



## I-Ex User Manual

### 1. Purpose of this Document

This document is for investors who are looking to invest in equity securities listed on I-Ex using the I-EX trading platform. It explains how to register and trade on the platform.

This document is not a variation of the I-EX Terms and Conditions or any Broker Client Mandate agreement. Rather it is intended for guidance purposes only and may be amended from time to time.

### 2. Trading Hours

Trading hours are from 9am to 5pm, excluding weekends and public holidays. Investors can place buy bids and sell offers outside of trading hours but these offers will only be matched during trading hours.

### 3. New Investor Registration

Members of the general public, who are interested in trading on the platform, may do so either via the web trading platform or through their selected broker.

#### 3.1. Online Registration

To register as an investor on the web trading platform the applicant should click on the [sign up](#) button.

00,00 ↔ 0.00% Highest Bid: - Lowest Offer: - Value Traded: R0.00    ■■■ ORA PREF ISSUER TWO R1 499,25 ↔ 0.00% Highest Bid: - Lowest Offer: - Value Traded: R0.00  
■■■ EXEO FINANCE (RF) LIMITED R101.45 ↔ 0.00% Value Traded: R0.00

Home About Us Market Stats Brokers Clients Legal FAQs I-Ex News Contact Us

Username  LOGIN  
Password  [Reset Password](#) Don't have an account? [SIGN UP](#)



Before the applicant can capture and submit their details they must carefully read the **I-EX terms and conditions**. The applicant can read the terms and conditions by clicking on the [Terms and Conditions](#) link. The applicant must accept the terms and conditions by ticking the terms and conditions checkbox on the pop up screen. By accepting the terms and conditions the investor is fully agreeing to the rules of I-EX and the use of the trading platform. **No investor will be allowed to register to trade without accepting the terms and conditions.**

THE INTEGRATED EXCHANGE

Hello C

MY ACCOUNT TRADE SECURITIES FAQS I-EX NEWS CONTACT US Select Security...

## TERMS AND CONDITIONS

Please download and read the terms and conditions below before using the website.

Click accept terms and conditions below to continue.

[Download Terms and Conditions](#)

I have read and understood the Terms and Conditions

Last updated on 01 August 2021

Continue

Once the terms and conditions have been read the applicant must click on the continue button to proceed to the first step in the registration process.

The applicant will need to identify which **legal entity type** represents their purpose by clicking on the relevant investor type in step 1 of the **sign up** process. The 4 investor types are:

- Individual** (Natural Person)
- Incorporated Entity** (Private Company, Public Company, Close Corporation, Co-operative)
- Trust**
- Unincorporated Entity** (Joint Venture, Syndicate, Stockvel, Partnership, Black Broad-Based Ownership Scheme, Black Distribution Scheme, other unincorporated entity or association)

### REGISTER



**STEP 1**  
INVESTOR TYPE



**STEP 2**  
INVESTOR  
DETAILS



**STEP 3**  
BANK DETAILS



**STEP 4**  
USER DETAILS



**STEP 5**  
DONE

What type of shareholder do you want to register?

- [Individual](#) (Natural Person)
- [Incorporated Entity](#) (Private Company, Public Company, Close Corporation, Co-operative)
- [Trust](#) (Trust)
- [Un-Incorporated Entity](#) (Joint Venture, Syndicate, Stokvel, Partnership, Black Broad-Based Ownership Scheme, Black Distribution Scheme, other unincorporated entity or association)

The applicant must then complete certain **mandatory information** on the screen depending on their legal entity type. Information requirements for the different investor types are listed below:

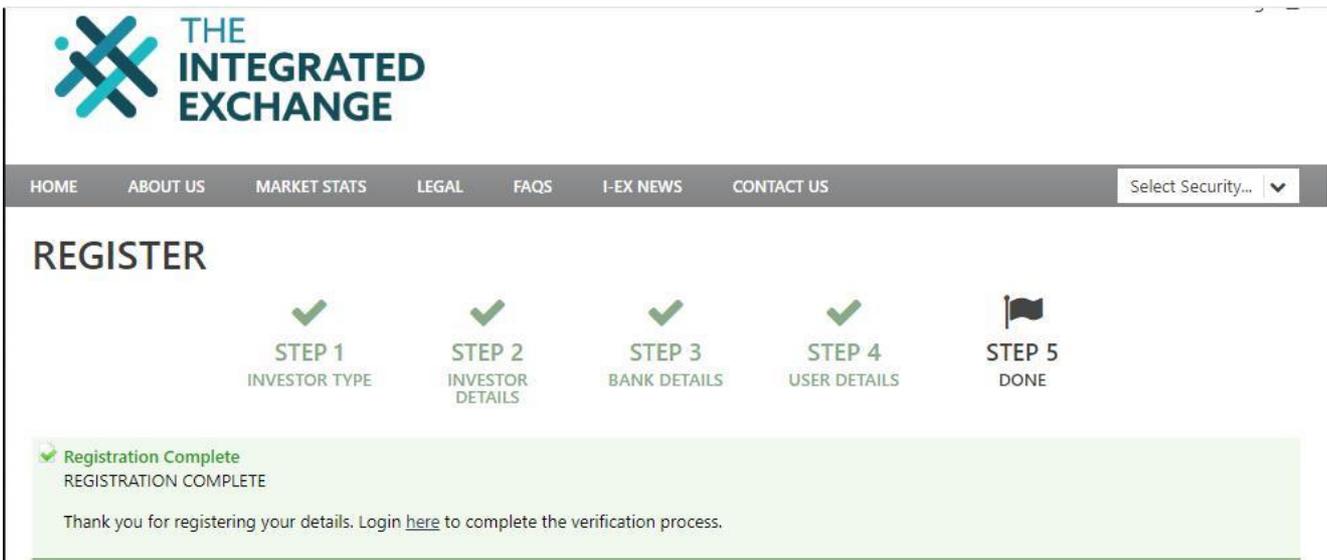
Investor Type	Investor	Authorised Person	Contact Person
<b>Individual</b>	<input type="checkbox"/> ID number <input type="checkbox"/> Title <input type="checkbox"/> First Name <input type="checkbox"/> Surname <input type="checkbox"/> Preferred Name (Optional) <input type="checkbox"/> Email Address <input type="checkbox"/> Cell Phone Number <input type="checkbox"/> Work Phone Number (Optional) <input type="checkbox"/> Home Phone Number (Optional) <input type="checkbox"/> Fax Number (Optional) <input type="checkbox"/> Physical Address <input type="checkbox"/> Postal Address <input type="checkbox"/> Bank Account Details	This only applies to natural person applicants who intend transacting on behalf of a minor or other natural persons with a legal guardian. <input type="checkbox"/> ID number <input type="checkbox"/> Title <input type="checkbox"/> First Name <input type="checkbox"/> Surname <input type="checkbox"/> Preferred Name (Optional) <input type="checkbox"/> Email Address <input type="checkbox"/> Cell Phone Number <input type="checkbox"/> Work Phone Number (Optional) <input type="checkbox"/> Home Phone Number (Optional) <input type="checkbox"/> Fax Number (Optional) <input type="checkbox"/> Physical Address <input type="checkbox"/> Postal Address	Not applicable
<b>Incorporated Entity, Trust</b> or	<input type="checkbox"/> Entity Name <input type="checkbox"/> Registration	<input type="checkbox"/> ID number <input type="checkbox"/> Title	<input type="checkbox"/> ID number <input type="checkbox"/> Title

<b>Unincorporated Entity</b>	<input type="checkbox"/> Number	<input type="checkbox"/> First Name	<input type="checkbox"/> First Name
	<input type="checkbox"/> Physical Address	<input type="checkbox"/> Surname	<input type="checkbox"/> Surname
	<input type="checkbox"/> Postal Address	<input type="checkbox"/> Preferred Name <i>(Optional)</i>	<input type="checkbox"/> Preferred Name <i>(Optional)</i>
	<input type="checkbox"/> Bank Account Details <i>(Optional)</i>	<input type="checkbox"/> Email Address	<input type="checkbox"/> Email Address <i>(Optional)</i>
		<input type="checkbox"/> Cell Phone Number	<input type="checkbox"/> Cell Phone Number <i>(Optional)</i>
		<input type="checkbox"/> Work Phone Number <i>(Optional)</i>	<input type="checkbox"/> Work Phone Number <i>(Optional)</i>
		<input type="checkbox"/> Home Phone Number <i>(Optional)</i>	<input type="checkbox"/> Home Phone Number <i>(Optional)</i>
		<input type="checkbox"/> Fax Number <i>(Optional)</i>	<input type="checkbox"/> Fax Number <i>(Optional)</i>
		<input type="checkbox"/> Physical Address	
		<input type="checkbox"/> Postal Address	

Applicants **must** provide a **cell phone number** and if possible an e-mail address to make communication easier and efficient.

Applicants will be required to set up their preferred username and password as well as their security question, when creating their user details.

If all the mandatory details are captured and validate successfully, then the applicant’s details will be saved. A message will appear advising the applicant to finalise their registration by clicking on the link, in the pop up message, which will redirect the applicant back to the home page. On this page they will be required to log in using the credentials they have just created.

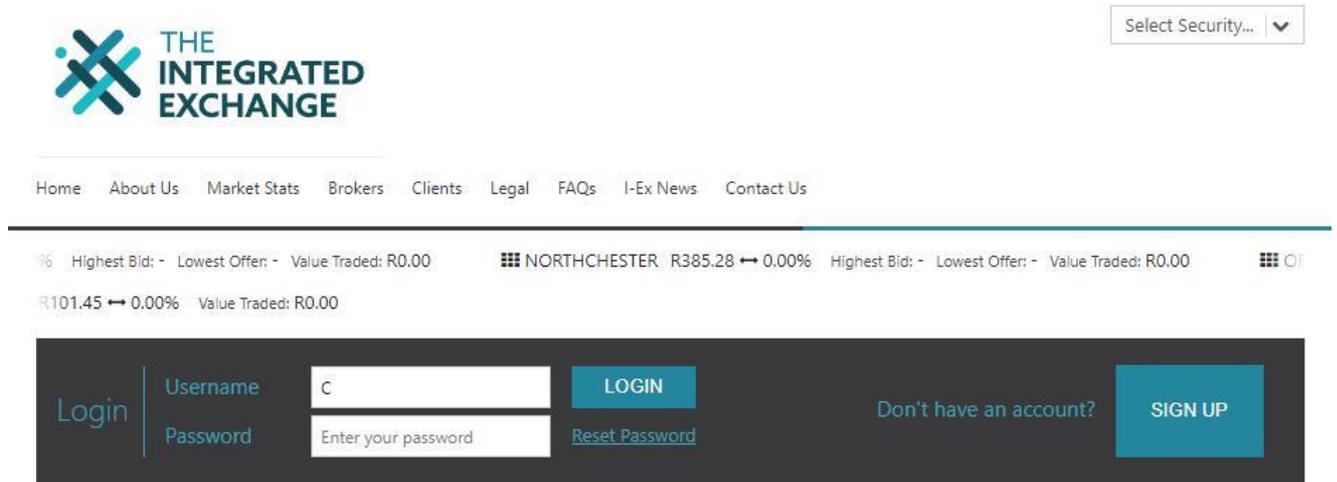


The screenshot shows the website header with the logo and navigation menu (HOME, ABOUT US, MARKET STATS, LEGAL, FAQs, I-EX NEWS, CONTACT US). Below the menu is a 'REGISTER' section with a progress indicator showing five steps: STEP 1 INVESTOR TYPE, STEP 2 INVESTOR DETAILS, STEP 3 BANK DETAILS, STEP 4 USER DETAILS, and STEP 5 DONE. A green banner at the bottom of the registration section reads: 'Registration Complete REGISTRATION COMPLETE. Thank you for registering your details. Login [here](#) to complete the verification process.'

An **SMS and/or email** will be sent to the applicant to **confirm** successful registration on the I-EX trading platform.

## 6. Logging in

The applicant will be able to log in using the log in credentials created during the registration process.



On login the applicant will be required to select their broker depending on the securities that they would like to trade. The relevant FICA and verification documentation must be sent to the selected broker by any of the means as stipulated in the broker client mandate agreement.

Once the FICA and verification documentation has been verified by the broker, the applicant will be notified via their selected communication preference.

On the preferences tab, investors may select their preferred **method of communication** for when key transactions occur on their trading account. These key transactions include:

- Cash received in account
- Cash withdrawal from account
- Order placed
- Order cancelled or expired
- Order matched

## PROFILE

Details | KYC Documents and Eligibility | Document History | **Preferences**

Please automatically withdraw funds from my account into my bank account after  days of inactivity.

### NOTIFICATIONS

Event	Send Sms?	Send Email?
Cash received in account. Unauthorised allocation.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Cash received in account	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Cash withdrawal from account	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Order placed	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Order cancelled or expired	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Order Matched	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

### MARKETING & COMMUNICATION

Allow Marketing?	Marketing Description
<input type="checkbox"/>	Investors who have not made a selection will receive communication electronically. Opt in to receive communication by post
<input type="checkbox"/>	Do you consent to receiving marketing related information on current and future investment opportunities and similar services offered by Singular Systems?
<input type="checkbox"/>	Do you consent to receiving marketing related information on current and future investment, savings and protection products and similar services offered by the Old Mutual Group?
<input type="checkbox"/>	By providing us your WhatsApp contact number you automatically consent to receive WhatsApp communication from us. It will not be used for marketing purposes unless indicated otherwise. You may opt out under preference settings

The default communication method is 'SMS' but the investor can change this to 'Email' instead (if they have an email address stored on their profile). If the investor or authorised person has an email address stored on their profile they can elect to receive communication both by SMS and email. The investor or authorised person must choose at least one method of communication.

## 4. Buying Securities

### 4.1. Who may buy securities?

An investor is only allowed to **buy** securities if they:

- Meet the requirements of the issuer
- have accepted the **terms and conditions** and the necessary broker client mandate agreement
- have submitted the required **FICA** and **verification** documentation; and
- have enough **cash resources** in their trading account to cover the trade value and the transaction costs.



## 4.2. Placing a buy bid

### 4.2.1. Buying online

The buyer must **deposit** money into the I-EX trust bank account. Only cash and EFTs are accepted deposits. No cheques are allowed. The I-EX trust bank account details will only be made available when verification and registration has been completed.

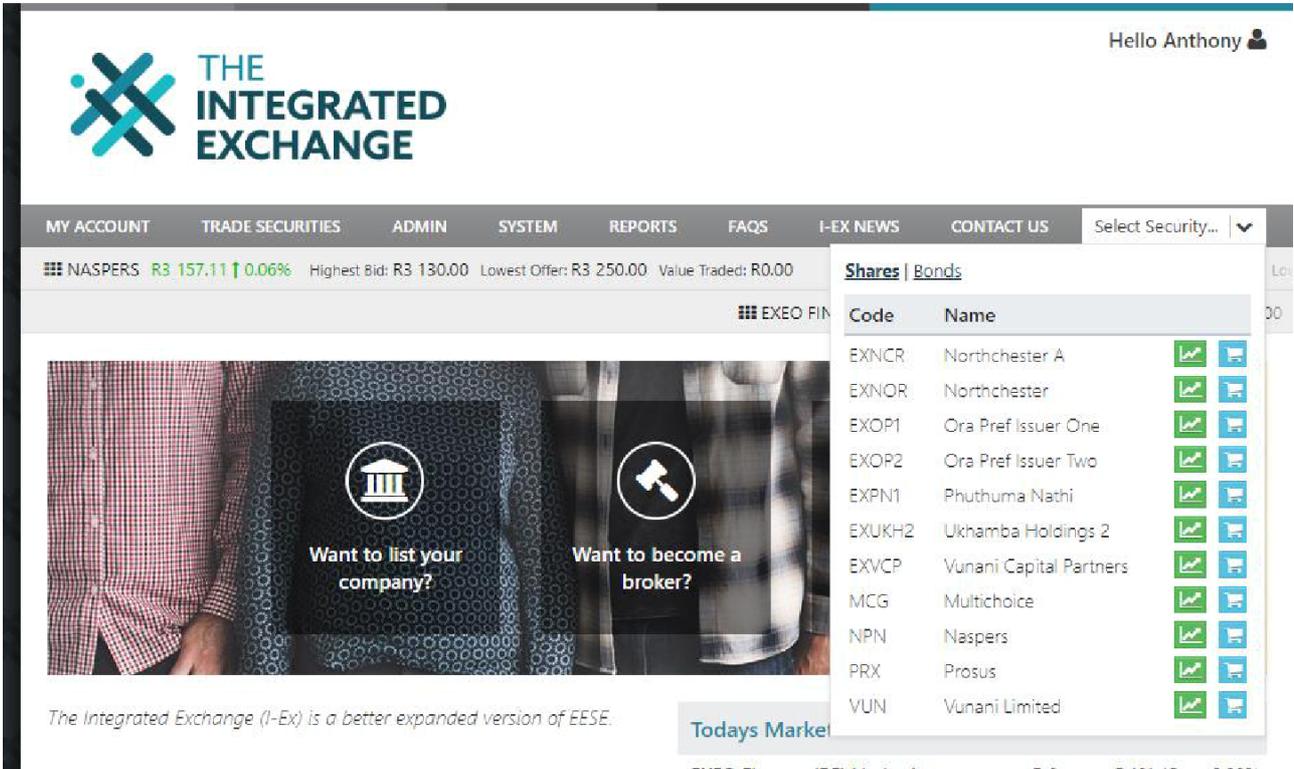
The buyer must use their **account number, which would have been supplied at registration**, as a **beneficiary reference**. Failure to do so will result in delays in getting the deposit allocated to the investor's trading account which, in turn, will delay the submission of the buyer's buy bid.

When cash has been **allocated** to the buyer's trading account, the buyer will be notified by **SMS and/or email** and may then place a buy bid either on the web trading platform or through their selected broker.

To place a buy bid on the web trading platform the investor must log onto their trading profile by entering their username and password and clicking on the **Log In** button

The screenshot shows the top section of the website. On the right, there is a dropdown menu labeled "Select Security...". Below the logo is a navigation menu with links: Home, About Us, Market Stats, Brokers, Clients, Legal, FAQs, I-Ex News, and Contact Us. A market data ticker displays "Traded: R0.00", "NORTHCHESTER R385.28 ↔ 0.00%", "Highest Bid: -", "Lowest Offer: -", "Value Traded: R0.00", and "ORA PREF ISSUER ONE R5 000.00 ↔ 0.". The login form includes a "Login" label, a "Username" field with "JSoap", a "Password" field with masked characters, a "LOGIN" button, a "Reset Password" link, a "Don't have an account?" link, and a "SIGN UP" button.

On the **select securities drop down** menu the buyer must select the **Security** that they wish to trade



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Hello Anthony 

MY ACCOUNT TRADE SECURITIES ADMIN SYSTEM REPORTS FAQs I-EX NEWS CONTACT US Select Security... 

☰ NASPERS R3 157.11 | 0.06% Highest Bid: R3 130.00 Lowest Offer: R3 250.00 Value Traded: R0.00

☰ EXEO FIN

Shares | Bonds

Code	Name		
EXNCR	Northchester A		
EXNOR	Northchester		
EXOP1	Ora Pref Issuer One		
EXOP2	Ora Pref Issuer Two		
EXP1	Phuthuma Nathi		
EXUKH2	Ukhamba Holdings 2		
EXVCP	Vunani Capital Partners		
MCG	Multichoice		
NPN	Naspers		
PRX	Prosus		
VUN	Vunani Limited		

Want to list your company?  Want to become a broker? 

The Integrated Exchange (I-Ex) is a better expanded version of EESE.

Todays Market

Selecting the preferred security from the dropdown menu will automatically redirect the investor to the trade securities screen where they will be required to enter the following information

- choose the **Buy** option;
- enter the **Quantity** of securities they wish to buy;
- enter the **Price** per security that they are willing to pay for the securities. **Important:** The price must be entered in **rands**,
- enter the **Expiry Date** of the buy bid (this will default to an **maximum expiry period of 90 days**).

### Order Details

Do you want to

- Buy / sell for a cash amount at the best bid / offer price  
 Choose own price and quantity.

Buy / Sell	Buy
Number of securities	100
Indicative Price (R)	R 10.20
Indicative Price (c)	1020
Expiry date	13 Feb 2018

### Estimated costs

Value	R (1 020.00)
Cost	R (187.00)
Settlement Fee	R (11.25)
VAT	R (27.76)
STT charge	R (2.55)
Cost %	21.30 %
<b>Total</b>	<b>R (1 237.31)</b>

Proceed >

A summary of the estimated costs showing the **value** of the securities and the **taxes** and **administration fees** payable will be displayed on the screen.

If the buyer is satisfied with the value and costs associated with the transaction, they must click on the **proceed** button and then another summary statement will be displayed on the screen for the buyer to re-confirm the details of their order. If satisfied the buyer must then click on the **process order** button. The buy bid will be entered into the **market** and will be available for all potential buyers and sellers to view on the web trading platform. A confirmation of the order will be displayed and notification will be sent to the buyer.

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## TRADE VOLUME10 EESE TESTING

### Place order

Your order has been placed on the market successfully. (Ref No: 127) You can view / cancel your order on the [View orders page](#).

The **cash balance** available in the buyer's trading account will immediately **reduce** by the value of the bid (number of securities x price) and the relevant taxes and administration costs. This transaction will be viewable on the **Cash dashboard** screen. The details of the buy bid will be viewable on the **Orders dashboard** screen.

### 4.3. Matching

The buyer's bid will be **matched** to the sell offers if:

- the price of the buy bid is the **same as a sell offer**, or
- the price of the buy bid is **higher than the lowest sell offer** price in the matching engine.

Where multiple buy bids match or exceed the sell offer prices, the buy bid placed first will be matched first. Trade requests may not necessarily be executed at a single price, but may generate several **partial transactions** at different prices. When a large trade request executes against the total available quantity at a given price level, the next best price level becomes best.

Once matching has taken place, the buyer will receive an **SMS and/or email notification** of the match. The **balance of securities** available in the buyer's trading account will **increase** by the number of securities matched. The details of the matched buy bid will be viewable on the **Order dashboard** screen.

### 4.4. Expiry and cancellation of a buy bid

A buy bid has a **maximum expiry period of 90 days** however the buyer will have the option of changing this to a shorter period when they load the buy bid prior to proceeding with the bid. If a buy or part of a bid is not matched within 90 days (or the shorter stipulated period), then the bid will **expire**.

The buyer is also able to **cancel** an **unmatched buy bid** at any time before its expiry date on the **Order dashboard** screen by clicking on **Cancel** order next to the unmatched bid.



Upon expiration or cancellation of the buy bid the buyer will receive an **SMS and/or email notification**. The **cash balance** available in the buyer's trading account will immediately **increase** by the value of the bid (number of securities x price) and the relevant taxes and administration costs. However, **if part of the buy bid has matched prior to the cancellation then the administration cost will not be refunded.**

The investor may **withdraw** this **cash balance** or **submit another buy bid** at a trade value (price x number of securities) plus taxes and administration costs not exceeding their available cash balance.

## 5. Selling Securities

### 5.1. Who may sell securities?

An investor is only allowed to **sell** securities if they:

- Meet the requirements of the issuer
- have accepted the **terms and conditions** and the necessary broker client mandate agreement
- have submitted the required **FICA** and **verification** documentation; and
- have enough **Securities** in their trading account to cover the costs associated with the volume of securities to be traded.

### 5.2. Placing a sell order

#### 5.2.1. Selling online

To place a sell offer on the web trading platform the investor must log onto their trading profile by entering their username and password and clicking on the **Log In** button

On the **select securities drop down** menu the seller must select the **Security** that they wish to trade

On this screen the seller must do the following:

- choose the **Sell** option;
- enter the **Quantity** of securities they wish to sell;
- enter the **Price** per security that they are willing to sell the securities for. **Important:** The price must be entered in **rands**,
- enter the **Expiry Date** of the sell order (this will default to an **maximum expiry period of 90 days**);

A summary of the estimated costs showing the **value** of the securities and the **taxes** and **administration fees** payable will be displayed on the screen.



If the seller is satisfied with the value and costs associated with the transaction, then they must select their preferred cash settlement option before they click on the **proceed** button.

A second summary screen will appear showing the transaction costs as well as requesting the Investor to select the cash settlement option:

- All proceeds are to be transferred to the investor's banking account or
- All proceeds are to be kept in the investor's trading account depending on the cash settlement option selected

## TRADING UNDER SINGULAR BROKER 1

### Order Details

Type	Sell
Security	VOL10
Authorised User	Singular Broker 1
Number of securities	100
Indicative Price (R)	R 10.20
Expiry date	12 Feb 2018

### Estimated proceeds

Value	R 1 020.00
Cost	R (187.00)
Settlement Fee	R (11.25)
VAT	R (27.76)
Cost %	21.05 %
<b>Total</b>	<b>R 805.24</b>

### Cash settlement options

Please select if you want to withdraw the R805.24 proceeds of the sale immediately, or keep them in your account.

- Yes, I want to withdraw the proceeds.
- No, I want to keep the proceeds in my account.

 Back

Proceed 

Once they have selected their cash settlement option and selected proceed, another summary statement will be displayed on the screen for the seller to re-confirm the details of their order. The seller will be required to check if the bank account displayed is correct and also accept the electronic acceptance agreement.



# THE INTEGRATED EXCHANGE

## TRADING UNDER SINGULAR BROKER 1

### Order Details

Type	Sell
Security	PN1
Authorised User	Singular Broker 1
Number of securities	100
Indicative Price (R)	R 11.00
Expiry date	13 Feb 2018
Cash proceeds	Transfer to bank account

### Estimated proceeds

Value	R 1 100.00
Cost	R (178.00)
Settlement Fee	R (11.25)
VAT	R (26.50)
Cost %	18.59 %
<b>Total</b>	<b>R 895.50</b>

### Banking details

Please confirm that these are your banking details as funds will be paid to this bank account. Please note that we cannot be held liable if you withdraw funds to the incorrect bank account.

Bank	First National Bank
Branch code	250655
Account number	1234567890

I confirm that the above banking details are correct.

Content Not Found

I Agree



If satisfied, the seller must tick the tick boxes and then click on the **place order** button. The sell offer will be entered into the **market** and will be available for all potential buyers and sellers to view on the web trading platform. A confirmation of the order will be displayed and notification will be sent to the seller

The **balance of securities** available to trade in the seller's trading account will immediately **reduce** by the number of securities they are attempting to sell and the details of the sell order will be viewable on the **Order dashboard** screen.

## 6.2. Matching

The seller's order will be **matched** to the buy bids if:

- the price of the sell order is the **same as a buy bid**, or
- the price of the sell order is **lower than the highest buy bid** price in the matching engine.

Where multiple sell orders match or fall below the buy bid price, the sell order placed first will be matched first.

Trade requests may not necessarily be executed at a single price, but may generate several **partial transactions** at different prices. When a large trade request executes against the total available quantity at a given price level, the next best price level becomes best.

Where a sell order is only partially matched, the seller's cash proceeds will not be paid out until the **transaction costs** of the whole sell order are covered. For example, the seller has placed 1 000 securities at R20 on offer and transaction costs are R200. If the first match is only for 10 securities, the full value of R200 (10 x R20) will be withheld as transaction costs and the seller will not get any **cash payout**. Only the proceeds from subsequent matches will be paid out to him.

Once matching has taken place, the seller will receive an **SMS and/or email notification** of the match. The **cash balance** in the seller's trading account will **increase** by the value of the number of securities matched less taxes and administration costs. If the seller elected to have all the proceeds transferred to their banking account, then the **cash proceeds** will be **paid** into the seller's banking account **within 5 working days**.

The details of the matched sell order will be viewable on the **Order dashboard** screen and the investor can view their account balance on the **Cash dashboard screen**

### 6.3. Expiry and cancellation of a sell order

A sell offer has a **maximum expiry period of 90 days** however the seller will have the option of changing this to a shorter period when they load the sell offer prior to proceeding. If a sale or part of an offer is not matched within 90 days (or the shorter stipulated period), then the offer will **expire**.

The seller is also able to **cancel** an **unmatched sell offer** at any time before its expiry date on the **Order dashboard** screen by clicking on **Cancel order** next to the unmatched offer.

Upon expiration or cancellation of the sell offer the seller will receive an **SMS and/or email notification**. The **securities balance** available in the seller's trading account will immediately **increase** by the unmatched number of securities that the investor was attempting to sell.

## 7. Cash Withdrawals

Investors will be allowed to **withdraw** cash from their trading account at any time. To withdraw the funds an investor should ensure that:

- they have enough cash, equal to at least the withdrawal request; and
- their banking details are correct and up to date.

To withdraw funds from their trading account the investor must select **cash dashboard** click the **Withdraw Cash** button.

## DASHBOARD

DASHBOARD						
Portfolio Balance		Orders		Cash		
Filter by account type: <input type="text" value="Trading Account"/> <a href="#">Withdraw cash</a> <a href="#">Export All Data</a>						
Date	Type	Reference	Amount (Unsettled)	Amount	Fees (Included)	
14 Oct 2017	Balance at 14 Oct 2017		0.00	1 000 000.00	0.00	
27 Oct 2017	Sell Trade	21	0.00	1 897.08	(202.92)	
08 Nov 2017	Buy Trade	28	0.00	(2 218.18)	(218.18)	
09 Nov 2017	Buy Trade	53	0.00	(2 218.18)	(218.18)	
09 Nov 2017	Buy Trade	54	0.00	(2 218.18)	(218.18)	

The investor must then enter the Rand value they wish to withdraw, and then click the withdraw button.

## DASHBOARD

Portfolio Balance

Orders

Cash

### Withdraw cash

Please confirm your banking details below.

Bank First National Bank

Bank Branch Code 250655

Bank Account No 1234567890

Please enter the amount you would like to withdraw. Available balance : R946 442.58

Withdraw amount

✓ Withdraw

✗ Cancel

The amount requested will be **paid** into the investor's bank account **within 3 to 5 working days**.

Investors or authorised persons can contact their respective brokers and request that the available cash be withdrawn on their behalf.

If an investor has a cash balance in their trading account and there is **no** activity on the account for 7 days (or a longer cash holding period not more than 365 days, as stipulated by the investor) then the cash will automatically be transferred out of their trading account and back into the investor's bank account at the end of the cash holding period.

## 7.1 Same Day cash withdrawals

Investors can request to receive cash in their I-Ex trading account via same day withdrawal. The amount requested will be **paid** into the investor's bank account **on the same day of the request**. This service costs an additional R105.00 and is only available for the following banks:

- FNB Barclays
- Mercantile Mercantile
- Standard Bank Grindrod
- Absa Bank HBZ Bank Limited
- Nedbank Habib Overseas Bank
- Investec RMB
- Capitec
- African Bank



Withdraw cash

Please confirm your banking details below.

Bank	Standard Bank
Bank Branch Code	051001
Bank Account No	133629317

Please enter the amount you would like to withdraw. Available balance : R0.00

Withdraw amount  !

Withdrawal Breakdown

Available Cash Balance	R0.00
Withdrawal Amount	R(60.00)
Immediate Payment Fee	R(105.00)
Remaining amount in Trade Account	R(165.00)

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<b>Nett Payment to Investor</b>	<b>R60.00</b>
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Immediate Payment?

**Same Day Payment**

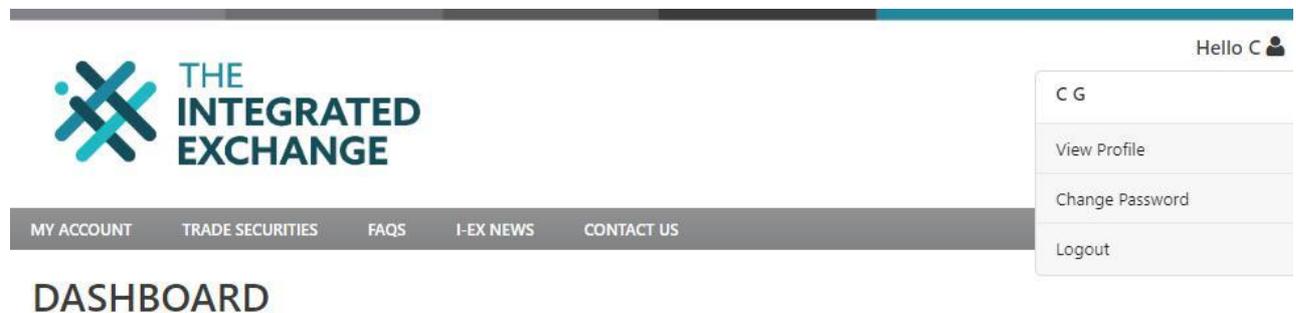
- The option for a same day payment is only available for cash withdrawals from the trading account, not cash sale payments from trade transactions.
- Same day payments may take up to the close of business on the day of request to appear in destination accounts.
- A service fee of R105.00 will be deducted from the transaction amount to be paid into the designated account.
- This service is only available Mondays – Fridays, excluding public holidays; with a cut off time of 15:00.



## 8. Changing or resetting your Password

At any stage the investor or authorised person will be able to change their password through the web trading platform by selecting **Change Password**, found on the top right hand corner when logged in. The password must meet the following minimum criteria:

- 1 Uppercase
- 1 numeric
- 1 special character (!@#%\*)
- Must be a minimum of 8 characters



### DASHBOARD

In order to reset passwords investors must click on the Change password link on the home page which will redirect the investor to the reset password screen. On this screen the investor must enter all the required details and click on the reset button. This new password will be system generated and will be sent to the investor by SMS and/email. Upon receipt the investor must log in and change the system generated password to a new password that is relevant for them. Please note the minium password requirements as stated above.

## RESET PASSWORD

Please enter your user name, and an email address or cell phone number linked to your account. If these details match, you will be sent a new password.

If you can't remember your user name, please [contact us](#).

User Name or ID No

Email Or Cell No

Enter the text that you see in the image.



 Reset