

iOCBC User Guide (Mobile)



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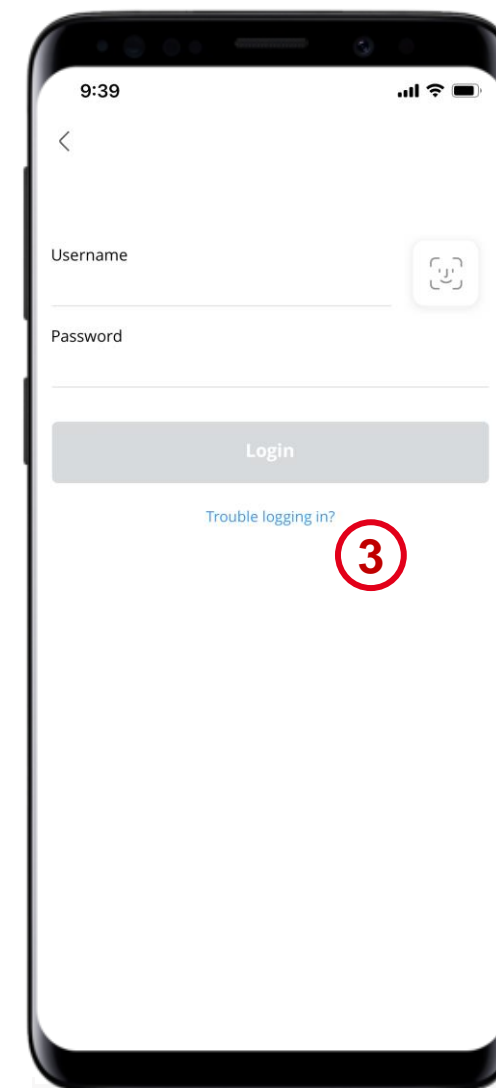
FORGOT PASSWORD | Reset password



1 Tap on **Login**

2 Select the bell icon to view announcements

3 Tap on **Trouble logging in?**



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FORGOT PASSWORD | Reset password



4 Enter your **Username**

5 Enter the characters that appear in the **Captcha**

6 Click **Submit**

7 Enter the **One-Time Password** sent to your registered mobile phone and Click **Submit**

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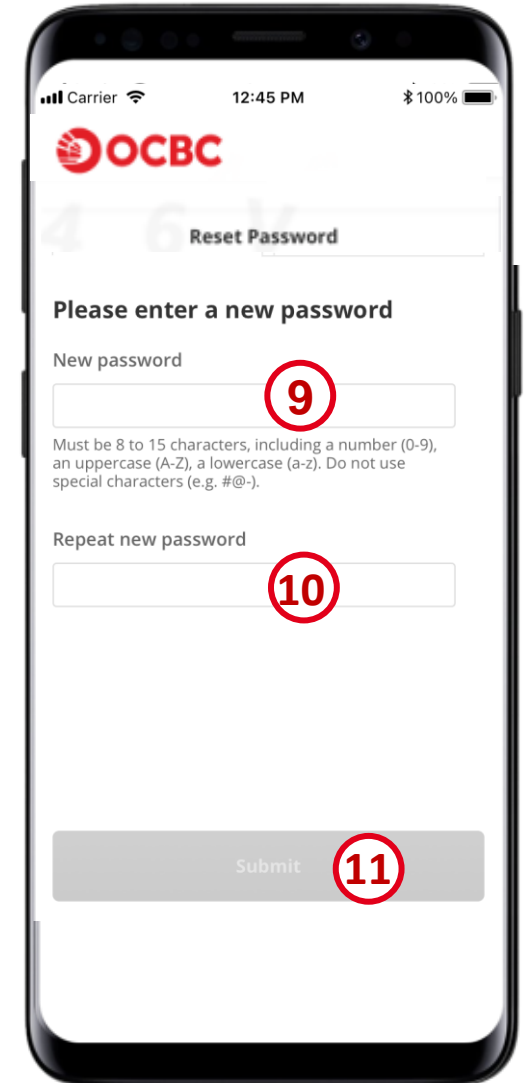
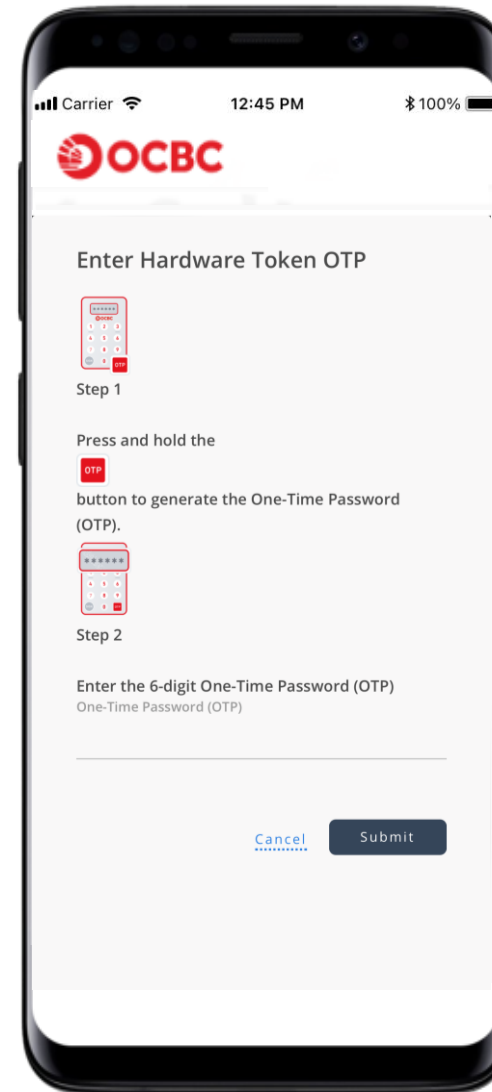
FORGOT PASSWORD | Reset password



8 Alternatively, Enter the **One-Time Password** generated on your Hardware Token and Click **Submit**

9 Enter the **Email Code** which was sent to your registered email address

10 Click **Submit**



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FORGOT PASSWORD | Reset password



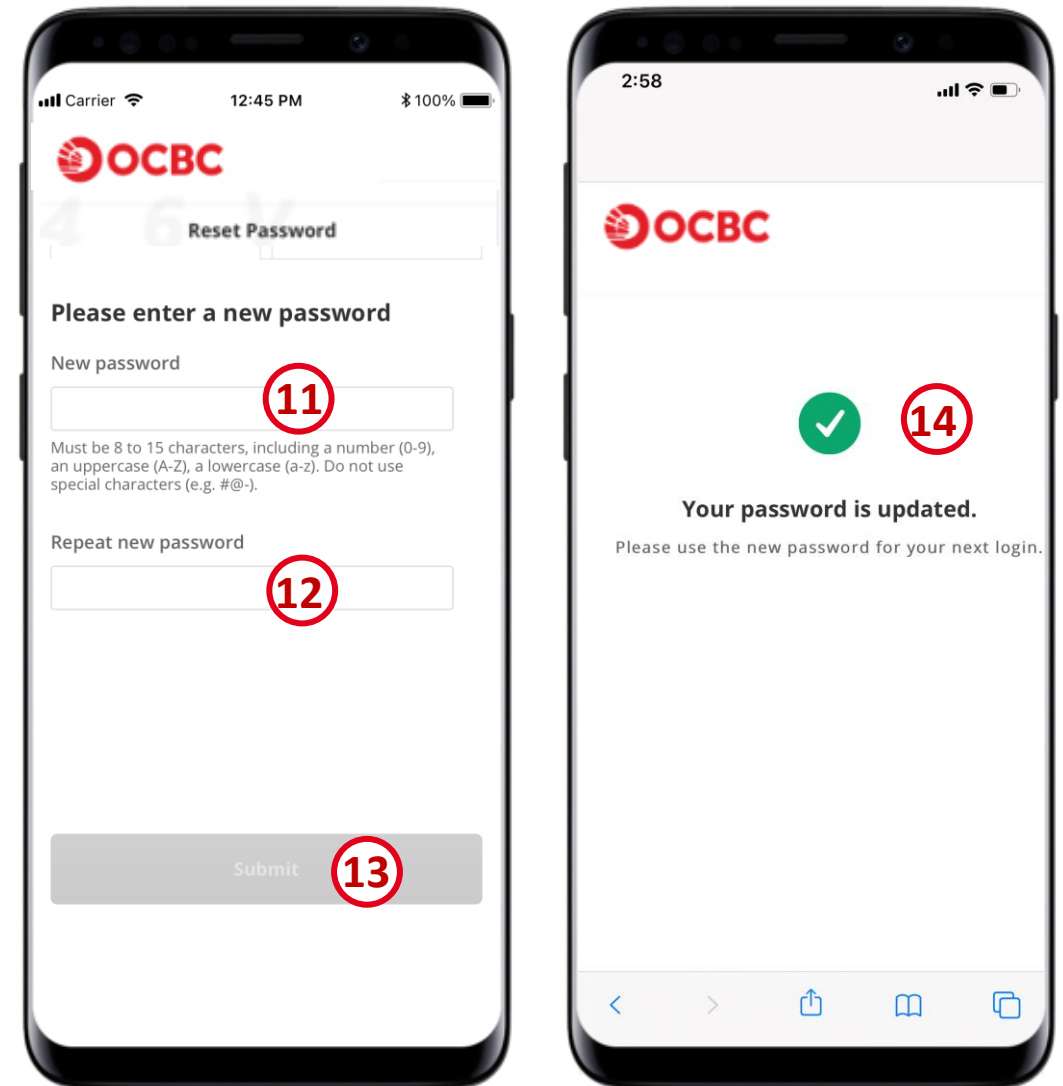
11 Enter **New Password**

12 **Repeat New Password**

13 Click **Submit**

14 Password is now updated. You may use the new password for your next log in.

Note: If you have OneLook/OneTouch setup, it would be disabled once you have reset the password.

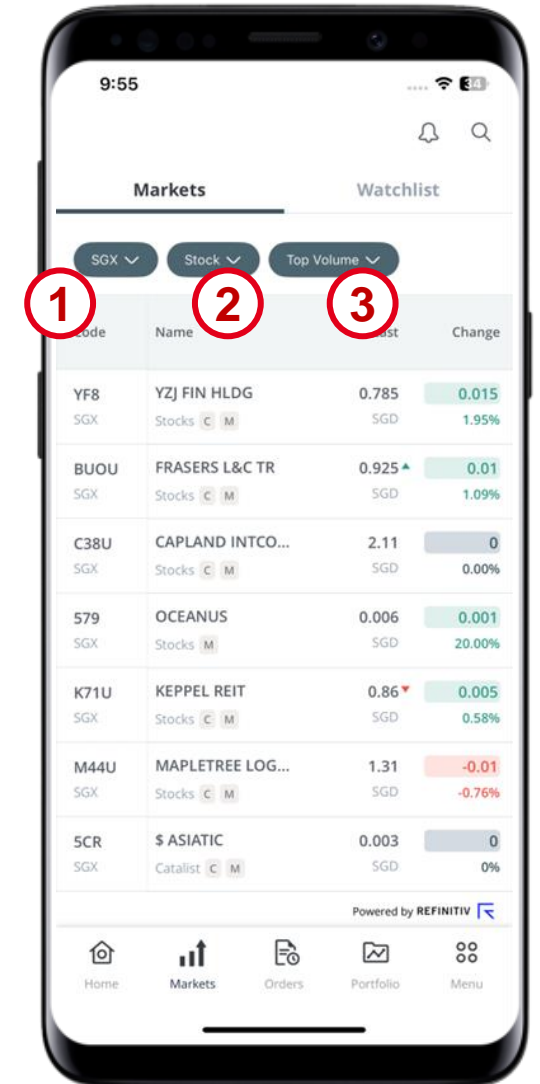


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MARKETS | Viewing quotes



- 1 Select the desired exchange
- 2 Select the drop-down list to view your desired instrument type
- 3 Tap on the filter to view your desired sorting of counters



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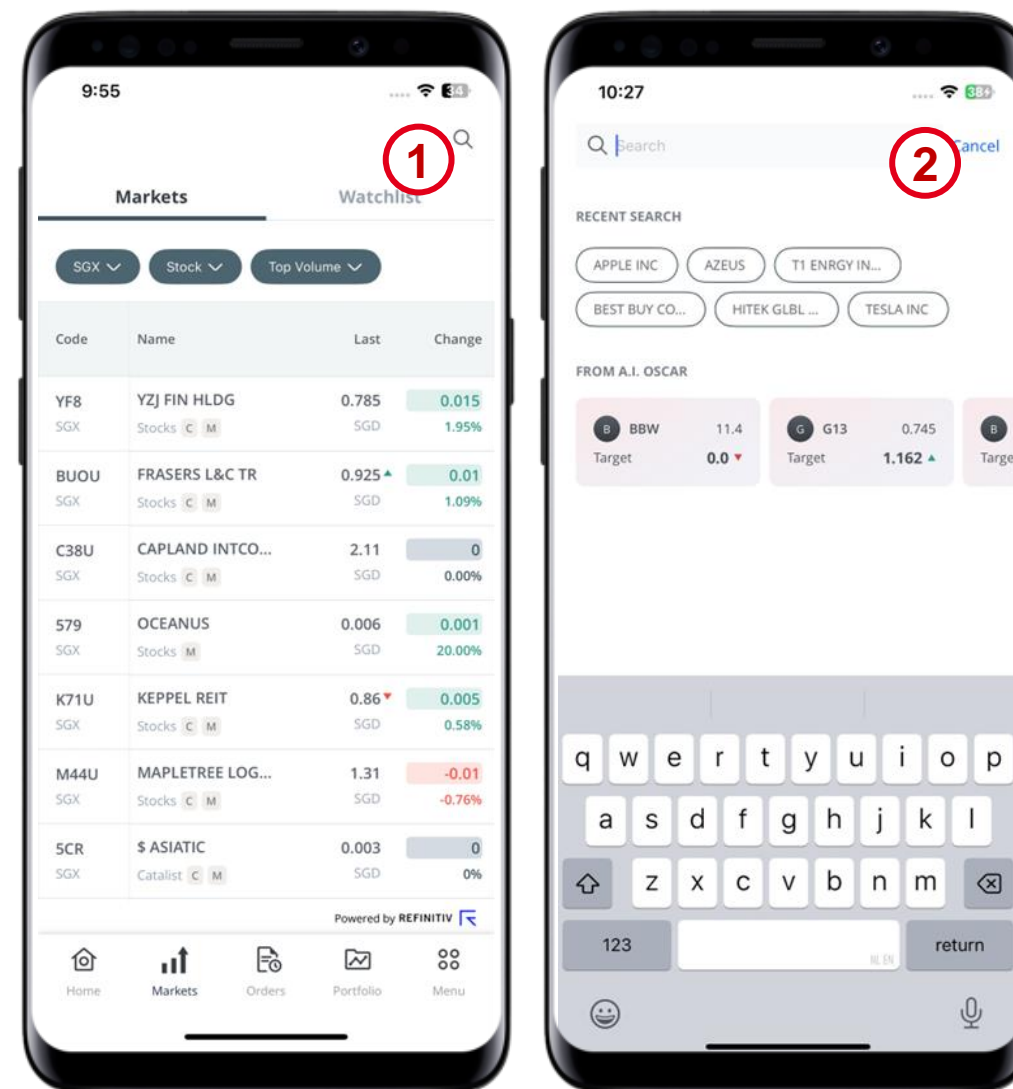
MARKETS | Search



1 Open search by tapping the search icon

2 Search for your desired counter

(You can search for your desired counter via the counter name or counter code)



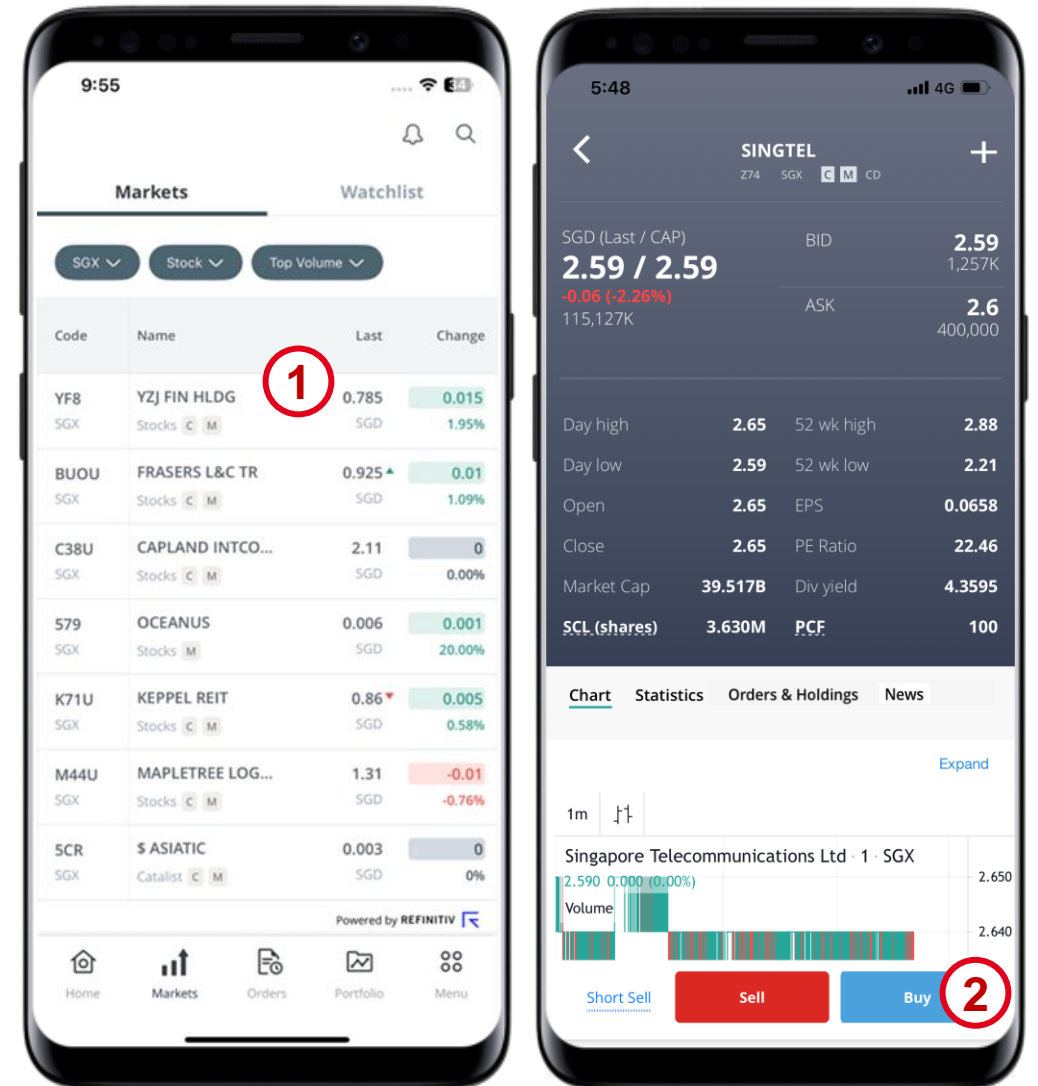
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MARKETS | Placing an order



1 Tap on the counter to place an order. You would be brought to the counter information ticket.

2 Select **Buy** or **Sell** or **Short sell**



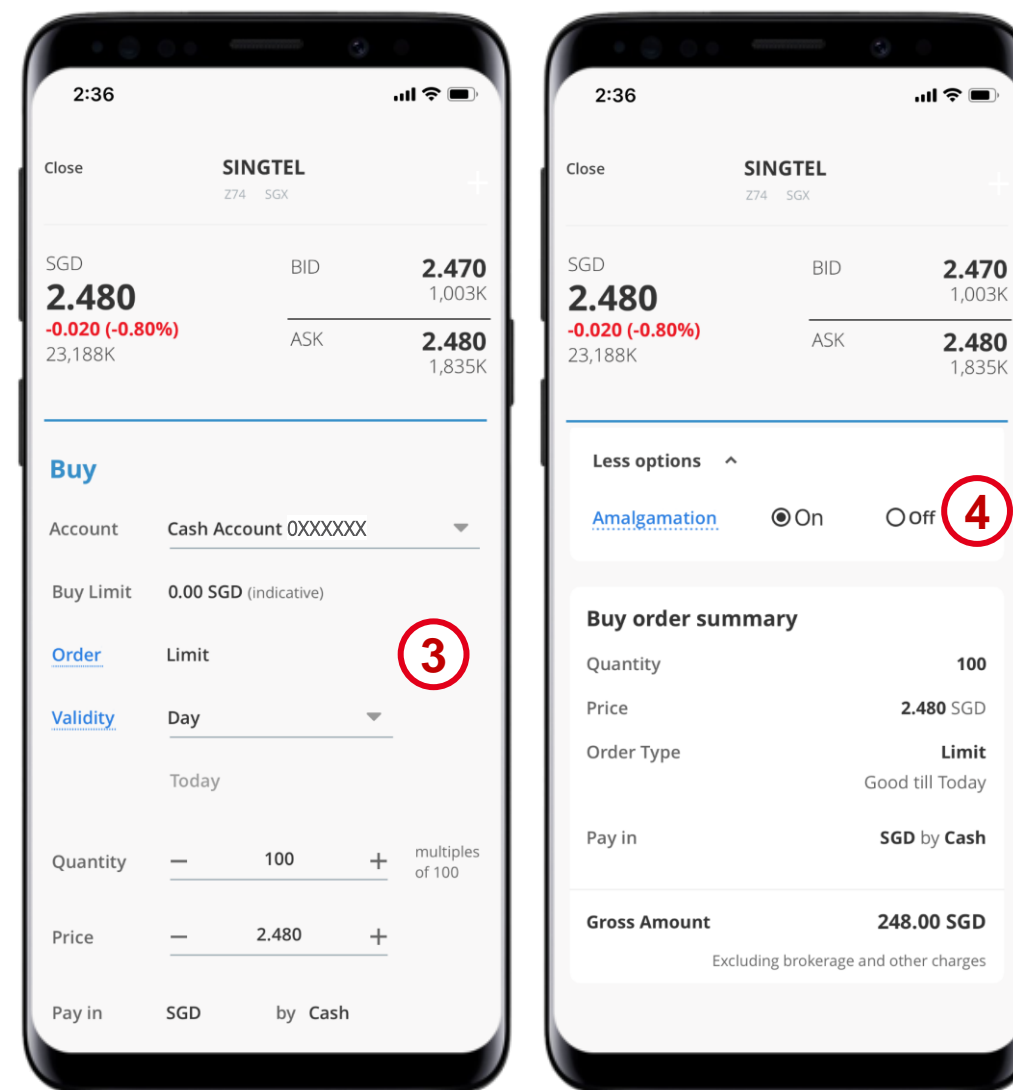
Co. Reg No.: 196600262R

MARKETS | Placing an order



3 Key in your desired order details^{1,3,4,5}

4 Amalgamation² is **On** as default



Note:

¹ Quantity is in number of shares and entered in multiple as displayed on the ticket.

² Amalgamation is the consolidation of several trades into one. It is only applicable for trades placed for the same counter, on the same market day with the same action and payment mode. e.g. buy with buy, sell with sell.

³ Please ensure that you have linked up the CPF Investment Account to your trading account in order to submit any CPF trade.

⁴ Please ensure that you have linked up the SRS Account to your trading account in order to submit any SRS trade.

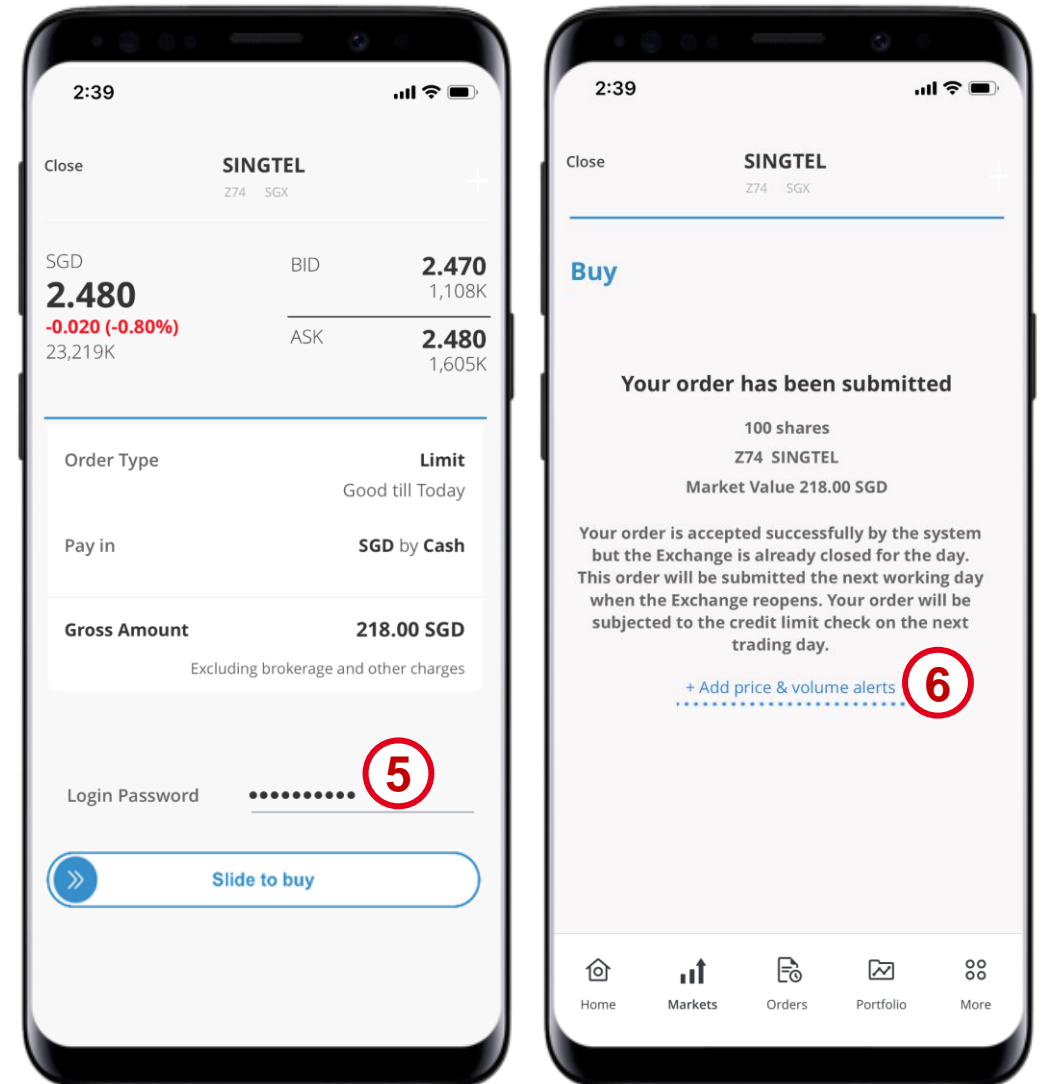
⁵ Advanced order types are available on SGX and US markets for Cash and Share Financing Accounts. Please contact your trading representative or visit <https://portal.iocbc.com/help-and-support/using-our-trading-platforms-iOCBC-userguides> for more details.

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MARKETS | Placing an order



- 5 Key in your password and **Slide to buy** to confirm (You can skip this step by disabling Trade Authentication under Online Preferences)
- 6 Click on **+ Add price & volume alerts** to add a stock alert for the counter that you just placed an order for



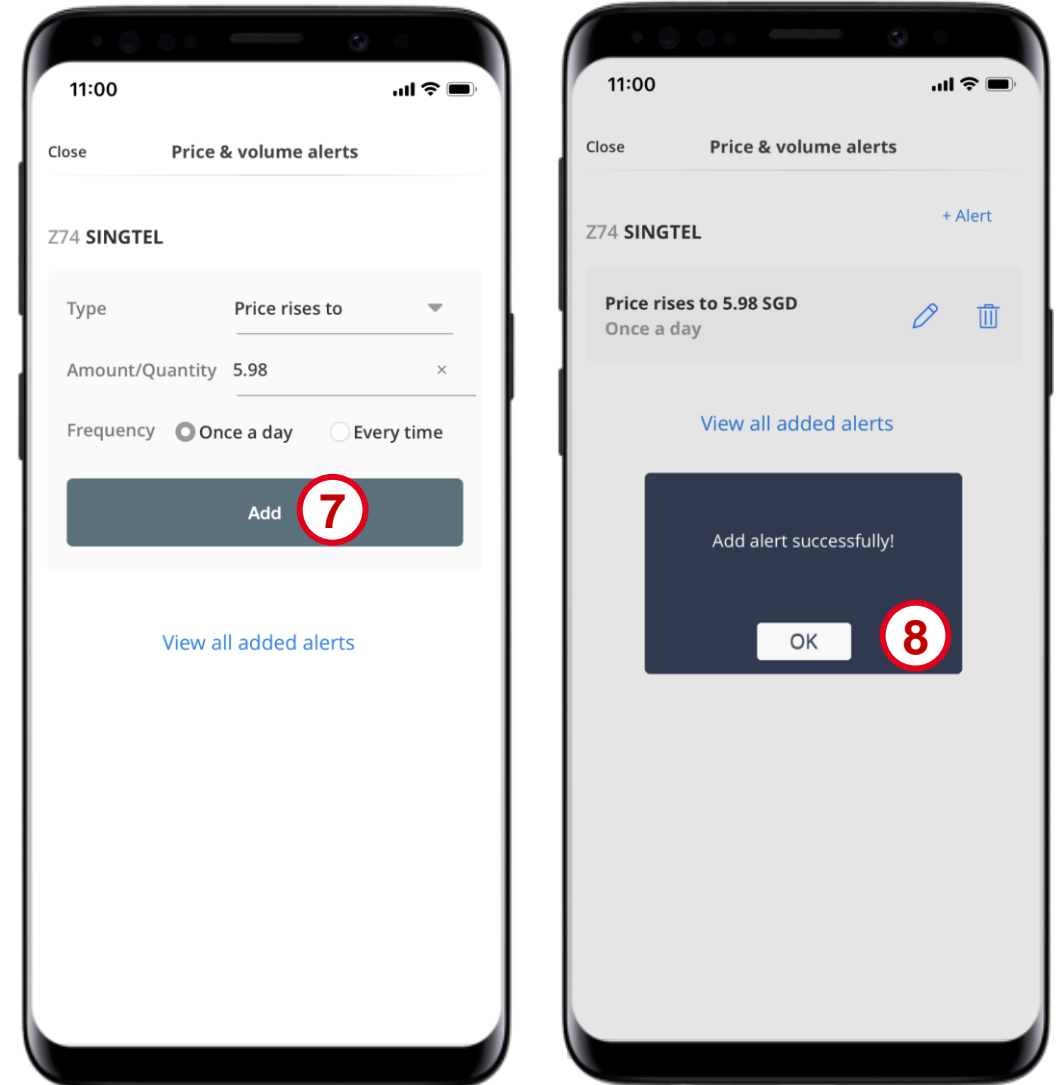
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MARKETS | Placing an order



7 Fill in the necessary details and click **Add** once you have confirmed the alert criteria

8 A pop-up message will confirm that your alert has been added successfully

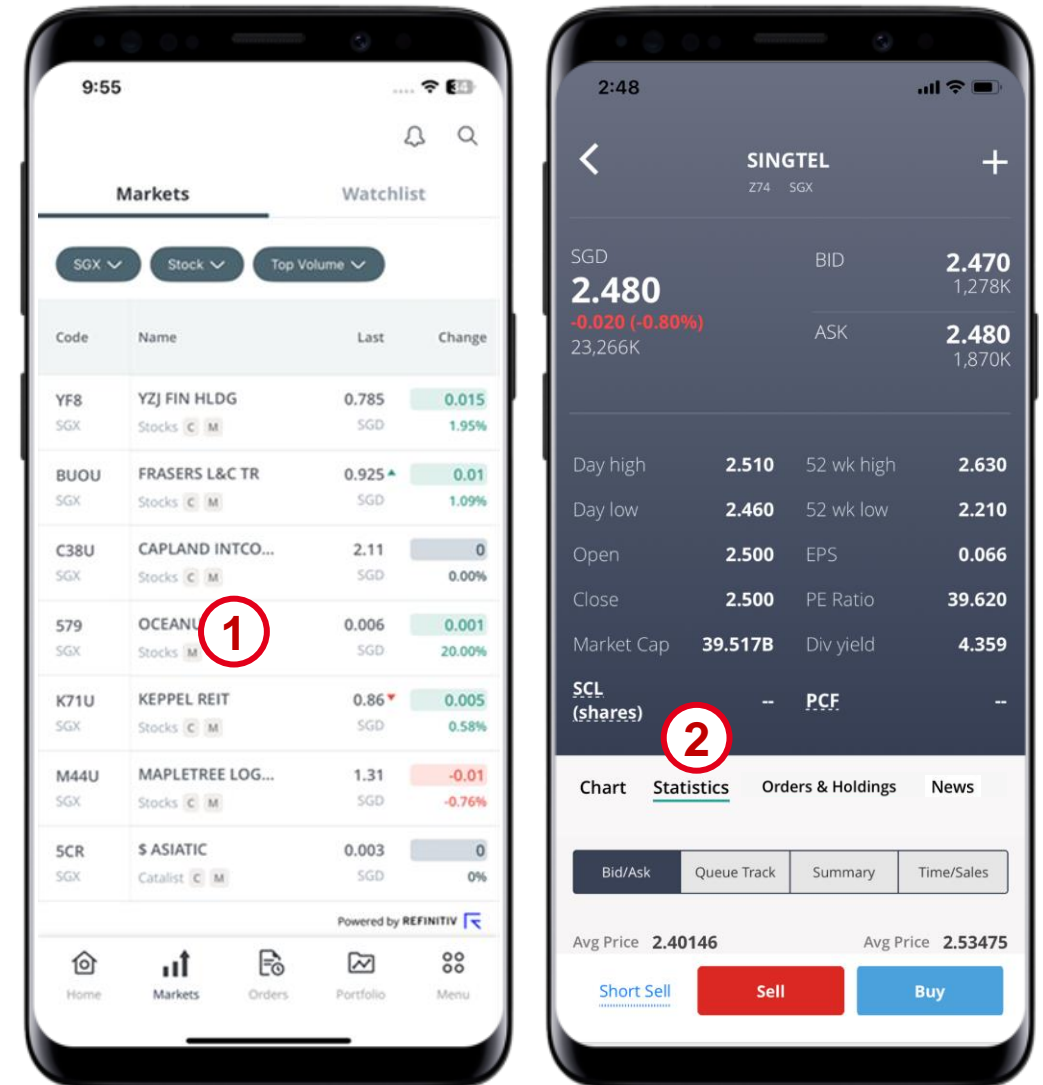


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MARKETS | Market Statistics



- 1 Open up a counter information ticket by selecting any counter
- 2 Click on **Statistics** tab to view the market statistics section



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MARKETS | Market Statistics > Bid/Ask (iMatrix)

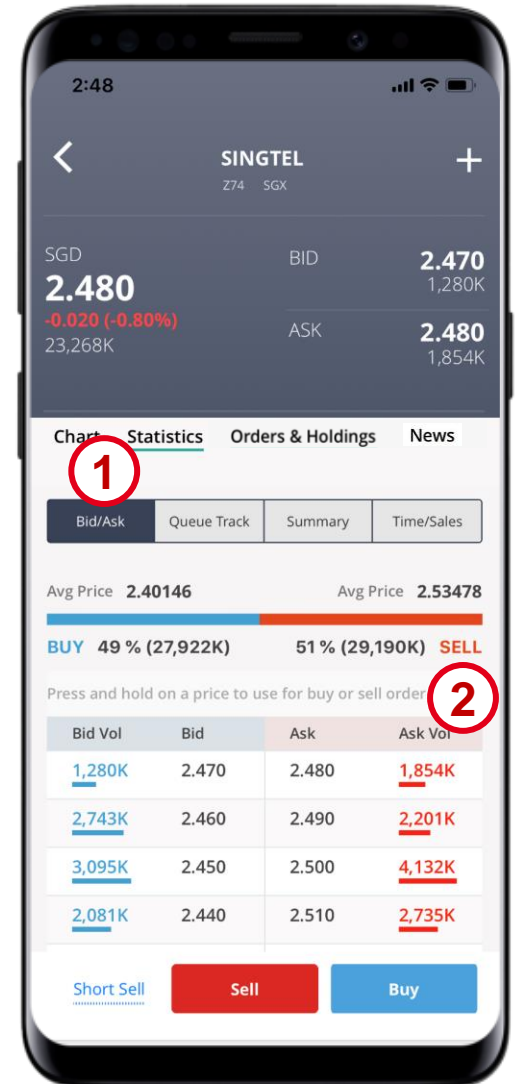


After opening up a counter information ticket and clicking on **Statistics** tab to view the market statistics section,

1 Select Bid/Ask

(Bid/Ask allows you to view the “live” buy and sell queue of the counter. *You will need an iMatrix subscription in order to view the Bid/Ask of the counter. Please contact your TR or Customer Service for more information.*)

2 You may also Press and hold on a price to use for buy or sell order



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MARKETS | Market Statistics > Queue Track (iMatrix)



After opening up a counter information ticket and clicking on **Statistics** tab to view the market statistics section,

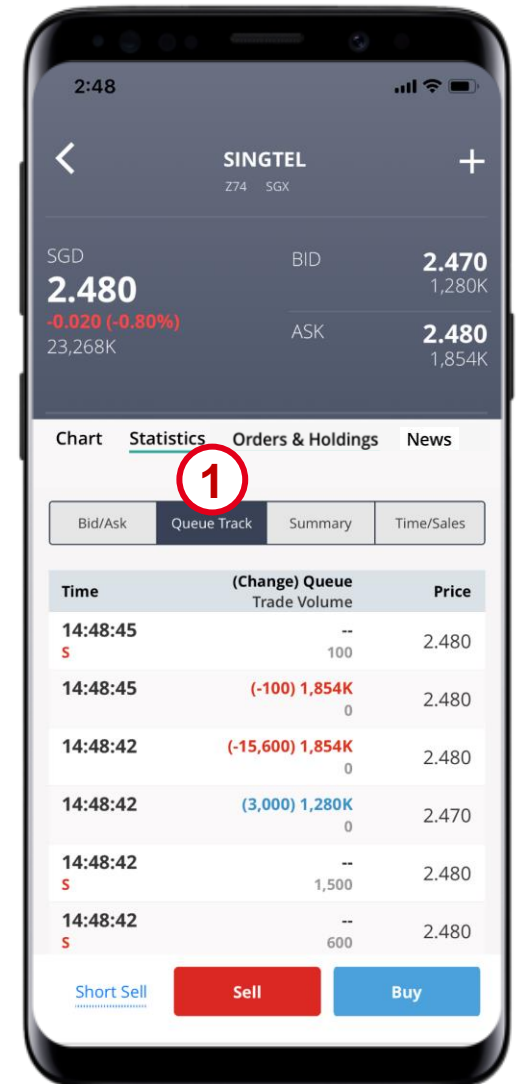
1 Select Queue Track

(Queue track allows you to view the queue sequence of the counter. *You will need an iMatrix subscription in order to view the Queue Track of the counter. Please contact your TR or Customer Service for more information.*)

Time: Time of the queue sequence

Change (Queue)¹: Total buy/sell volume

Trade Volume: Total volume done



Note:

¹ E.g. (-2,000) 47K. This means that 2,000 shares are removed from the queue. It may be because the 2,000 shares are done or withdrawn from the queue.

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MARKETS | Market Statistics > Trade Summary



After opening up a counter information ticket and clicking on **Statistics** tab to view the market statistics section,

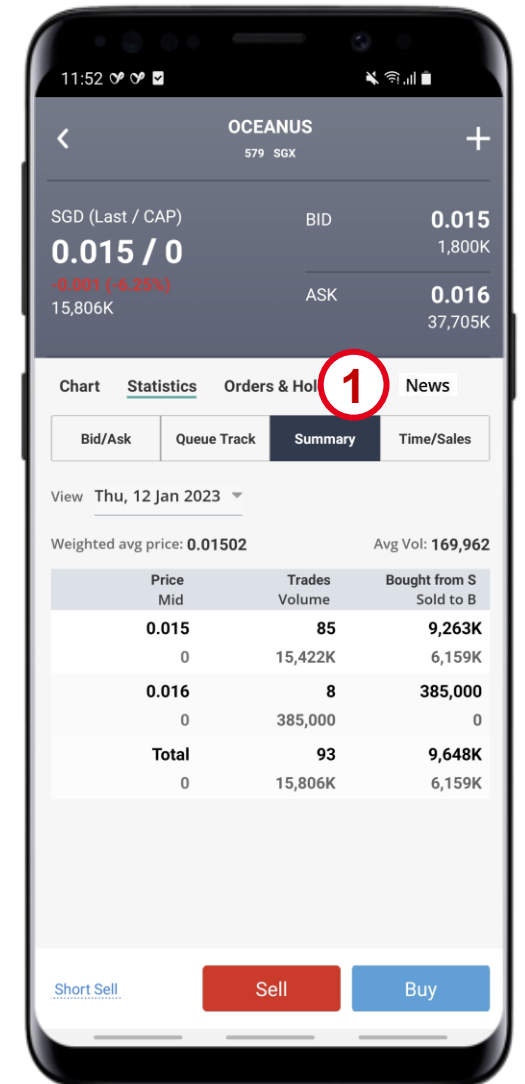
1 Select **Summary**

(Trade summary summarizes the Time & Sales in terms of price, trade and volume)

Trades: Number of trades done

Volume: Total volume done

Price: The price which the trade is done



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MARKETS | Market Statistics > Time/Sales



After opening up a counter information ticket and clicking on **Statistics** tab to view the market statistics section,

1 Select Time/Sales

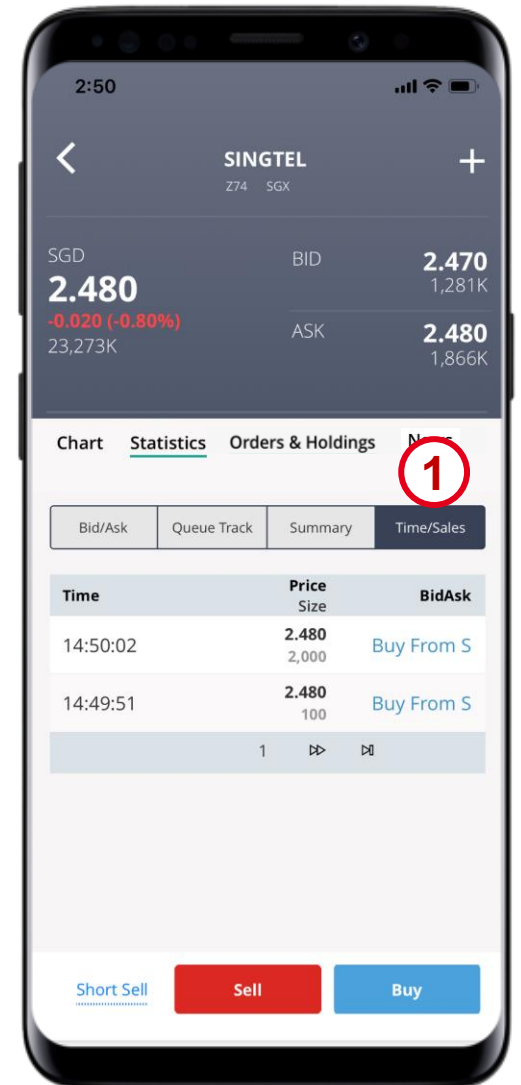
(Time/Sales captures each trade done for the counter.)

Time: The time which the trade is done

Price: The price which the trade is done

Trade Size: The total volume of trade done

Bid-Ask: Narration of the sales closed

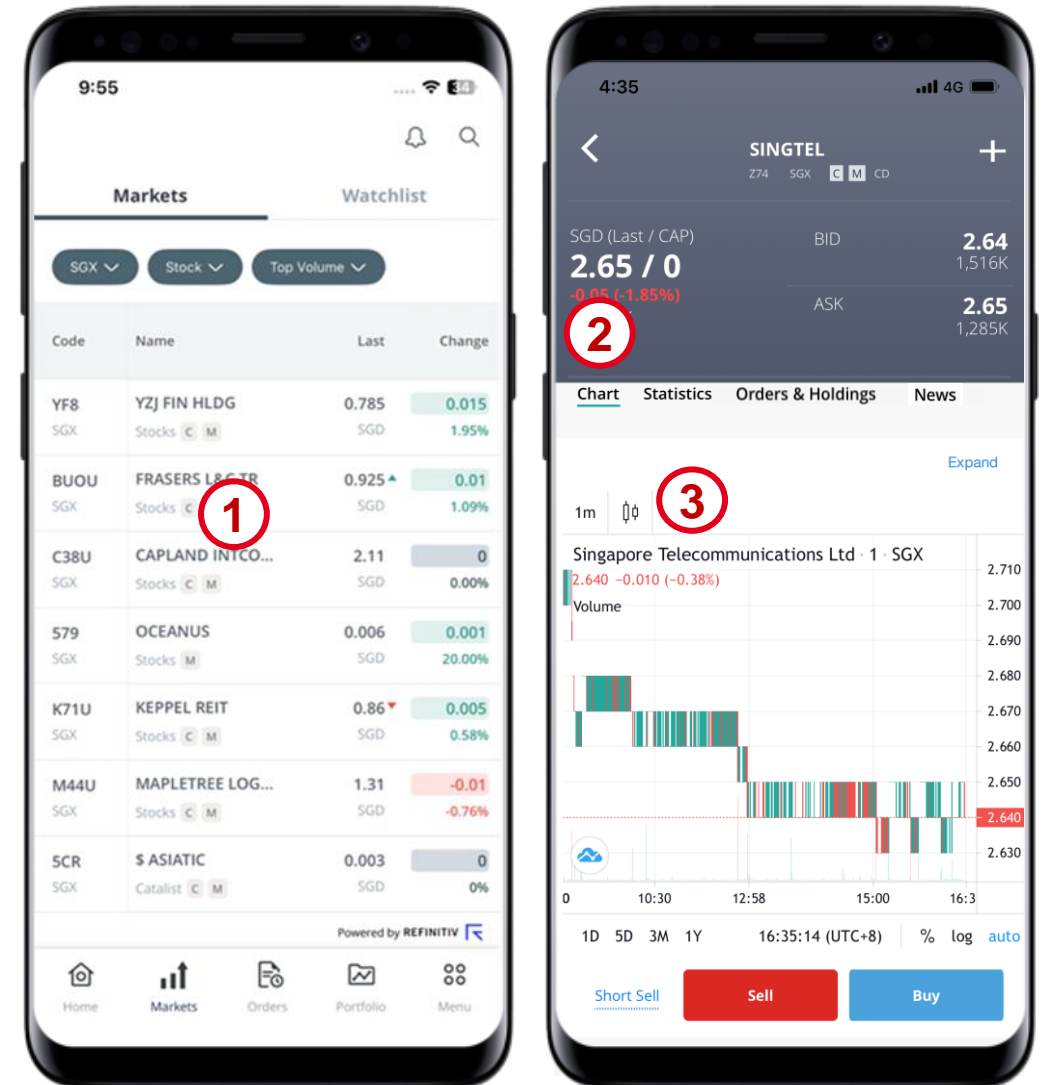


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MARKETS | Charting



- 1 Open up the counter information ticket
- 2 The **Charting** section is displayed as default
- 3 Use the filters to adjust chart type, chart interval and chart range



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MARKETS | Advanced charting

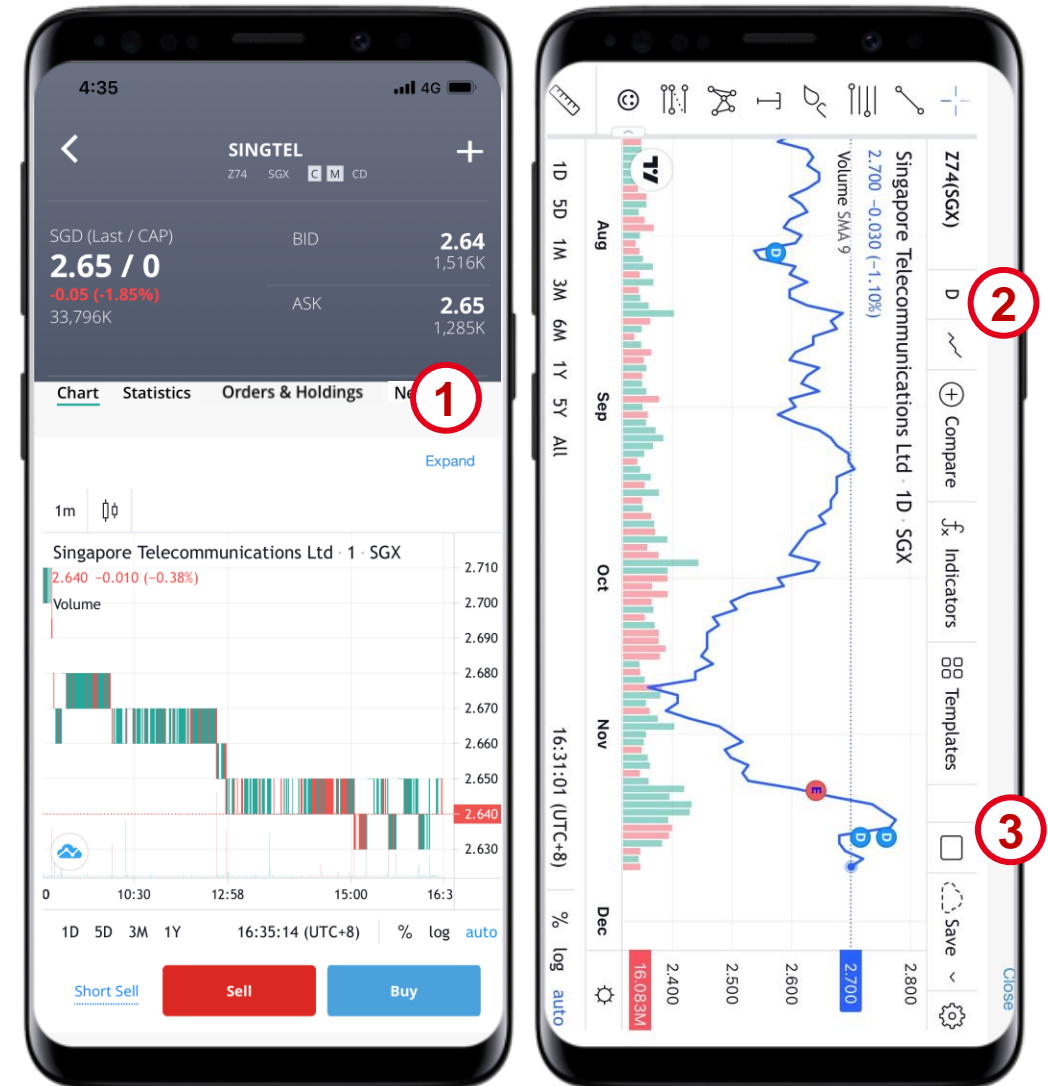


1 Click “Expand” to open Advanced charting

(Advanced charting will be displayed in full screen landscape mode)

2 Adjust chart settings (e.g., type, interval, range), compare charts and add indicators from the charting menu

3 To view more than 1 chart at the same time, click on the Select Layout icon to choose your preferred chart layout



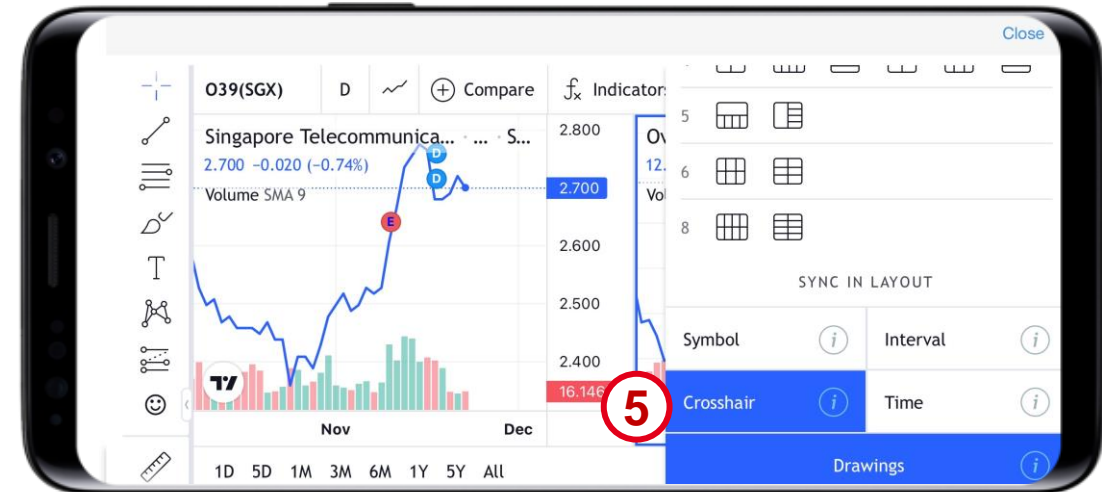
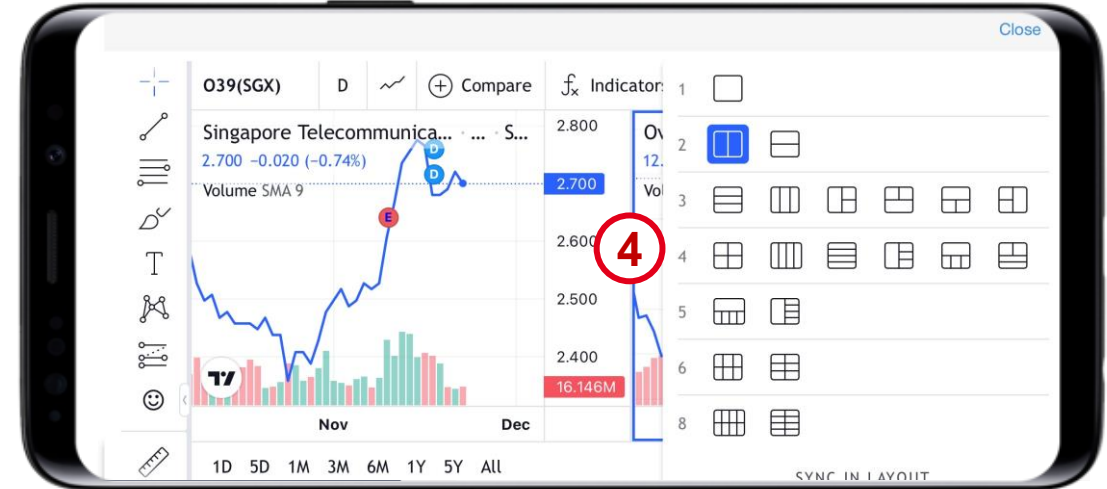
Co. Reg No.: 196600262R

MARKETS | Advanced charting



4 Within the Select Layout setting, click on the desired layout with up to 8 charts available

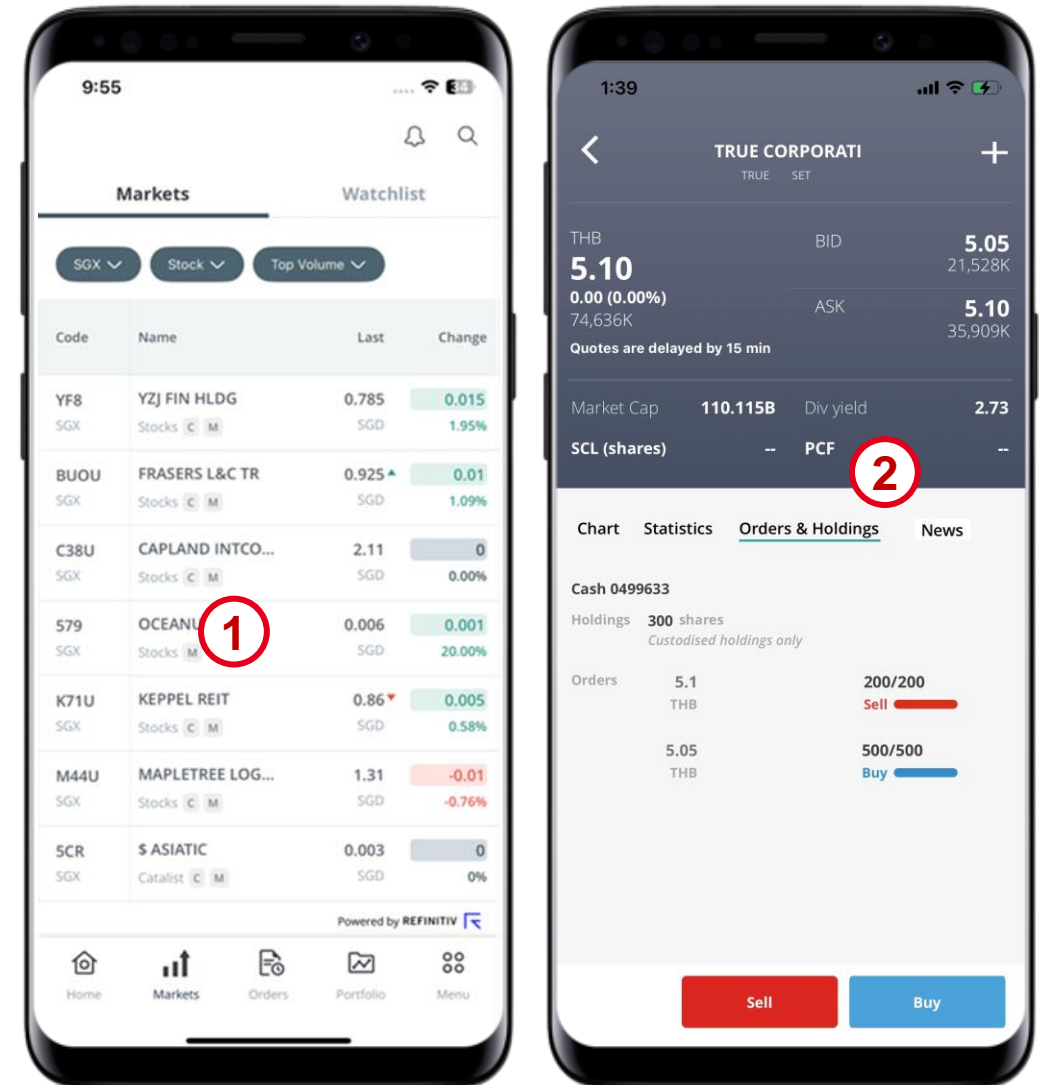
5 Select the specific features (Symbol, Crosshair, Time, Interval and Drawings) to add to your charts



MARKETS | Orders & Holdings



- 1 Open up the counter information ticket
- 2 Click on **Orders & Holdings** tab to view the custodised holdings and orders

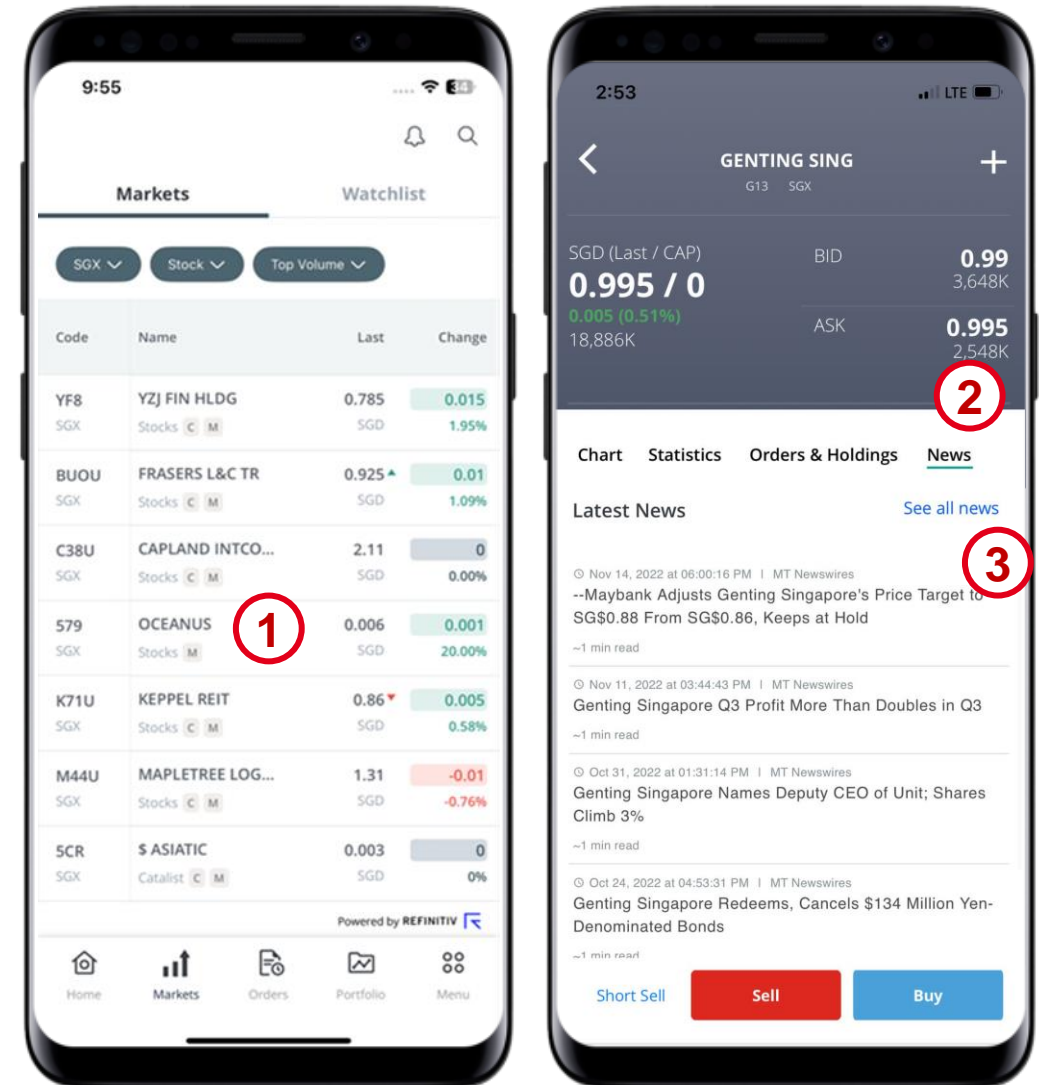


Co. Reg No.: 196600262R

MARKETS | News



- 1 Open up the counter information ticket
- 2 Click on **News** tab to view the latest news on the counter
- 3 Click on **See all news** to view all news

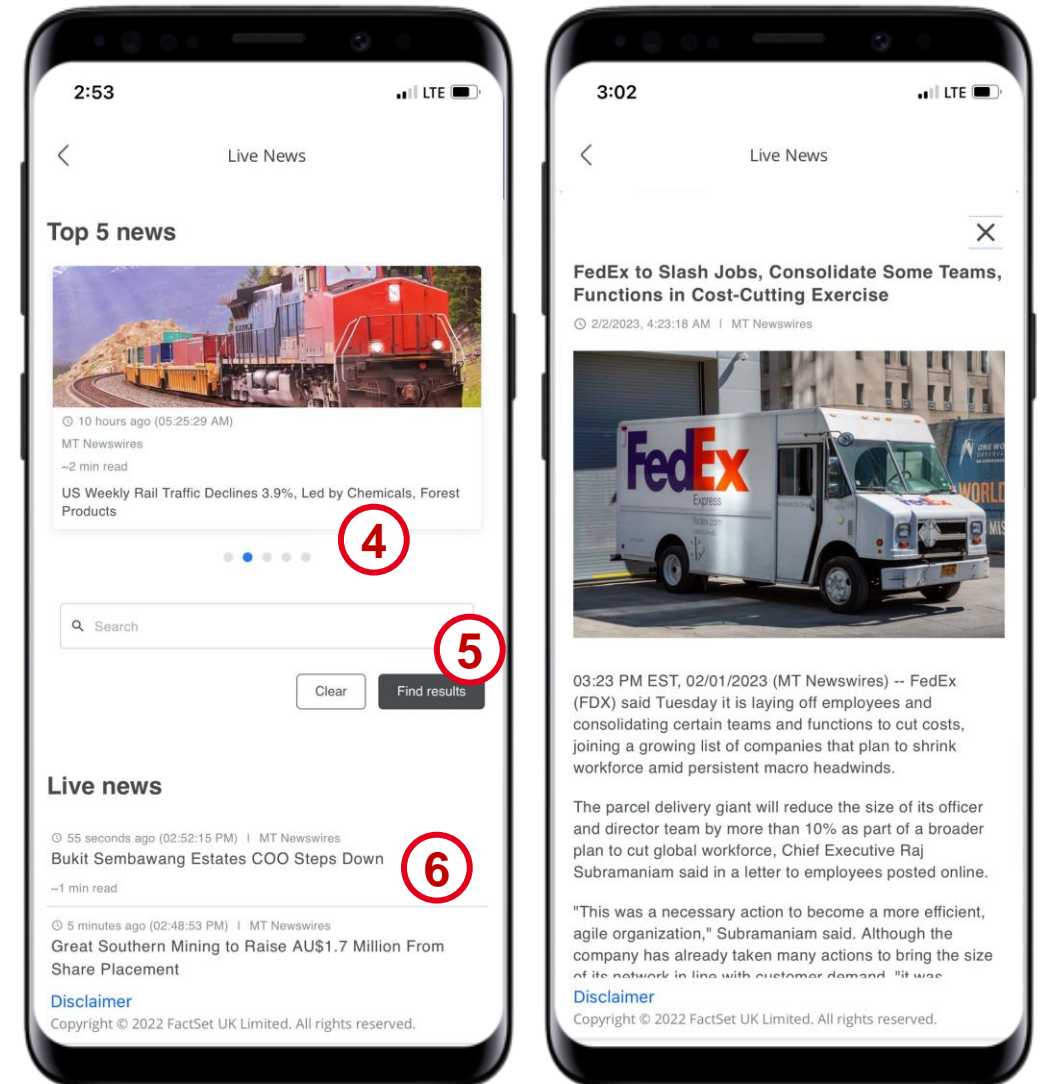


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4 Swipe to view top news articles under Top 5 news

5 Search for keywords and tap **Find results** to view specific news articles

6 Tap on any news article under Top 5 news or Live news to read



WATCHLISTS | Accessing your watchlists

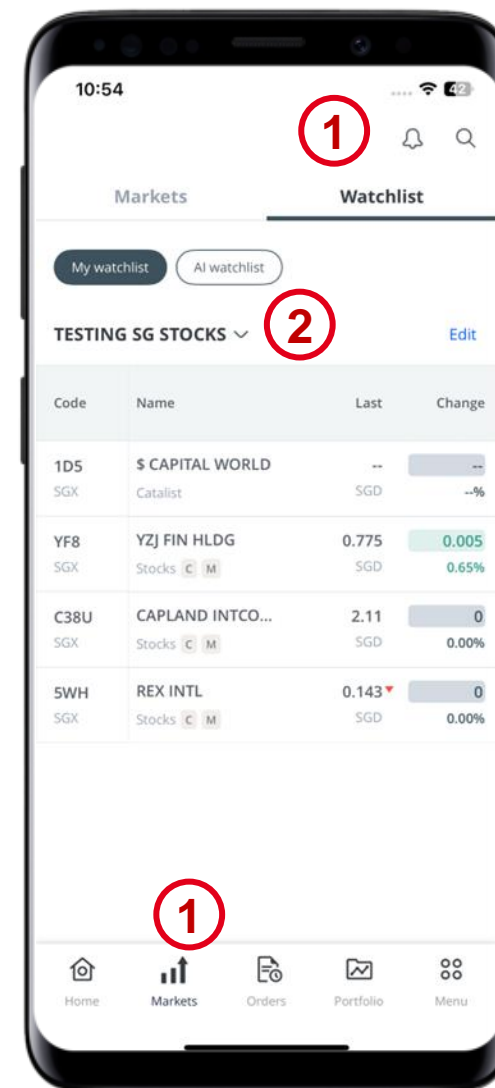


1 Click on **Watchlist** to access your existing watchlists

(You can create up to 10 Watchlists with a total of 500 securities for you to monitor closely)

2 Tap on the watchlist name to see a list of your created watchlists

(Click on + **New watchlist** to create a new watchlist)



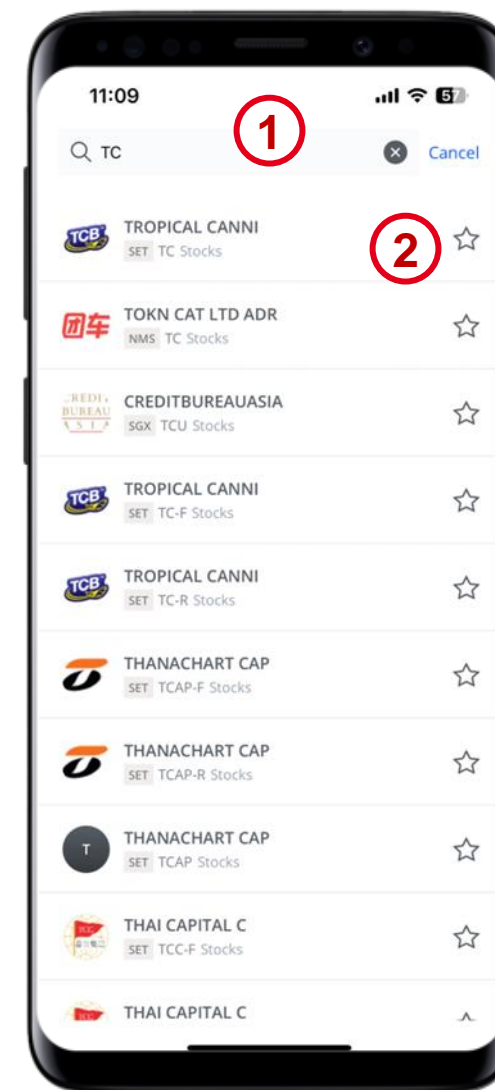
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WATCHLISTS | Adding counters to your watchlists¹



1 Tap on the **Search** icon show the search bar

2 Tap the ☆ icon



Note: ¹ You can create up to 10 Watchlists with a total of 500 securities for you to monitor closely

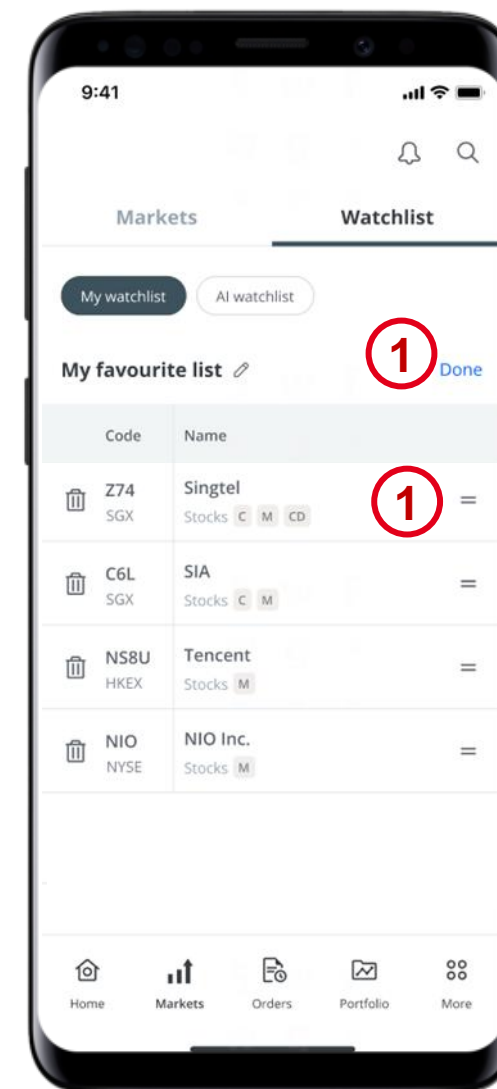
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WATCHLISTS | Editing watchlist counter positioning



1 Drag and drop the counters to reorder their positioning



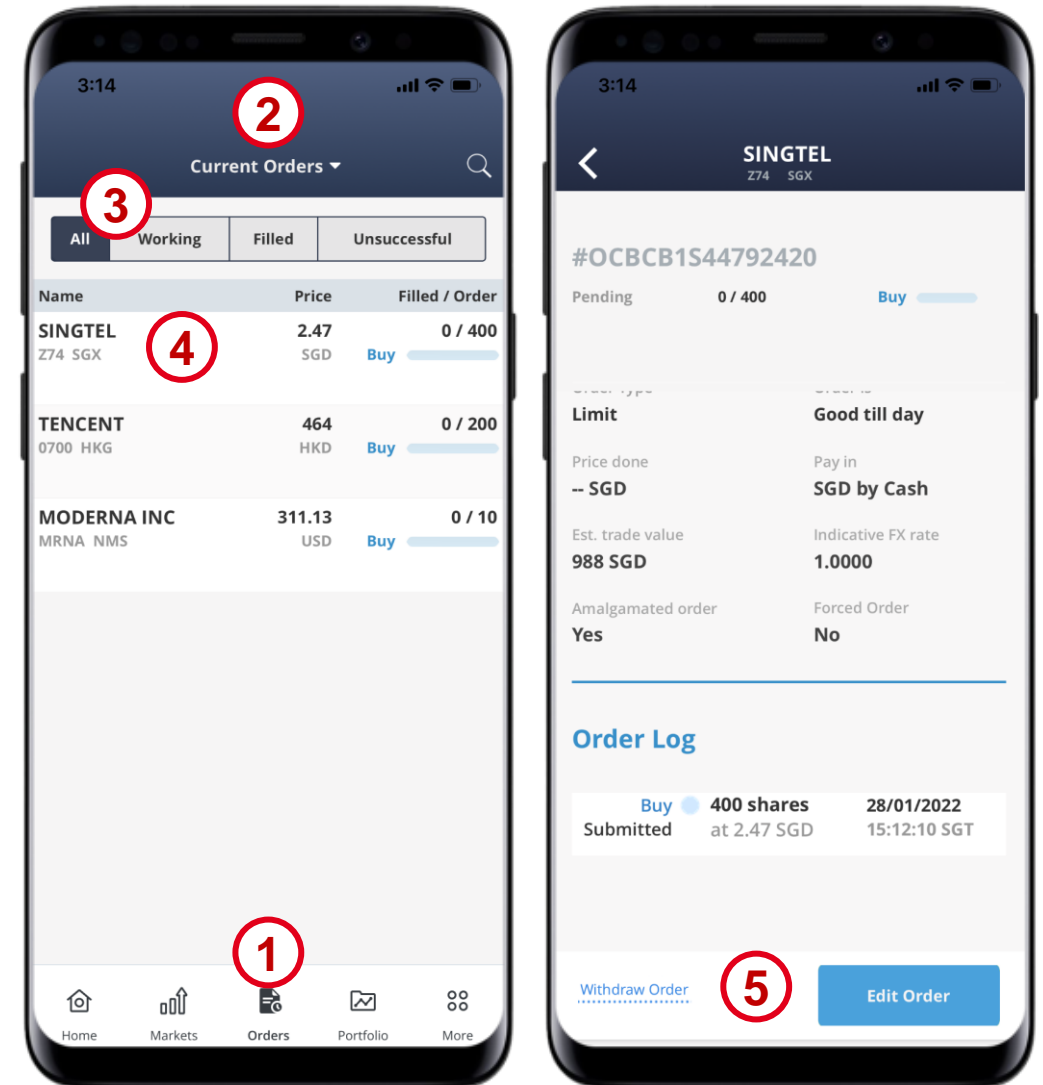
Note: You can create up to 10 Watchlists with a total of 500 securities for you to monitor closely at a glance.

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ORDERS | View current orders



- 1 Your current orders can be viewed upon clicking [Orders](#)
- 2 Toggle the drop-down list to view Current Orders and Past Orders
- 3 Tap to filter Order(s) by Status
- 4 Click on an order to view the order log and full order details
- 5 Tap on [Withdraw Order](#) or [Edit Order](#) to perform the respective action



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ORDERS | Withdraw orders

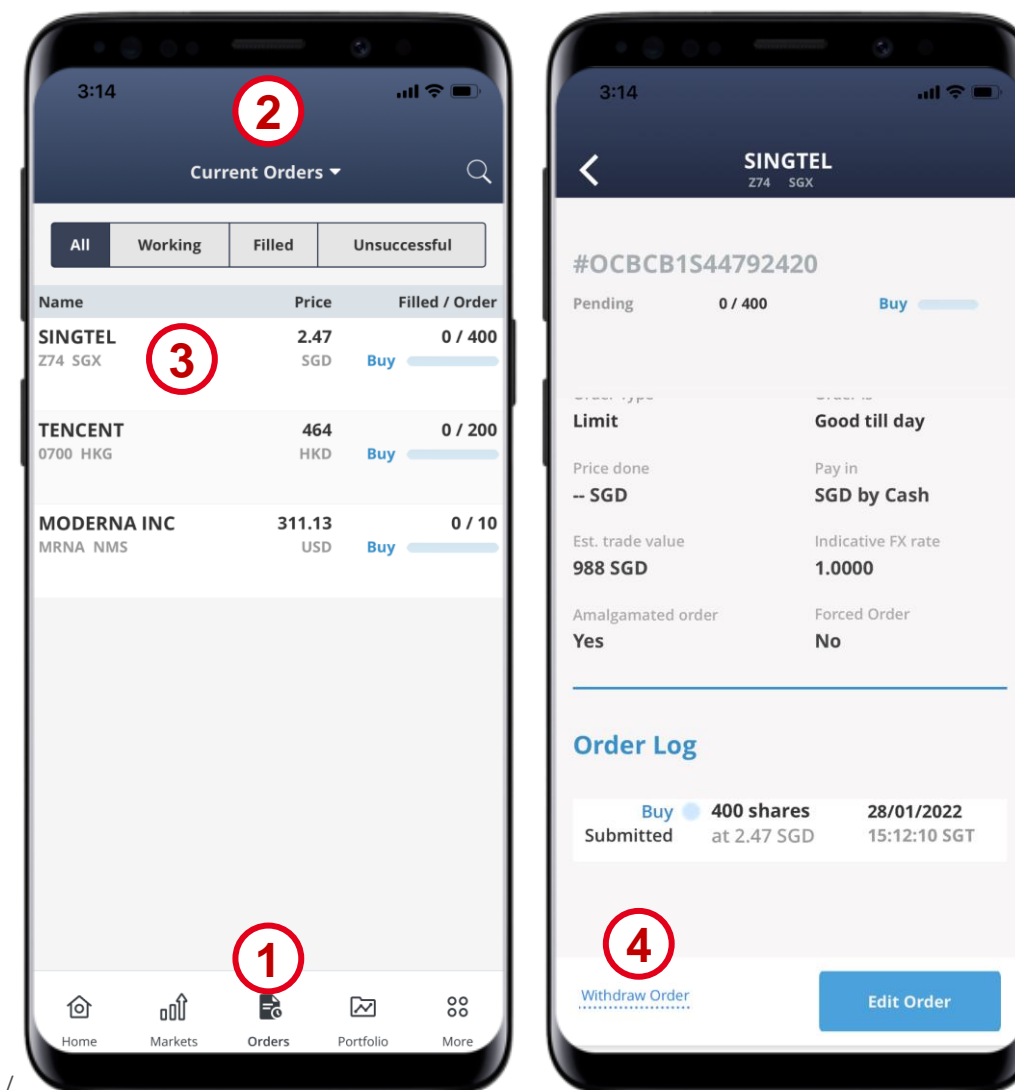


1 Select **Orders**

2 Select **Current Orders**

3 Click on an order to view the order log and full order details

4 Select **Withdraw Order** to withdraw the order¹



Note:

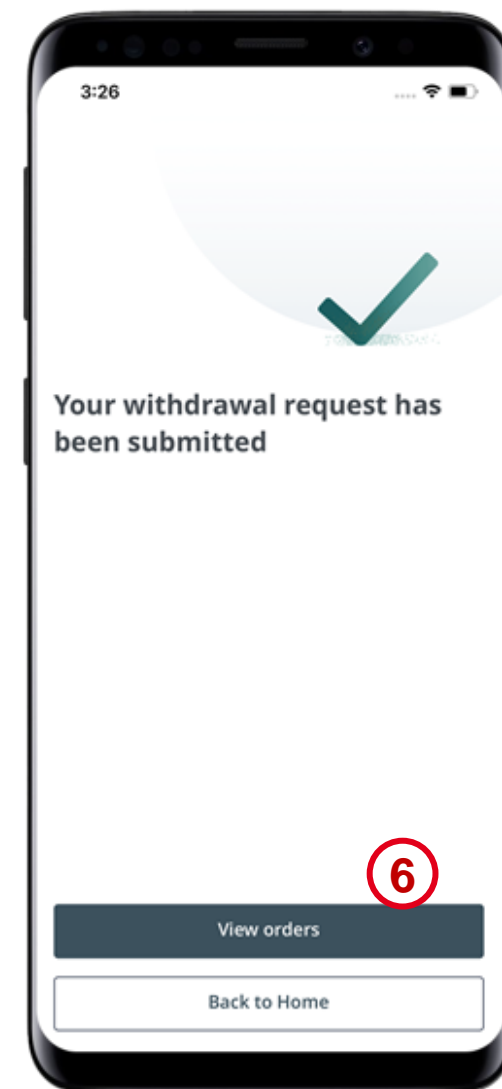
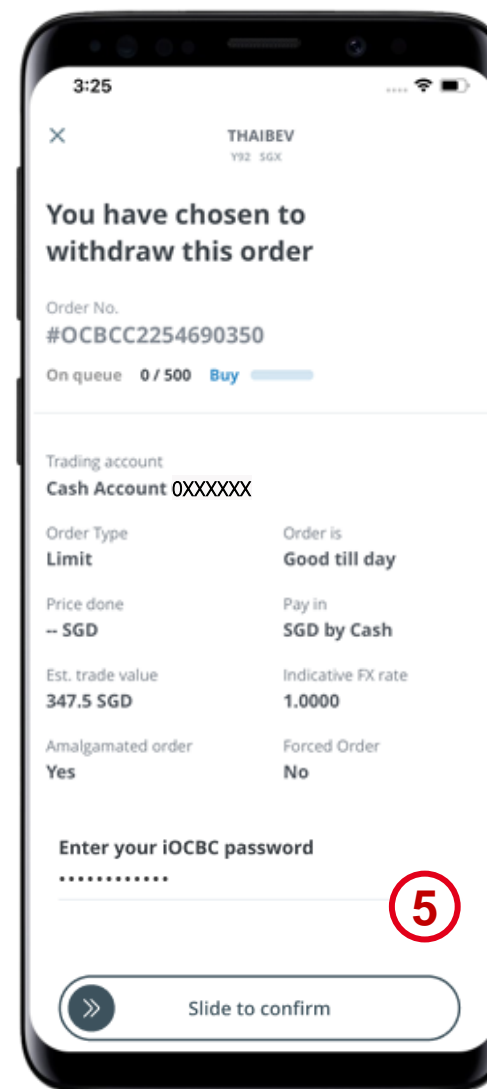
¹ You can amend / withdraw your order provided that the order is not filled. If the order is partially filled, you can only make amendments / withdrawal on those unfilled quantity. Please note that only SGX orders allows for increment or reduction of price or quantity, and the amendment of payment type. All other exchanges only allow for reduction of the quantity and you cannot amend the other parameters like price and payment type.

ORDERS | Withdraw orders



5 Fill in your password and **Slide to buy** to confirm the withdrawal

6 Tap on **View orders** or **Back to Home**



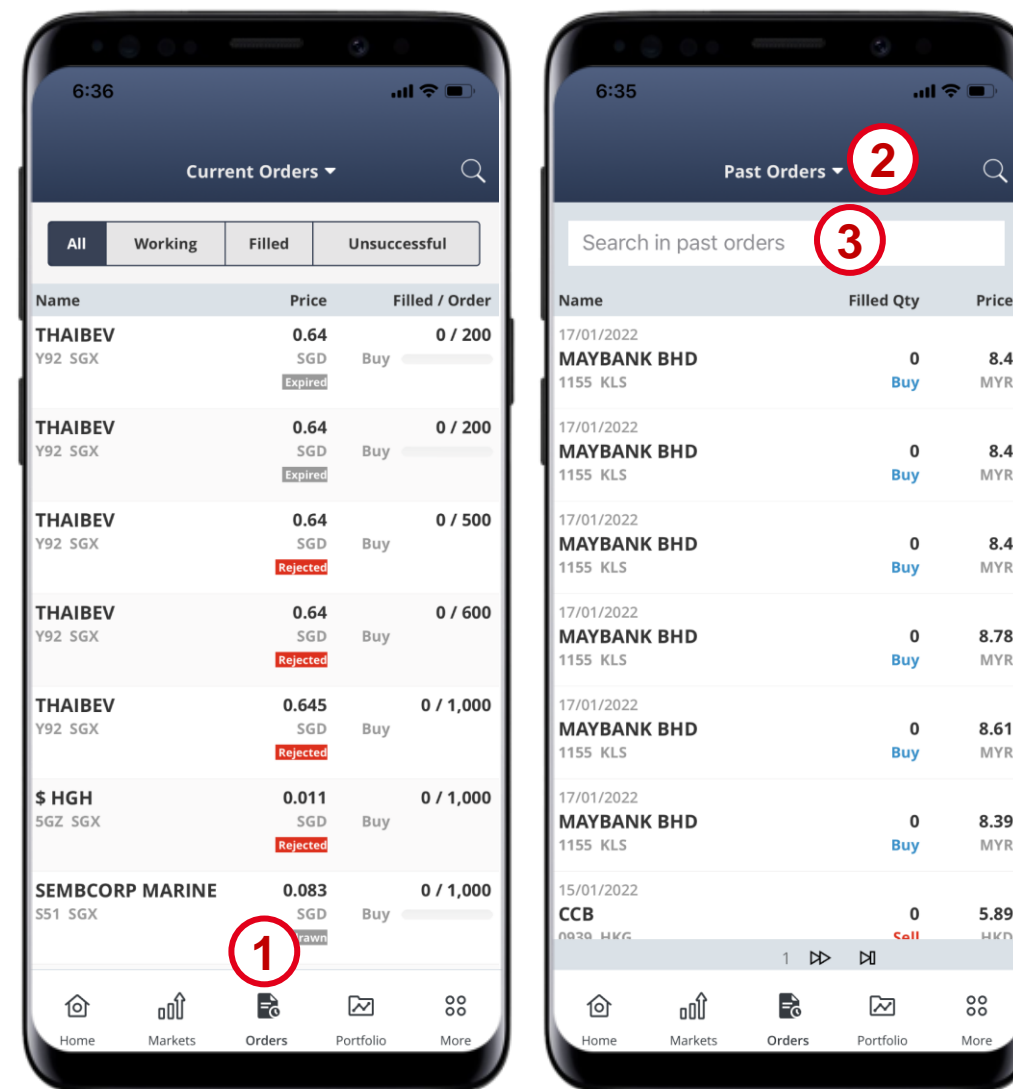
ORDERS | Past orders



1 Select **Orders**

2 Click on **Past Orders**

3 Search for past orders in the search bar



Co. Reg No.: 196600262R

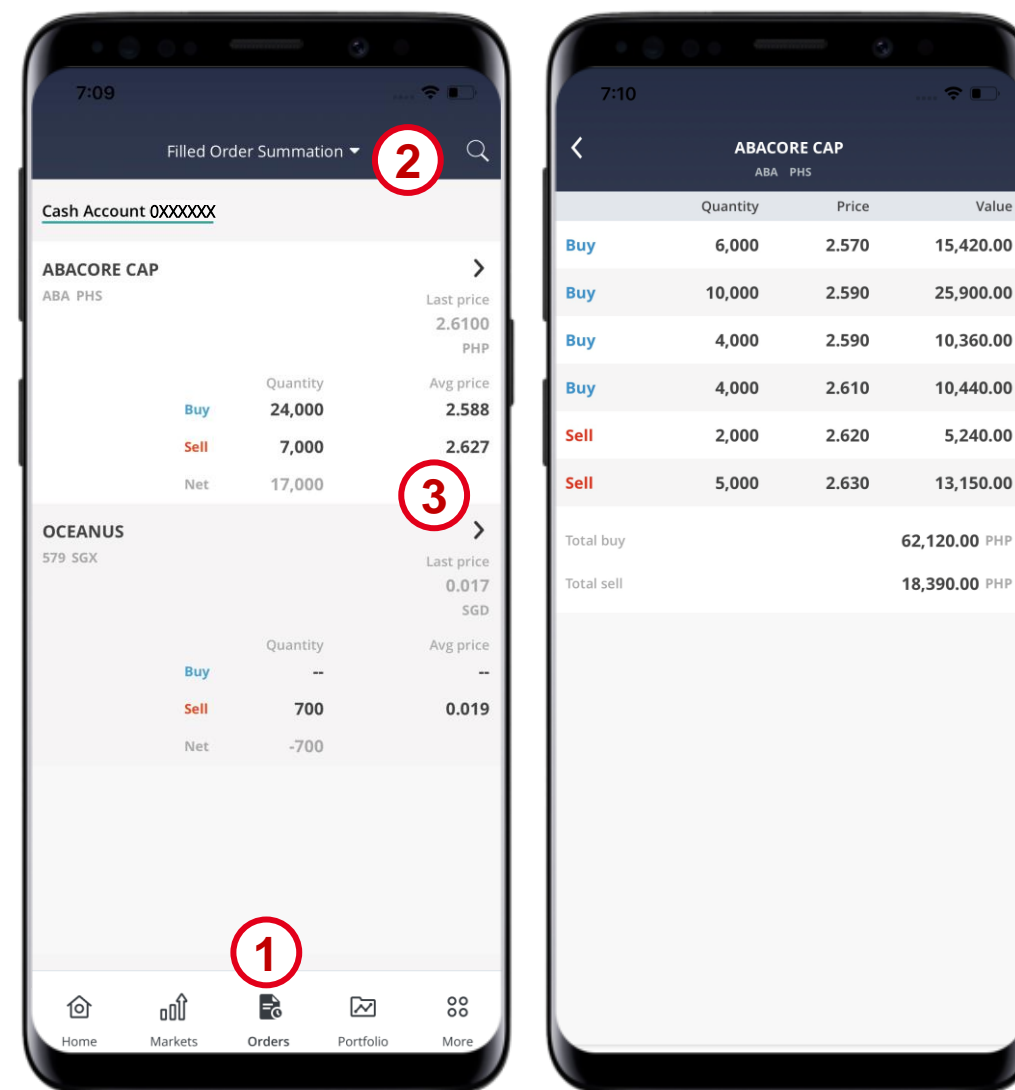
ORDERS | Filled order summation



1 Select **Orders**

2 Click on **Filled Order Summation**

3 Click on a counter to view the summary



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PORTFOLIO | Non-Custodised Portfolio

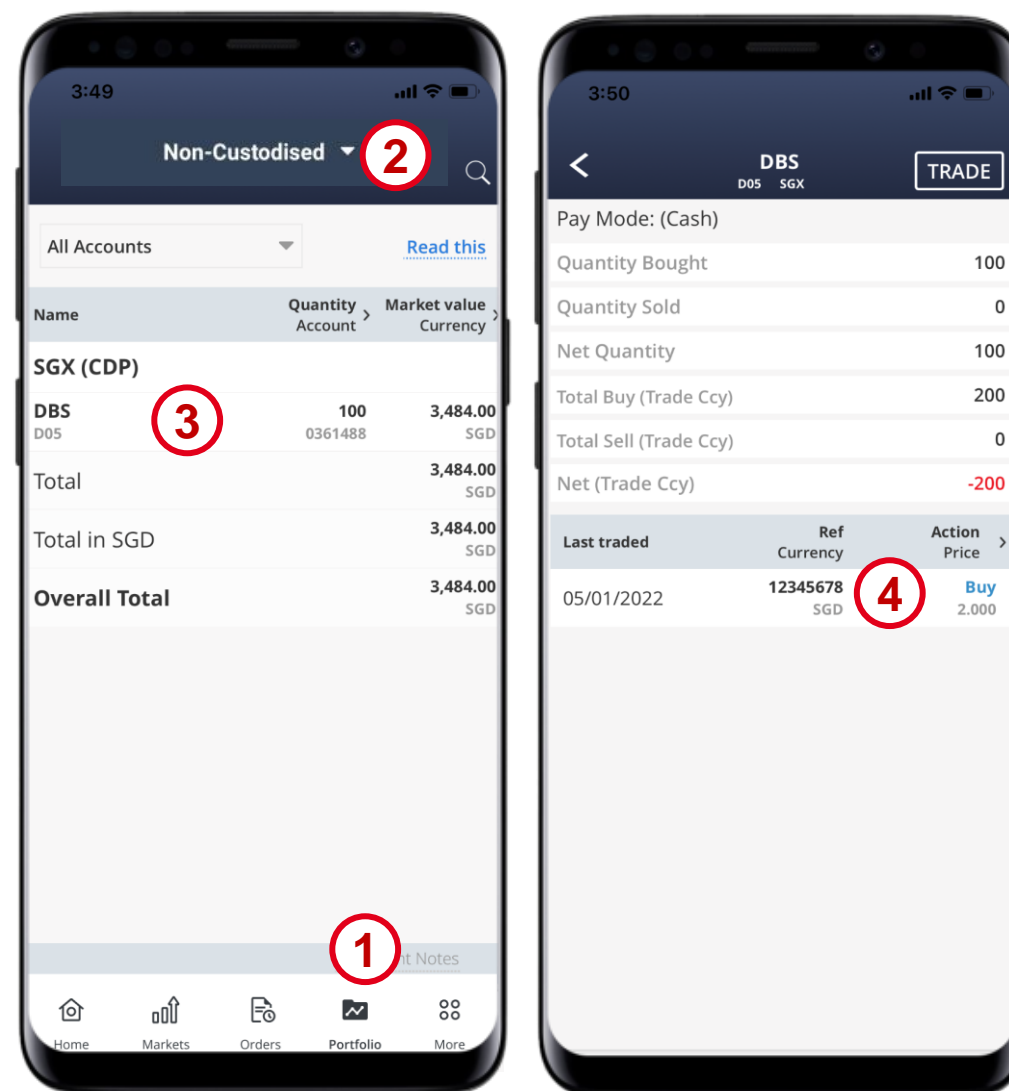


1 Select **Portfolio**

2 Select **Non-Custodised**¹

3 Tap on a counter to view the trade history

4 You can view your trade history and contract details here



Note:

¹ Please note that the information provided is an indicative representation of your portfolio. No representation or warranty, express or implied, is made or given as to, and no reliance should be placed on the completeness, accuracy or fairness of the information or opinions contained therein. Your Non-Custodised Portfolio is sorted by trading account, exchange, and payment method – Cash, CPF, SRS. Shares custodised by OSPL e.g. foreign market shares, will not be displayed here.

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PORTFOLIO | Custodised Portfolio

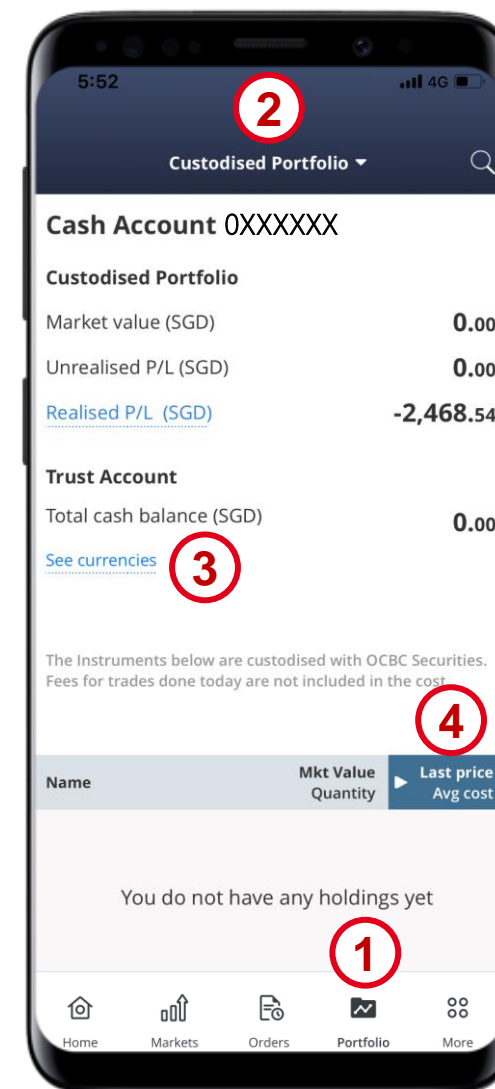


1 Select **Portfolio**

2 Select **Custodised Portfolio**¹

3 Click on **See Currencies** to view the trust account balance

4 Tap on the header to cycle between Unrealised P/L, Last price, Average Cost, Today's Change
Avg cost price: Weighted average price



Note:

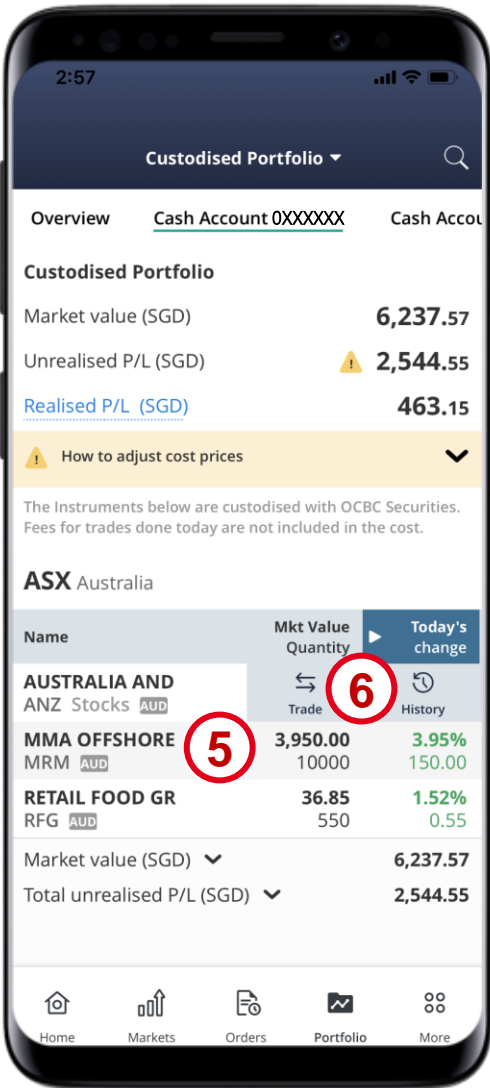
¹ Please note that the information provided is an indicative representation of your portfolio. No representation or warranty, express or implied, is made or given as to, and no reliance should be placed on the completeness, accuracy or fairness of the information or opinions contained therein. The stocks/shares reflected are custodised with OCBC Securities. For avoidance of doubt, fees for trades done on a particular day will not be reflected in the cost on the same day. The average cost price or cost value reflected below will include cost price or cost value (as the case may be) adjustments made by you. For any share/stock transfer, the average cost value reflected below will include cost value adjustments made by you, however if no cost value information was provided during such your share/stock transfer, OSPL may, in its sole discretion and as it deem fit, adopt the cost value associated with the relevant share/stocks transfer as at the previous day closing price of such transfer.

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PORTFOLIO | Custodised Portfolio¹



- 5 Tap on a counter to view more options
- 6 Tap on a Trade to open the counter information ticket, History to view the Transaction History of the counter



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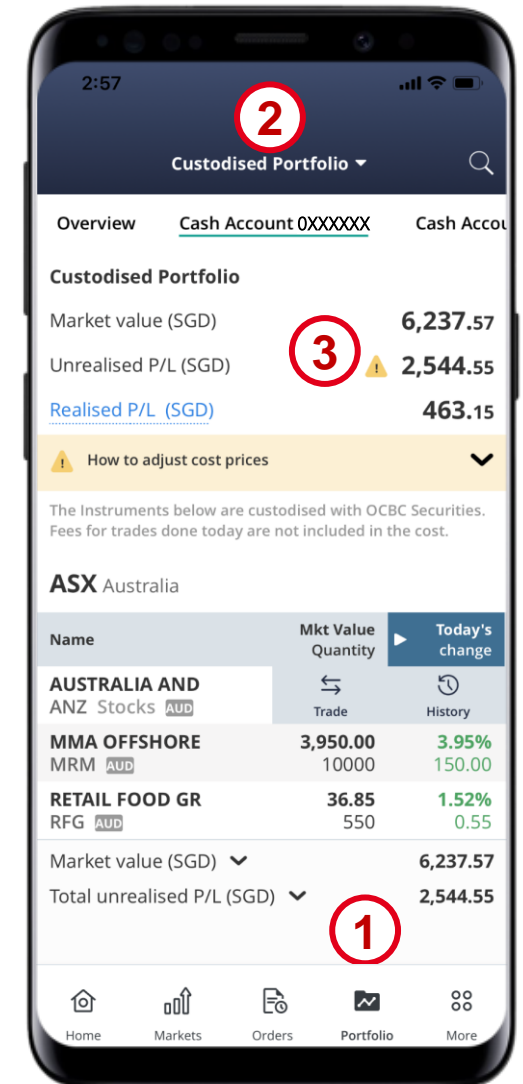
PORTFOLIO | Custodised Portfolio > Adjusting cost



1 Select Portfolio

2 Click on Custodised Portfolio¹

3 ⚠ Indicates that cost price of a counter is likely to be inaccurate²



Note:

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² If you see a warning indicator, it means that the share quantity custodised with OSPL and the net share quantity in your transaction history at the point of migration to the new platform is not the same, this may be due to various reasons including but not limited to a historical corporate action event or share transfer into or out of the account. In order to calculate an accurate profit and loss, you are required to provide the accurate cost price or value by performing an adjustment.

Co. Reg No.: 196600262R

PORTFOLIO | Custodised Portfolio¹ > Adjusting cost

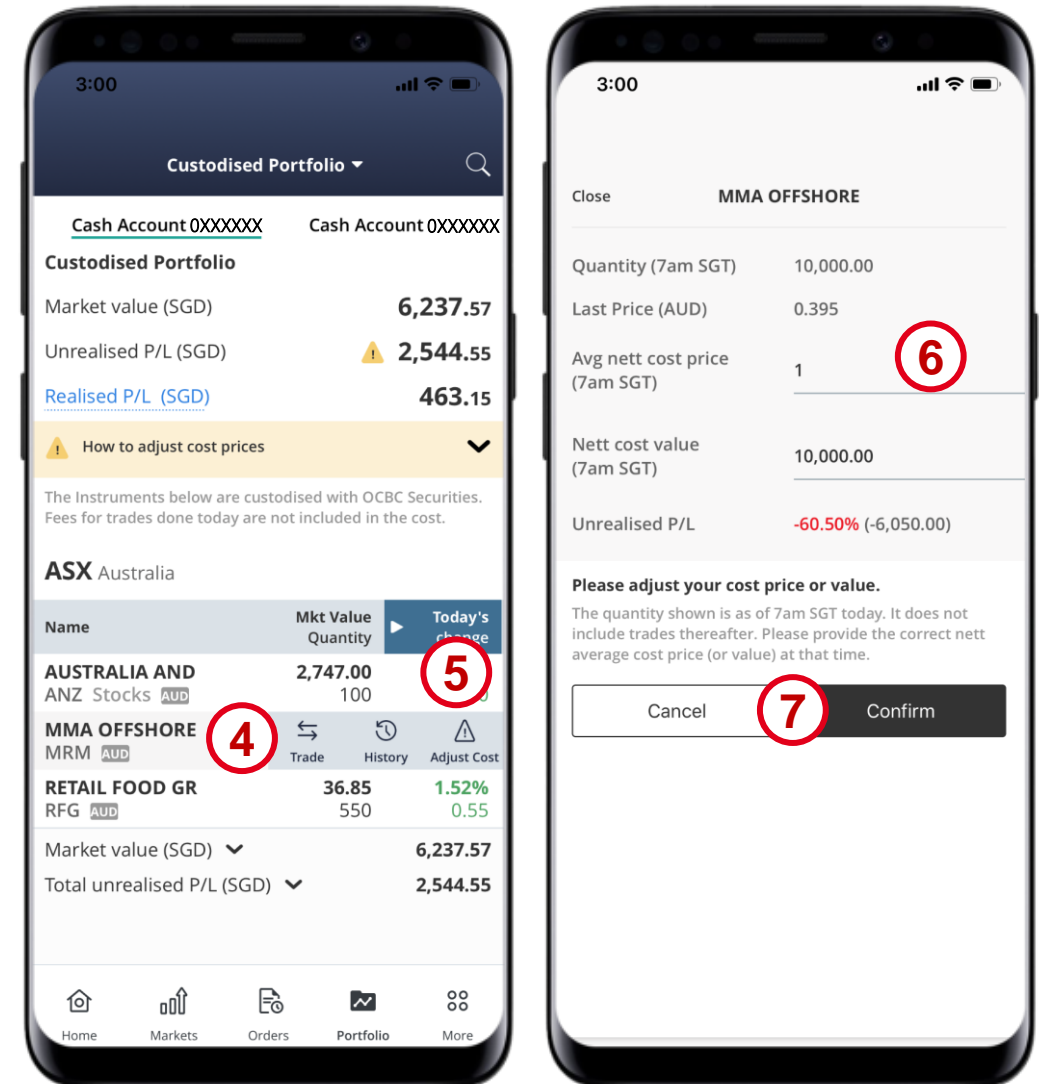


4 Tap on a counter to view more options

5 Tap on **Adjust cost** to correct the cost price of the holdings²

6 The cost from your historical buy or sell transactions with OSPL will be automatically populated. As needed, key in an average cost price that produces the correct cost value for your holdings². This will be used to calculate your profit and loss³.

7 Click on **Cancel** to discard any changes or **Confirm** to save your price adjustment



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² If you see a warning indicator, it means that the share quantity custodised with OSPL and the net share quantity in your transaction history at the point of migration to the new platform is not the same, this may be due to various reasons including but not limited to a historical corporate action event or share transfer into or out of the account. In order to calculate an accurate profit and loss, you are required to provide the accurate cost price or value by performing an adjustment.

³ Going forward, your portfolio will be adjusted automatically for corporate actions and share transfers. You should not have to make adjustments except in rare instances beyond our control.

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PORTFOLIO | Transaction History¹

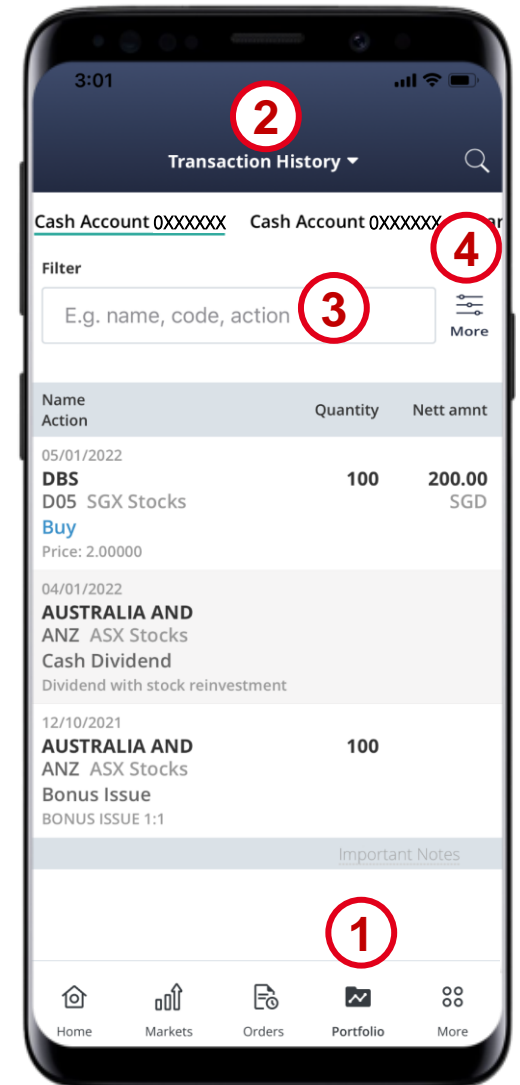


1 Select **Portfolio**

2 Click on **Transaction History**

3 Search for a specific trade

4 Search for trades according to your desired timeframe



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PORTFOLIO | Adding contracts



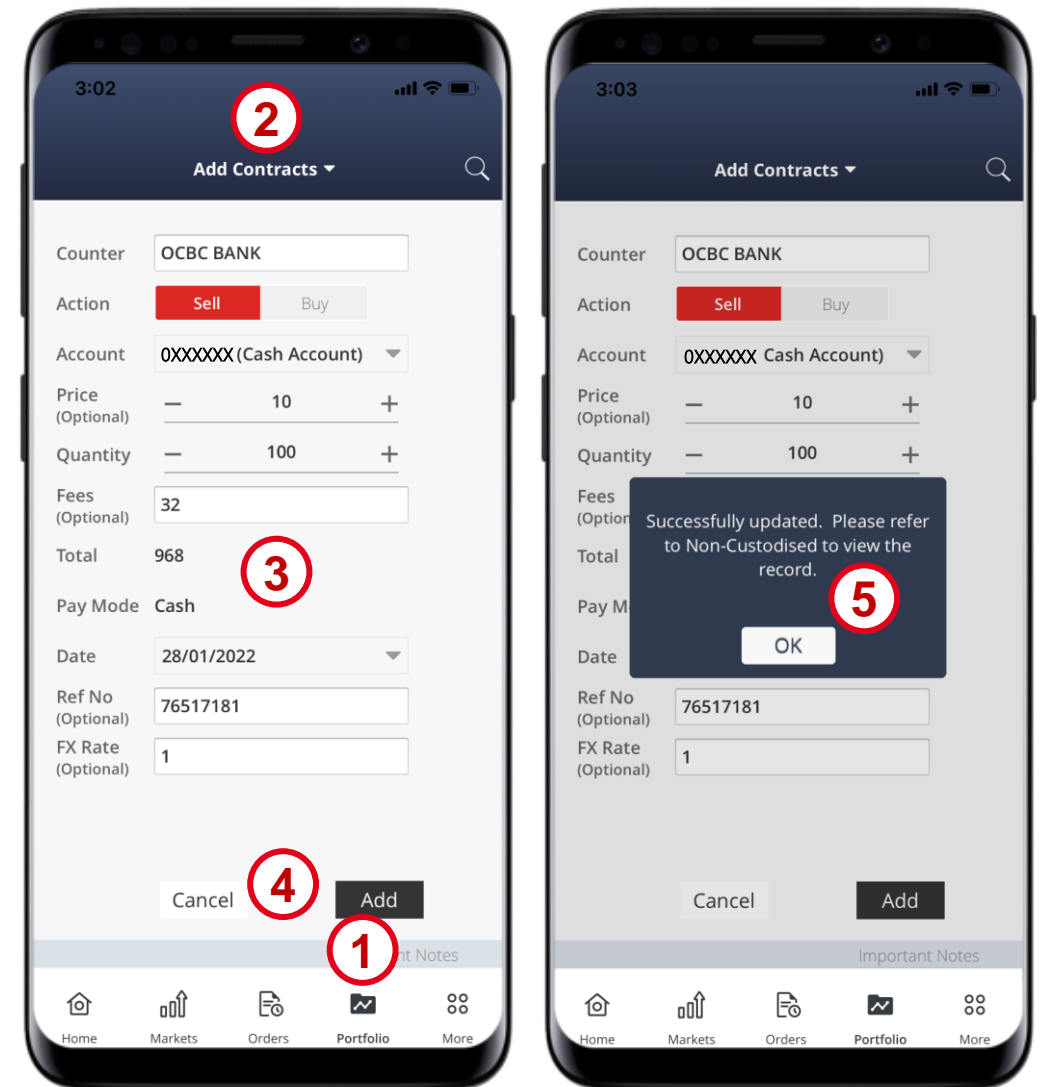
1 Select **Portfolio**

2 Click on **Add Contracts**¹

3 Fill in the necessary information

4 Click on **Add** to add contract, **Cancel** to discard any changes

5 A pop-up will appear to confirm that your entry is successful. You can now view your added contract in your portfolio.



Note:

¹ This function is not available for shares that are custodised by OSPL, e.g. foreign market shares.

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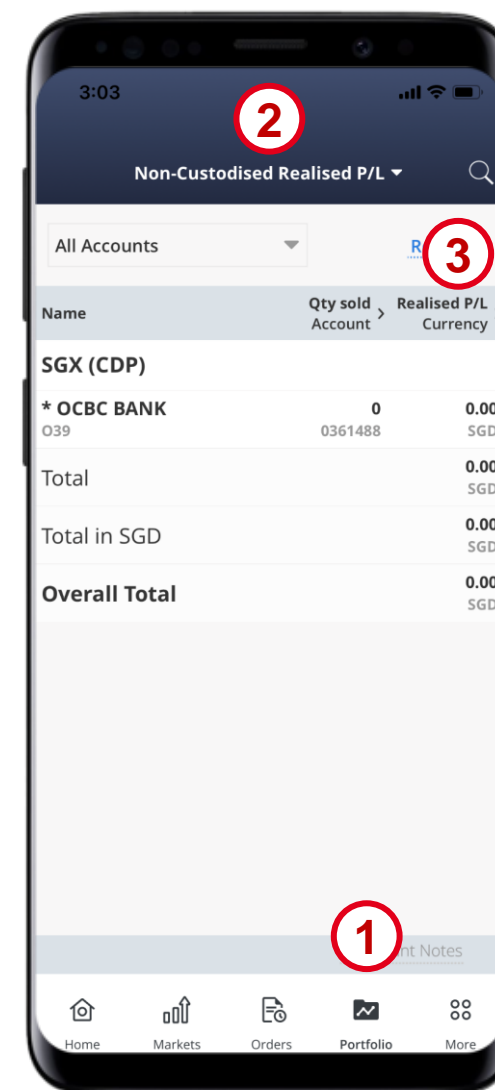
PORTFOLIO | Non-Custodised Realised P/L



1 Select Portfolio

2 Select Non-Custodised Realised P/L¹

3 View your Realised P/L details



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PORTFOLIO | Custodised Realised P/L

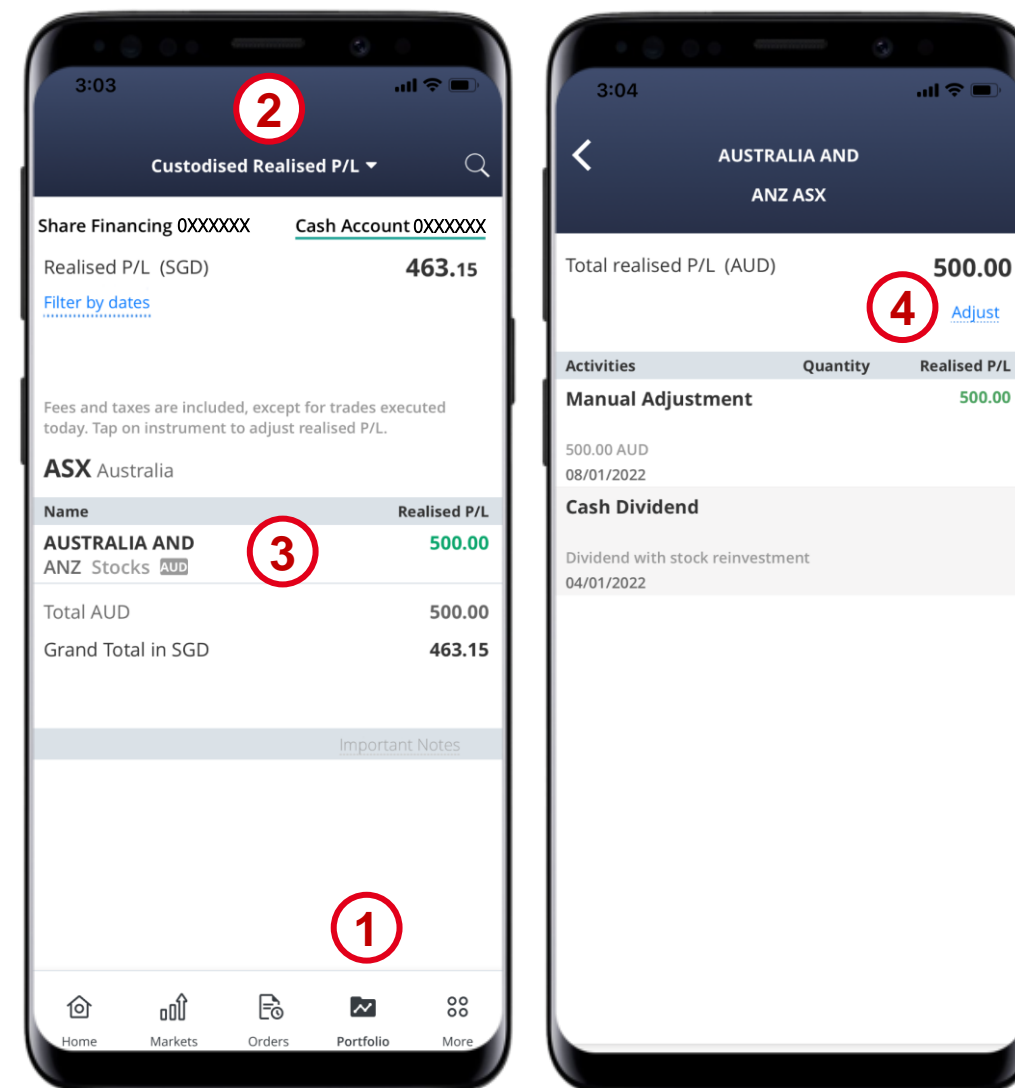


1 Select **Portfolio**

2 Select **Custodised Realised P/L**¹

3 Tap on a counter to view the Realised P/L details

4 Tap on the **Adjust** to adjust the total Realised P/L for the counter



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PORTFOLIO | Share Financing Portfolio

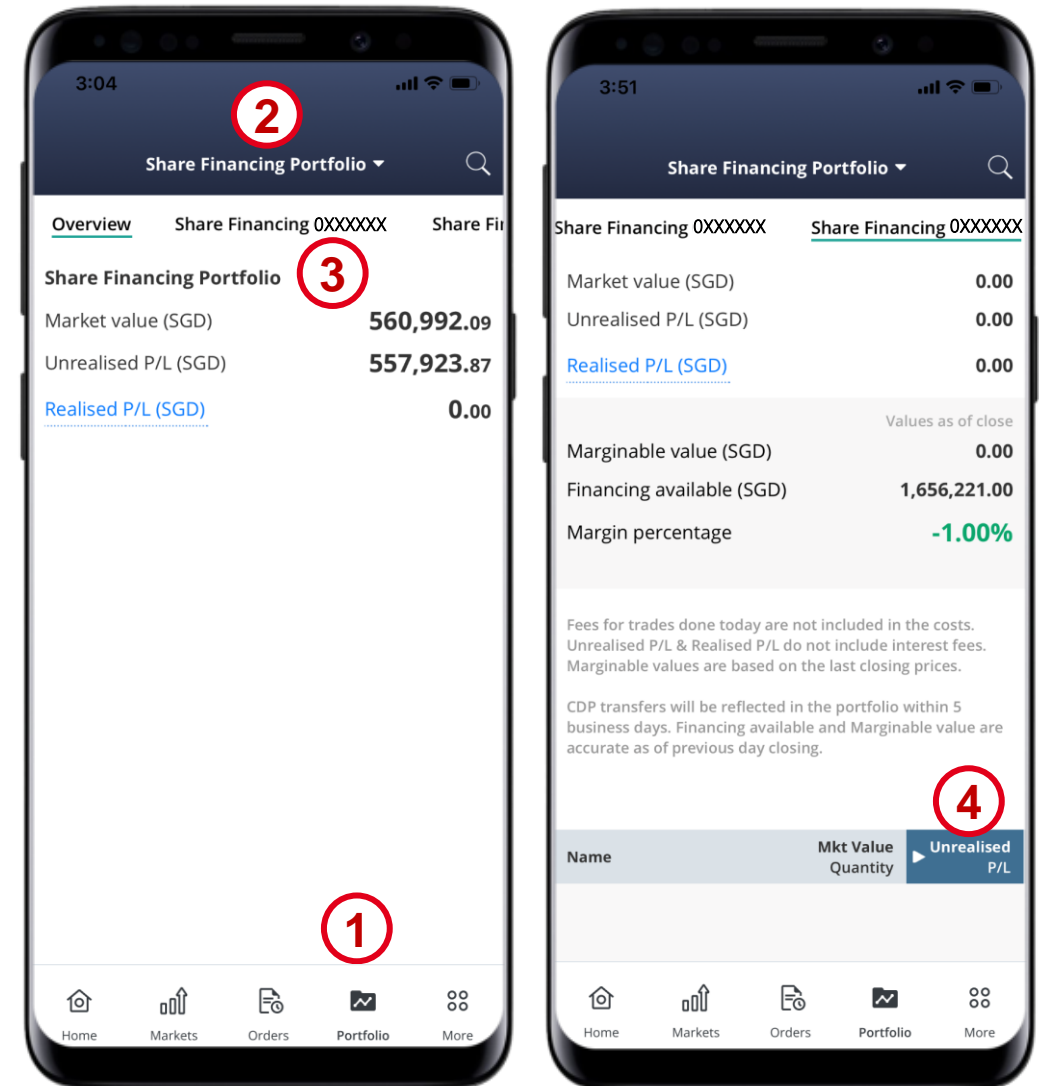


1 Select **Portfolio**

2 Click on **Share Financing Portfolio**

3 Click on **Share Financing XXXXXXX** to view more details

4 Click on **Unrealised P/L** to toggle with other view options: **Margin val** **PCF**, **Avg cost**, **Today's change**



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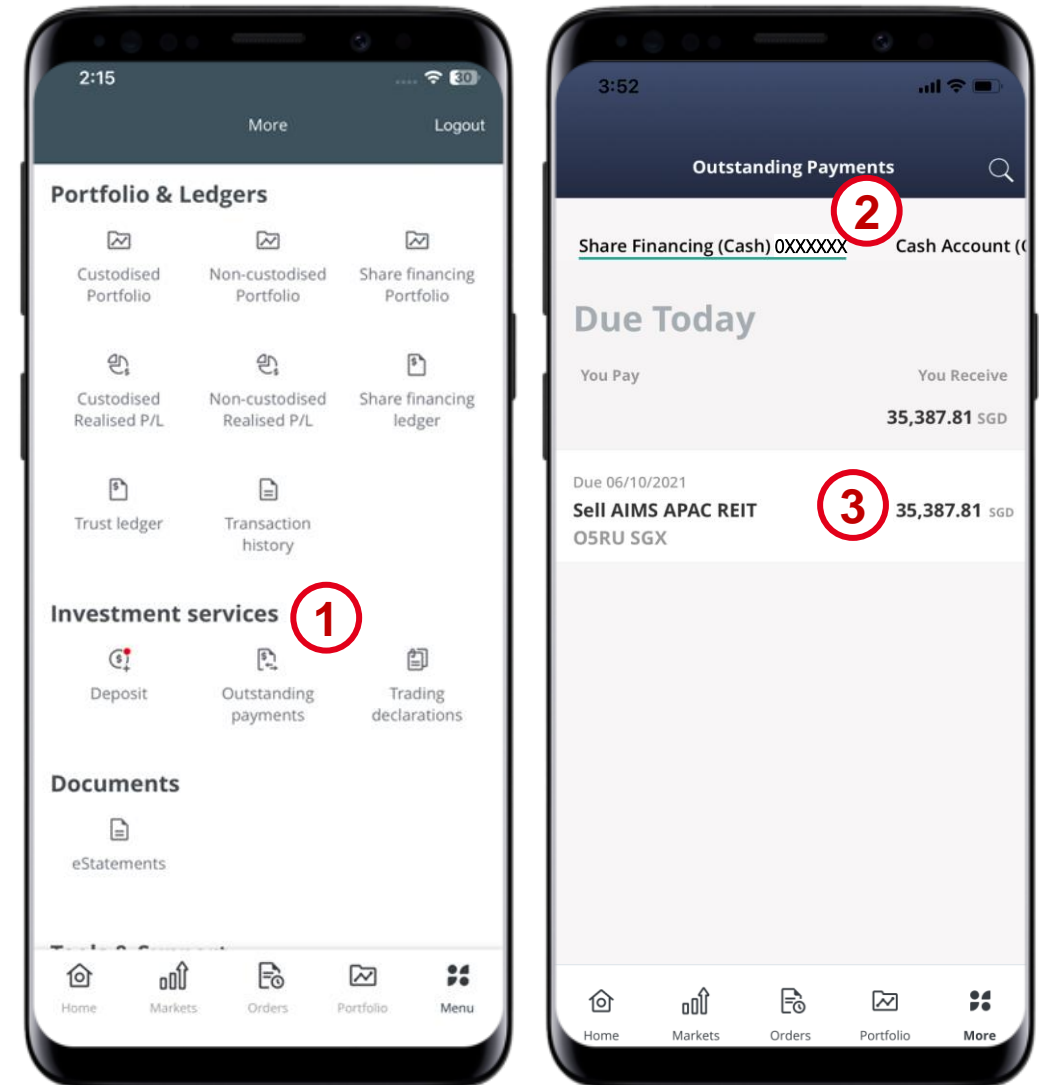
PAYMENTS & LEDGER | Outstanding payments



1 Select Menu and click on **Outstanding Payments**

2 Filter between the outstanding payments for your different accounts here

3 You can view the outstanding payment details here



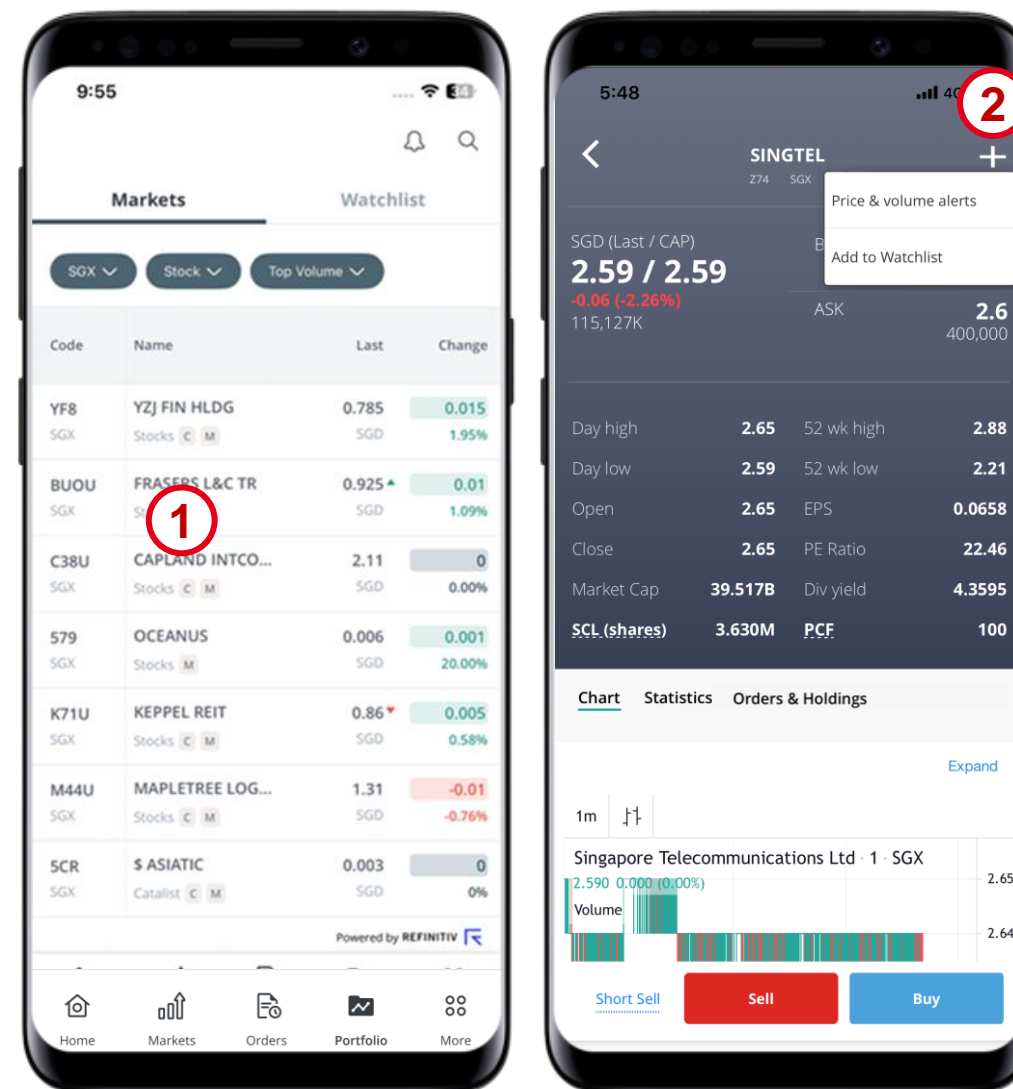
Co. Reg No.: 196600262R

ALERTS | Setting stock alerts



1 Select a counter

2 Click on + and select **Price & volume alerts** to set an alert



Co. Reg No.: 196600262R

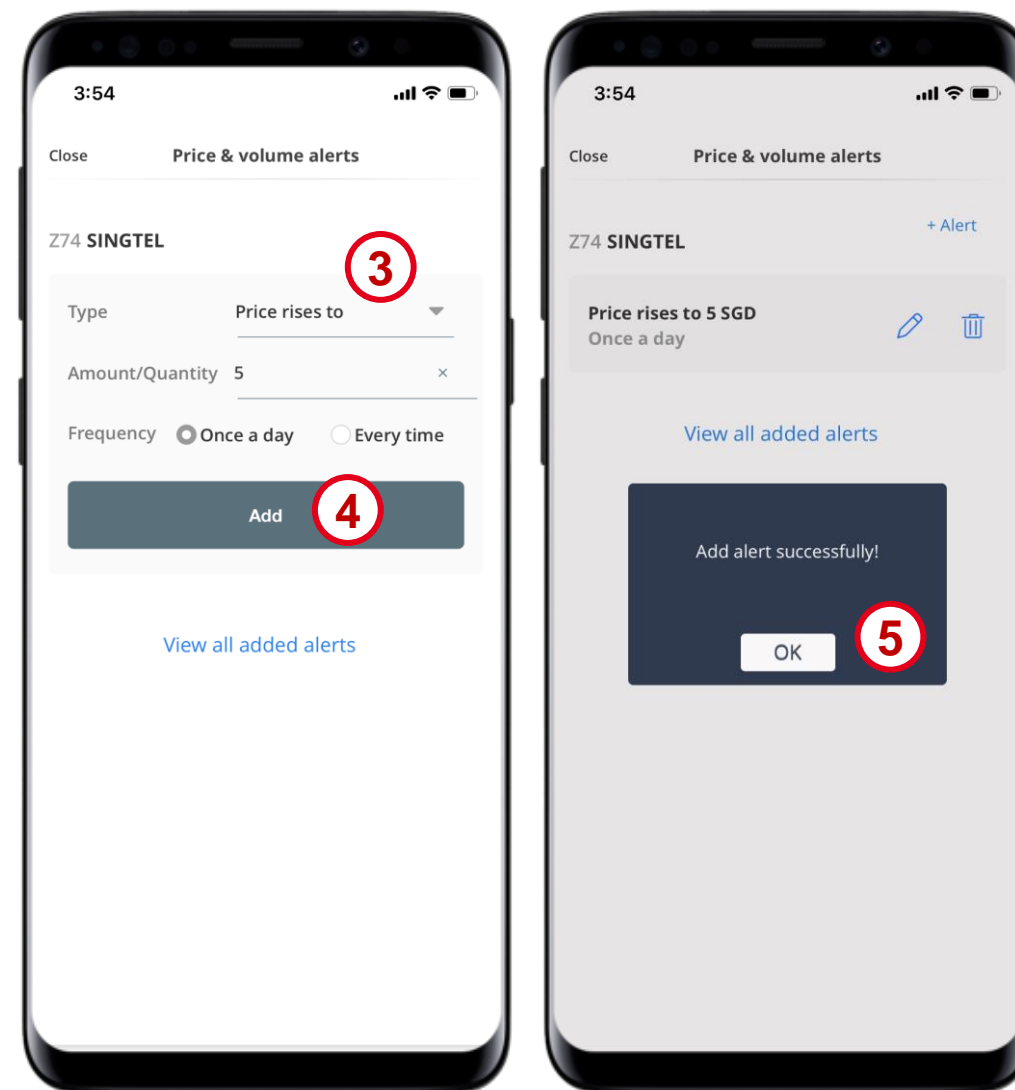
ALERTS | Setting stock alerts



3 Select the necessary alert conditions

4 Click on **Add** to confirm

5 A pop-up will appear to confirm that your alert has been set

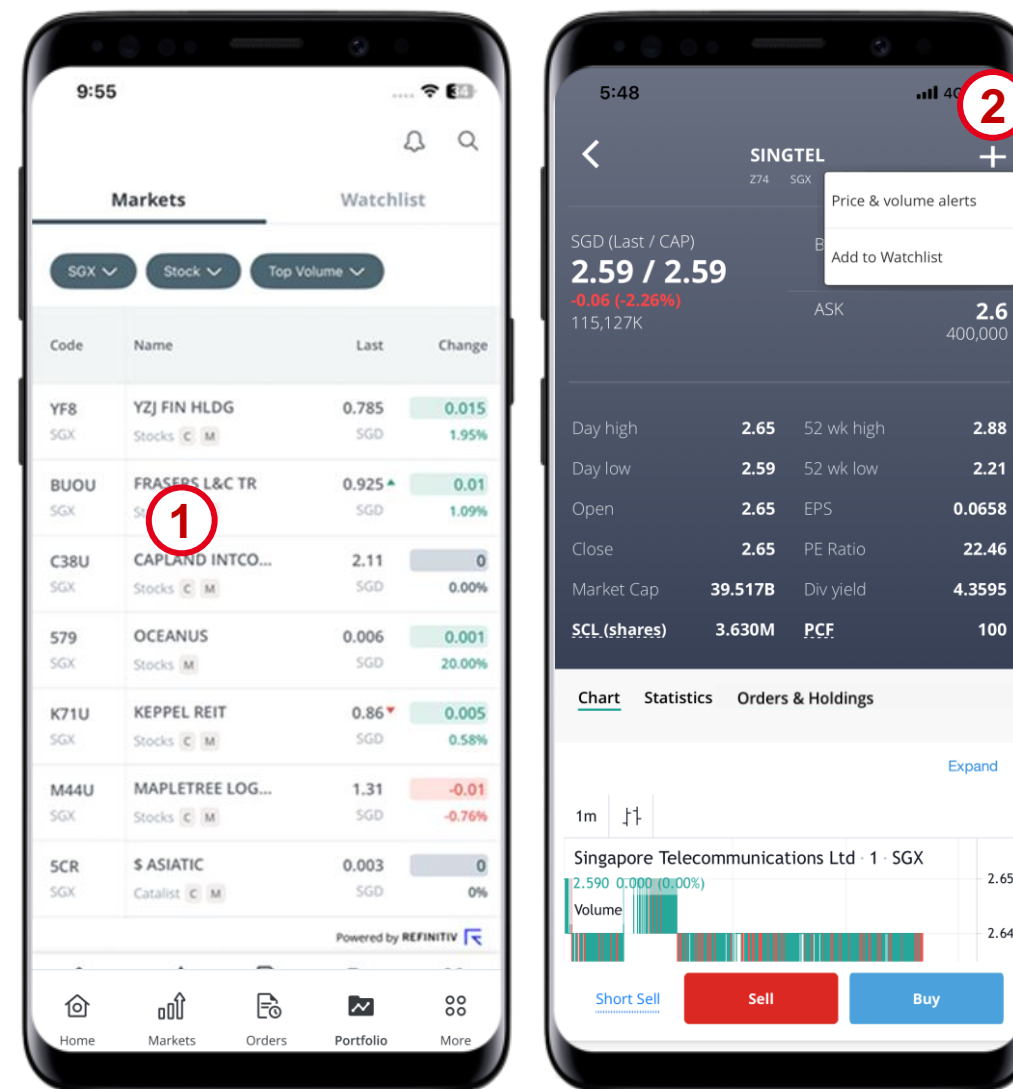


ALERTS | Editing stock alerts



1 Select a counter

2 Click on + and select **Price & volume alerts** to view alerts previously set

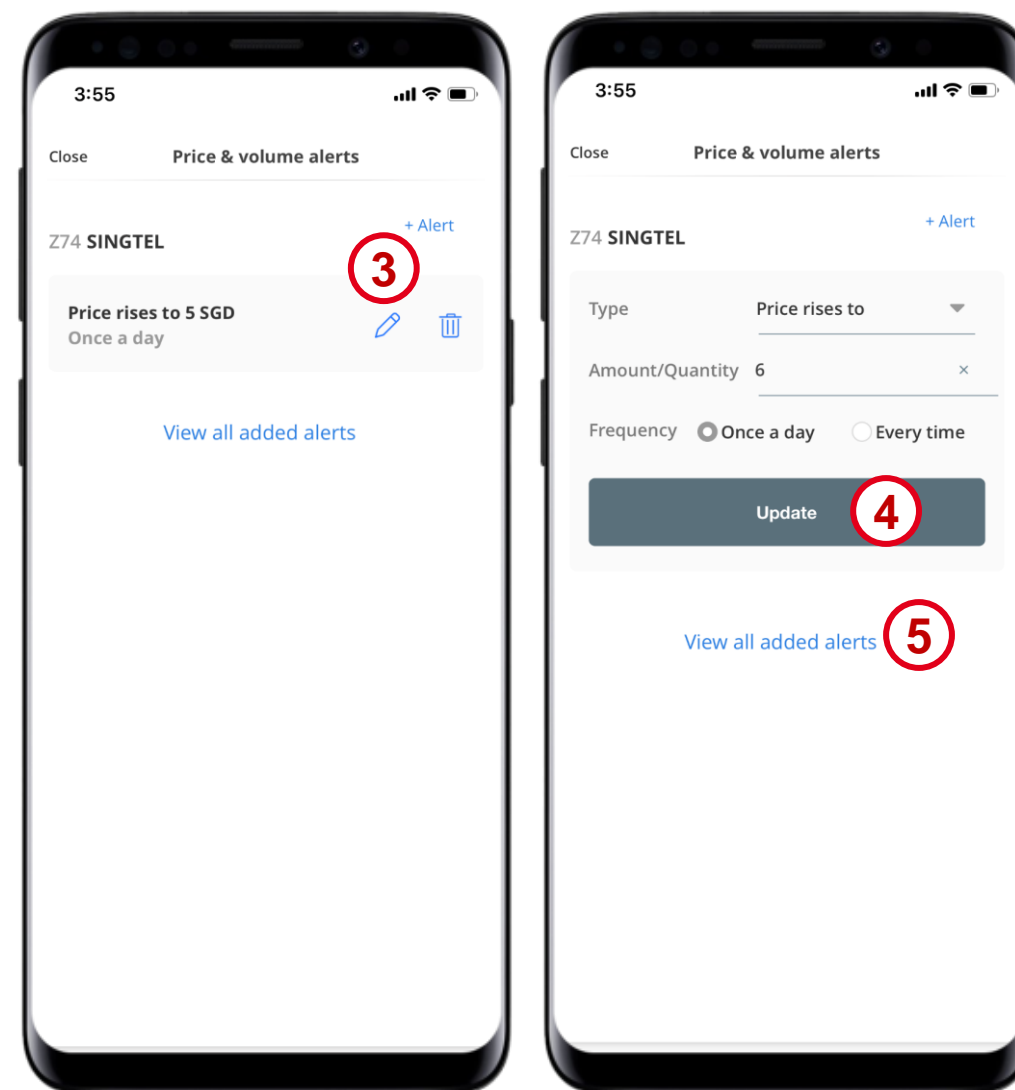


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ALERTS | Editing stock alerts



- 3 Select the **Edit** icon to edit the pre-set alert
- 4 Fill in the new criteria and tap **Update** icon to edit the pre-set alert
- 5 You may click on **View all added alerts** to view all your stock alerts on a single screen

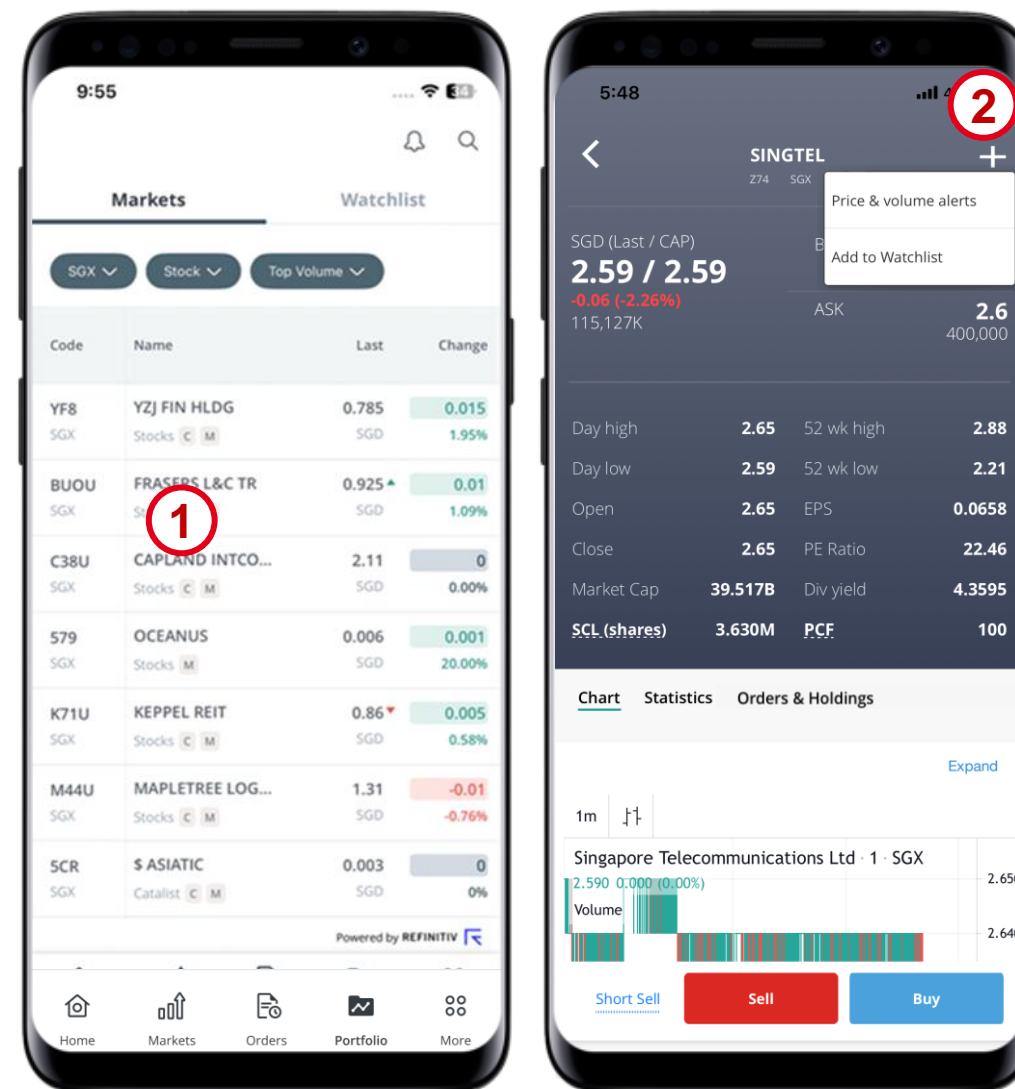


ALERTS | Deleting stock alerts



1 Select a counter

2 Click on + and select **Price & volume alerts** to view alerts previously set



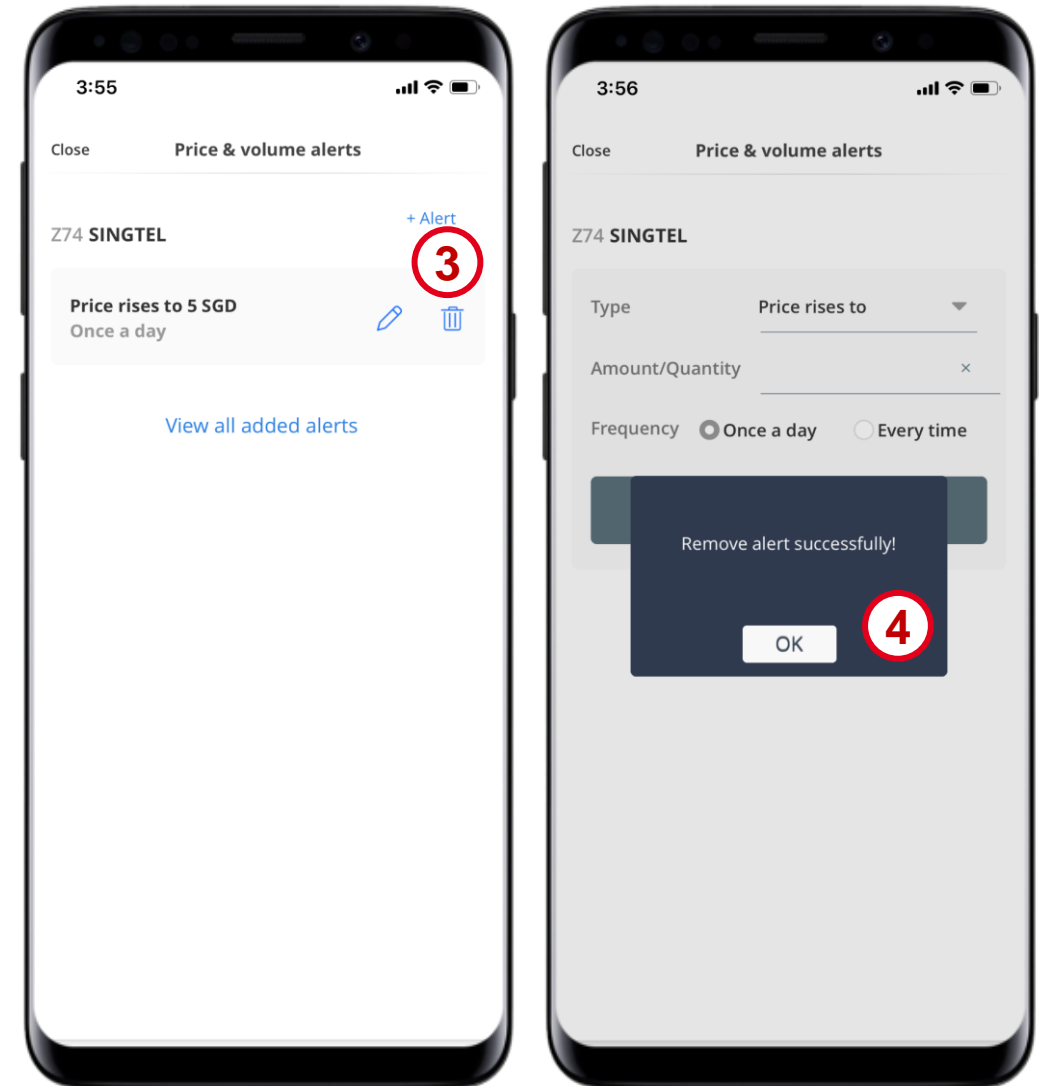
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ALERTS | Deleting stock alerts



3 Select the **Delete** icon to remove the pre-set alert

4 A pop-up will appear to confirm that your alert has been **removed**



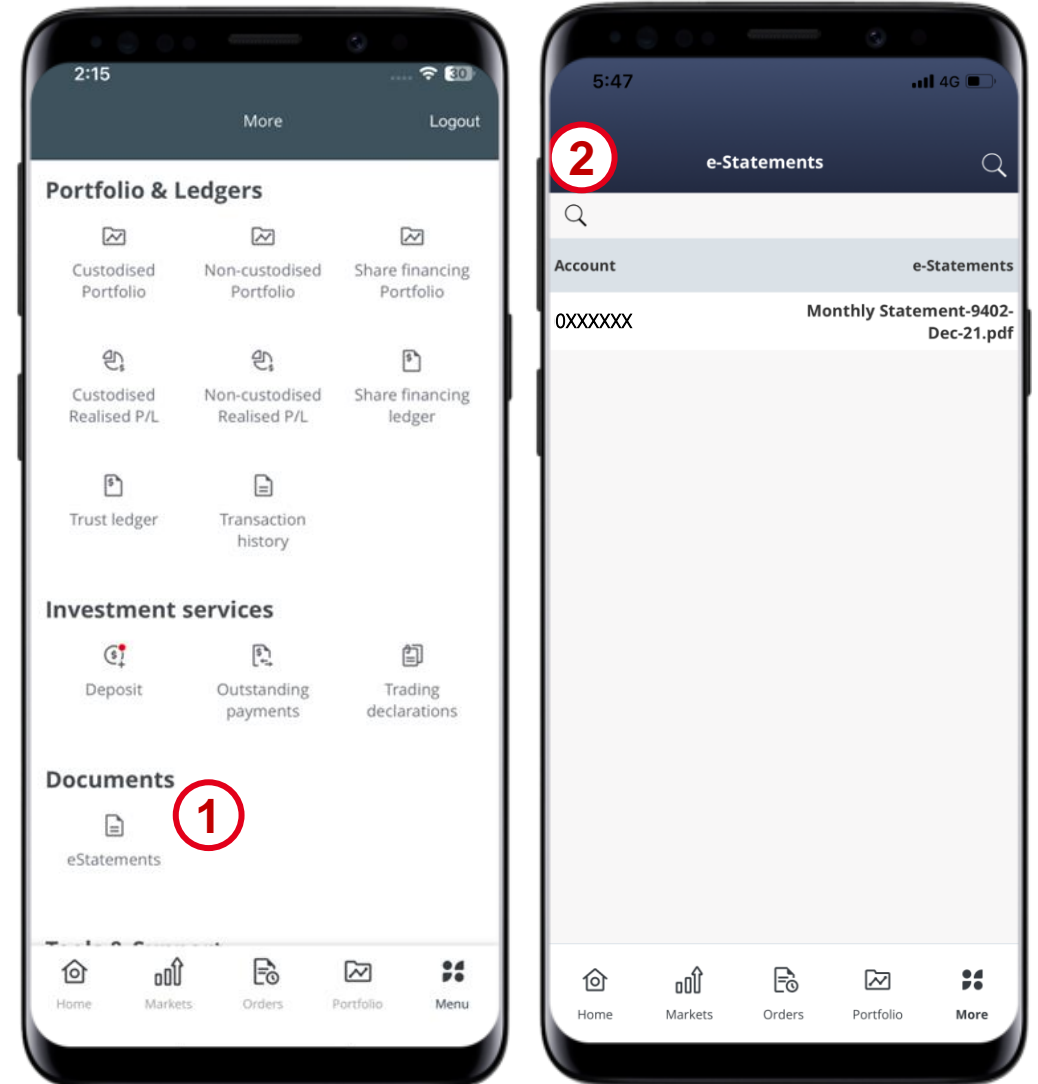
Co. Reg No.: 196600262R

E-STATEMENTS | View e-Statements



1 Select Menu and Click on **e-Statements**

2 Use the filter to select the specific e-Statement you would like to view and download



Co. Reg No.: 196600262R

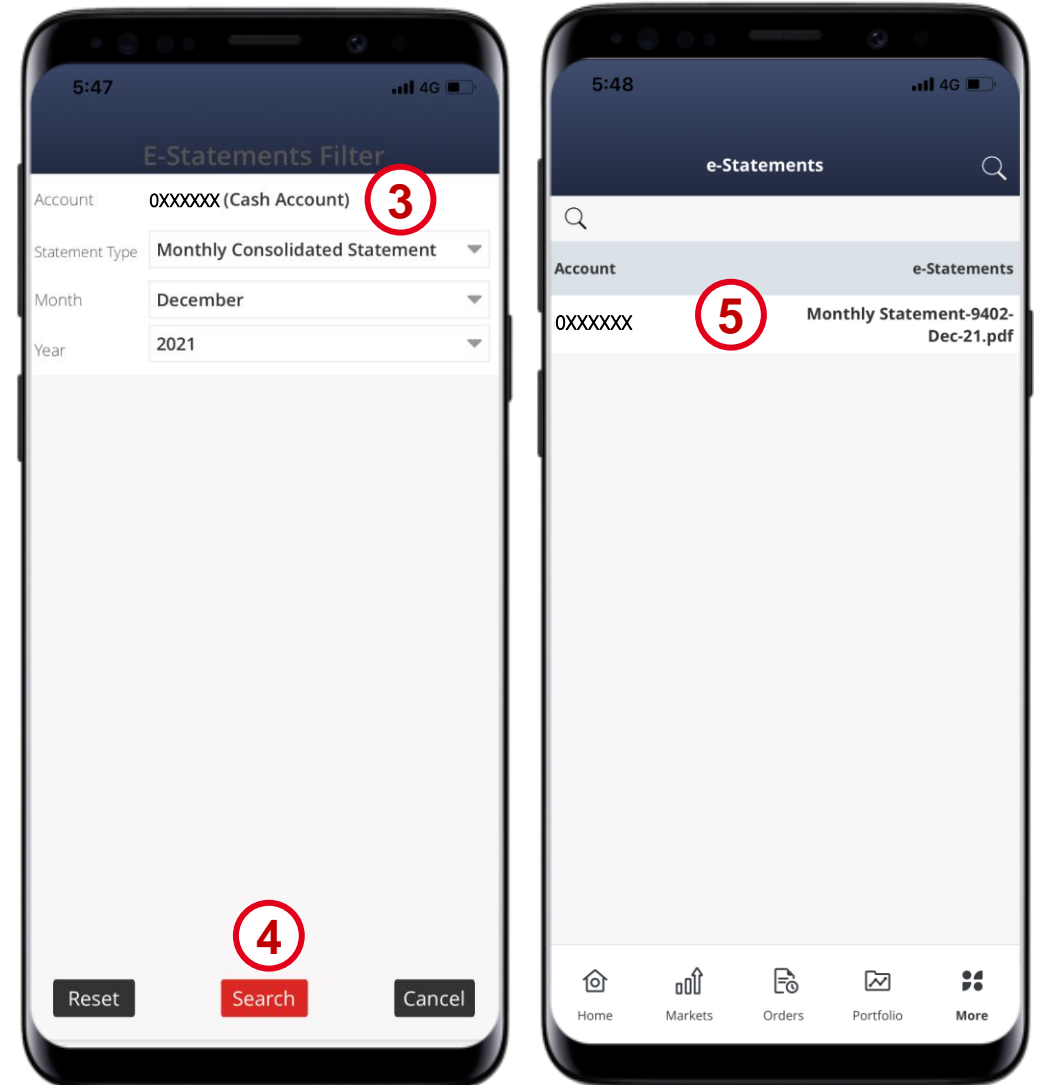
E-STATEMENTS | View e-Statements



3 Fill up the filter condition that you would like to search

4 Click on **Search**

5 Click on Result to view the e-Statement on your mobile phone



Co. Reg No.: 196600262R

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