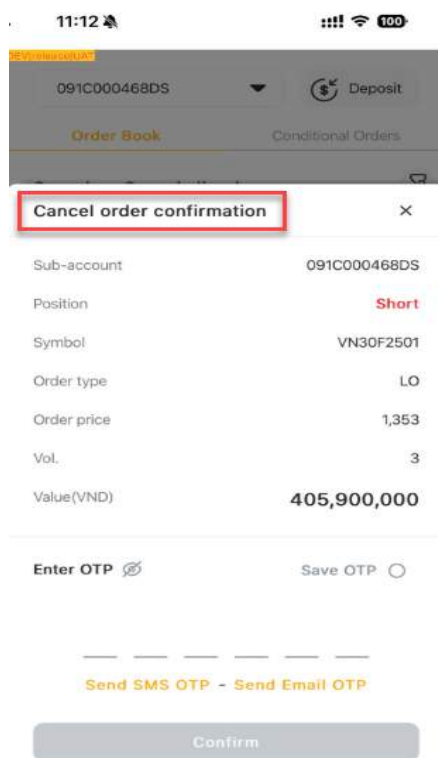
- Cancel all:

- 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**.



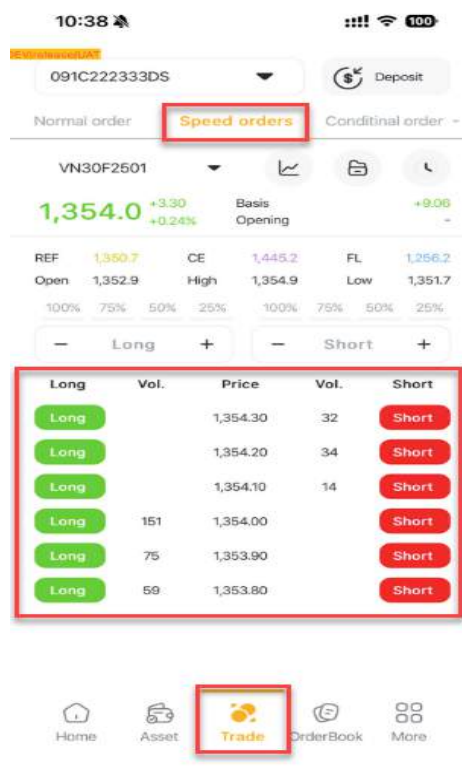
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- Step 2: Switch to the confirmation screen
- Step 3: Enter PIN/OTP then confirm



4. Speed orders

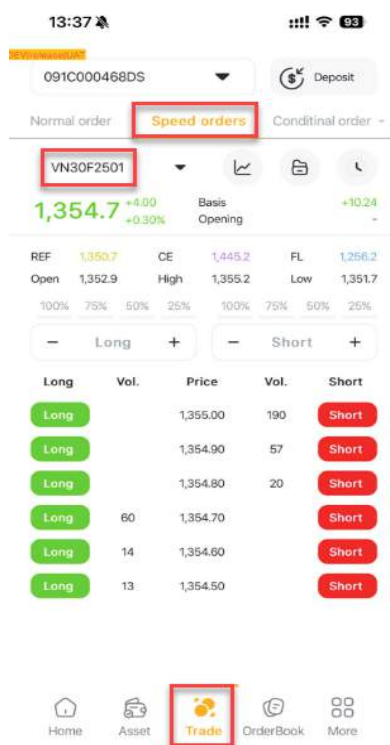
On **Trade** tab, select **Speed orders** tab to switch to the screen where you can place speed orders with speed orders frame and the information of that symbol:



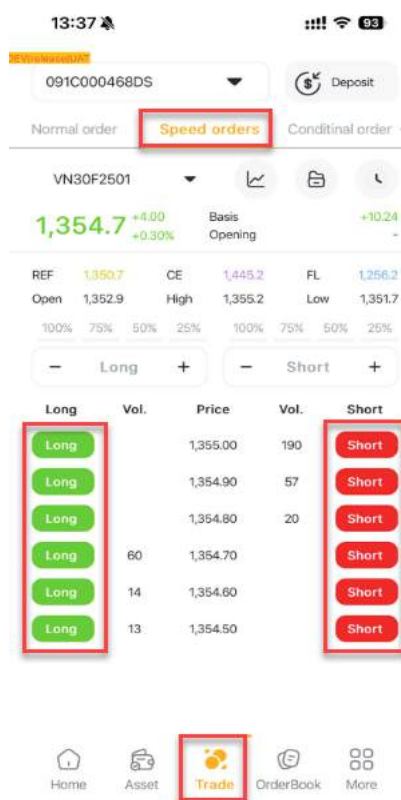
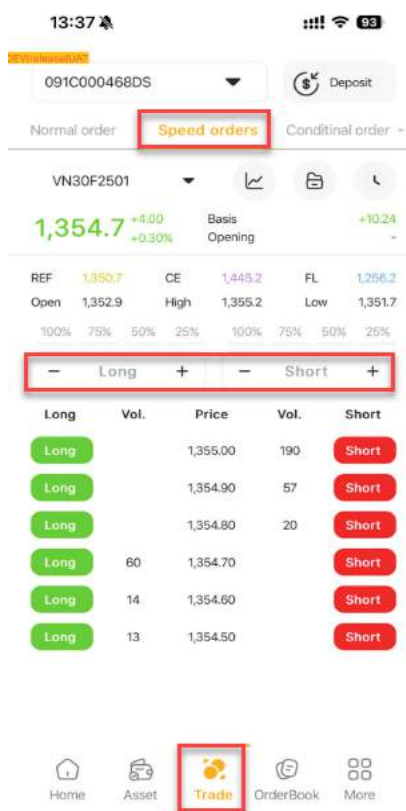
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To place Long/Short order on **Speed orders** screen, you can follow these following steps:

- Step 1: Select a symbol to place order

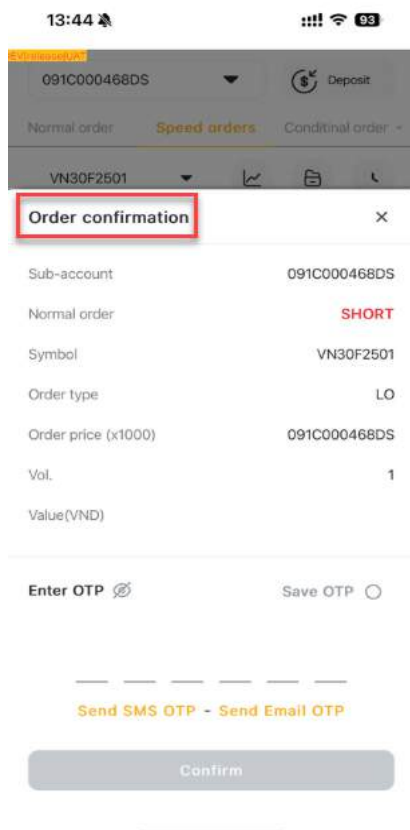
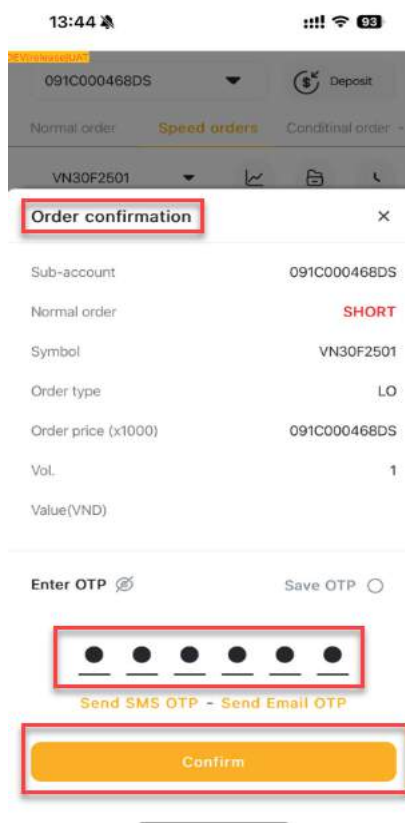


- Step 2: Select Long/Short and enter the amount
- Step 3: Select the price you want to place in the frame



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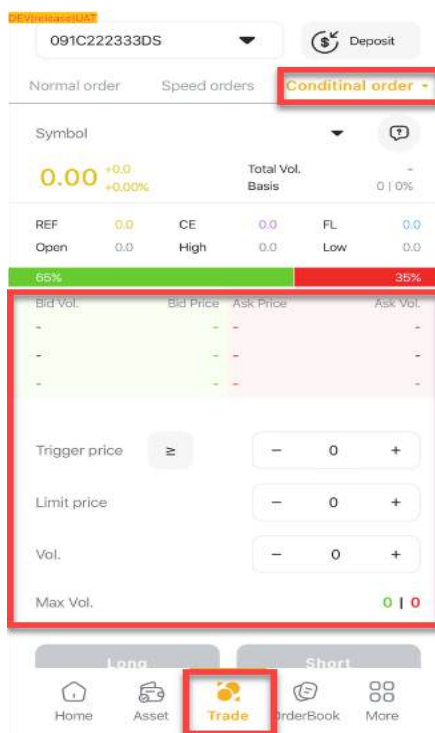
- Step 4: Select Long/Short button beside the price you want to place order to switch to the confirmation screen

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

5. Conditional order

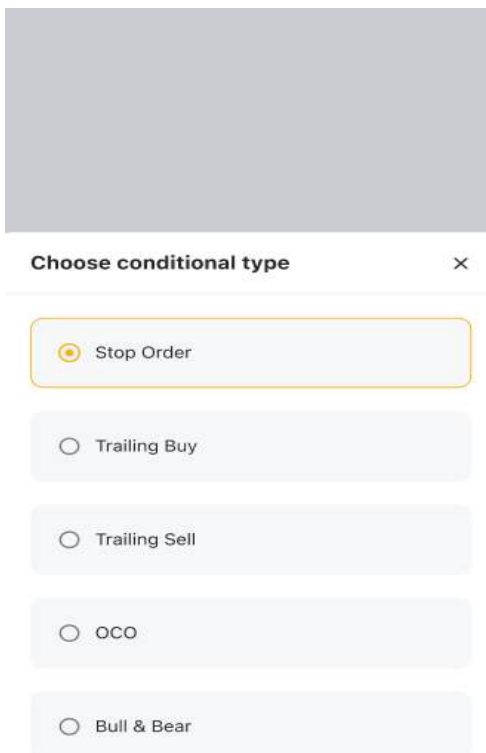
On Trade tab, select Conditional order tab to switch to the screen where you can place conditional orders with conditional orders frame and the information of that symbol:



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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:



Choose conditional type ✕

☒ Stop Order

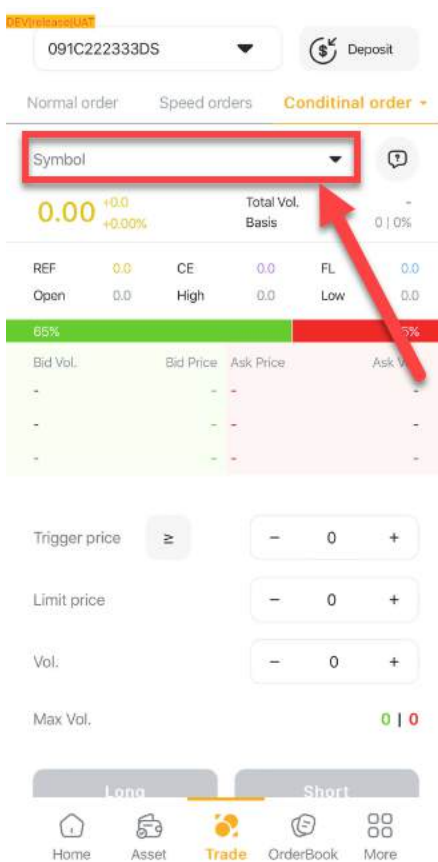
☐ Trailing Buy

☐ Trailing Sell

☐ OCO

☐ Bull & Bear

- Step 2: Select a symbol to place order



091C222333DS Deposit

Normal order Speed orders **Conditional order**

Symbol

0.00 +0.0 +0.00% Total Vol. Basis 0 | 0%

REF 0.0 CE 0.0 FL 0.0

Open 0.0 High 0.0 Low 0.0

65% 5%

Bid Vol. Bid Price Ask Price Ask V

Trigger price IN - 0 +

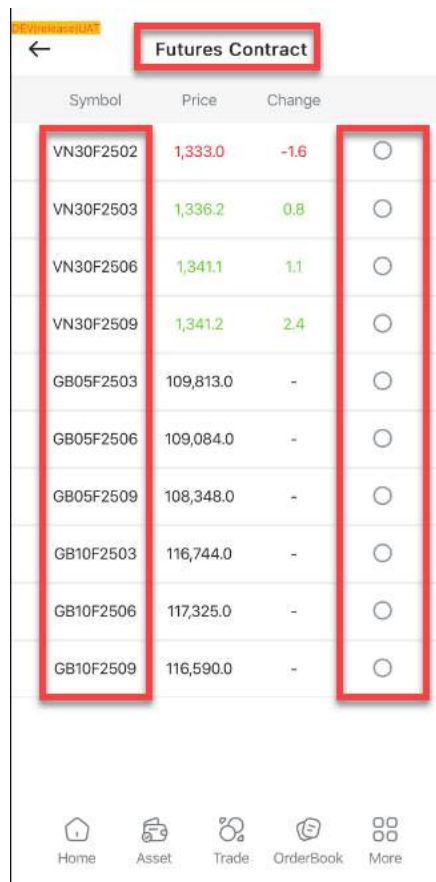
Limit price - 0 +

Vol. - 0 +

Max Vol. 0 | 0

Long Short

Home Asset Trade OrderBook More



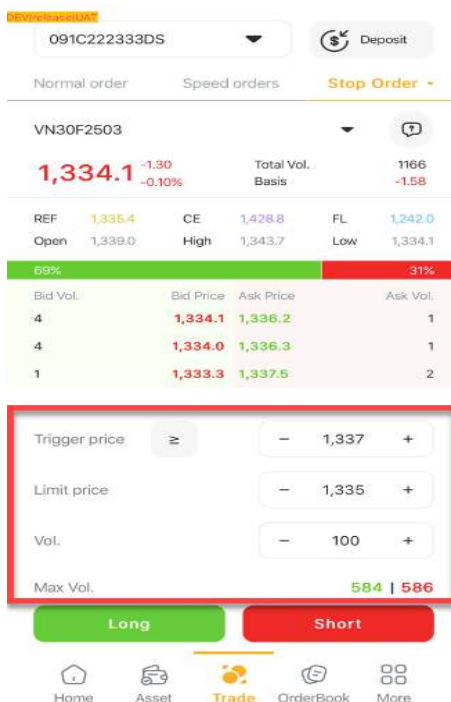
Futures Contract

Symbol	Price	Change	
VN30F2502	1,333.0	-1.6	<input type="radio"/>
VN30F2503	1,336.2	0.8	<input type="radio"/>
VN30F2506	1,341.1	1.1	<input type="radio"/>
VN30F2509	1,341.2	2.4	<input type="radio"/>
GB05F2503	109,813.0	-	<input type="radio"/>
GB05F2506	109,084.0	-	<input type="radio"/>
GB05F2509	108,348.0	-	<input type="radio"/>
GB10F2503	116,744.0	-	<input type="radio"/>
GB10F2506	117,325.0	-	<input type="radio"/>
GB10F2509	116,590.0	-	<input type="radio"/>

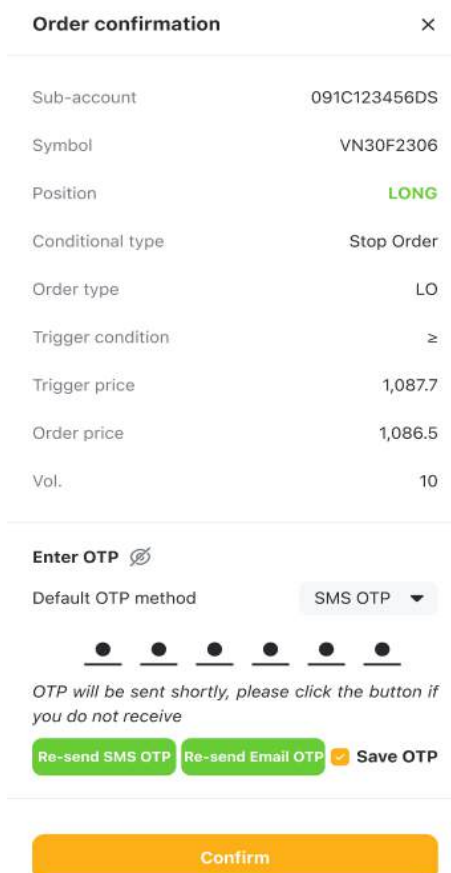
Home Asset Trade OrderBook More

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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.

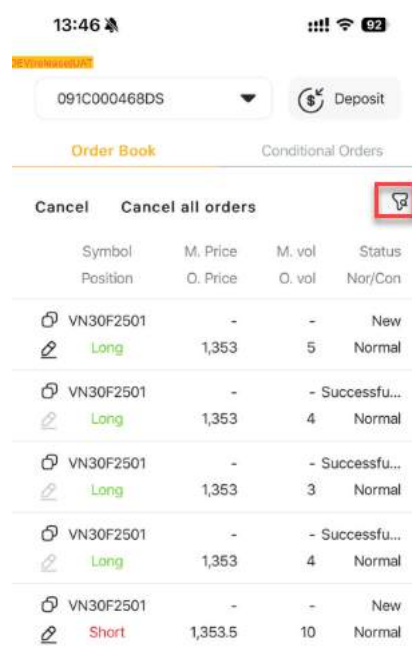
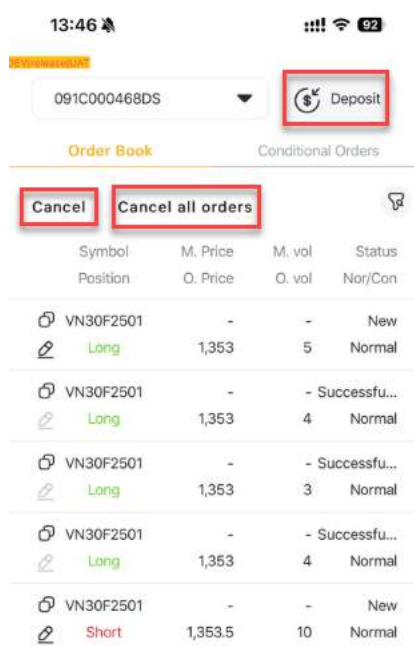
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6. OrderBook

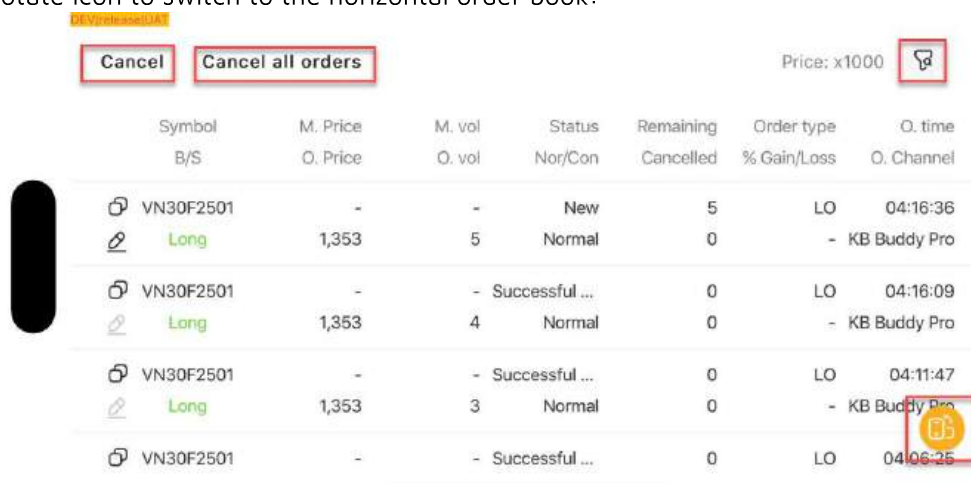
6.1. Order Book

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:

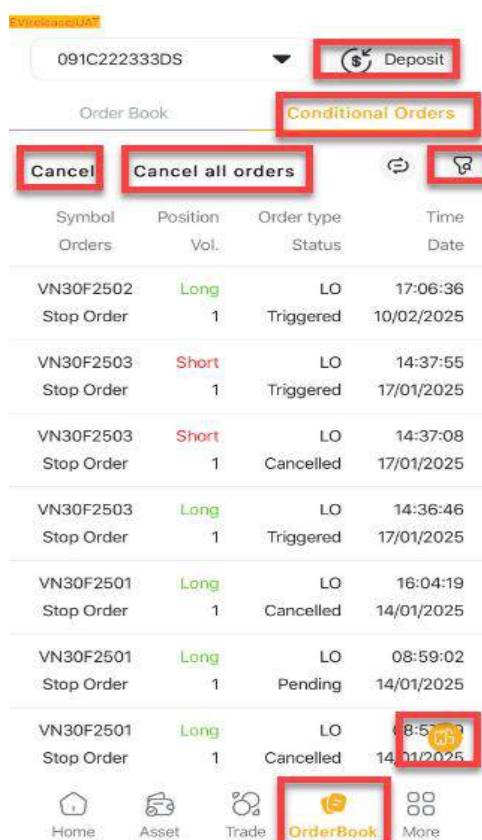


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6.2. Conditional Orders

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



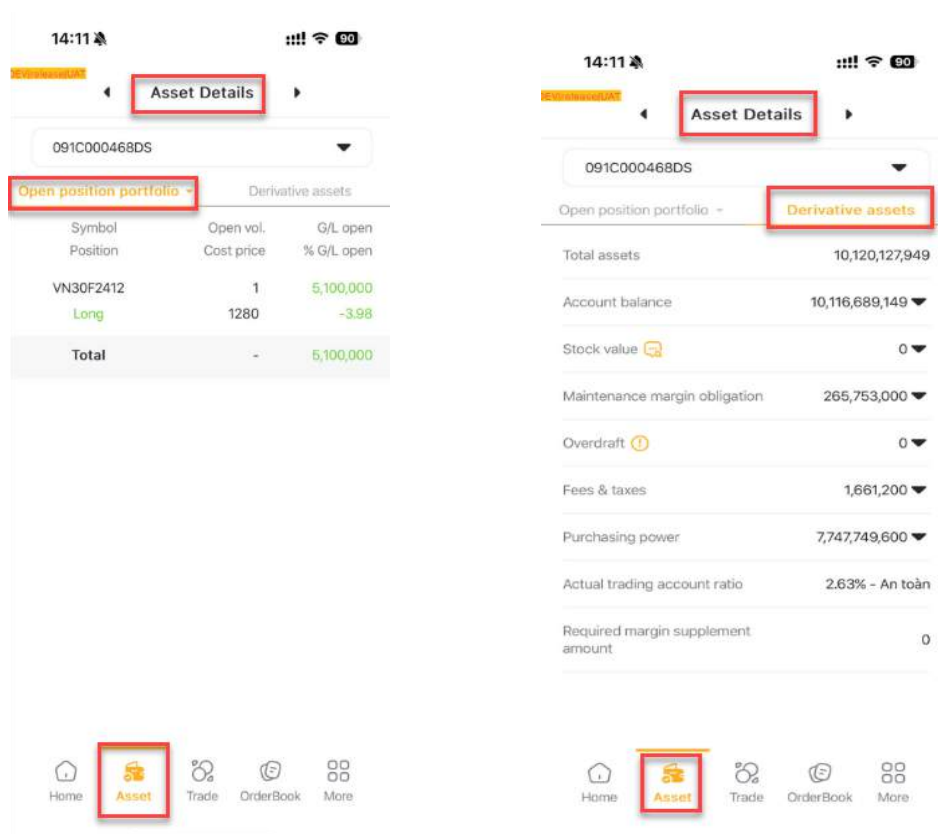
Tab the rotate icon to switch to the horizontal order book:

Symbol		Position	Trigger Con.	Trigger range	Order Price	Stop price	Order type	Time
Orders	Vol.	Trigger Price	Price step	Take profit	Stop loss	Status		Date
VN30F2502	Long	≥	-	1,335	-	LO	17:06:36	
Stop Order	1	1,334	-	-	-	Triggered	10/02/2025	
VN30F2503	Short	≥	-	1,321	-	LO	14:37:55	
Stop Order	1	1,325	-	-	-	Triggered	17/01/2025	
VN30F2503	Short	≥	-	1,321	-	LO	14:37:08	
Stop Order	1	1,320	-	-	-	Cancelled	17/01/2025	
VN30F2503	Long	≥	-	1,321	-	LO	14:36:46	

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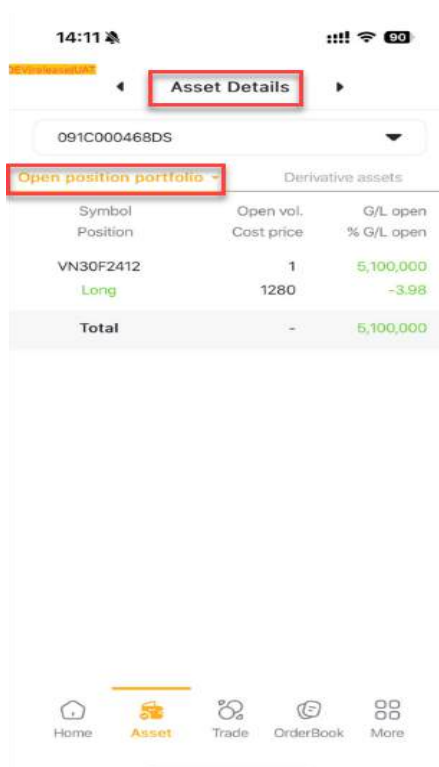
II. Assets

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



1. Open positions

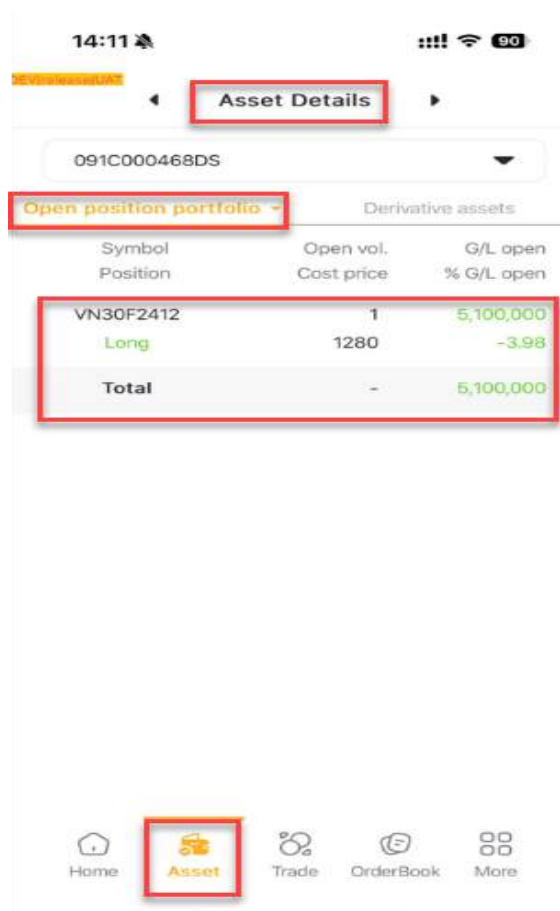
Open positions screen includes 2 tabs: **Open position portfolio** and **Close position portfolio**.



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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.



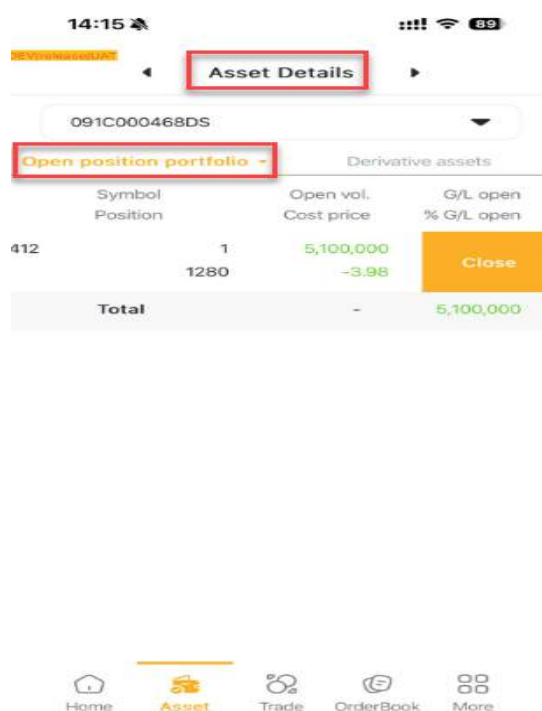
The information shown on **Open position portfolio** includes:

- 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

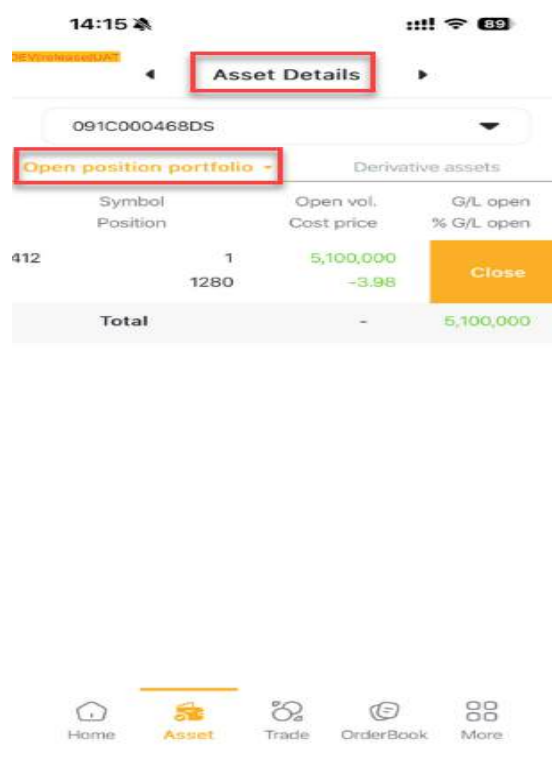
On **Open positions** screen, you can swipe left at each line to view **Close** button

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

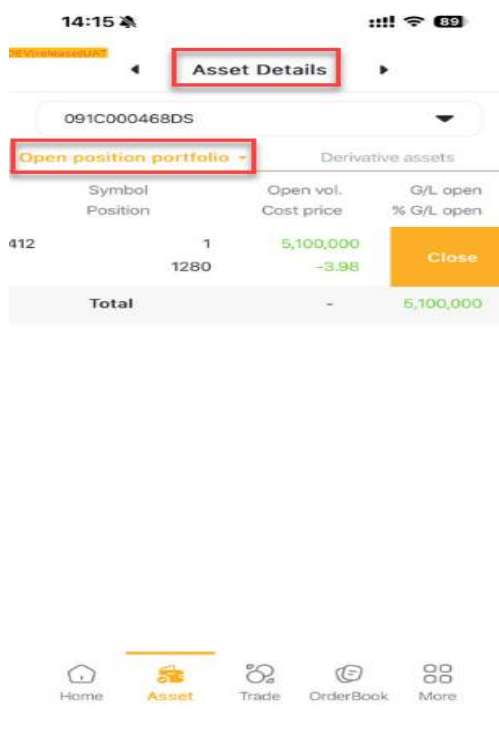
- Step 1: Select a position you want to close then swipe left to see **Close** button
- Step 2: Tap **Close**
- Step 3: Enter OTP then confirm



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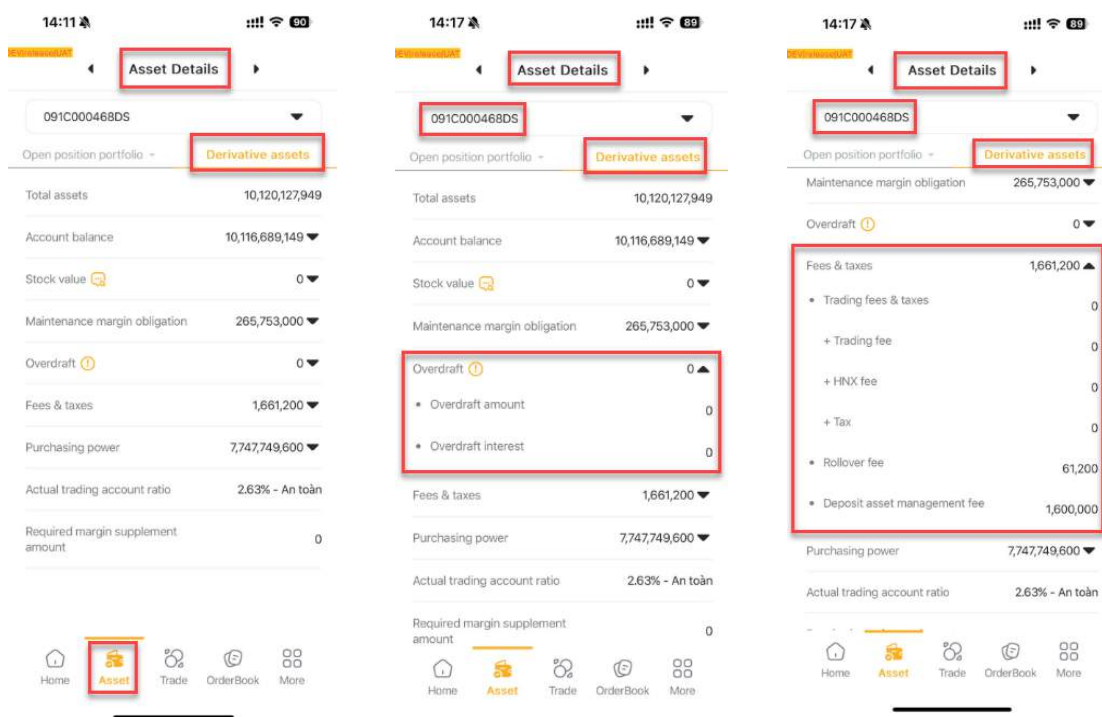
1.2. Close position portfolio

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.



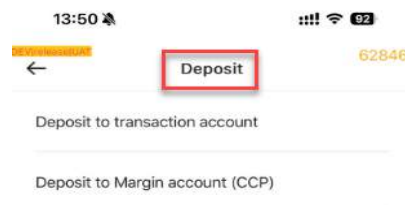
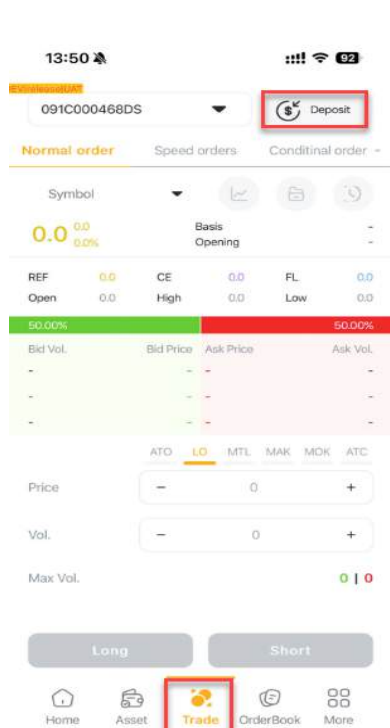
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III. Cash Transactions

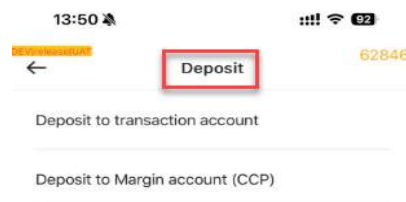
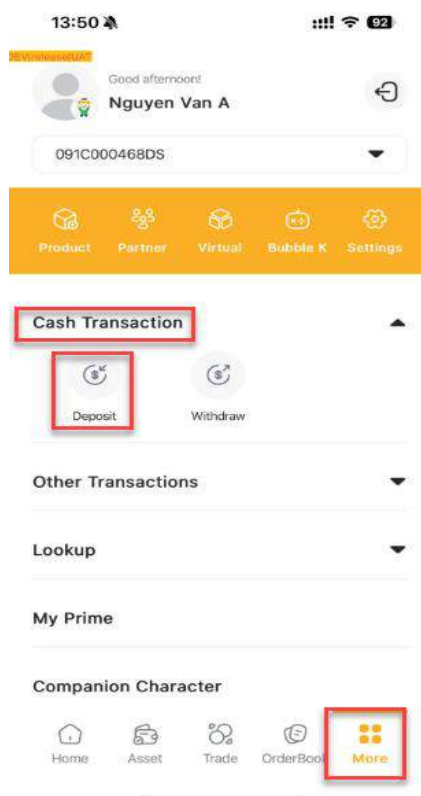
1. Deposit

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**

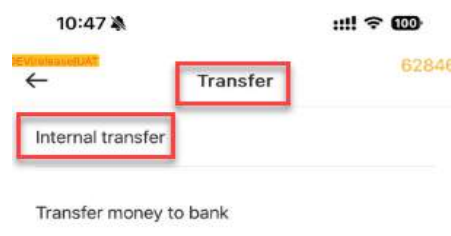
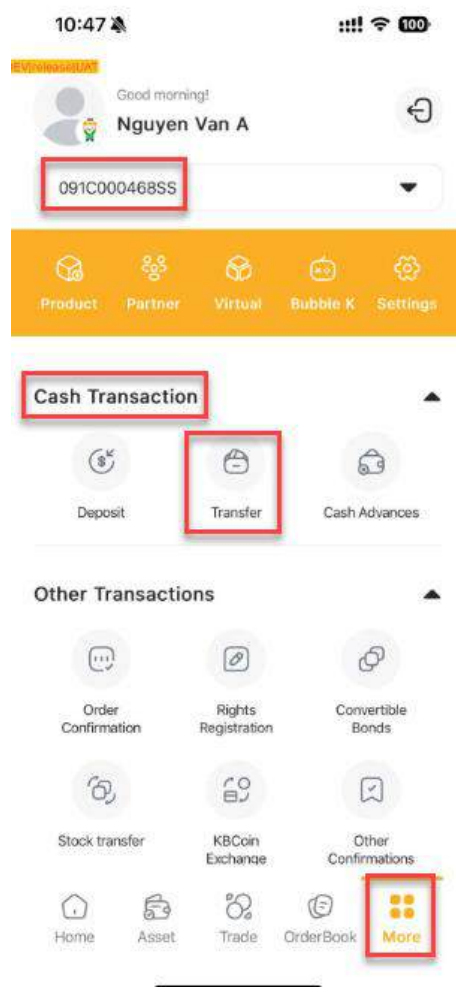


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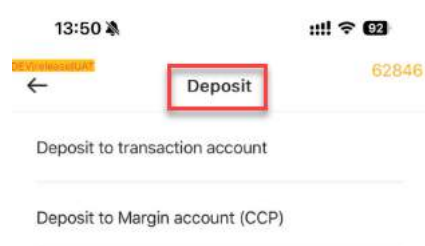
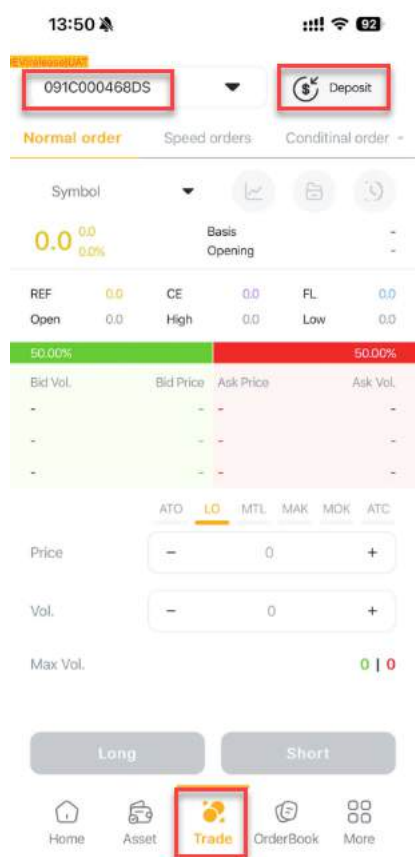
2. Deposit to trading account

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

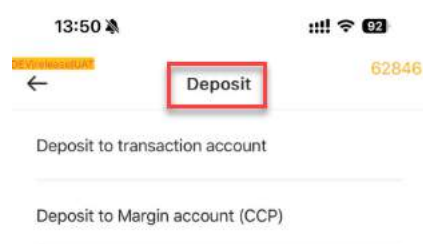
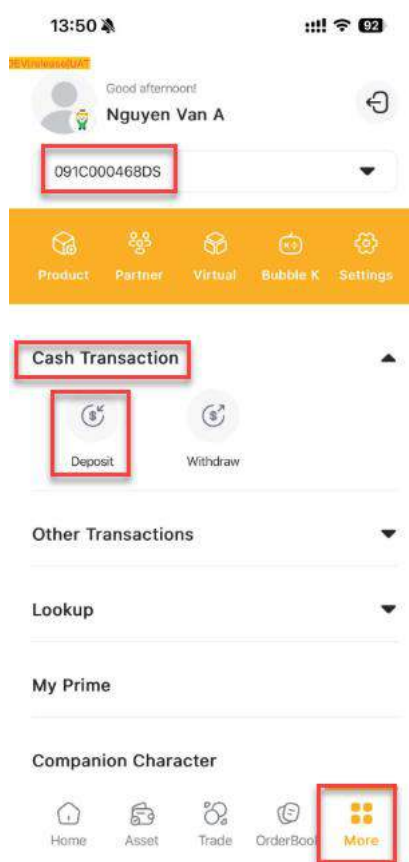
- ❖ Way 1: In **Utilities** section of SA sub-account, select **Cash transaction/Transfer/Internal transfer**



- 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.



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

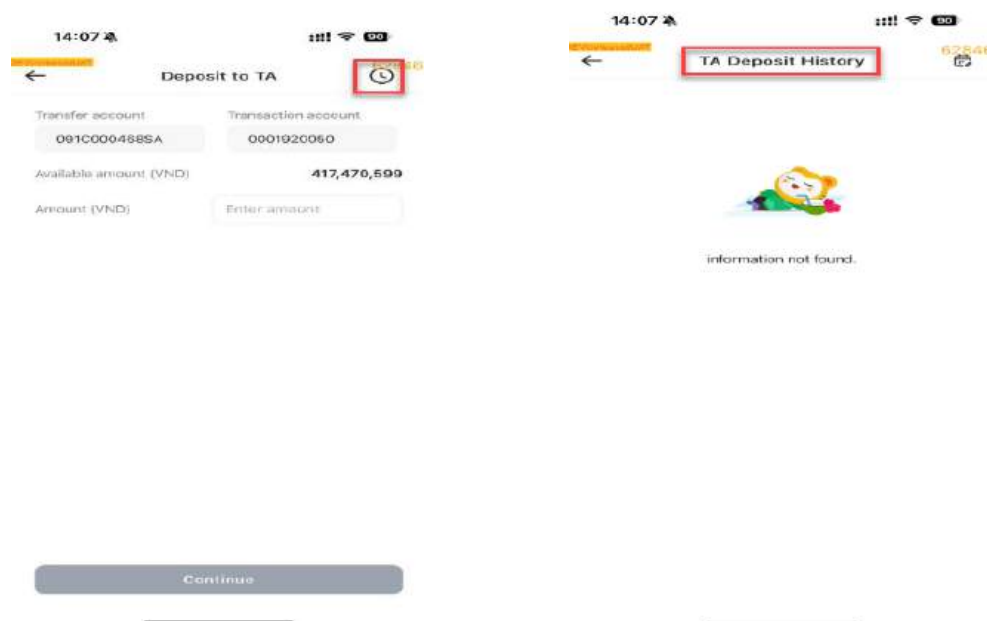


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- Step 1: On **Deposit** screen, select **Deposit to trading account** section then switch to the screen where you can deposit to your trading account.
- Step 2: On **Deposit to trading account** screen, enter the amount you want to deposit.
- Step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

❖ Transaction history:

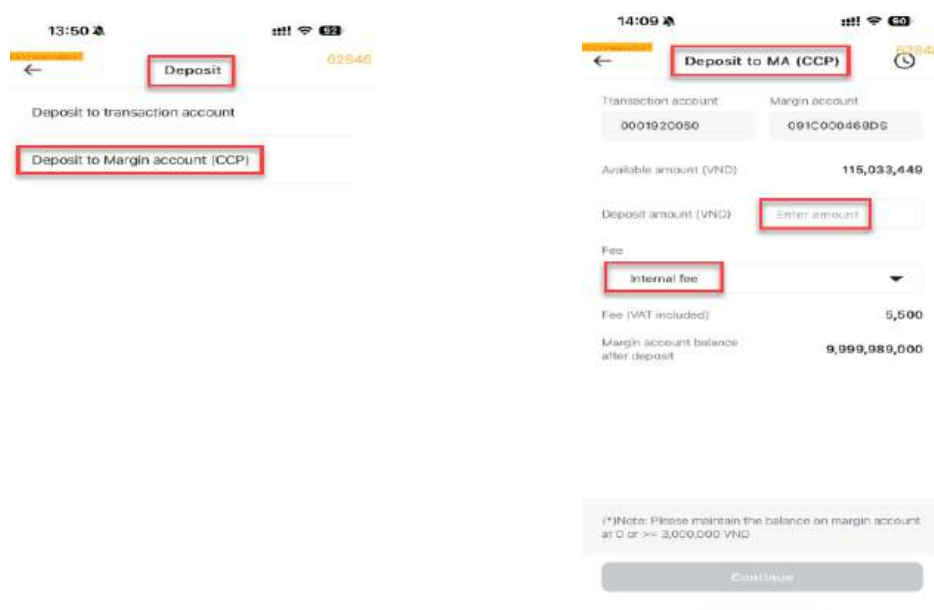
On **Deposit to trading account** screen, select the transaction history icon to go to **Transaction history**.



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

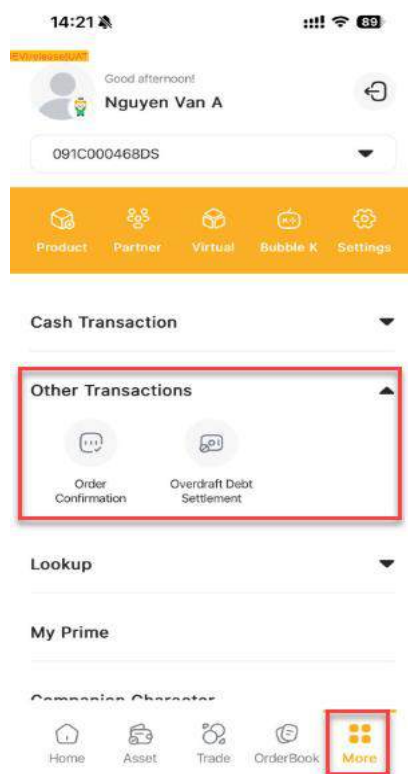
On **Deposit to margin account (CCP)** screen, select the transaction history icon to switch to **Transaction history** screen. You can select a period of time to search for the the transaction history



IV. Other transactions

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

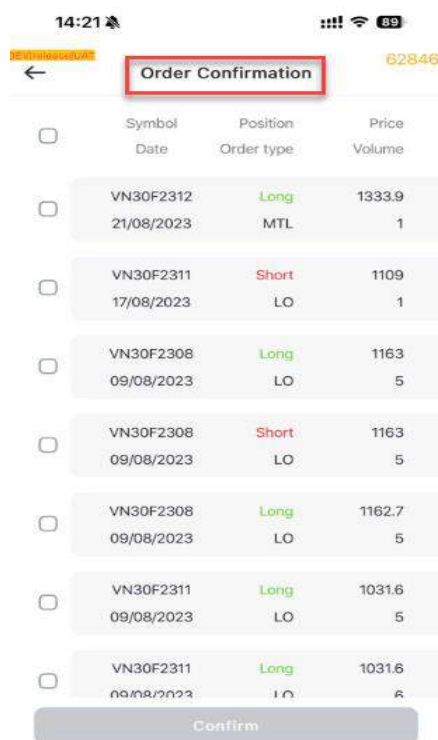
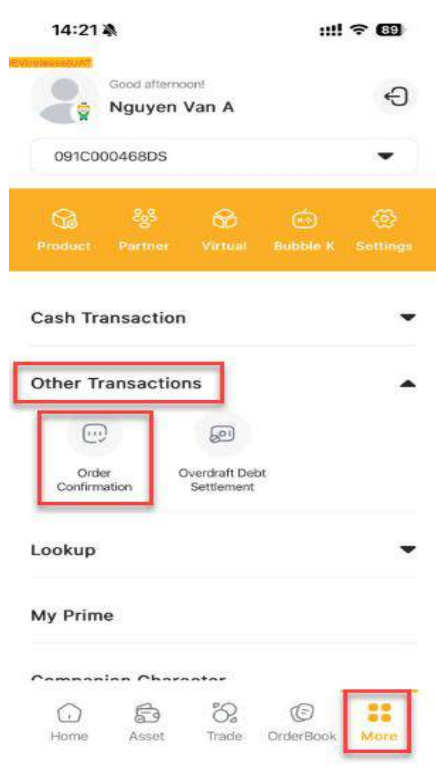
Other transactions section includes 2 sub-sections: **Order confirmation** and **Overdraft debt settlement**



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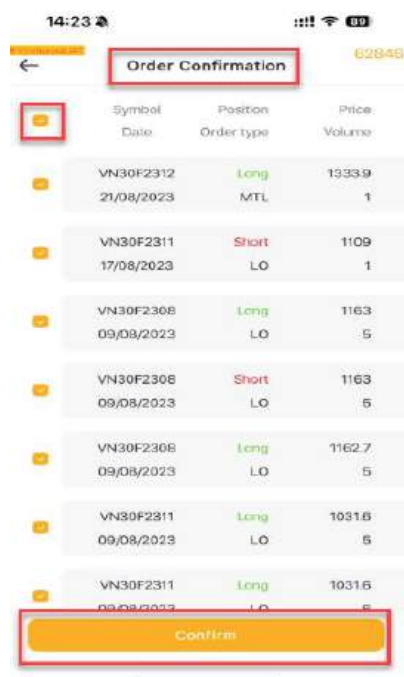
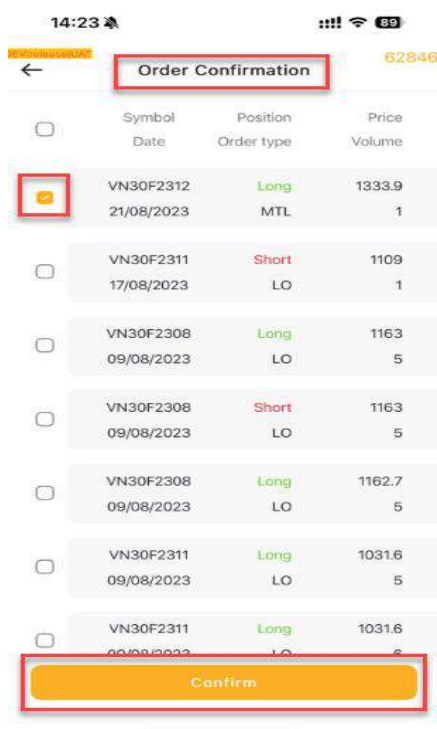
1. Order confirmation

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



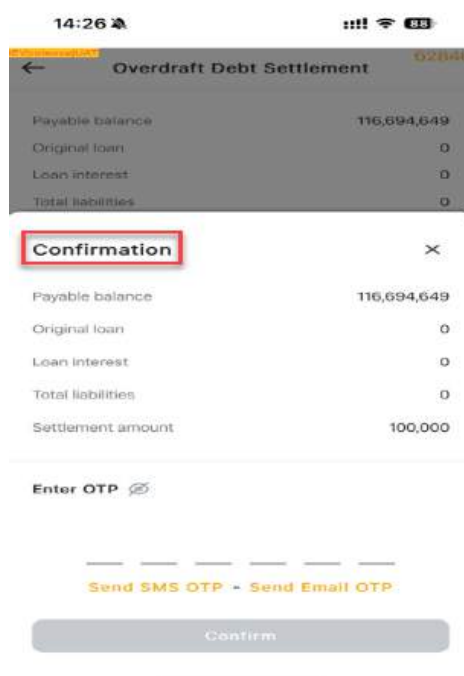
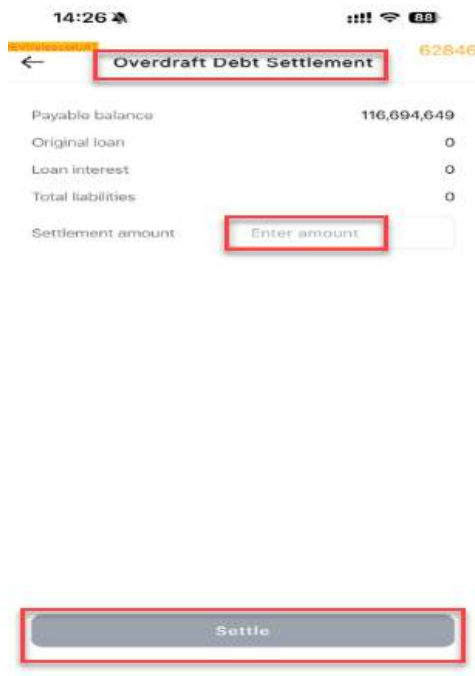
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2. Overdraft debt settlement

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

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

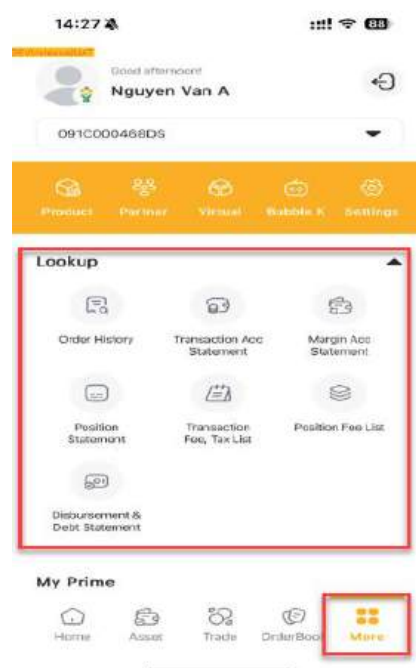
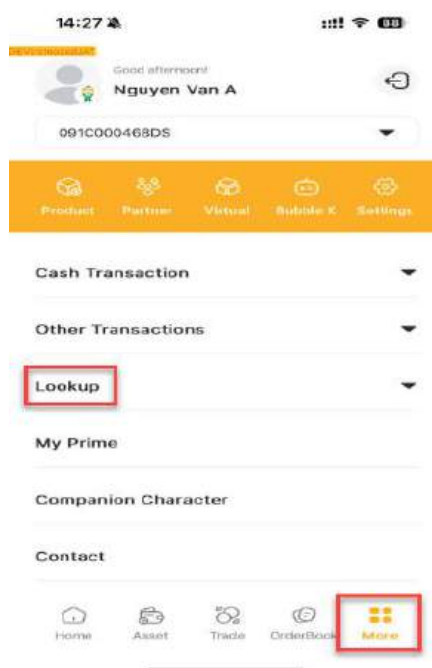
- Step 1: On **Overdraft debt settlement** screen, enter the amount you want to settle.
- Step 2: Select **Settlement**
- Step 3: Enter OTP to complete



V. Lookup

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

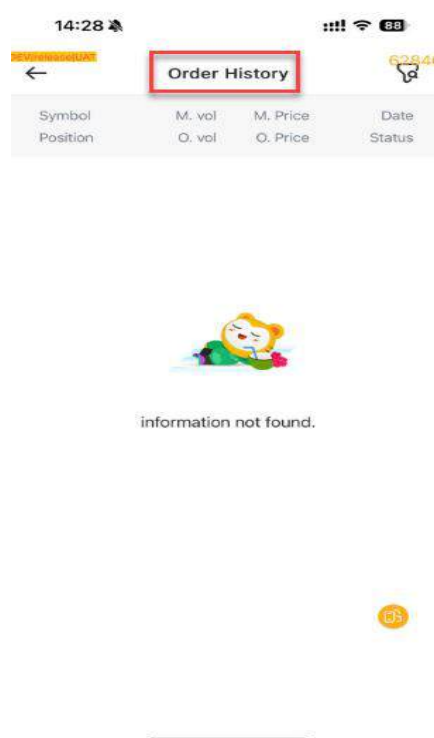
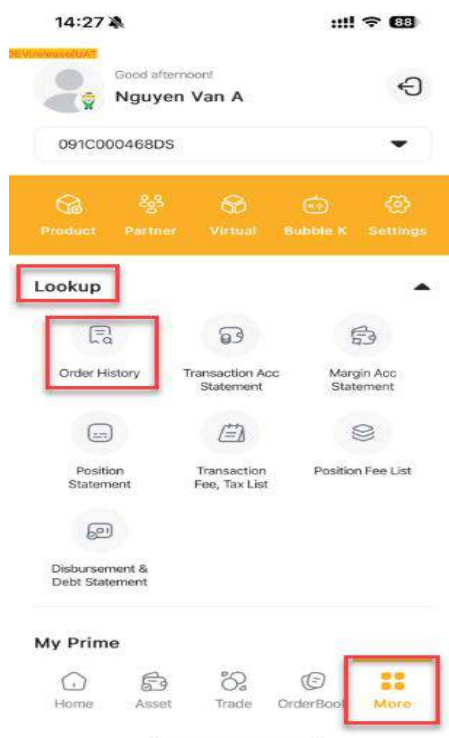
Lookup section includes: Order history; Transaction acc statement; Margin acc statement; Position statement; Transaction fee, tax list; Position fee list; Disbursement & debt statement.



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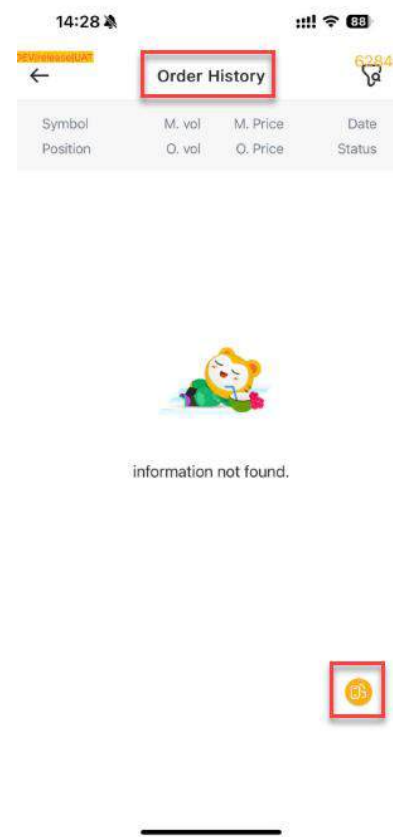
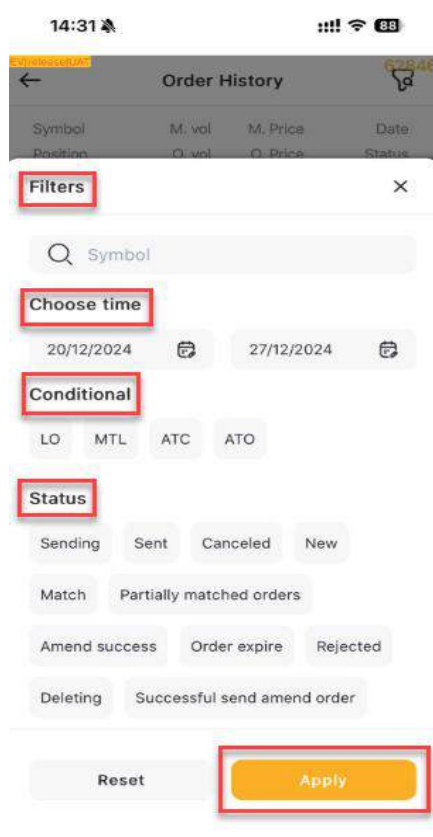
1. Order history

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:



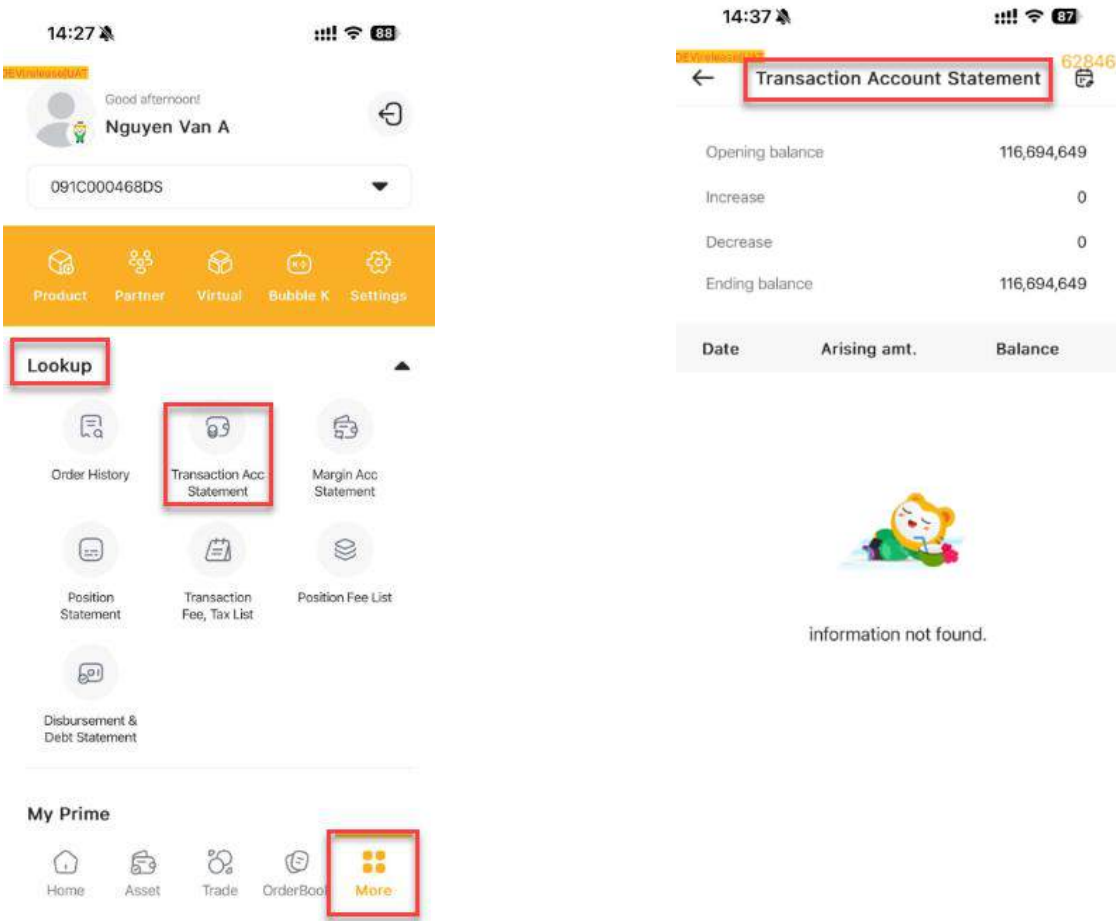
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Order history horizontal screen:



2. Transaction acc statement

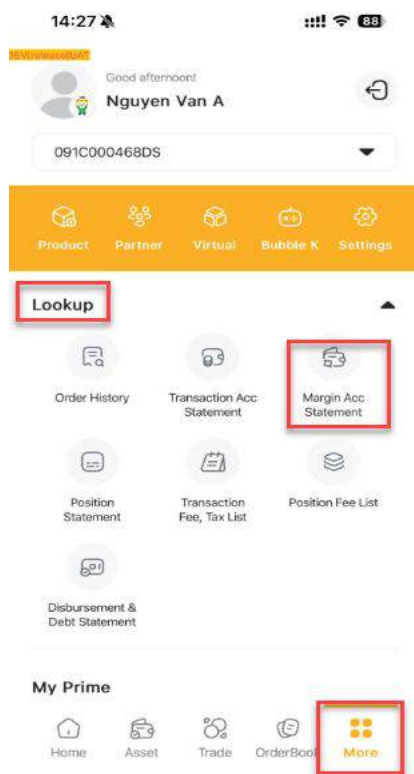
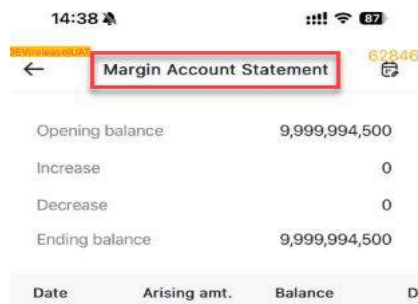
On **Utilities** screen, select **Lookup/ Transaction acc statement**.



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

3. Margin acc statement

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

Opening balance	9,999,994,500
Increase	0
Decrease	0
Ending balance	9,999,994,500

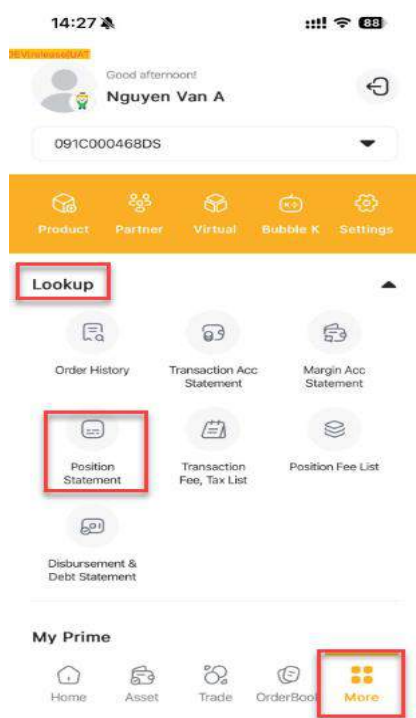
Date	Arising amt.	Balance	Di
------	--------------	---------	----

information not found.

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**




Symbol	Long Increase - decrease	Detail
Date	PS Short tăng - giảm	

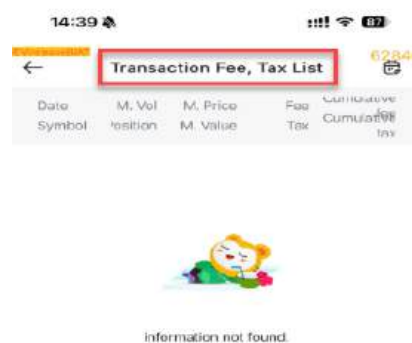
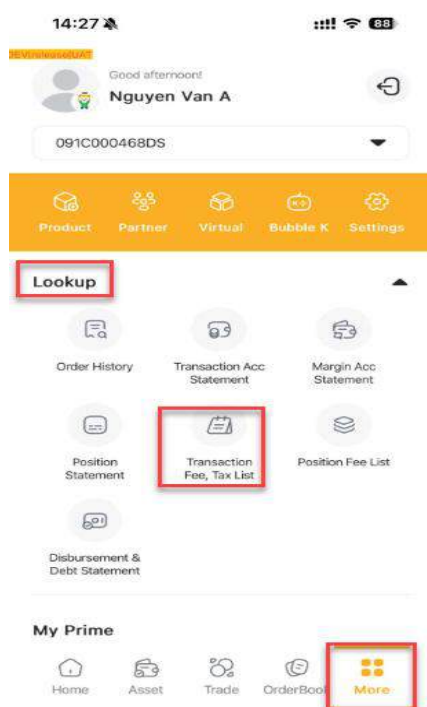
Information not found.

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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

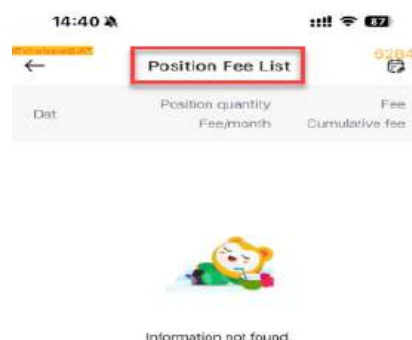
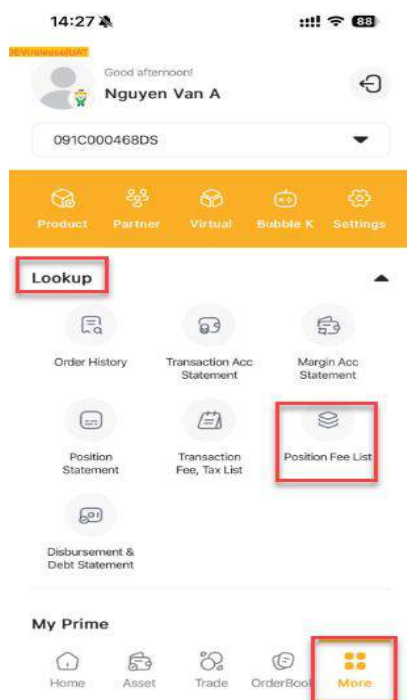
On **Utilities**, select **Lookup/Transaction fee, tax list**



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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