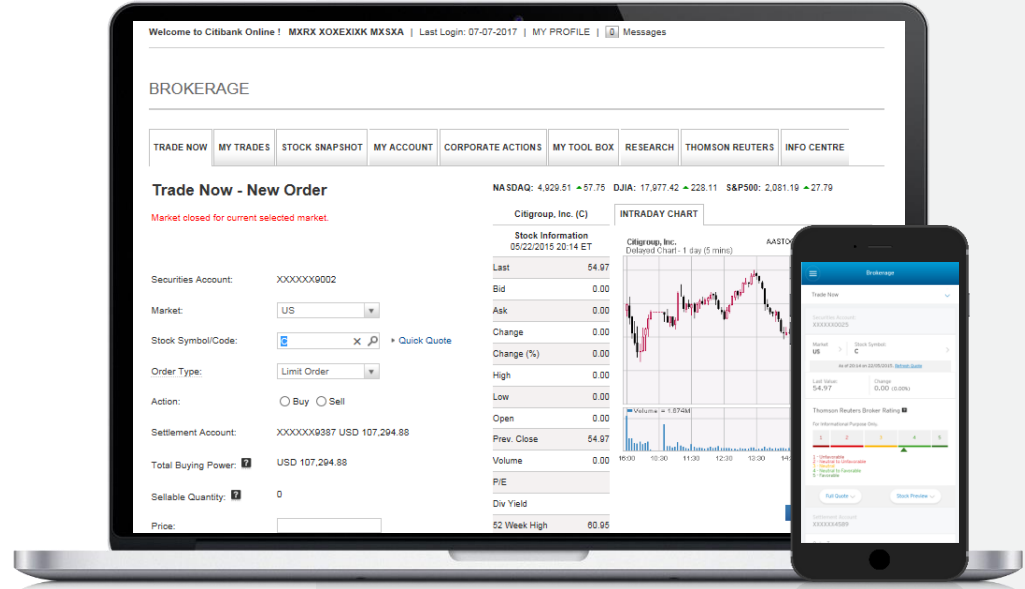


# eBrokerage

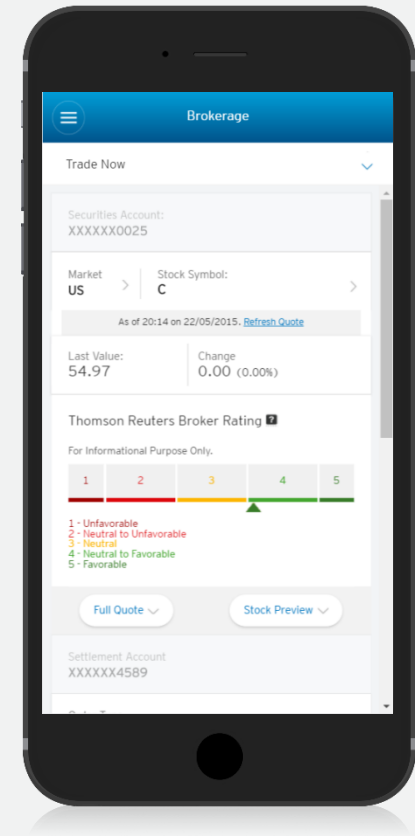
## Quick Start Guide

Citibank Online & Citi Mobile® App



# eBrokerage Citi Mobile® Contents

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C. Trade Status – Cancel Order	7
D. View Portfolio Holdings	9
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F. Corporate Actions	11
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H. View Stock Report	14



# A. Trade Now



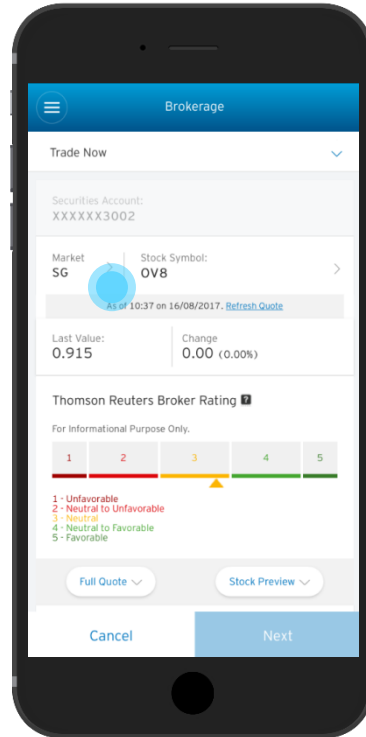
## Important Notice:

1. Good-Till-Date Expiry Date: if the date selected falls on a holiday, the trade will be effective till the next trading day.

2. Market Order: Settlement amount is calculated based on the price the order was executed at, multiplied by the quantity of securities traded, in addition to charges/fees.

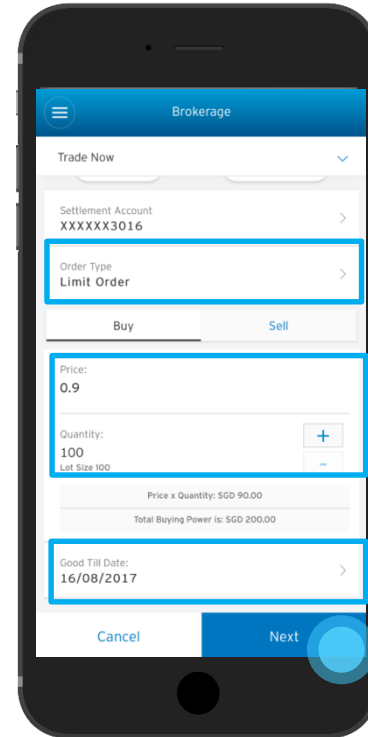
1

Go to Wealth > Brokerage >  
Trade Now  
& click Market and Stock Symbol



2

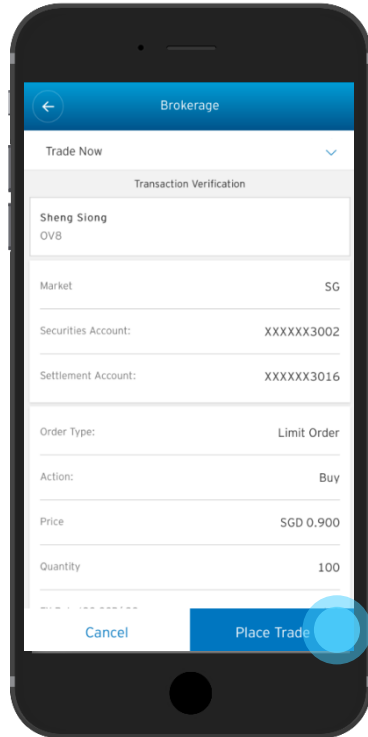
Specify all required  
fields then click  
“Next”



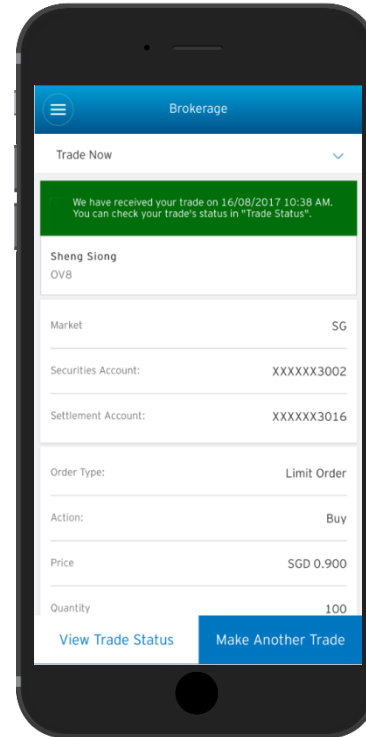
# A. Trade Now



**3** Verify trade details and click "Place Trade"



**4** Confirmation Screen



## B. Trade Status - Modify Order



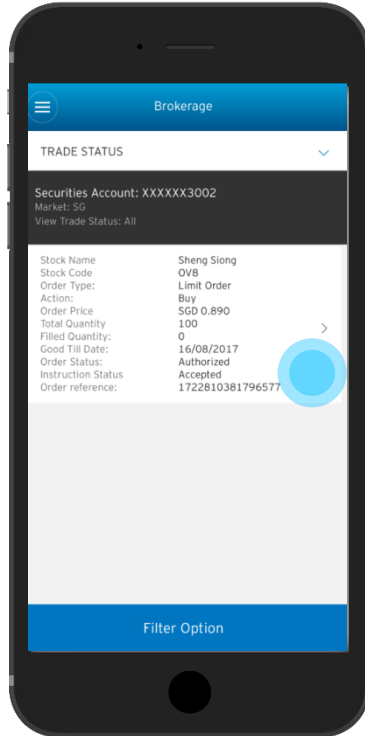
1

Go to Wealth > Brokerage > Trade Status and select the order you wish to view

### Important Notice

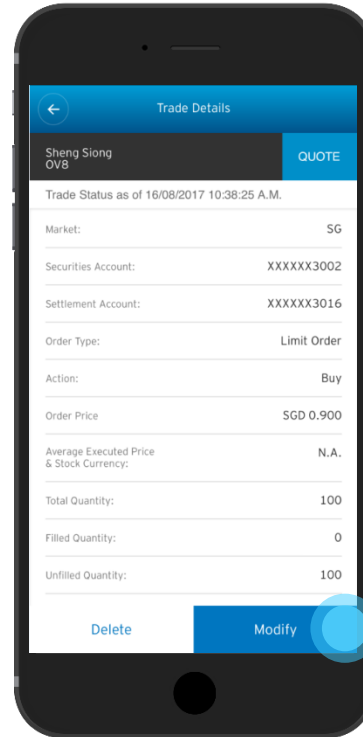
Cancellation or Modification of requests is only available for those with statuses "New", "Authorized" and "Partially confirmed".

Under TRADE STATUS, requests with statuses "Fully Confirmed" & "Partially Confirmed" will be shown for up to 3 days while requests with statuses "Reject", "Cancelled" and "Expired" will be shown for up to 30 days.



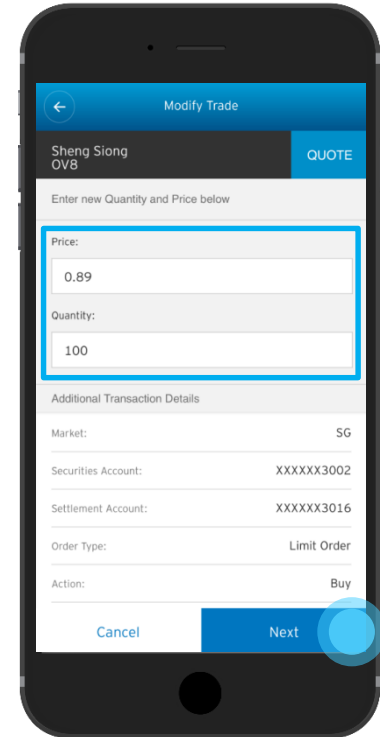
2

Click "Modify"



3

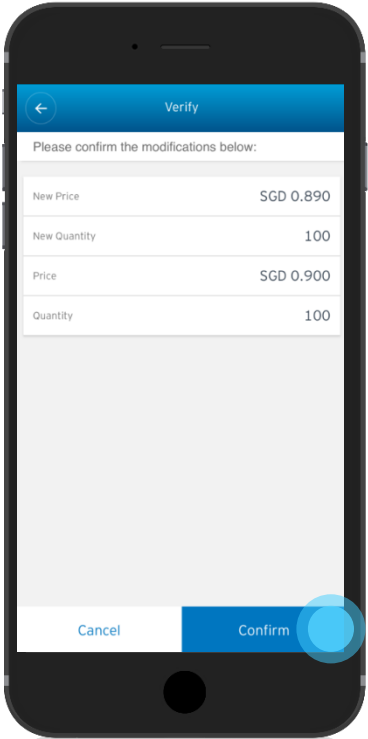
Input New Price or Quantity then click "Next"



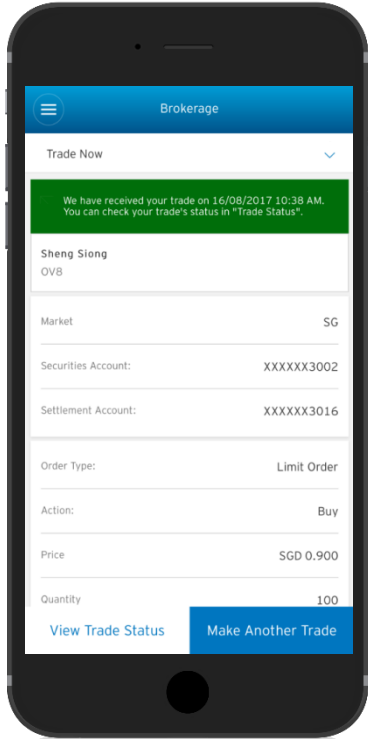
# B. Trade Status - Modify Order



4 Verify  
modifications made then  
click "Confirm"



5 Confirmation  
screen



# C. Trade Status - Cancel Order

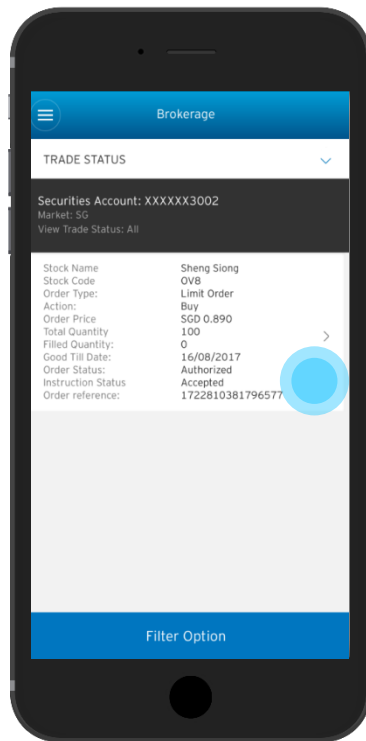


- 1 Go to Wealth > Brokerage > Trade Status and select the order you wish to view

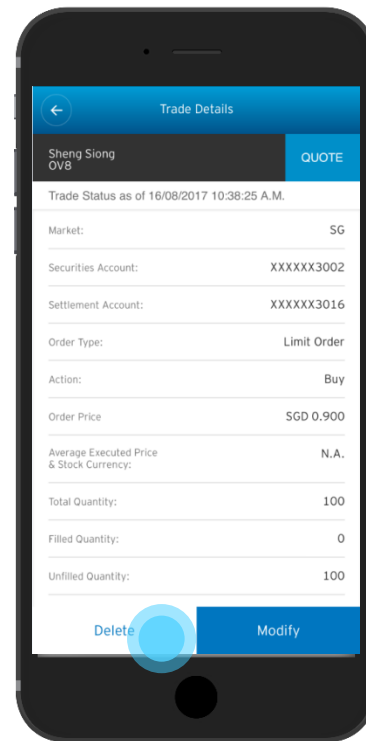
## Important Notice

Cancellation or Modification of requests is only available for those with statuses "New", "Authorized" and "Partially confirmed".

Under TRADE STATUS, requests with statuses "Fully Confirmed" & "Partially Confirmed" will be shown for up to 3 days while requests with statuses "Reject", "Cancelled" and "Expired" will be shown for up to 30 days.



- 2 Click "Delete"



## C. Trade Status - Cancel Order



4 Verify the request you want to cancel and click "Yes"

The screen displays a confirmation dialog for deleting a trade. At the top, a blue header bar contains a back arrow and the text "Delete Trade". Below the header, the question "Are you sure you wish to cancel the trade?" is centered. The trade details are listed in a table-like format:

Sheng Siong	
OV8	
Market	SG
Securities Account:	XXXXXX3002
Settlement Account:	XXXXXX3016
Order Type:	Limit Order
Action:	Buy
Price	SGD 0.890
Quantity	100
Filled Quantity:	0
Total Order Amount	SGD 118.99
Good Till Date:	16/08/2017

At the bottom, there are two buttons: "Cancel" and "Yes". A blue circular highlight is placed over the "Yes" button.

5 Confirmation Screen

The screen displays a confirmation message for deleting a trade. At the top, a blue header bar contains a menu icon and the text "Delete Confirmation". Below the header, a green banner contains the text: "Success! The transaction with reference number 1722810361796577 has been deleted. You will no longer see it on your Trade Status List." Below the banner, the trade details are listed in a table-like format:

Sheng Siong	
OV8	
Market	SG
Securities Account:	XXXXXX3002
Settlement Account:	XXXXXX3016
Order Type:	Limit Order
Action:	Buy
Price	SGD 0.890
Quantity	100
Filled Quantity:	0
Good Till Date:	16/08/2017

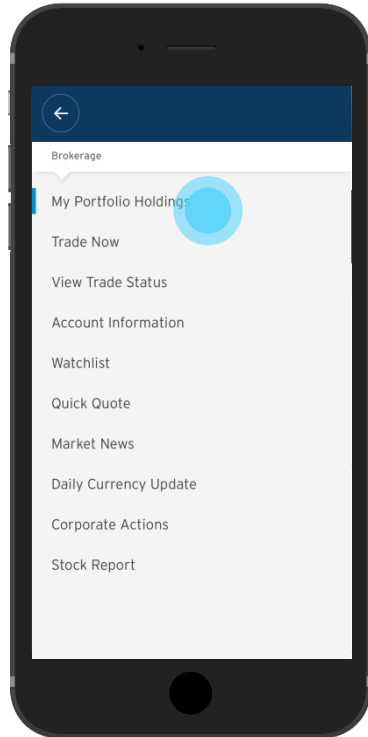
At the bottom, there is a single blue button labeled "OK".



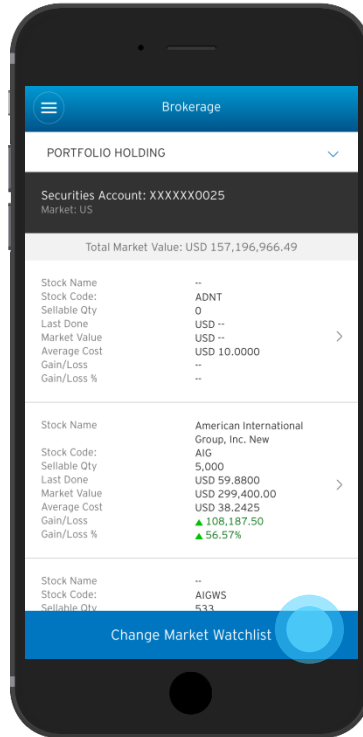
# D. Portfolio



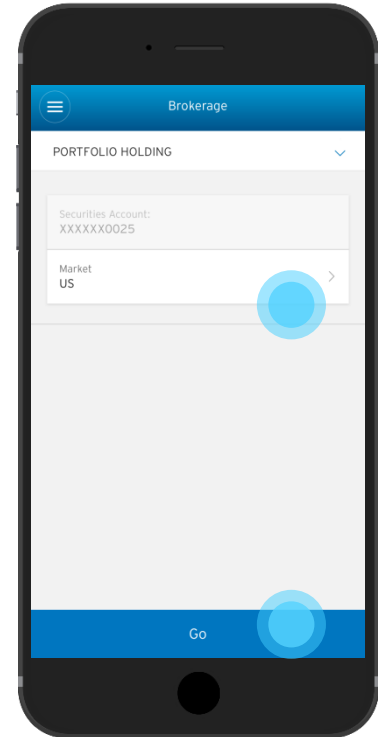
- 1 Go to Wealth > Brokerage > My Portfolio Holdings



- 2 View Portfolio. Click on "Change Market Watchlist" to view other market's holdings



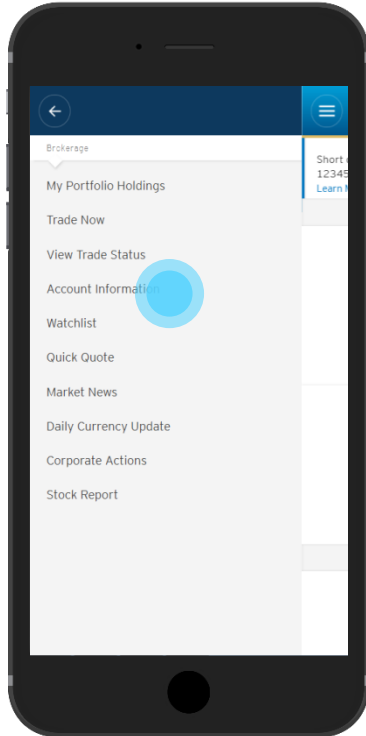
- 3 Select Market then click "Go"



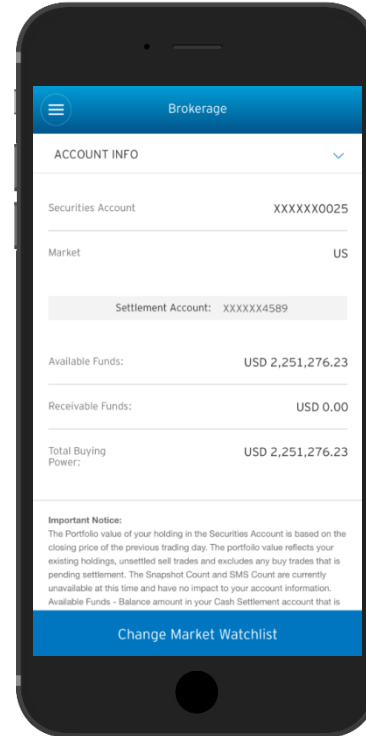
# E. View Account Information



1 Go to Wealth > Brokerage  
> Account Information



2 View account information

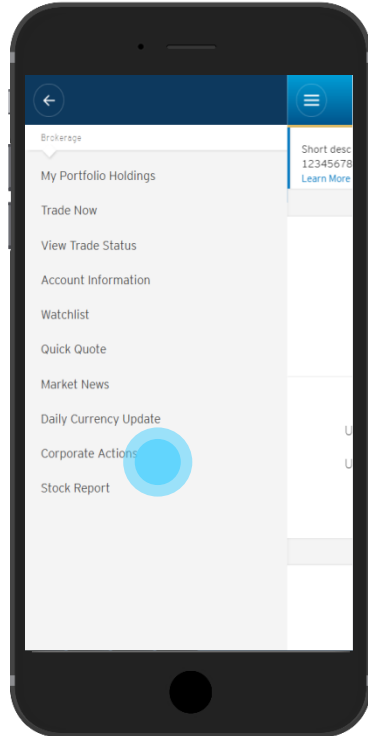


# F. Corporate Action



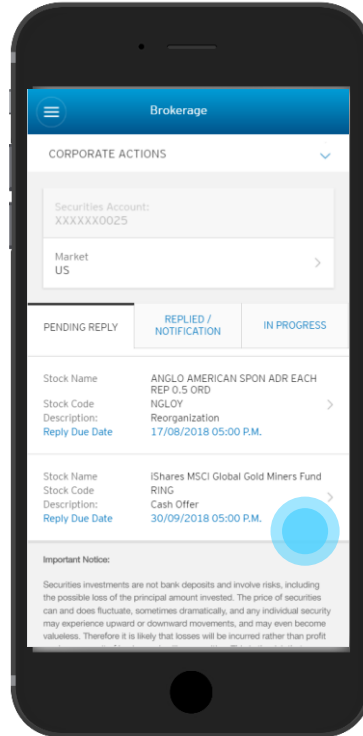
1

Go to Wealth > Brokerage > Corporate Actions



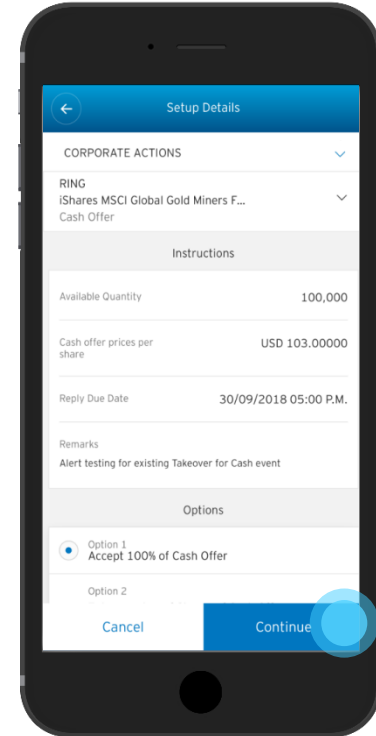
2

Click on a Pending Reply Event



3

Select the option for your instruction, then click "Continue"



# F. Corporate Action



4 Verify that all information is correct

The 'Verify Details' screen displays the following information:

- CORPORATE ACTIONS** (with a dropdown arrow)
- RING**  
iShares MSCI Global Gold Miners Fund  
Cash Offer
- Market:** US
- Securities Account:** XXXXXX0025
- Settlement Account:** XXXXXX4589
- Event Description:** Cash Offer
- Event Reference:** 1717822403923755
- EX Date:** 03/01/2018
- Record Date:** 03/01/2018

At the bottom, there are two buttons: 'Cancel' and 'Confirm'.

5 Confirmation screen

The 'Confirmation' screen displays the following information:

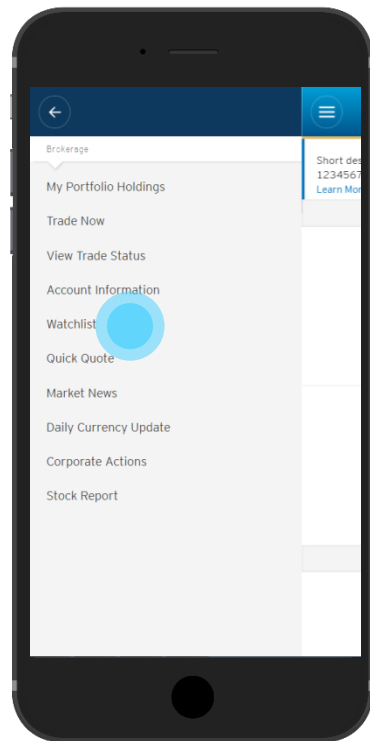
- CORPORATE ACTIONS** (with a dropdown arrow)
- A green confirmation bar: **✓ The Corporate Action Event has been confirmed**
- RING**  
iShares MSCI Global Gold Miners Fund  
Cash Offer
- Market:** US
- Securities Account:** XXXXXX0025
- Settlement Account:** XXXXXX4589
- Event Description:** Cash Offer
- Event Reference:** 1717822403923755
- EX Date:** 03/01/2018
- Record Date:** 03/01/2018

At the bottom, there is a blue button: 'Return to Events Overview'.

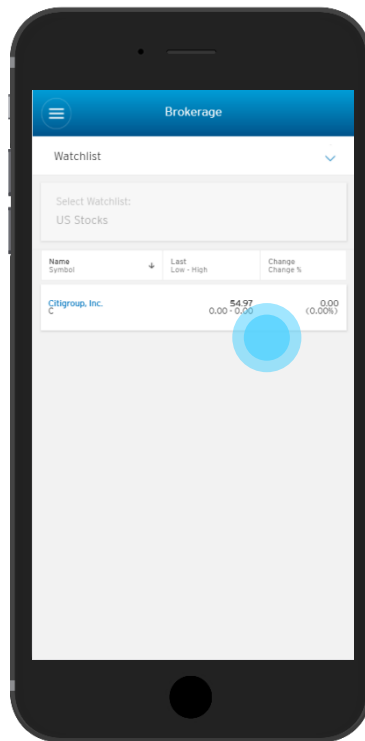
# G. Watchlist - View only



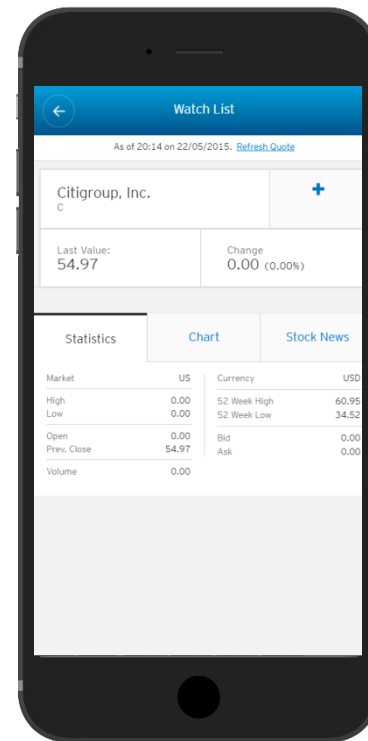
1 Go to Wealth > Brokerage > Watchlist



2 Click on the Stock to view more details



3 See details

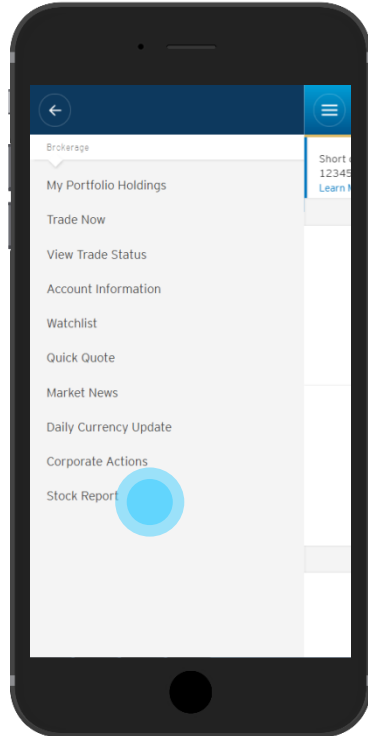


# H. View Stock Report



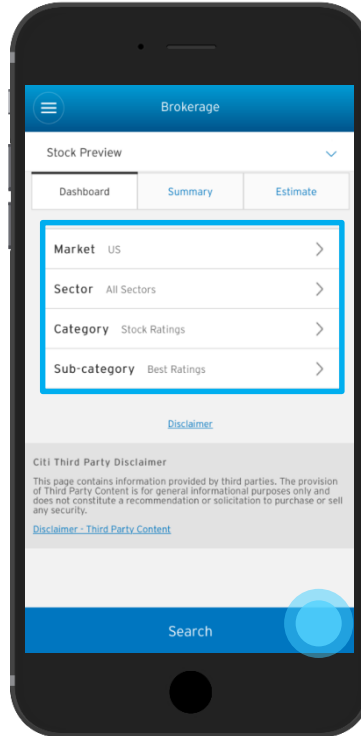
1

Go to Wealth > Brokerage > Stock Report



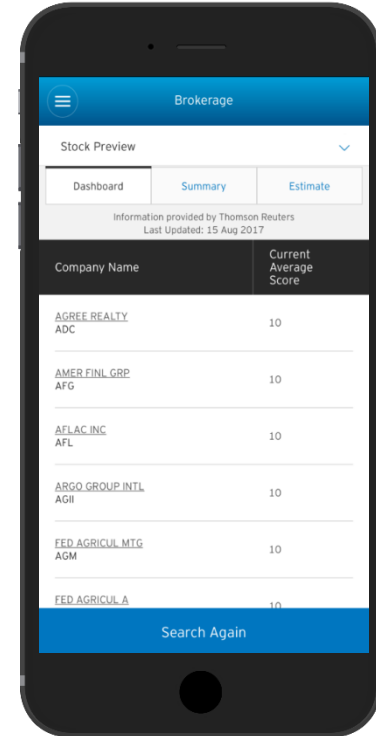
2

Choose the Market, Sector and Category you wish to view then click "Search"



3

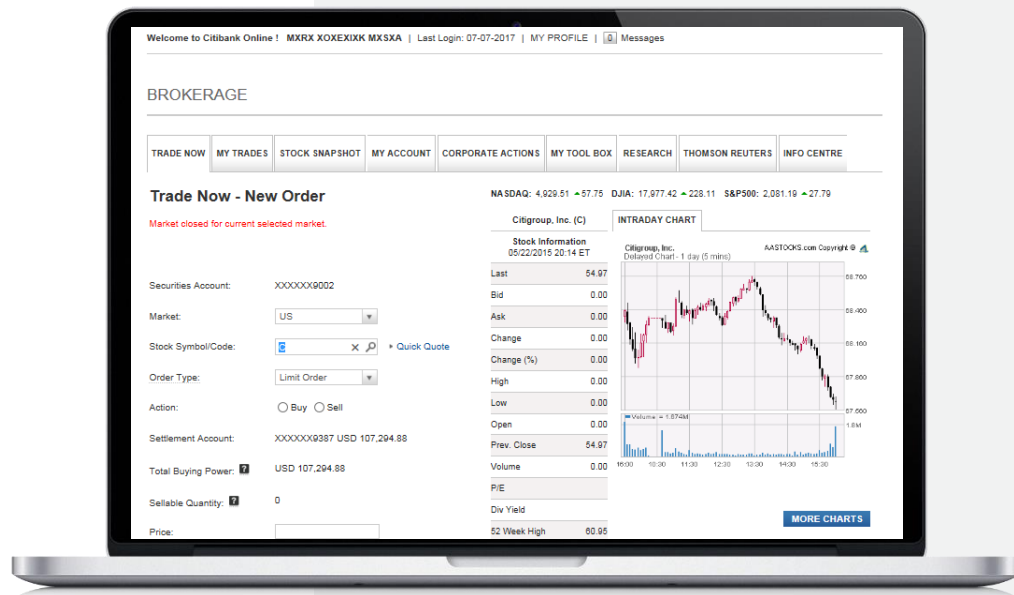
See details



# eBrokerage

## Citibank Online Contents

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E. View Account Information	27
F. Corporate Actions	28
G. Watchlist	32
H. Add New Alert	34
I. Thomson Reuters	37



# A. Trade Now



## Important Notice:

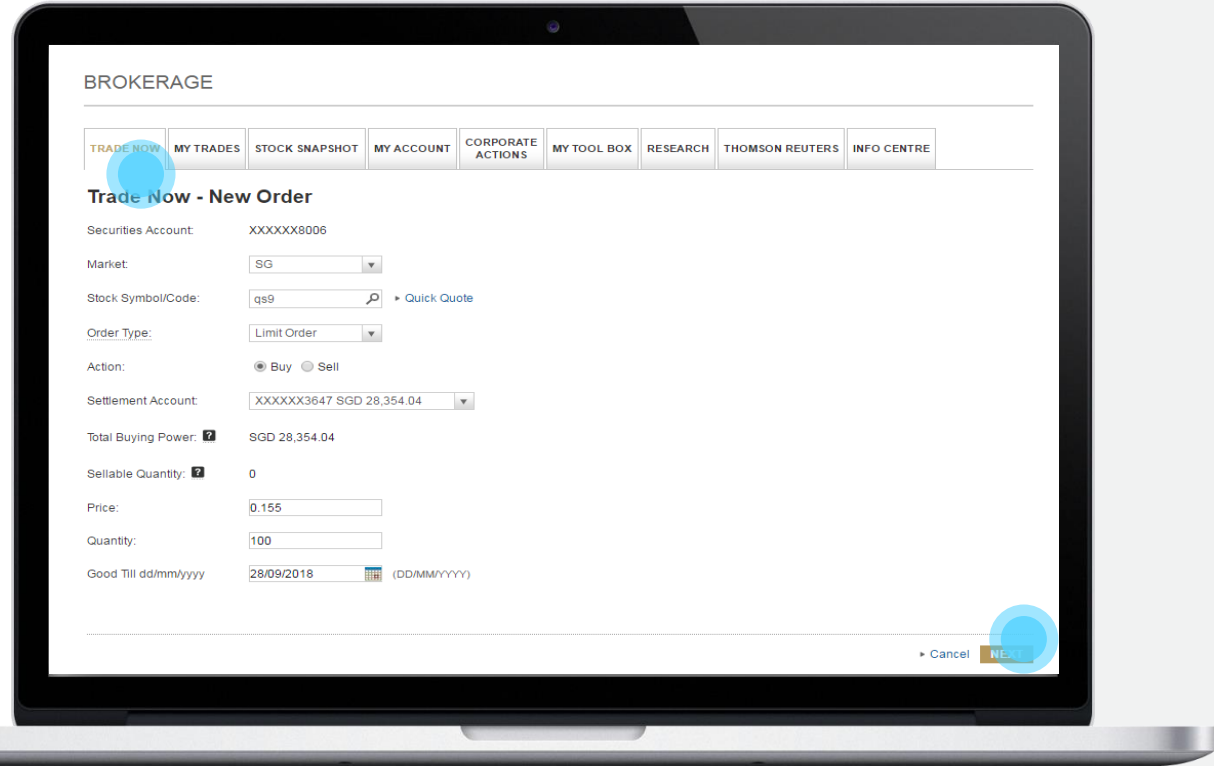
1. Good-Till-Date Expiry Date: if the date selected falls on a holiday, the trade will be effective till the next trading day.
2. Market Order: Settlement amount is calculated based on the price the order was executed at, multiplied by the quantity of securities traded, in addition to charges/fees.

1

Go to Menu > Investments > Brokerage > Trade Now

2

Select Market, and fill up all information then click "Next"



BROKERAGE

TRADE NOW MY TRADES STOCK SNAPSHOT MY ACCOUNT CORPORATE ACTIONS MY TOOL BOX RESEARCH THOMSON REUTERS INFO CENTRE

### Trade Now - New Order

Securities Account: XXXXXX8006

Market: SG

Stock Symbol/Code: qs9 [Quick Quote](#)

Order Type: Limit Order

Action: ☒ Buy ☐ Sell

Settlement Account: XXXXXX3647 SGD 28,354.04

Total Buying Power: ? SGD 28,354.04

Sellable Quantity: ? 0

Price: 0.155

Quantity: 100

Good Till dd/mm/yyyy 28/09/2018 (DD/MM/YYYY)

[Cancel](#) [NEXT](#)



# A. Trade Now



3

Verify trade details and click “Confirm”

**BROKERAGE**

TRADE NOW MY TRADES STOCK SNAPSHOT MY ACCOUNT CORPORATE ACTIONS MY TOOL BOX RESEARCH THOMSON REUTERS INFO CENTRE

**Limit Order - New Order**

Please check the details of your trade before confirming this transaction.

Securities Account:	XXXXXX8006
Market:	Singapore
Stock Symbol/Code:	Q99
Stock Name:	G Invacon
Order Type:	Limit Order
Action:	Buy
Price:	SGD 0.155
Quantity:	100
Good Till ddmmyyyy	28/09/2018
FXRate:	1.0
Settlement Account:	XXXXXX3647 SGD 28,354.04
Total Buying Power:	SGD 28,354.04
Transaction Type	Non-Advised

Back Cancel **CONFIRM**

**Estimated Fees & Charges For The Transaction (For Reference Only)**

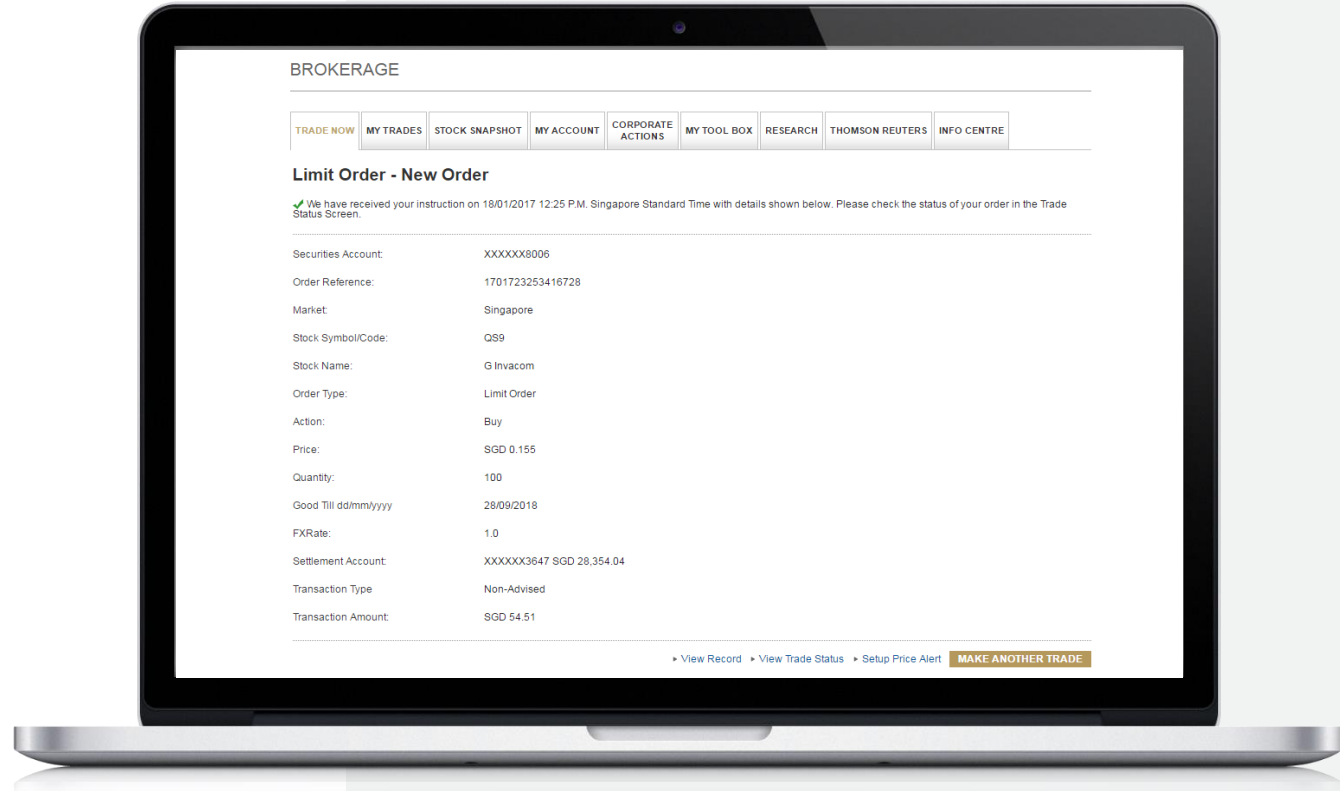
Transaction Amount:	SGD 15.50
Commission	SGD 0.00
SGX Trading Access Fee:	SGD 0.01
SGX Clearing Fee:	SGD 0.00
GST:	SGD 0.00
Total Order Amount:	SGD 54.51

# A. Trade Now



4

## Confirmation Screen



## B. Trade Status - Modify Order



### Important Notice

Cancellation or Modification of requests is only available for those with statuses "New", "Authorized" and "Partially confirmed".

Under TRADE STATUS, requests with statuses "Fully Confirmed" & "Partially Confirmed" will be shown for up to 3 days while requests with statuses "Reject", "Cancelled" and "Expired" will be shown for up to 30 days.

1

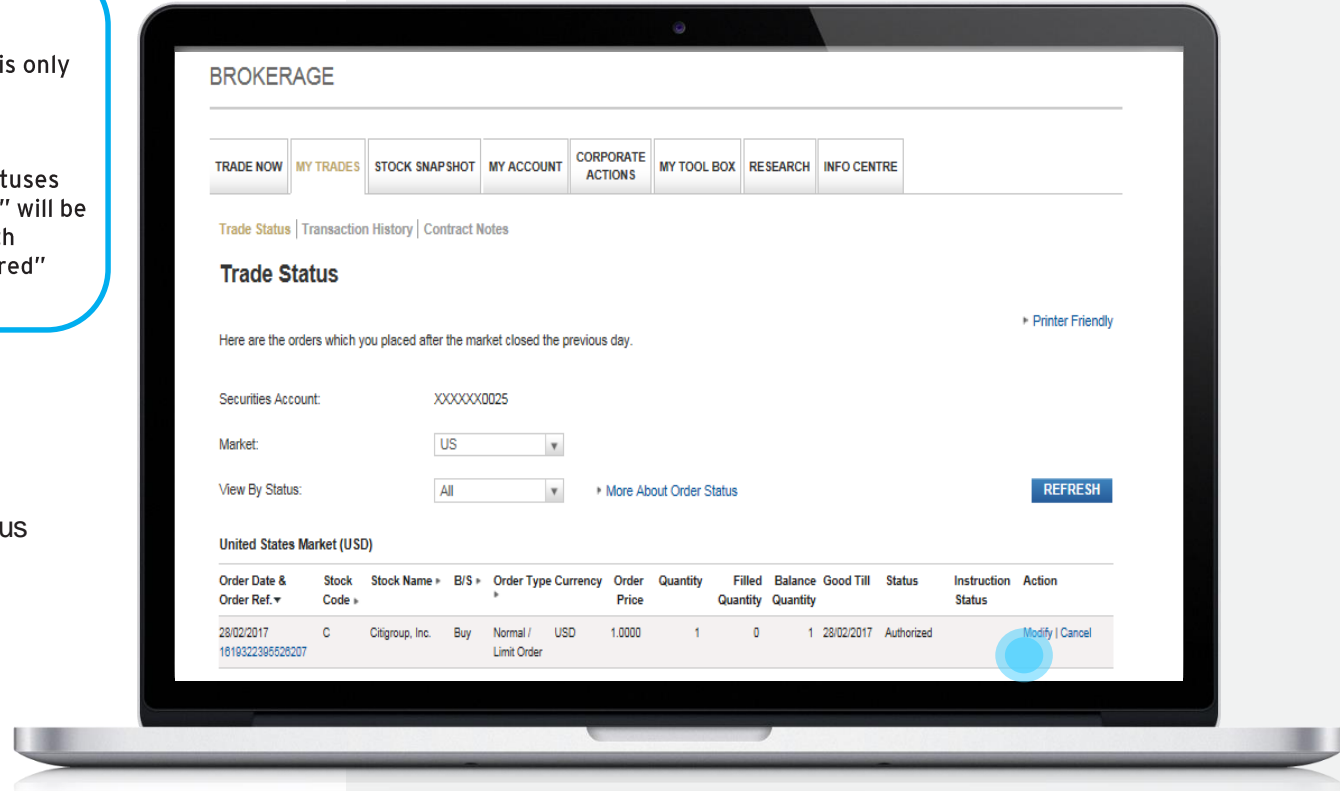
Go to Menu > Investments > Brokerage > My Trades > Trade Status

2

Select Market & View By Status

3

Click on "Modify" to modify your order



## B. Trade Status - Modify Order



4

Modify the following fields :

- New Price
  - New Order Quantity
- then click “Next”

**BROKERAGE**

TRADE NOW | MY TRADES | STOCK SNAPSHOT | MY ACCOUNT | CORPORATE ACTIONS | MY TOOL BOX | RESEARCH | INFO CENTRE

### Limit Order - Modify Order

Securities Account: XXXXXX0025

Order Reference: 1619322395526207

Market: US Market

Stock Symbol/Code: C

Stock Name: Citigroup, Inc.

Order Type: Limit Order

Action: Buy

Price: USD 1.0000

**New Price:** USD 1.0000 [Quick Quote](#)

Original Quantity: 1

Filled Quantity: 0

**New Order Quantity:** 1

Good Till dd/mm/yyyy 28/02/2017

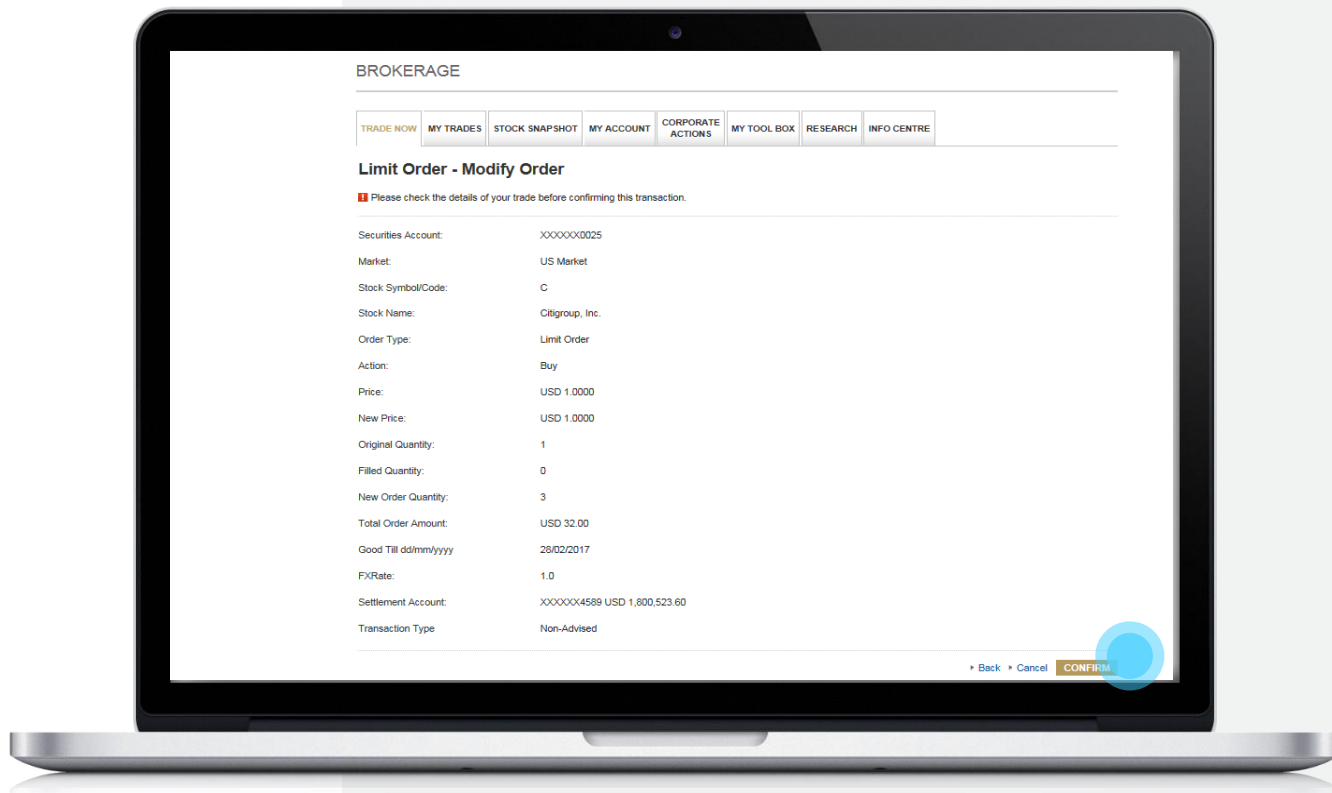
[Back](#) **NEXT**

## B. Trade Status - Modify Order



5

Verify that the order is correct,  
then click “Confirm”

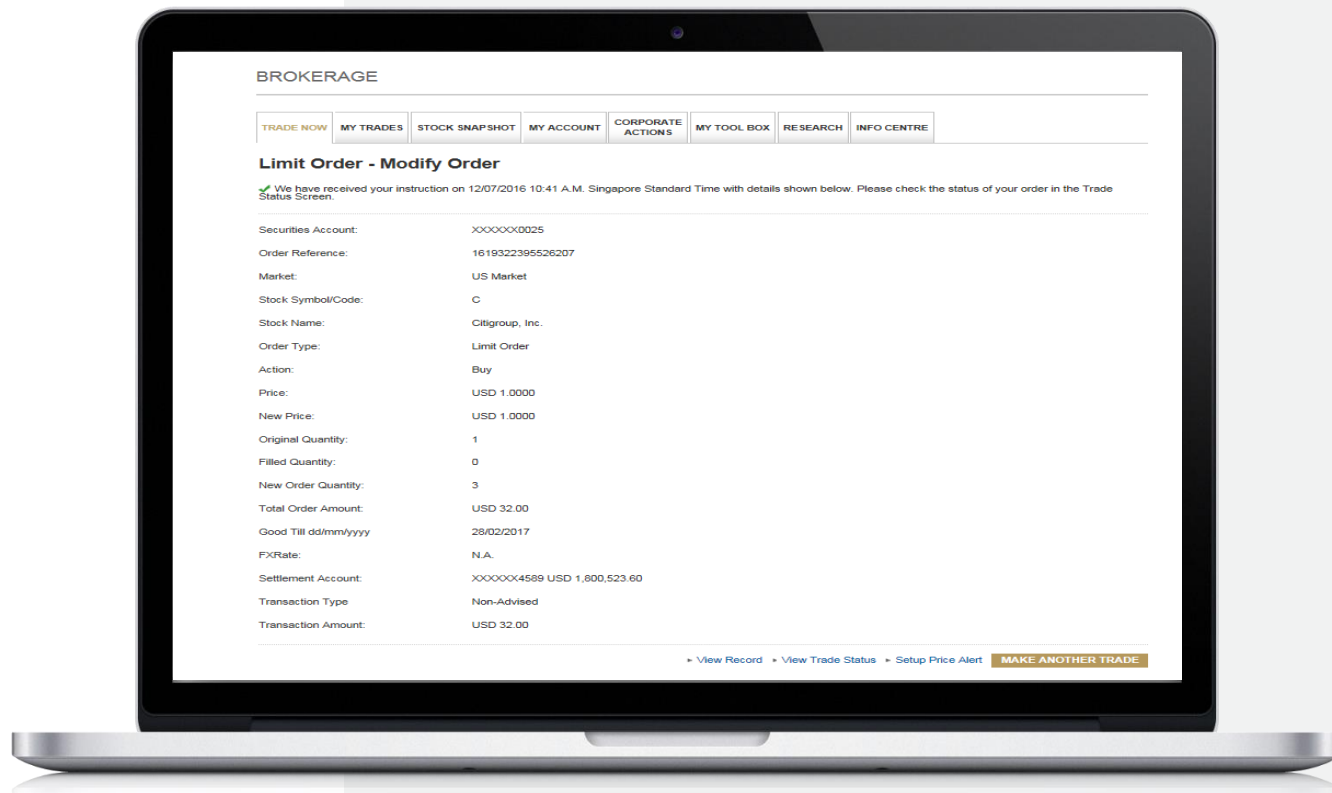


## B. Trade Status - Modify Order



6

Confirmation Screen



# C. Trade Status - Cancel Order



## Important Notice

Cancellation or Modification of requests is only available for those with statuses "New", "Authorized" and "Partially confirmed".

Under TRADE STATUS, requests with statuses "Fully Confirmed" & "Partially Confirmed" will be shown for up to 3 days while requests with statuses "Reject", "Cancelled" and "Expired" will be shown for up to 30 days.

1

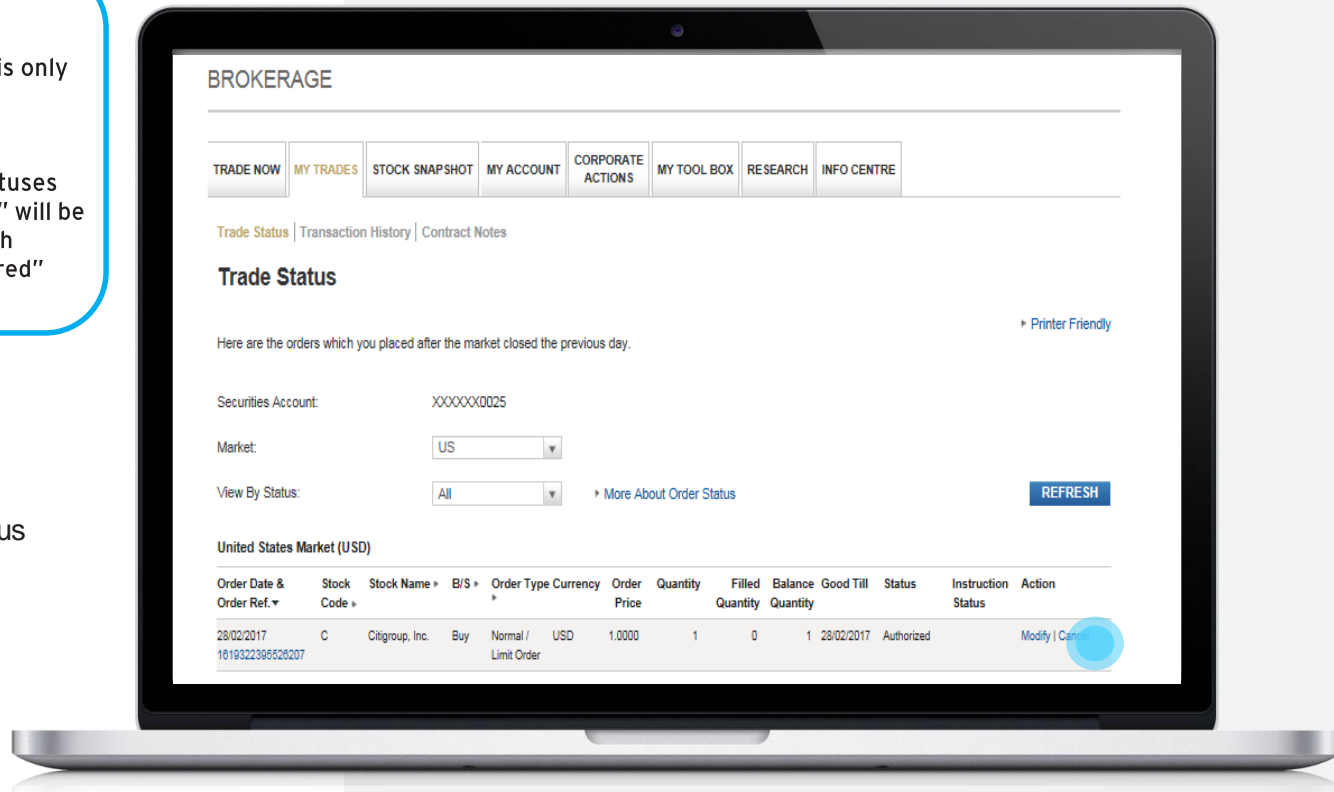
Go to Menu > Investments > Brokerage > My Trades > Trade Status

2

Select Market & View By Status

3

Click "Cancel" to cancel your order

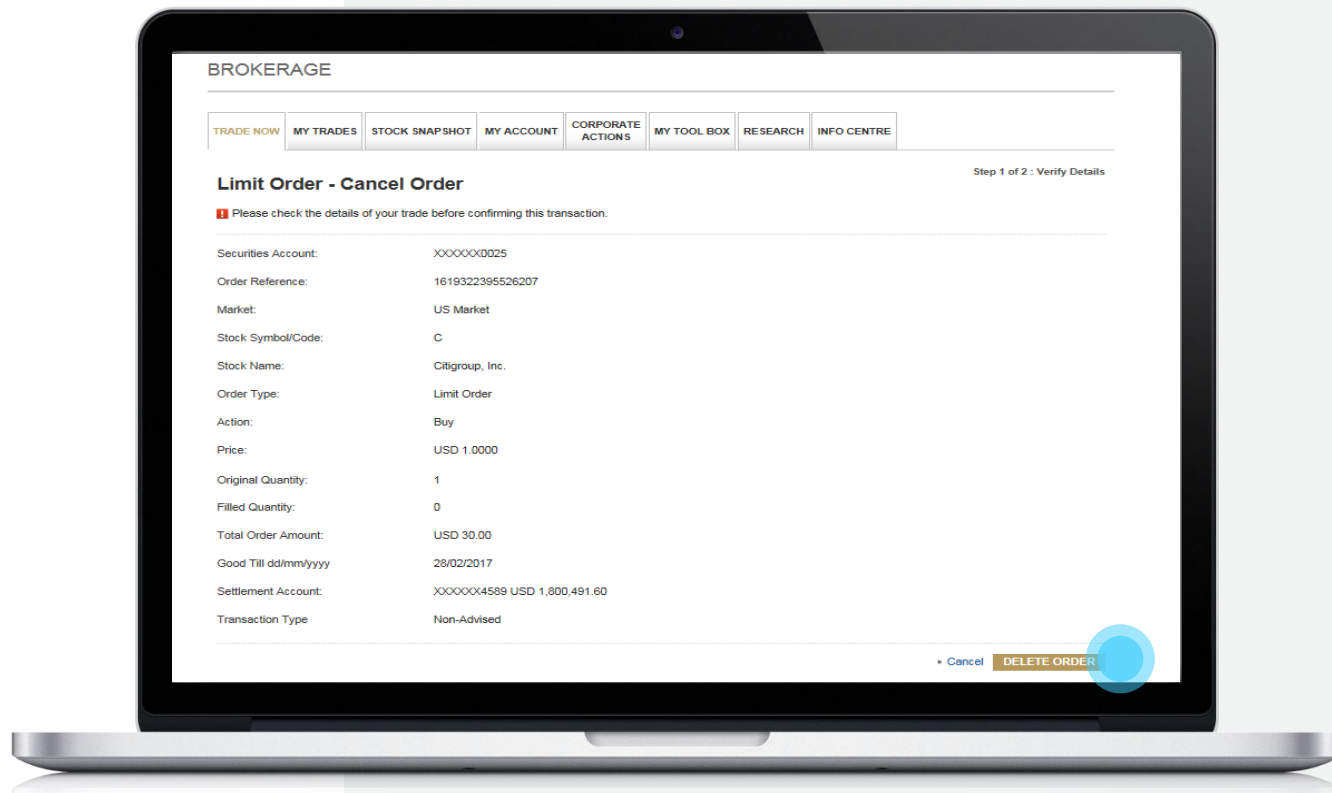


# C. Trade Status - Cancel Order



4

Then click “Delete Order”



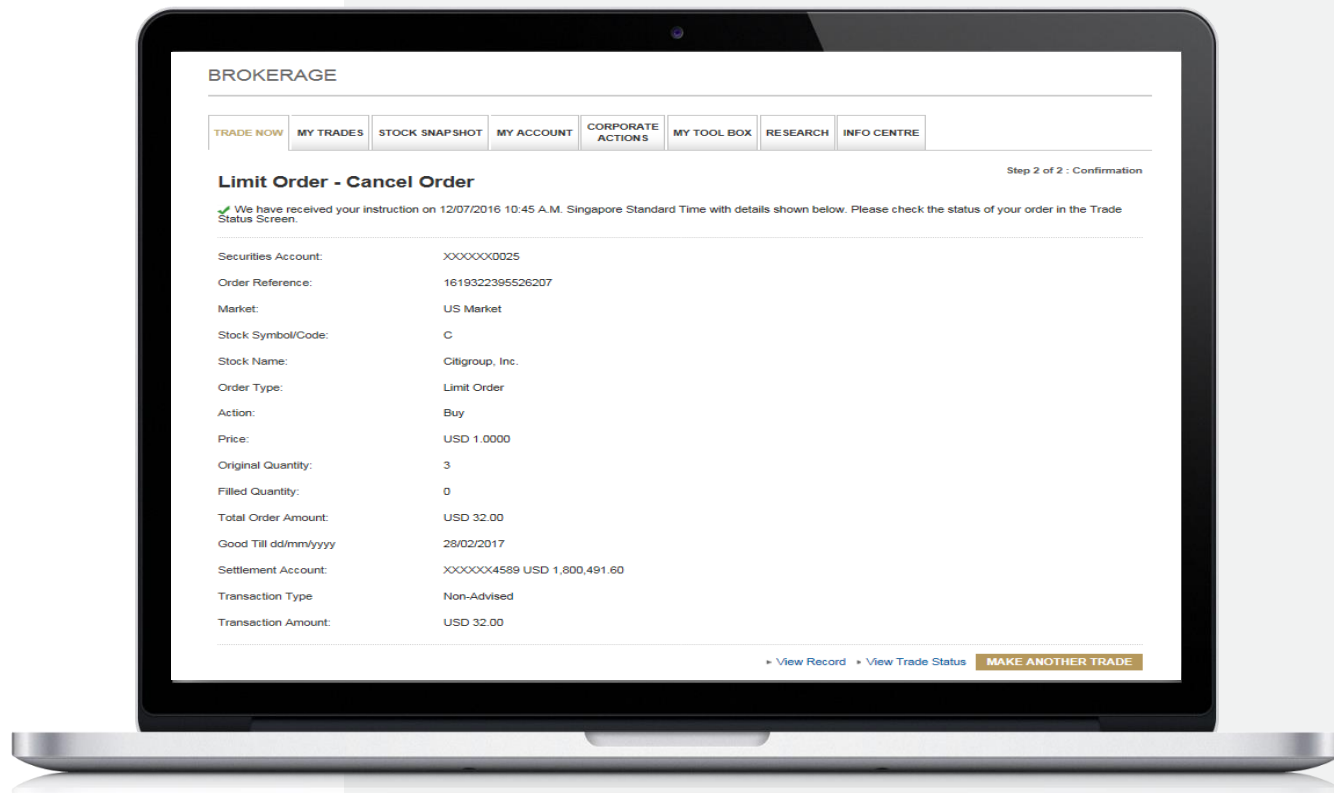


# C. Trade Status - Cancel Order



5

## Confirmation Screen



# D. View Portfolio Holdings

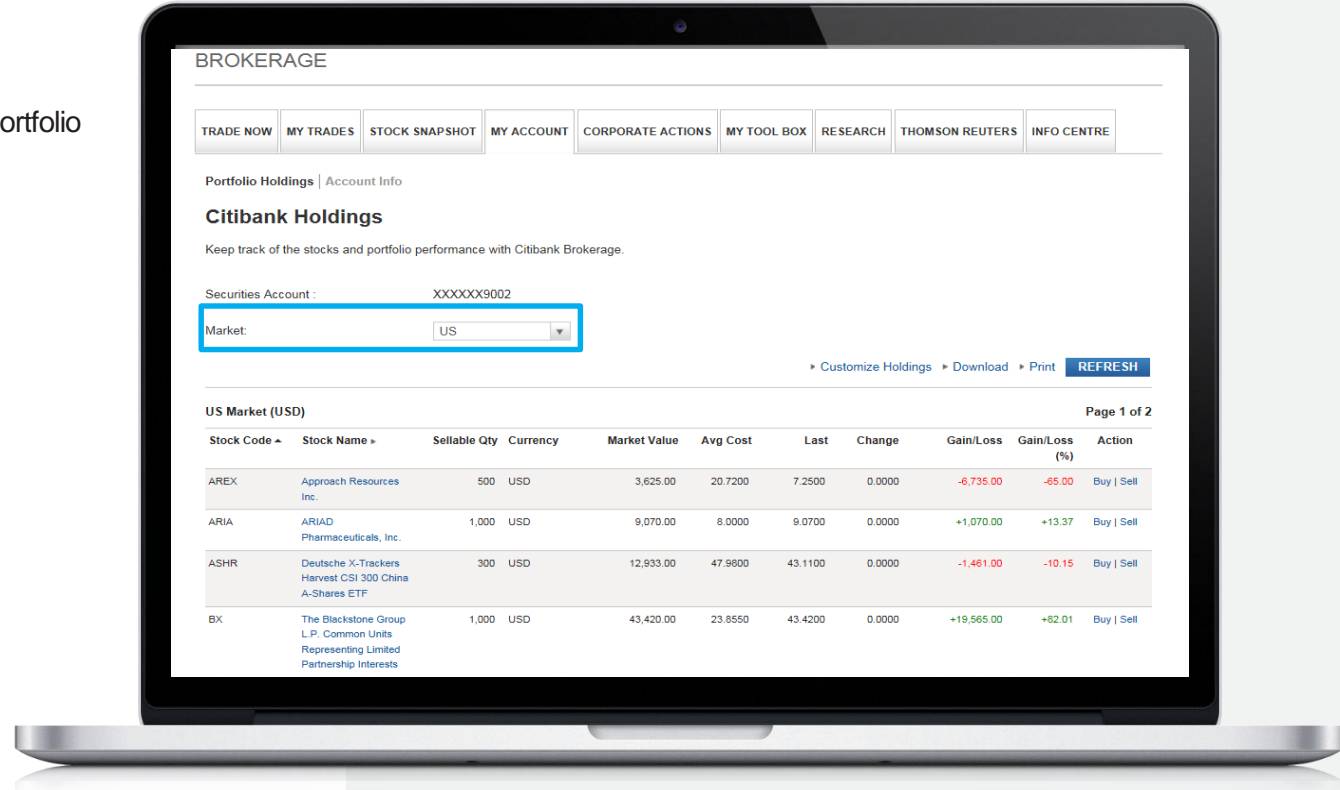


1

Go to Menu > Investments > Brokerage > My Account > Portfolio Holdings

2

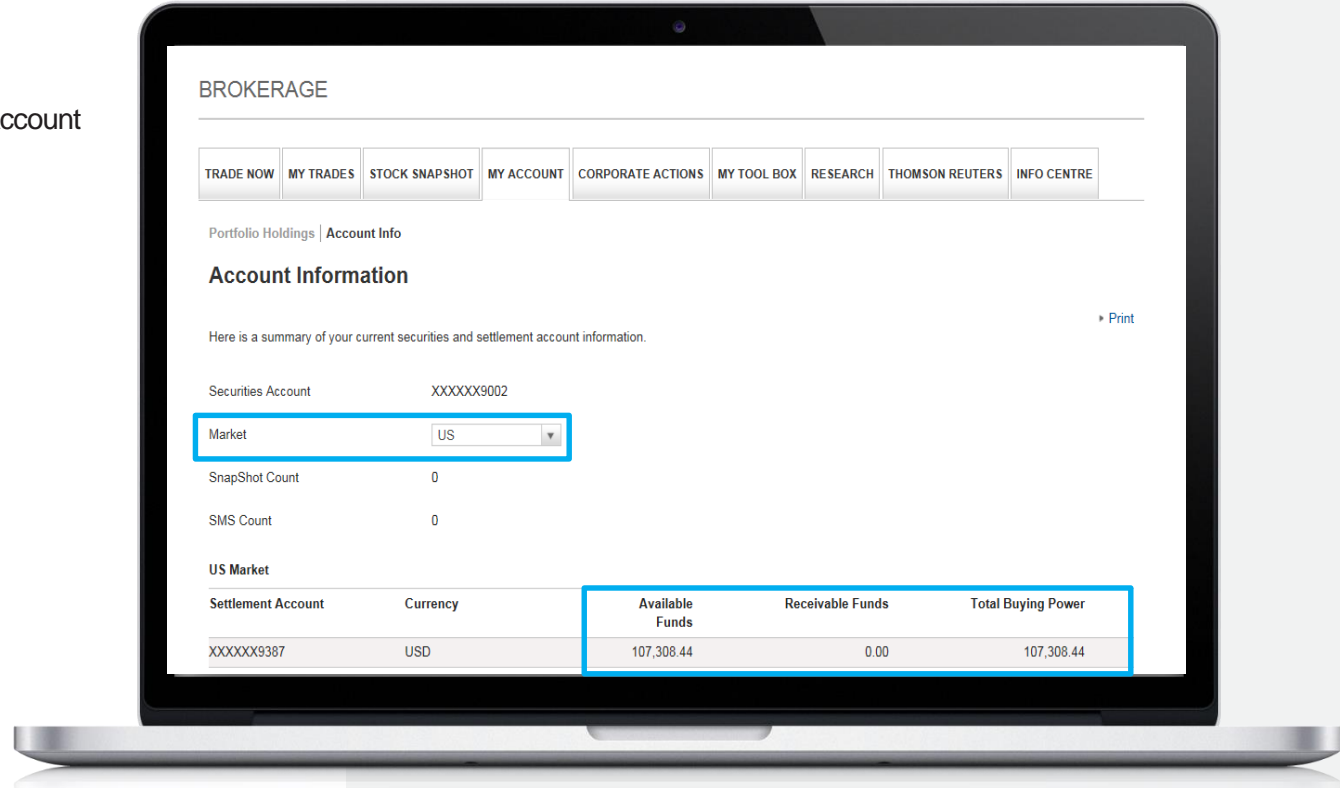
Select Market and relevant information will show



# E. View Account Information



- 1 Go to Menu > Investments > Brokerage > My Account > Account Info
- 2 Select “Market” type relevant information will show



# F. Corporate Actions



1

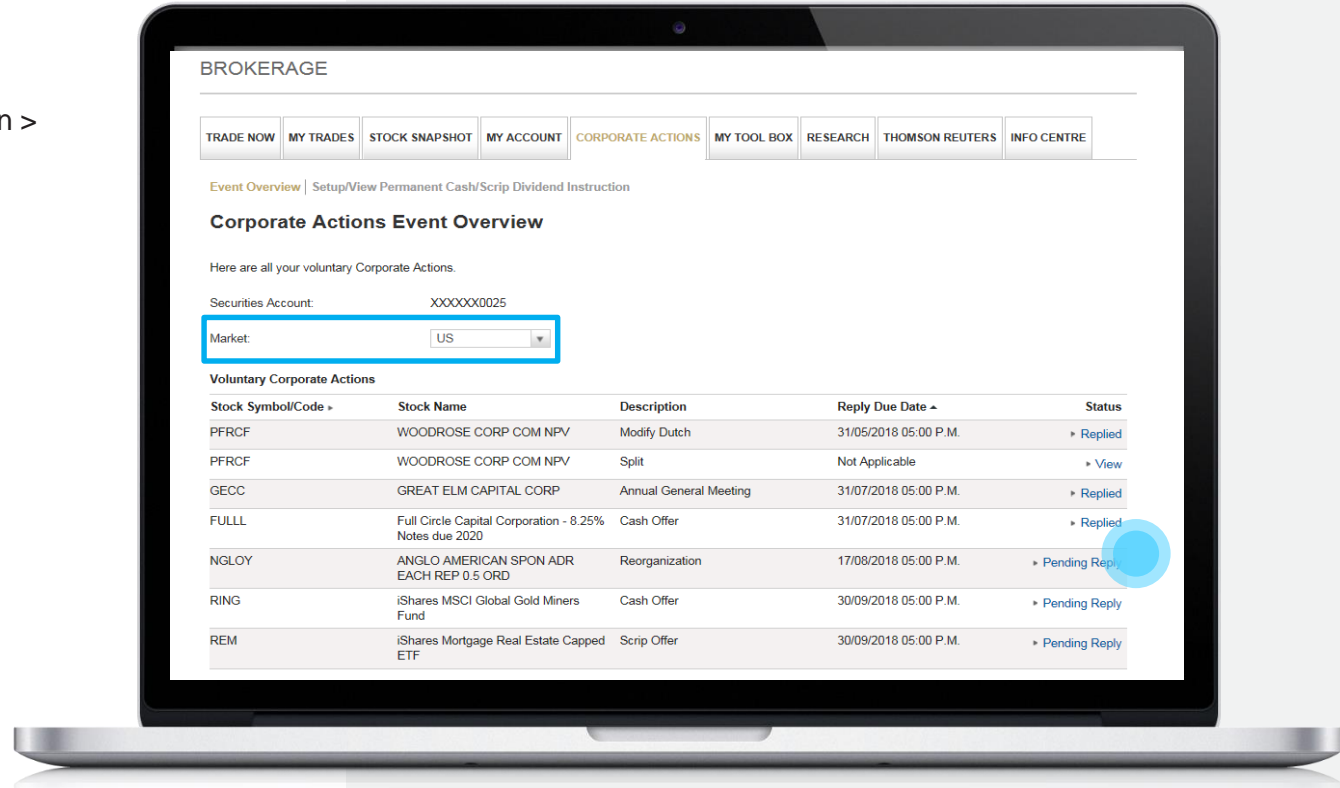
Go to Menu > Investments > Brokerage > Corporate Action > Event Overview

2

Select “Market” type

3

Click on “Pending Reply”



# F. Corporate Actions



4

Select Instruction, then click “Next”

The screenshot shows a laptop screen with a corporate action instruction form. The form contains the following details:

Stock Symbol/Code:	PFRCF
Stock Name:	WOODROSE VENTURES CORP
Event Description:	Modify Dutch
Event Reference:	1714300283877739
Trading Currency:	USD
Current Entitled Quantity:	9,000
Effective Date:	02/11/2017
Record Date:	02/11/2017
Memo / Remarks:	Modify Dutch Option for stock NGLOY - ANGLO AMERICAN effective date 02Nov2017 BP declares the dividend in US dollars. BP ordinary shareholders will receive the dividend in sterling and the amount they receive each quarter may vary as a result of changing foreign exchange rates The exchange rate used..... <a href="#">Read Full</a>

An "Instruction" dialog box is open, listing seven options:

- ☐ Option1: 100% cash at price 66.5 USD
- ☐ Option2: 100% cash at price 75.0 USD
- ☒ Option3: 400 x of entitled quantity in cash at price 66.5 USD
- ☐ Option4: [ ] of entitled quantity in cash at price 75.0 USD
- ☐ Option5: [ ] of entitled quantity in cash at price [ ] USD (bid size of 50 cents)
- ☐ Option6: Take No Action
- ☐ Option7: 100% cash at price 75.50 USD

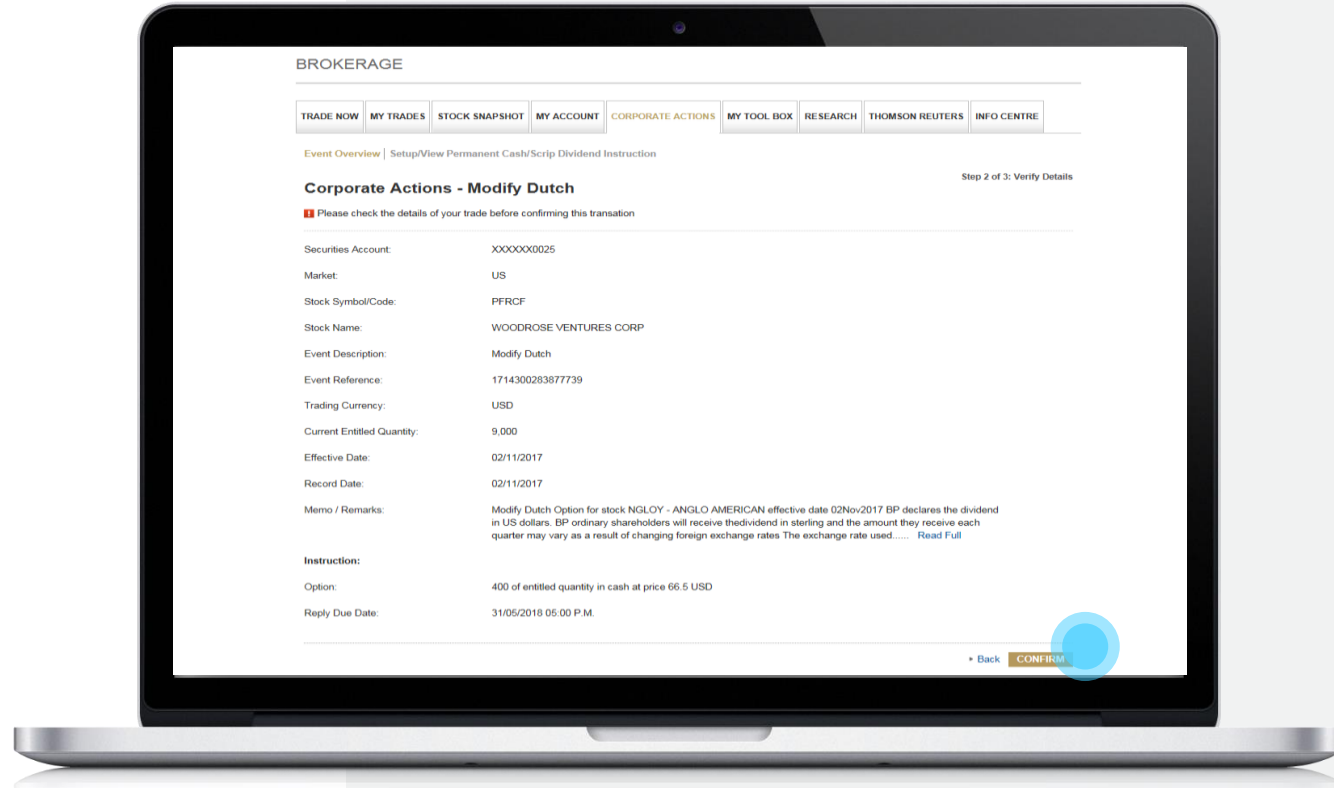
At the bottom of the form, the "Reply Due Date" is 31/05/2018 05:00 P.M. In the bottom right corner, there are "Cancel" and "NEXT" buttons. A blue circular cursor is positioned over the "NEXT" button.

# F. Corporate Actions



5

Verify that the details are correct, then click “Confirm”

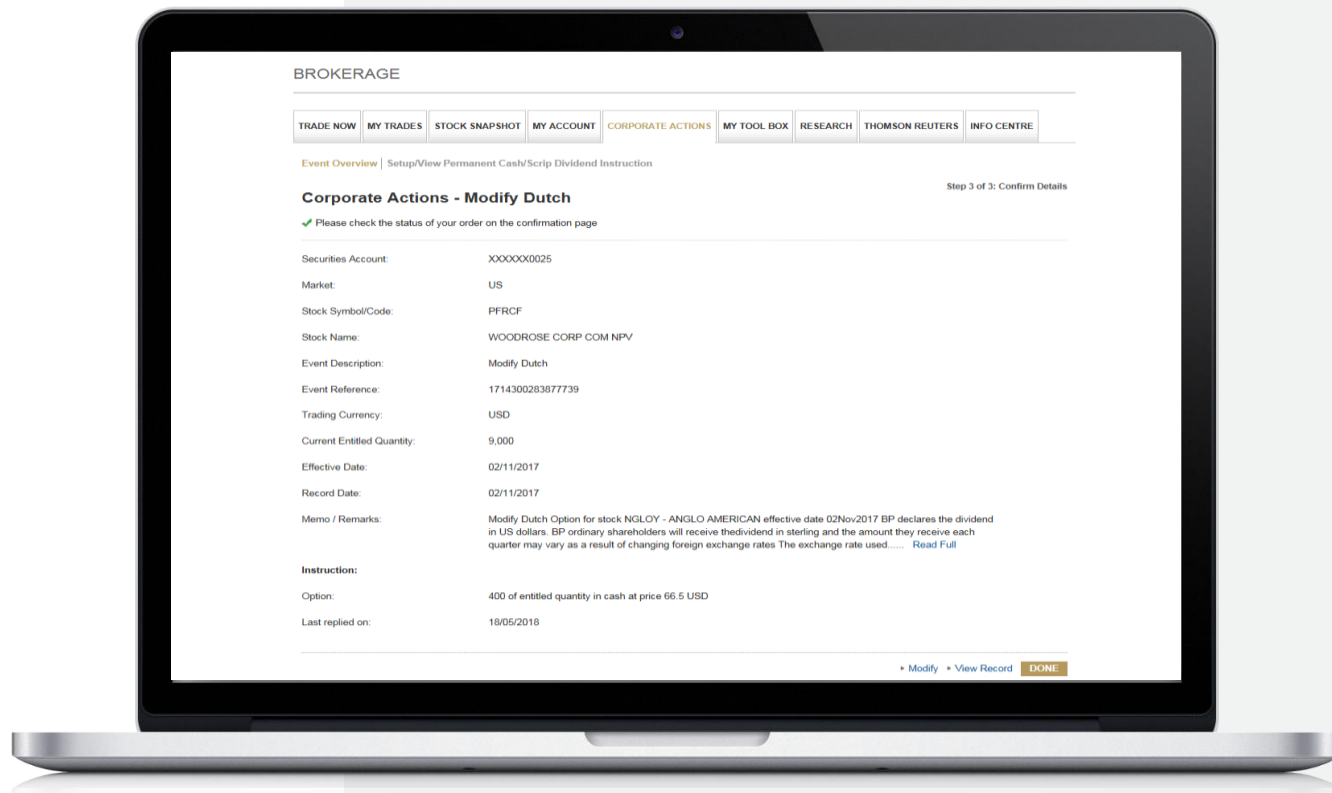


# F. Corporate Actions



6

## Confirmation Screen



# G. Watchlist - Create Watchlist

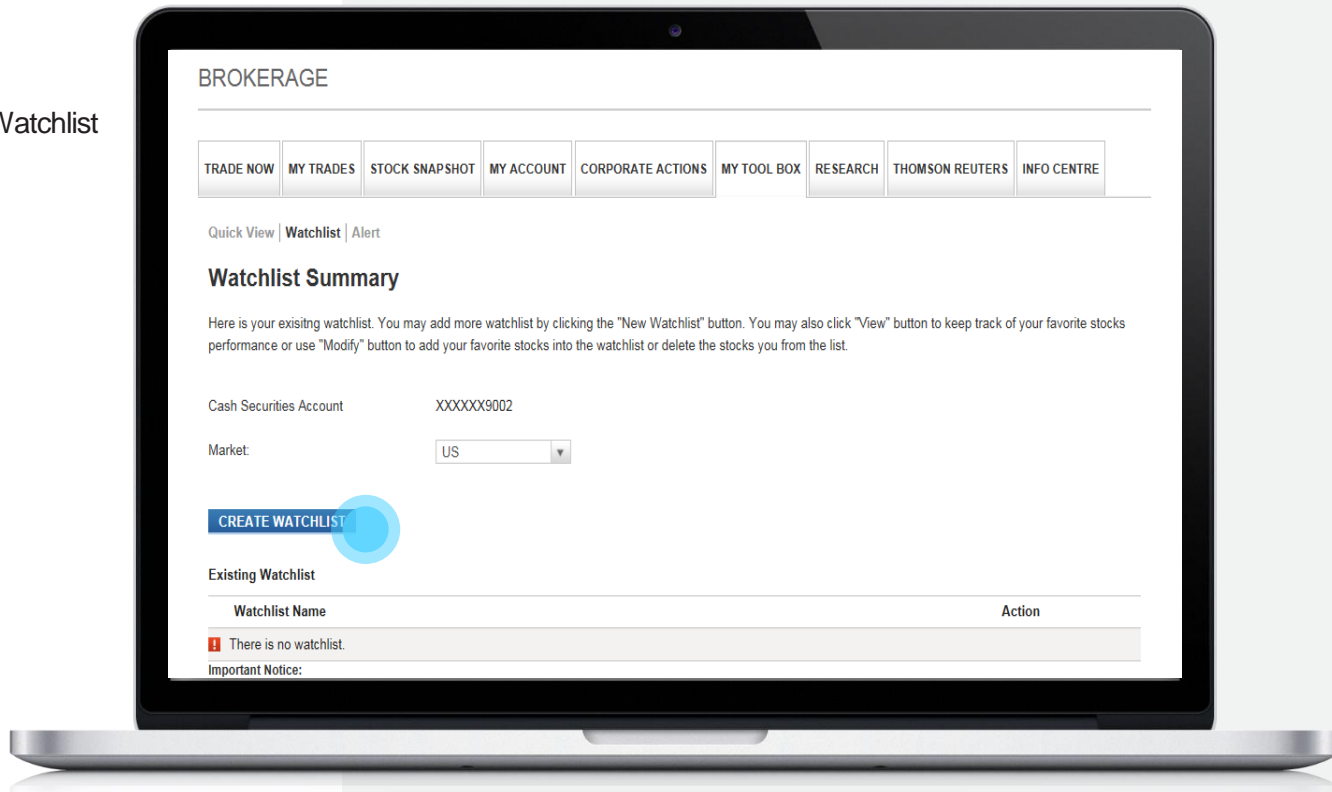


1

Go to Menu > Investments > Brokerage > My Tool Box > Watchlist

2

Click on "Create Watchlist"





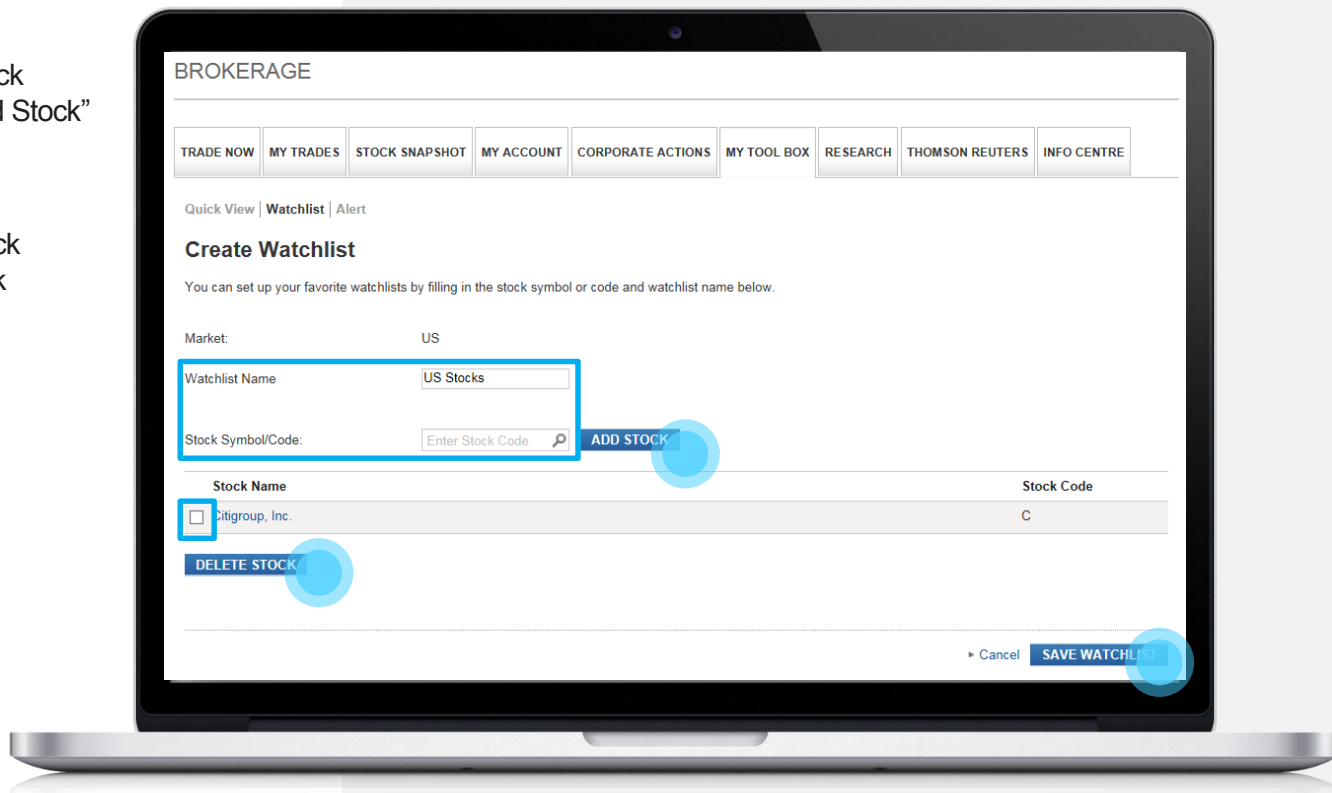
# G. Watchlist - Create Watchlist



3

Input Watchlist name and Stock Symbol/Code, then Click “Add Stock”

To delete chosen stocks, check the checkbox(es) on the Stock Name(s), then click “Save Watchlist”.

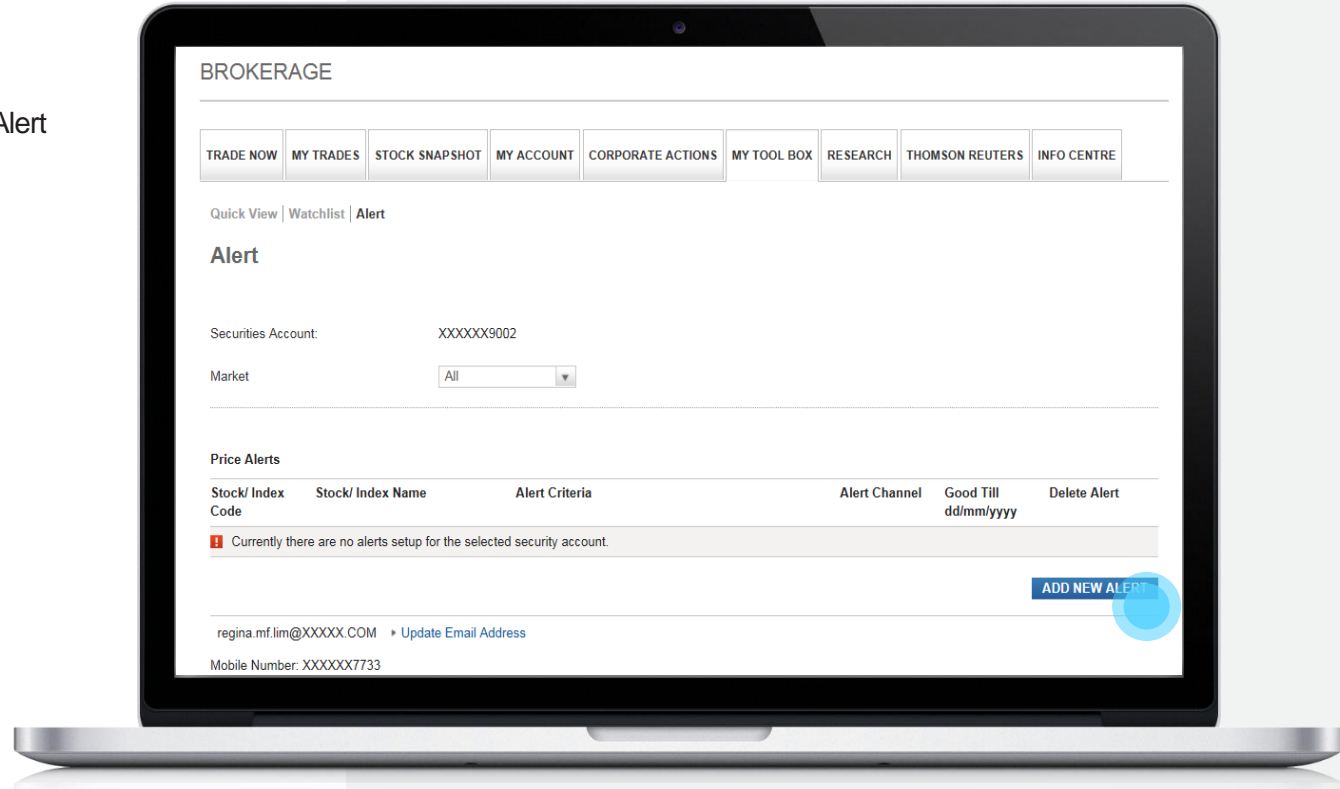


# H. Add New Alerts



1 Go to Menu > Investments > Brokerage > My Tool Box > Alert

2 Click “Add New Alert”



## H. Add New Alerts



3

Select Market, Alert Criteria, Stock Code and Alert Channel, then click “Confirm”.

BROKERAGE

TRADE NOW | MY TRADES | STOCK SNAPSHOT | MY ACCOUNT | CORPORATE ACTIONS | MY TOOL BOX | RESEARCH | THOMSON REUTERS | INFO CENTRE

Quick View | Watchlist | **Alert**

**Alerts - Add New Alert**

Securities Account: XXXXXX9002

Market: US

Alert Trigger: Stock Price

Alert Criteria

Stock Symbol/Code: C

☒ Price Below: 30

☐ Price Above

Good Till dd/mm/yyyy: 15/08/2017 (dd/mm/yyyy)

Alert Channel

☐ XXXXXX7733

☐ regina.mf.lim@XXXXX.COM

☒ Both SMS and Email

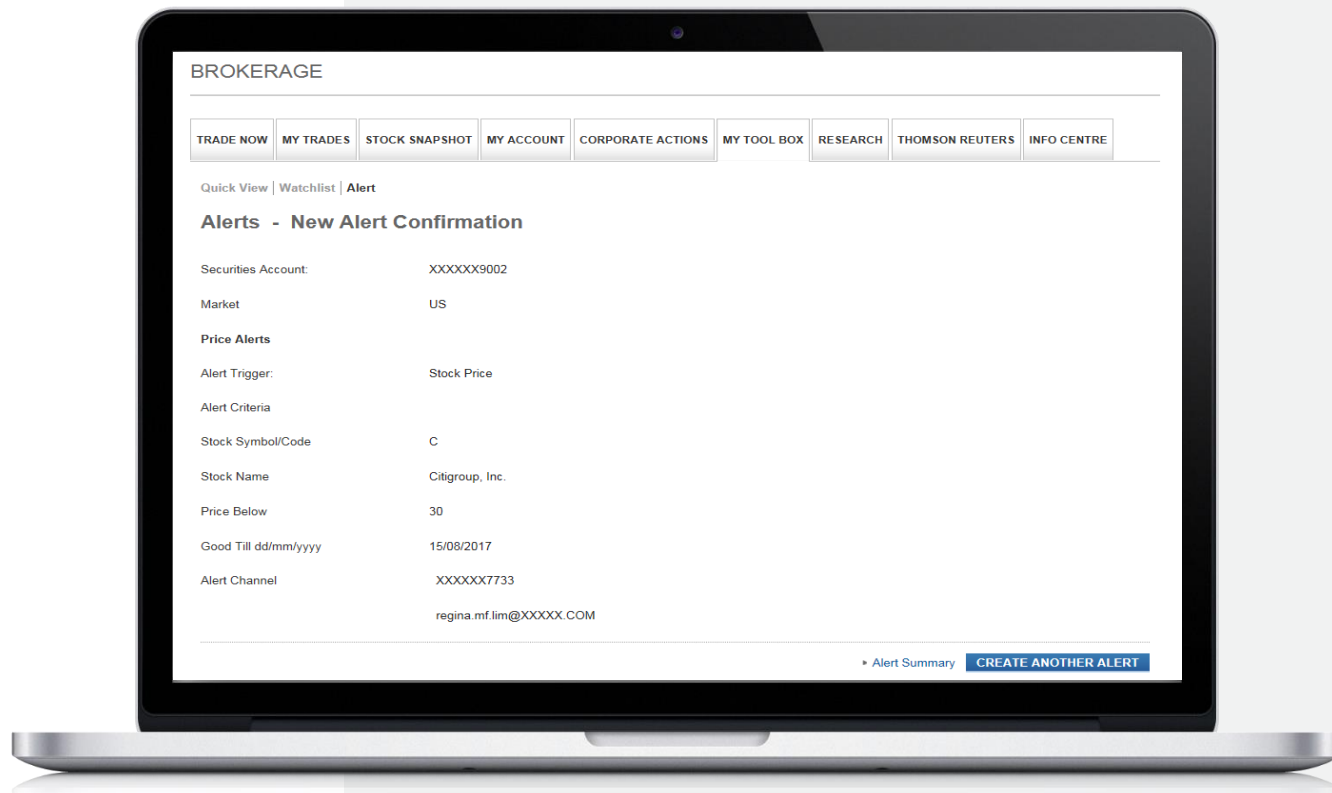
Cancel **CONFIRM**

# H. Add New Alerts



4

Confirmation page



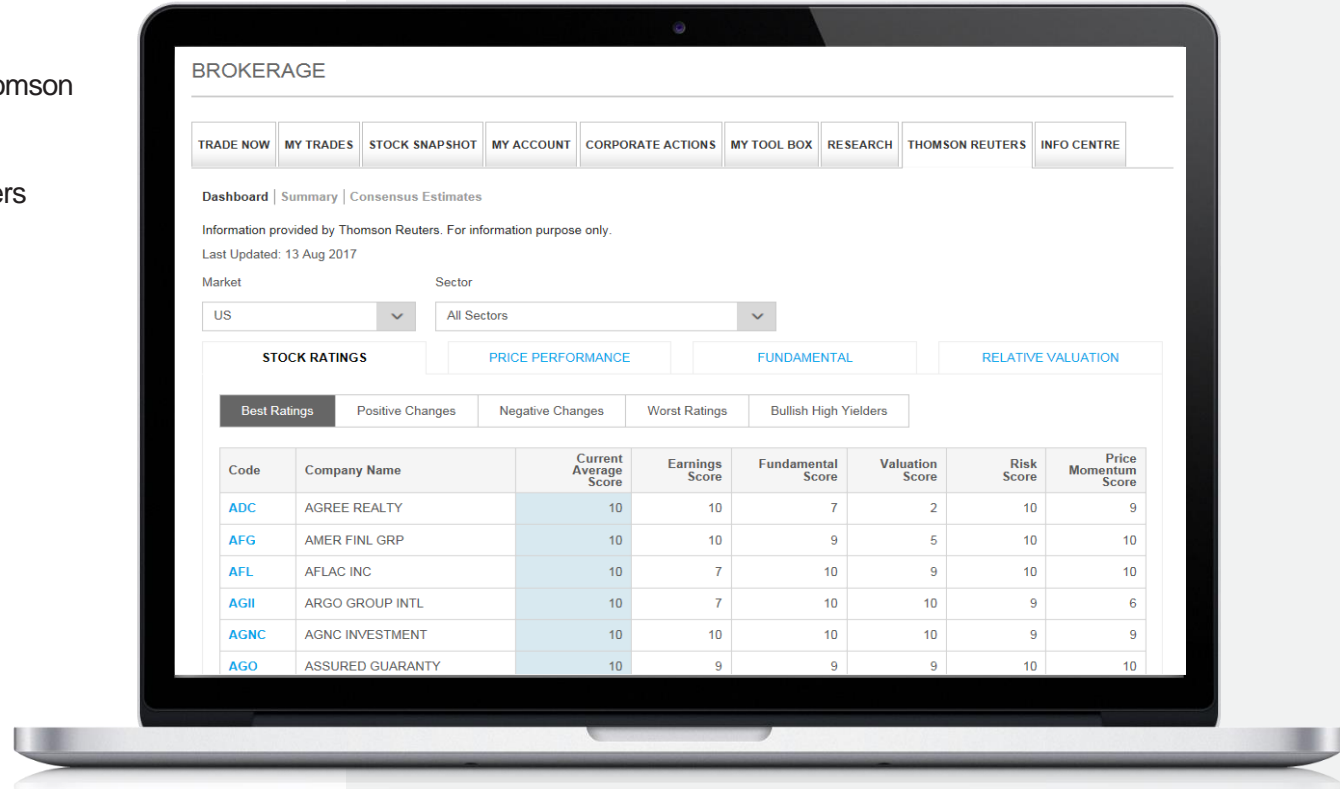
# I. Thomson Reuters



1

To see stock analyses by Thomson Reuters:

Go to Menu > Investments > Brokerage > Thomson Reuters



# Your Role and Responsibility

## Keep your User ID and Password Confidential

You should never disclose your User ID and Password and you should also ensure that no one is watching you while you enter your User ID and Password or any confidential information. Memorize your User ID and Password and do not record it anywhere. Under no circumstances should you reveal your User ID and Password to anyone even if they purport to be a staff of Citibank.

Do not use a shared computer or device that cannot be trusted for internet banking such as the computer at an Internet café. These devices may be installed with certain software that could capture your personal information prior to your approval.

The One-time PIN(OTP) generated with Online Security Device, Citi Mobile® Token or via an SMS should also not be shared with anyone else.

## Mobile Malware

New variants of mobile malware targeting Android smartphones continue to appear in the Asia Pacific region. These malicious apps often target mobile banking apps, and may attempt to steal customer credentials and perform fraudulent transactions.

In some cases, the mobile malware will attempt to circumvent the additional layer of security provided by One Time PINs (OTPs) by intercepting text messages (SMSs) or generating a fake dialogue inside the mobile banking app in order to trick a user.

Citi recommends customers remain alert for malware threats and review our Online Security Tips. Specifically, Citi suggests that all mobile users consider:

- Only installing applications from trusted and official sources
- Installing a reputable mobile anti-virus application
- Keeping mobile device software up-to-date
- Being aware of the heightened risks associated with 'rooted' or 'jailbroken' devices
- Not following any links or instructions provided from unknown or suspicious sources.

If you notice unusual behavior in your online banking session, you should immediately terminate the online banking session and contact 24-Hour CitiPhone Banking at +65 6224 5757.

## **Beware of Online Threats**

Online threats are very common nowadays and it tricks you into surrendering your confidential information. It is important to know its mechanisms and take preventive measures to safeguard yourself.

As an internet banking user, you have a role to play to ensure that you are protected while banking online. Here are some of the ways you could take to safeguard yourself:

Always make sure that you have entered your User ID and Password and other confidential information in the legitimate Citibank International Personal Bank Website by entering Citibank International Personal Bank's Website address <http://www.ipb.citibank.com.sg> directly onto your Web browser.

To ensure you are on a secure website, check the beginning of the Web address in your browser's address field - it will be "https://" rather than "http://". Secure websites will also contain a padlock icon on the status bar at the top of the browser. Double-click to view details of the security certificate, which is issued to Citibank.

- To verify that the website is authentic, check for the following details:
- The certificate is issued to <http://www.ipb.citibank.com.sg>
- The certificate is issued by Verisign.
- The certificate has a valid date.

Do not save your online banking login details on the browsers by clearing your browser's cache and history after each session. [Click here for steps to clear browsers' cache.](#) Always remember to log out when you have completed your internet banking session.

Always update the bank whenever you have changed your contact details so that you can be contacted in a timely manner should we detect any unusual transactions.

Ensure that your computer has the latest anti-virus software as they help to guard against new viruses. Your computer's operating system and browser software should be updated with the latest security patches. All these will help prevent unauthorized access to your computer.

# Disclaimers

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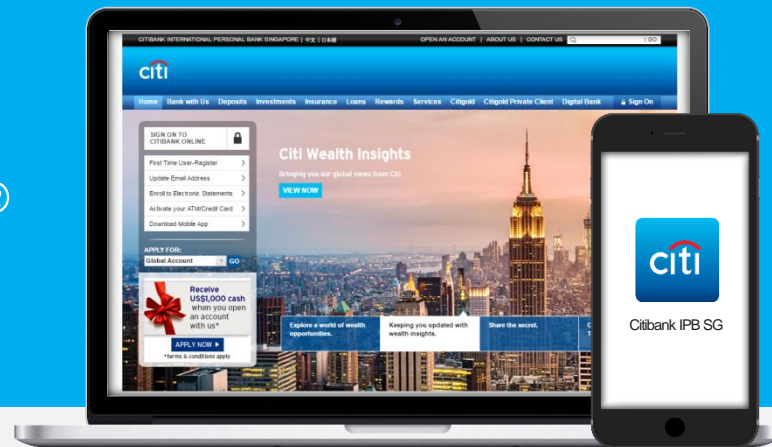
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### Banking Hours

Monday to Friday: 9:30am – 6:00pm  
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