

## SECURITY TIPS

### Overview:

While we have taken all possible measures to ensure security and confidentiality of our online trading – eBroker services, you play an important role in protecting your personal information and Passwords. You may have to protect your information at all times while performing trading over the internet or during your normal trading activities by simply following these tips:

### Protect your Password and Personal Information:

1. Do not use passwords that are easy to guess, e.g. your name, your date of birth, your telephone number(s), etc
2. Use a combination of upper and lower case letters as well as numbers
3. Do not share your password with anyone and do not use the same password for other websites
4. Change your password frequently and never write it down in any where
5. Always log into Internet trading via our sites at the following addresses: [https://ebroker.emiratesnbd.com/etrade/RSA/goToFirstStepRSALogin.action?request\\_locale=en\\_US](https://ebroker.emiratesnbd.com/etrade/RSA/goToFirstStepRSALogin.action?request_locale=en_US) and not through other links
6. Avoid logging into Internet for trading from Internet Cafes, Libraries or Public Sites
7. Always close the window once you have logged out of your Online trading session

**Important: No one at Emirates NBD Securities will ever ask you for your Online trading – eBroker services password. If someone does ask you for it, please note that they do not represent Emirates NBD Securities and under any circumstances, you should not provide this information.**

### Protect your Computer and Internet session:

1. Never share your computer
2. Use a password on your PC/Laptop/Mobile to prevent unauthorized access to your information
3. Be wary of opening email messages from untrustworthy sources, especially if they contain attachments
4. Do not reply to emails that request your personal information. They may appear to come from a trusted friend or business, but they are designed to trick you in disclosing sensitive personal information
5. Use personal firewalls and anti-virus software
6. Avoid downloading software such as screen savers, desktop themes, games, and other executable type programs from websites that are obscure or unidentifiable.
7. These programs may contain Trojan viruses that would enable hackers to monitor or take over your PC
8. Disable all unnecessary services running on your computer
9. Always verify that the website is the genuine Emirates NBD/ Emirates NBD Securities website
10. Do not leave your online trading session unattended at any time

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11. Before you start your online trading session, ensure that all other internet sessions are closed. If your online trading session is open, we recommend that you do not open other internet browsers at the same time

**Please contact our Customer Care Center on 600 52 3434 or our Head office on 04 331 9111 in case you receive fraudulent emails or require any assistance in using our online trading – eBroker services.**

### Other Guidelines while trading online

- **Placing orders of value less than AED 2000**  
To place orders of value less than AED 2000 in DFM or ADX, please contact the call center: +9714 600 52 3434
- **Update about AON (All or None) Option**  
Please be informed that the AON option is no longer applicable to transactions in DFM Market. Customers may place orders of value more than AED 300,000 only by selecting the fill term - AON (optional) in ADX Market only. Please do not use AON option for transaction values below AED 300,000 in ADX.
- **Modifying/Canceling orders during the last 5 minutes of the market pre-opening session (9:55 AM - 10:00 AM) in DFM, NASDAQ Dubai & ADX**  
Kindly refrain from modifying/canceling orders during the last 5 minutes of the market pre-opening session (9:55 AM - 10:00 AM) as the market might impose penalties if they find such modifications/ cancellations result in affecting the market / other investors. Emirates NBD Securities would charge the penalty against the investors who are found violating this market regulation.
- **Closing Price rules in ADX:**  
As of 2<sup>nd</sup> January 2013, A New Closing Price Methodology, “Call-Auction”, is implemented for the closing price in ADX rather than the current closing method being used “VWAP”. During the pre-closure period of 10 minutes before the end of the trading session, traders and broker dealers will be allowed to enter and modify orders without execution. At the end of the trading session the trading system calculates closing price, according to the same criteria used to calculate the opening price and the execution of all tradable pre-orders. Terms for Call –Auction Calculation (In order of consideration):
  - Price with largest executed quantity of shares
  - Price with least remaining quantity of shares
  - Price with the lowest absolute change from the reference price
  - Highest Price