

ABOUT BPI TRADE

Who are we?

BPI SECURITIES CORPORATION ("BPI Securities"), the stock brokerage arm of the Bank of the Philippine Islands (BPI), is primarily engaged in the purchase and sale of shares of publicly listed companies at the Philippine Stock Exchange (PSE). Partnering with BPI Securities would benefit anyone with well-informed, high-return investment decisions that is backed-up by objective and expert guidance, easy-to-use trading tools, and a reliable trading platform. With BPI Securities, one is assured of an unparalleled end-to-end experience with seamless movement of funds between BPI banking and the trading accounts, institution-quality service, trading platform – seamlessly delivered by integrating every key instrument that a client will need to confidently and effortlessly invest in the stock market. In addition, there is a highly regarded research team and a dedicated customer service group to address every need and all inquiries.

What is BPI Trade?

BPI TRADE is the online stock trading platform of BPI Securities. You can buy and sell shares of publicly listed companies to the PSE via this online portal. With BPI Trade, you can post online order to the PSE, check real-time stock market quotes, and access comprehensive research and a highly efficient portfolio management at the click of a button.

What is BPI Securities' vision and mission statement?

To empower investors to take ownership of their long-term financial future by providing diverse securities-related products, trusted advice, education, and the most convenient and seamless customer experience.

What is the ownership structure of BPI Securities?

	Percentage of Ownership
BPI Capital Corporation	100%
Roland Gerard R. Veloso Jr	Nominal
Hermenegildo Z. Narvaez	Nominal
Francis L. Jardeleza	Nominal
David G. Sarmiento, Jr.	Nominal
Alicia Rita L. Morales	Nominal

What is the relationship between BPI Securities, BPI Capital Corporation and Bank of the Philippine Islands?

BPI Securities is a wholly owned subsidiary of BPI Capital Corporation, an investment house which, in turn, is wholly owned by the Bank of the Philippine Islands. The Bank of the Philippine Islands, founded in 1851, is one of the country's largest universal bank.

Who are the members of BPI Securities' Board of Directors?



Roland Gerard R. Veloso Jr.
Chairman



Hermenegildo Z. Narvaez
Member



Francis L. Jardeleza
Member



David G. Sarmiento, Jr.
Member



Alicia Rita L. Morales
Member

Who are the BPI Securities officers?



Hermenegildo Z. Narvaez
President and CEO



Lester Ong
Treasurer



Juan Paolo D. Santos
Corporate Secretary



Ivy Carisse M. Peñalba
Compliance Officer

Who is the BPI Securities associated person?



Ivy Carisse M. Peñalba

Who are the BPI Securities Certified Sales Representatives?

Traders:



Edward John C. Jacinto



Oscar Benjamin P. Mejia



Rainstar I. Roque



Meira Beatris S. De Luna



Simon Tristan E. Valerio



Aljon A. Recio



Ramon Alfredo A. Balingit III



Kimberly Marie S. Reyes

Independent Sales Agents:



Angela Beatrice A. Go



Jasper Benedict Y. Tang

Client Relations Team:

Janice A. Macapagal
Customer Assistance Officer


What is BPI Securities' office address?

Main Office: 23rd Floor, Ayala Triangle Gardens Tower 2, Paseo De Roxas Cor. Makati Avenue, Makati City, Philippines 1226

How can I get more information about your company products and services?

For assistance, complaints or feedback, you may get in touch with us through the following channels:

 bpitrade@bpi.com.ph

 (02) 8580-4000
Operating hours are from 8:30 AM to 5:30 PM daily (except weekends and holidays)

 <https://www.facebook.com/bpitrade>

 <https://www.twitter.com/BPItrade>

 <https://www.instagram.com/bpitrade>

To speak to a 24-hour phone banker, you may get in touch with our Phone Banking Team:

BPI Phone Banking 24/7:

Within Metro Manila (02) 889-10000

Domestic Toll Free 1-800-188-88910000

International Number +63+2+889+10000 (to speak to a 24-hour Phone Banker)


To learn more about the Bank of the Philippine Islands, visit www.bpi.com.ph.

ACCOUNT OPENING

Who can open a BPI Trade account?

- Filipinos of legal age with an existing BPI Bank Deposit account(s)
- Foreigners of legal age
- Children below 18 (In Trust For) - all BPI Trade accounts opened by children below 18 years of age will be considered as an ITF Account.
- Students of Legal Age - For concerns and questions regarding account opening for students, you may reach us through any of the following channels:

 bpitradeapplications@bpi.com.ph

 (02) 8580-4000; select Option 3 for account opening related inquiries
Operating hours are from 8:30 AM to 5:30 PM daily (except weekends and holidays)

What are the requirements to open a BPI Trade account?


Basic requirements:

1. Signed BPI Trade Client Account Information Form
2. One valid ID
3. An existing BPI Savings or Checking Account under client's name - Client should have an existing record in BPI. To open an account, you may visit any BPI Savings nationwide or visit www.bpi.com.ph for further instructions.

Additional requirements:

- ITF Agreement Form and Birth Certificate issued by the Philippine Statistics Authority or National Statistics Office – If BPI Trade account is to be opened by children below 18 years of age. To request for the ITF Form, please contact us through any of the following channels:


 bpitradeapplications@bpi.com.ph

 (02) 8580-4000; select Option 3 for account opening related inquiries

Operating hours are from 8:30 AM to 5:30 PM daily (except weekends and holidays)

- Working Account Agreement (WAA) Form - If the Beneficiary Account number (BPI Deposit Account) is not under the same account name(s). To request for the WAA Form, please contact us through any of the following channels:


 bpitradeapplications@bpi.com.ph

 (02) 8580-4000; select Option 3 for account opening related inquiries

Operating hours are from 8:30 AM to 5:30 PM daily (except weekends and holidays)

- W8 Form – For foreign individuals with US indicia who are classified as Non-US Person. To request for the W8 Form, please contact us through any of the following channels:


 bpitradeapplications@bpi.com.ph

 (02) 8580-4000; select Option 3 for account opening related inquiries

Operating hours are from 8:30 AM to 5:30 PM daily (except weekends and holidays)

- W9 Form – For US persons (US citizens including dual citizens or US residents including green card holders). To request for the W9 Form, please contact us through any of the following channels:

 bpitradeapplications@bpi.com.ph

 (02) 8580-4000; select Option 3 for account opening related inquiries

Operating hours are from 8:30 AM to 5:30 PM daily (except weekends and holidays)

- For Foreigners
 - Alien Certificate Registration (ACR)
 - Valid and unexpired Passport
 - If no ACR, Special Resident Retiree's Visa (SRRV) or any other IDs issued by the Bureau of Immigration
- For Dual Citizens
 - Local and international passports
- For Students
 - Photocopy (front and back) of current school year's ID signed by the head of the educational institution or equivalent as proof of identification
 - Birth certificate issued by the Philippine Statistics Authority or National Statistics Office

IMPORTANT NOTE: BPI Securities may secure additional requirements such as proof of financial capability, source of income and the like prior to the approval of account opening. Here are the samples of supporting documents based on the declared sources of income:

1. Employment/Salary: Certificate of Employment/Income Tax Return (ITR)/Latest Pay slip
2. Business: Business Permit/Latest Audited Financial Statements (AFS)
3. Remittances: Bank Statement/Remittance Slip for three (3) months
4. Pension/Retirement: Senior Citizen ID/Bank Statement
5. Investment/Savings: Statement of Account (SOA) or Certification from your existing Broker/Bank Statement

What IDs are accepted by BPI Securities when opening a BPI Trade account?

One (1) valid ID will be accepted.

How do I open a BPI Trade account?

1. Go to www.bpitrade.com and click Open an Account.
2. Fill out the BPI Trade Client Account Information Form.
3. Download the accomplished form, print, and sign three (3) times on the lines provided.
4. Submit the scanned form and other requirements to bpitradeapplications@bpi.com.ph.

You may also submit the original form and other requirements to any BPI Branch near you or personally visit the BPI Securities Office:

Main Office: 23rd Floor, Ayala Triangle Gardens Tower 2, Paseo De Roxas Cor. Makati Avenue, Makati City, Philippines 1226

IMPORTANT NOTE: Please be advised that submitted application for a BPI Trade account does not update your records with BPI. If you wish to update your information with BPI, please visit your branch of account.

Do note that updating your records in BPI Trade is applicable to all your existing accounts with us, unless specific instructions are to be provided.

Can I open a joint account?

Yes, you may open a Joint Account with up to **four (4) accountholders**. Please make sure that each and all accountholders submit all the account opening requirements as stated above.

We only see two (2) fields for account names, where do the other accountholders input their application form details?

If you wish to open a joint account with more than two (2) accountholders, you may request for additional manual account opening form by reaching us through any of the following channels:



bpitradeapplications@bpi.com.ph



(02) 8580-4000; select Option 3 for account opening related inquiries

Operating hours are from 8:30 AM to 5:30 PM daily (except weekends and holidays)

I do not have a deposit account with BPI, can I still open an account with BPI Trade?

A BPI bank deposit account is **REQUIRED** to open a BPI Trade account. You can now open an account online by following instructions via this link (www.bpi.com.ph/bank/apply) or you can visit any BPI branch nationwide.

How long does it take to open a BPI Trade account?

It takes **three (3) banking days** to process the opening of your BPI Trade account provided that submitted requirements are correct and complete. You will receive an email confirmation once your application is approved and the account is opened.

What is the minimum investment required to open an account?

There is **no minimum investment** required to open a BPI Trade account. However, before you can purchase any shares of stock, you must first deposit funds into your BPI Trade Settlement Account (SETA). Your SETA will be debited or credited depending on the amount of your transaction/s. It is important to note that your SETA requires an Average Daily Balance (ADB) of Php 500.00 (visit www.bpi.com.ph for details).

Do I need to bring my initial investment when I submit or send my account opening requirements?

NO. You don't have to bring your initial investment upon the submission of your account opening documents. Once your BPI Trade account application has been approved, we will inform you via email on how to fund your BPI Trade SETA.

If I have problems with opening an account, or questions about the status of my application, who do I contact?

You may reach us through any of the following channels:



bpitradeapplications@bpi.com.ph



(02) 8580-4000; select option 3 for account opening related inquiries

Operating hours are from 8:30 AM to 5:30 PM daily (except weekends and holidays)

ACCOUNT MAINTENANCE

How do I change or update any of my account information (e.g. contact information, home address, etc.)?

You may do this by getting in touch with us through any of the following channels:



bpitrade@bpi.com.ph



(02) 8580-4000; select option 4 for administrative requests

Operating hours are from 8:30 AM to 5:30 PM daily (except weekends and holidays)

Updating of marital status and name will require the submission of necessary forms like a copy of a marriage certificate.

IMPORTANT NOTE: Please be advised that submitted application for a BPI Trade account does not update your records with BPI. If you wish to update your information with BPI, please visit your branch of account.

Do note that updating your records in BPI Trade is applicable to all your existing accounts with us, unless specific instructions are to be provided.

How often do I need to update my account information?

Kindly update your account information with us when:

1. Your contact information such as mailing address, contact numbers and email have changed;
2. Your marital status changed; or,
3. You receive a notice via email or letter from us requesting you to update your account information.

This is to ensure that you receive all important notices and advisories on a timely basis.

BPI Securities also commits to support the fight against money laundering and terrorist financing by adhering to the Anti-Money Laundering Act of 2001 and its amendments, and BSP Circular 706 and 950, which involves stringent Know-Your-Customer policies and procedures.

I updated my account information with BPI. Will my account information with BPI Securities be automatically updated as well?

NO. Clients should notify BPI Securities separately regarding any changes to their account information and/or contact details.

What do I do if I forgot my BPI Trade username or password?

If you forgot your BPI Trade username or password, you can request for a username retrieval or password through the following:

1. Go to www.bpitrade.com.
2. Click on the **"Forgot Username or Password"** button.
3. Supply the required information then click **Done**.


IMPORTANT NOTE: Accounts opened until November 11, 2019, shall have their Mother's Maiden Name as their default security question.

4. An email will be sent to your registered email address.

I forgot my security question or answer. What do I do?

If you have forgotten your nominated security question and answer, you may reach us through any of the following channels:

 bpitrade@bpi.com.ph

 (02) 8580-4000; select option 1 for resetting of user ID/password requests
Operating hours are from 8:30 AM to 5:30 PM daily (except weekends and holidays)

You may also contact our Phone Banking Team:

BPI Phone Banking 24/7:

Within Metro Manila (02) 889-10000

Domestic Toll Free 1-800-188-88910000

International Number +63+2+889+10000 (to speak to a 24-hour Phone Banker)

How do I change my password?

1. Go to www.bpitrade.com and login to your BPI Trade account.
2. From the **Main** page, select **Account Info** then click the **Profile** tab.
3. Input your existing password and nominate a new password, then click **Update**.
4. After updating, you will be asked to log in again using your new password.

I am getting a notification that my account is temporarily suspended. What is the cause if this?

The following are the possible reasons for suspension of your account:

1. **Past Due Transactions.** This happens when, on settlement date (T+2), BPI Securities is unable to settle your transactions or unable to credit your selling proceeds due to the following:
 - **Insufficient Funds** – BPI Trade SETA balance is not enough to cover the transaction.
 - **SETA is Dormant** – No cash movement for 24 months or more.
 - **SETA is Closed** – No cash movement for 36 months or more and with zero balance.

BPI Trade notifies clients one (1) trading day after settlement date (T+3) via email if a transaction is not settled and provides the schedule of temporary suspension of account so clients may have enough time to settle their transactions.

To ensure uninterrupted service, please ensure that your BPI Trade SETA meets the ADB of Php 500.00 and allot an amount for your Philippine Depository & Trust Corporation (PDTC) monthly service fee.

2. **Outdated Account Information.** Account information has not been updated for **two (2) years**. BPI Trade sends a reminder to all clients to update their account information. Failure to submit the requirements within the given period may result to a temporary suspension of access to BPI Trade.

How do we request for account reactivation?

For accounts temporarily suspended due to Past Due transactions (Buy / Sell):

Ensure to settle the transaction immediately. BPI Trade Client Relations may request for proof of deposit to process the lifting of suspension immediately.

For accounts suspended due to BPI Trade Settlement Account dormancy:

BPI Trade Client Relations will request for the client to submit the forms similar to the account opening requirements via bpitrade@bpi.com.ph.

You may also submit the original forms and other requirements to any BPI Branch near you or personally visit the BPI Securities office:

Main Office: 23rd Floor, Ayala Triangle Gardens Tower 2, Paseo De Roxas Cor. Makati Avenue, Makati City, Philippines 1226

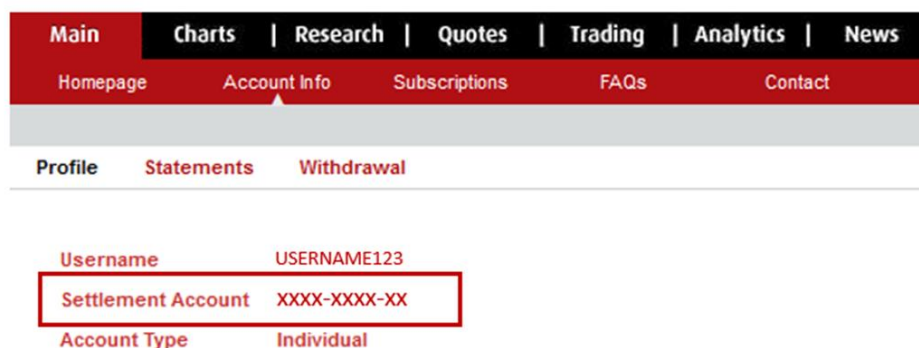
FUNDING AND WITHDRAWAL

What is the difference between my BPI Trade Settlement Account and Beneficiary Account?

The BPI Trade SETA is a special purpose interest-earning savings account opened with BPI that will be used exclusively for settling trade-related transactions, while the Beneficiary Account is your existing BPI bank account to which funds withdrawn from the SETA will be transferred.

Where can I see my BPI Trade Settlement Account number?

1. Login to your BPI Trade Online Account (www.bpitrade.com).
2. On the **Main** Tab, click **Account Info** then under the **Profile** tab, you will see the details of your account.



When can I deposit funds to my BPI Trade Settlement Account?

Once your application has been approved and you have received a confirmation email sent to your registered email address, you may already fund your account.

How do I fund my BPI Trade SETA?

There are **four (4)** ways to fund your account:

1. **BPI Online.**
 - a. Enroll your BPI Trade SETA in your BPI Online account and transfer funds from your other BPI or BPI Family Bank accounts.
 - b. Simply go to **My Accounts** then **Manage My Accounts**.
 - c. You will be prompted to enter a One-Time Pin (OTP) then choose the account you want to appear on your My Accounts Page then click Save.
 - d. If you have not registered to BPI Online, please go to www.bpi.com.ph and register now.
2. **Branch Deposit.** Go to any BPI Branch and make an over-the-counter deposit to your BPI Trade SETA.
3. **E-Wallet.** Send money from your GCash or other E-Wallet account to your BPI Trade SETA. This service may impose fees for sending money to a bank.
4. **From Other Bank.** Send money from your account with another bank to your BPI Trade SETA using InstaPay or PESONet.

I deposited money to my BPI Trade SETA but my cash position is still zero (0) when I log in to BPI Trade. Why is that?

Deposits made to your BPI Trade SETA through any of the channels (i.e. BPI Online, BPI Mobile, ATM) before 10:00 PM on a banking day shall be reflected in your Cash Position on the **NEXT** Trading day. Any deposits made beyond 10:00 PM on a banking day, on a weekend and/or holiday shall reflect after **two (2)** banking days.

How do I know how much available balance I have for online trading?

Internet Cash Client. You may refer to your Buying Power located in the right corner of the main page. Your Buying Power is your BPI Trade Account Cash Balance + Sell Proceeds (included upon a matched SELL Transaction).

Internet Trading Line Client. You may refer to your Tradable Balance found in the right corner of the main page. Your Tradable Balance is equal to the 50% of the Market Value of your stocks as classified as Philippine Stock Exchange Index (PSEi).

How do I withdraw funds from my BPI Trade account?

1. Login to your BPI Trade Account (www.bpitrade.com).
2. On the **MAIN** tab, go to **Account Info**, then click **Withdrawal**. Alternatively, you may click **Withdraw Funds** located on the right corner of the **Main** Page, under **Account Balances**.
3. Refer to your available funds that can be withdrawn and enter the amount you wish to withdraw then click the **Next** button.
4. Enter your BPI Trade password to confirm and submit your request.

Where do my withdrawn funds go?

Your funds are transferred to the Beneficiary Account that you nominated in your application form.

Can I withdraw from my BPI Trade SETA using other channels (Over-the-Counter, BPI Online, and Phone Banking)?

No. Withdrawal from your BPI Trade account can only be done by submitting a withdrawal request through BPI Trade.

When will my withdrawn funds be transferred to my Beneficiary Account?

Withdrawal request made before 10:00 AM on a trading day will be credited to your Beneficiary Account on the same day between 3:00 to 6:00 PM. Request made after 10:00 AM will be credited on the NEXT trading day between 3:00 to 6:00 PM.

I'm trying to withdraw from my BPI Trade account but my withdrawable fund is less than my Cash / Buying Power. Why is that?

You may have a selling transaction already added to your buying power. Your selling proceeds will only be cleared and credited to your BPI Trade Account as withdrawable cash **two (2)** trading days (T+2) after the transaction date.

TRADING AND FEES

What types of securities can I trade?

You can trade all issue / stocks listed in the Philippine Stock Exchange (PSE) provided that it is not suspended.

How do I place my Order?

1. Login to your BPI Trade account (www.bpitrade.com).
2. Click the **TRADING** tab then enter your desired order.
3. Click "**Preview Order**" button to check the order information and it will ask you to confirm the order details by entering your password.

What types of Orders can I place?

BPI Trade provides the following order types:

1. **Day Order (DAY).** This order is valid until the **end of the trading day only**. If the order is not matched during the day, this will automatically be cancelled and will have to be reposted by the client on the next trading day again.
2. **Good till Week (GTW).** This order is valid for **seven (7) calendar days**. If unmatched within 7 calendar days, this will automatically be cancelled and will have to be reposted by the client on the next trading day.
3. **Good till Month (GTM).** This order is valid for **thirty (30) calendar days**. If unmatched within 30 calendar days, this will automatically be cancelled and will have to be reposted by the client on the next trading day.

Orders should have a specific or limit price and not a price range. Also, the price of an order should always be within the Trading Thresholds. **BPI Trade does not accept "Orders at Market Price" and "Good-till-Cancelled Orders"**.

What are the types of Market Segments and how do they differ?

1. **Normal Market.** This is where Board Lot orders are traded. Each stock has different minimum lot sizes.
2. **Odd Lot Market.** This is where order volume below the minimum board lot size are being traded.

Take note of the following:

- Combining normal and odd lot orders is not allowed.
- Partial matching of odd lot orders is allowed;
- Odd lot orders are no longer subject to minimum commission;
- Odd lot orders posting is only allowed during continuous trading period;
- Odd lot market has its own closing price but will adopt the price of the normal market during market opening

Both markets are defined separately and are independent from one another during trading. One security is defined separately in the Odd Lot Market and Normal Market. Each will have its own Bid/Offer prices.

3. **Iceberg.** These are large single orders which the Exchange divides into smaller limit orders for the purpose of hiding the actual order quantity.
 - Order cost is computed the same as a normal order
 - Minimum percentage of 10% should be indicated in the disclosed quantity
 - Minimum number of shares should be equal or greater than the lot size of the stock
 - Once disclosed quantity is filled, only the matched order will be shown in client's portfolio
 - Trades in disclosed quantity will remain open until desired number of shares has been filled

What are Dynamic Thresholds (price range of D/Floor and D/Ceiling) that I see when I enter an order?

The Dynamic Threshold is the maximum allowable price difference between an update in the Last Traded Price (LTP) of a given security or group of securities and its preceding LTP that is equal to a percentage set by the Exchange, subject to the classification of a security or a group of securities based on its trade frequency (Section VI of the Implementing Guidelines of the Revised Trading Rules of PSE).

Listed Securities are classified in three clusters and subject to different Dynamic Threshold as follows:

SECURITY CLUSTER	TRADE FREQUENCY QUALIFIER	DYNAMIC THRESHOLD
A	Traded 20 times or less in the past six months	20%
B	Traded 500 times or less but greater than 20 times in the past six months	15%
C	Traded more than 500 times in the past six months	10%

How do I know the status of my orders (matched, posted, cancelled, rejected)?

The status of your order can be viewed in **VIEW ORDERS** under the **TRADING** tab. You may refer to the status legend located on the bottom page of **VIEW ORDERS**.

What are the different order status?

1. **Posted Orders** are orders sent to the Exchange that have to be completely filled.
2. **Matched Orders** are completely filled trades.
3. **Partially Filled Orders** are orders where only a portion of the posted order has been matched.

Can I modify a posted order?

For order modifications, given that the order still has an Open Status and you satisfy board lot size, price fluctuation, price dynamic threshold:

- You can edit the quantity to a lower volume, and it will stay in the queue.
- You can edit the quantity to a higher volume, however, your order will go to the end of the queue
- You can edit the price, however, your order will go to the end of the queue for that price point

For order modifications, with the order having a Partially Filled Status and you satisfy board lot size, price fluctuation, price dynamic threshold:

- You can only edit the quantity to a lower volume but greater than partially filled amount, and it will stay in the queue.
- For example: Order is 10K, 5K PF, you can only edit volume to 5001 up following board lot sizes
- You can edit the quantity to a higher volume, however, your order will go to the end of the queue
- You can edit the price, however, your order will go to the end of the queue for that price point

For Iceberg orders:

- You cannot edit disclosed and minimum quantity

You cannot edit "Time in Force" field (Day, GTD, GTW, GTM etc.)

To modify an order, go to **TRADING** tab then select **VIEW ORDERS**. You may then select the order you wish to modify.

Can I cancel a posted order?

Yes. An order may be cancelled as long as it has not been matched. It is important to know that the request to cancel an order cannot be guaranteed, as your order may have already been filled or partially filled by the time the cancel request reaches the market. If your order has been partially filled, you may cancel only the unfilled portion.

To cancel an order, go to **TRADING** tab then select **VIEW ORDERS**. You may then select the order you wish to cancel.

Can I still trade during off-hours?

No, but you can still post your orders during off-hours. These orders will be submitted to the Exchange at 9:00 AM of the next trading day. As such, the date reflected on the posting will be at 9:00 AM of the next trading day.

Do you impose a minimum volume per trade?

Trading is done by Board Lot or Round Lot system. The minimum number of shares you can buy or sell will depend on the previous trading day's closing price of the stock at the time you place your order.

Board Lots and Price Fluctuation Table

PRICE	TICK SIZE	LOT SIZE
0.0001 to 0.0099	0.0001	1,000,000
0.0100 to 0.0490	0.001	100,000
0.0500 to 0.2490	0.001	10,000
0.2500 to 0.4950	0.005	10,000
0.5000 to 4.9900	0.01	1,000
5.0000 to 9.9900	0.01	100
10.0000 to 19.9800	0.02	100
20.0000 to 49.9500	0.05	100
50.0000 to 99.9500	0.05	10
100.0000 to 199.9000	0.1	10
200.0000 to 499.8000	0.2	10
500.0000 to 999.5000	0.5	10
1000.0000 to 1999.0000	1	5
2000.0000 to 4998.0000	2	5
5000.0000 and UP	5	5

(Source: Board Lot System of the PSE)

How do I view my stock position online?

Your current stock position can be found in the **HOME PAGE** under **MAIN** menu.

Your stock positions are immediately updated once a buy order is matched, while placing a sell order will immediately reduce your position regardless if it is matched or not. The earmarking will be lifted once the sell order is cancelled or after the market closes for and your order remains unfilled.

How is my portfolio being valued?

You may value your portfolio at cost or at market. You can view both the total cost and the market value of your holdings in your BPI Trade account.

The total cost of your holdings is your total purchase cost net of commission and other fees. Average cost is computed as the total cost divided by number of shares.

The market value of your holdings is based on the last traded price of the stock. It is computed as the last traded price times the number of shares.

To view the value of your portfolio, go to **VIEW PORTFOLIO** under the **TRADING** tab.

How do I pay for my purchased orders?

This will come from the available funds you have in your BPI Trade SETA. Before a buy order can be accepted, you must have sufficient cleared funds. The value of your posted order will automatically be earmarked against your available balance and will automatically be deducted from your Buying Power.

Make sure that you have enough available balance at least **one (1)** banking day before your intended transaction.

When will my BPI Trade SETA be debited for purchases that I made?

Your BPI Trade SETA will be debited on settlement date, which is on the second trading day after the transaction date (T+2).

Can I sell my investments on the same day that I bought them?

Yes. Your matched/filled buy orders are immediately reflected in your online stock position and are available for sale. Your current stock position can be found in the **HOME PAGE** under **MAIN** menu.

If I sell today, can I already use the proceeds of the sale to buy other stocks?

Proceeds of your selling transaction will only be credited on the second trading day after the transaction date (T+2). However, if your sell transaction is matched/filled, sell proceeds will immediately be credited to your buying power which you may use to buy shares.

After a BUY or SELL transaction, when and how do I see my Confirmation Advice (CA)?

The CA becomes available **one (1)** trading day after your transaction.

1. Upon logging in to your BPI Trade account, you will be prompted to acknowledge your CA.
2. Once you click the **"Acknowledge and Print"** button, another window will appear, then click **"OK"**.
3. A new tab will appear with the CA (Click the **"File"** button then **PRINT**).
4. You may close the CA tab once you already checked the accuracy of your CA(s). The number of CAs will depend on the number of trades that you had from the previous day.
5. Once all CAs have been acknowledged, you may now enter the BPI Trade platform

Once acknowledged, CAs are viewable in your BPI Trade account 45 days after acknowledgement.

To view your CAs, log in to you BPI Trade account and from the **MAIN** page, click the **ACCOUNT INFO** tab and select **STATEMENTS**.

When will I receive my SOA?

The SOA becomes available on the first week of each month.

1. Upon log in to your BPI Trade account, you will be prompted to acknowledge your SOA.
2. Once you click the **"Acknowledge and Print"** button, another window will appear, then click **"OK"**.
3. A new tab will appear with the SOA (Click the **"File"** button then **PRINT**).
4. You may close the SOA tab once you already checked the accuracy of your SOA(s). The number of SOAs will depend on how many you have yet to view or acknowledge since your last log in.
5. Once all SOAs have been acknowledged, you may now enter the BPI Trade platform

Once acknowledged, SOAs are viewable in your BPI Trade account 6 months after acknowledgement.

To view your SOAs, log in to you BPI Trade account and from the **MAIN** page, click the **ACCOUNT INFO** tab and select **STATEMENTS**.

What if there's a discrepancy with my CA and/or SOA?

The CA is the official document that details the final number of shares, price, and fees of your purchase and sell orders, while the SOA summarizes your transactions for the month.

Should you have any concerns or questions with regard to the information in your CA and/or SOA, please contact us immediately at any of the following channels:



bptrade@bpi.com.ph



(02) 8580-4000; select option 4 for administrative-related inquiries

Operating hours are from 8:30 AM to 5:30 PM daily (except weekends and holidays)

What is the schedule of trading hours?

The Philippine Stock Exchange (PSE) is open weekdays from Monday – Friday and closed on Saturday, Sunday and holidays.

TIME	MARKET WINDOW	TRADING ACTIVITY
9:00 AM – 9:15 AM	Pre-Open	<ul style="list-style-type: none"> Orders can be placed, modified, or cancelled No matching of orders
9:15 AM – 9:30 AM	Pre-Open	<ul style="list-style-type: none"> No cancellation period (orders can be placed but cannot be modified or cancelled)
9:30 AM – 12:00 NN	Market Open	<ul style="list-style-type: none"> Orders can be placed, modified, or cancelled Orders can be matched
12:00 NN – 1:00 PM	Market Recess	<ul style="list-style-type: none"> Orders cannot be placed
1:00 PM – 2:45 PM	Market Resumption	<ul style="list-style-type: none"> Orders can be placed, modified, or cancelled Orders can be matched
2:45 PM – 2:47PM	Pre-Close	<ul style="list-style-type: none"> Orders can be placed, modified, or cancelled No matching of orders
2:48PM – 2:50 PM	Pre-Close	<ul style="list-style-type: none"> No cancellation period (orders can be placed but cannot be modified or cancelled)
2:50 PM – 3:00 PM	Run-Off	<ul style="list-style-type: none"> Orders can be placed and matched at closing price
3:00 PM	Market Close	<ul style="list-style-type: none"> Off-hours orders can be placed, which will be sent to the PSE on the next trading day during pre-open session

What are the fees charged for executing trades?

For buying and selling transactions (Peso Denominated):

Fee	Amount	Basis
Commission	0.25% or Php 20.00 whichever is higher	Gross Trade Amount
Value Added Tax	12%	Commission
PSE	0.005%	Gross Trade Amount
SCCP	0.01%	Gross Trade Amount
Additional for selling transactions		
Sales Tax	0.60%	Gross Trade Amount
Additional for block sale transactions		
SIPF	0.001%	Gross Trade Amount
SEC	0.005%	Gross Trade Amount

To check how much your transactions will cost, on the **Trading** tab, click **Trade Calc.**

*Block Sale (from PSE Academy) - A pre-arranged transaction executed through the facilities of the Exchange. For regular block sale, the minimum transaction value is PhP 20M with price not more than 5% above or below the reference price. Special block sale transaction has a minimum value of PhP 50M.

Is there any monthly maintenance fee that we need to pay?

The Philippine Depository & Trust Corporation charges BPI Securities a Depository Maintenance Fee of **0.000027777%** for daily peso market value of your holdings which is subject to 12% Value Added Tax (VAT). This will be debited from your BPI Trade SETA monthly.

If the computation resulted into an amount less than Php 1.00, the fee is automatically waived.

Are there any handling fees?

Fee	Amount
Lodgement*	Php 115.00 per stock + Php 25.00 (Stock Certificate cancellation fee) per certificate
Upliftment*	Php 200 per certificate
Equity Transfer (EQ IN) (from another broker to BPI Trade)	Php 100 per security
Equity Transfer (EQ OUT) (from BPI Trade to another broker)	Php 125 per security
Certification Fee	Php 100.00 (first three pages) + Php 10.00 for succeeding pages
Statement of Account (re-printing)	Php 100.00 (first three pages) + Php 10.00 for succeeding pages

**Additional fees will be applied for rush processing. The amount will depend on the Stock Transfer Agent.*

Is there a maintenance amount with my BPI Trade SETA?

If your BPI Trade SETA falls below the monthly ADB requirement of Php 500.00, there will be a charge of **Php 250.00 service fee**. ADB refers to the sum of the daily end-of-day balances in the account for a month divided by the number of days in that month.

OTHER SERVICES

How do I check if my dividends have been credited?

Notice of cash dividends are being posted in the website (www.bpitrade.com) and via email notice.

Your cash dividends will be directly credited to your BPI Trade Settlement Account while stock dividends will be added to your Stock Position online.

You may also check the account history of your BPI Trade SETA and/or your BPI Trade SOA to check if the dividends are credited on the date it was announced.

Can I deposit my existing stock certificates (Lodgement)?

Yes. You may deposit your endorsed / signed stock certificates to us. You may inquire with us by sending an email to bpitrade@bpi.com.ph.

Corresponding fees shall be debited from your BPI Trade Settlement Account to effect the transaction.

I have stock certificates under my name but would like to lodge it to an existing Joint account. Is this allowed?

Please note that a stock certificate can only be lodged under a BPI Trade account that bears the same name of the Stock Certificate holder.

If a client wishes to lodge a certificate under a single name to a Joint account, **it will only be allowed provided that the accountholders are married and the stock certificate was purchased after marriage**. If the stock was obtained prior to the marriage, the certificate can only be lodged to a Single account. Clients will be asked to present supporting documents such as a marriage certificate to validate the stock purchase information.

I have stock certificates but no existing trading account. How do I sell my stock certificates?

Because of the scripless trading system with the PSE, certificated shares of stocks cannot immediately be used for selling transactions. Stock certificates must be lodged into your trading account (converted into scripless form) prior to selling.

Can I request for a stock certificate of my existing shares (Upliftment)?

Yes. The conversion of your scripless shares to a stock certificate would mean withdrawal of your shares from your portfolio in BPI Trade. This process might take a minimum of 45 days depending on the issuer's Stock Transfer Office. Please email us at bpitrade@bpi.com.ph to request for the requirements.

Corresponding fees shall be debited from your BPI Trade Settlement Account to effect the transaction.

Can I transfer my holdings from another broker to BPI Trade (EQ Trade In)?

Yes. You must submit a signed Letter of Instruction (LOI) to your other Broker to do so. Send the original copy of the LOI duly received by your other Broker to our office:

Main Office: 23rd Floor, Ayala Triangle Gardens Tower 2, Paseo De Roxas Cor. Makati Avenue, Makati City, Philippines 1226

Or email the scanned copy to bpitrade@bpi.com.ph so we can start processing.

Corresponding fees shall be debited from your BPI Trade SETA to effect the transaction.

Can I transfer my holdings from BPI Trade to another broker (EQ Trade Out)?

Yes. You must submit a signed Letter of Instruction to BPI Trade. Send the original copy of the LOI to our office:

Main Office: 23rd Floor, Ayala Triangle Gardens Tower 2, Paseo De Roxas Cor. Makati Avenue, Makati City, Philippines 1226

Or email the scanned copy to bpitrade@bpi.com.ph so we can start processing.

Corresponding fees shall be debited from your BPI Trade Settlement Account to effect the transaction.

Can I request for a certification of my holdings?

Yes, you may send an email instruction to bpitrade@bpi.com.ph. You will be notified through your nominated email address once the certification is available for pick up.

Corresponding fees shall be debited from your BPI Trade Settlement Account to effect the transaction.

DOLLAR DENOMINATED SECURITIES (DDS)

What are Dollar Denominated Securities?

These are securities listed in the PSE that are traded and settled in US dollars ("USD"). Corporate action entitlements are also given in USD.

How do I open a DDS account?

Opening a DDS account is the same as opening a regular online account with BPI Trade provided that **you have an existing USD bank account**. The USD bank account may be a BPI or non-BPI bank account.

Please refer to the requirements found in the **HOW TO OPEN ACCOUNT** section of this document. Additionally, submit the following along with the other documentary requirements:

1. A dollar Checking / Savings account number (any bank)
2. Photocopy of your latest USD Checking / Savings Account SOA

Can I just open a DDS account without having the BPI Trade (Peso) account?

Yes. It is not a pre-requisite to have a BPI Trade Peso account before opening a DDS account.

Can I use my existing BPI Trade (Peso) account to trade DDS?

No. A DDS account is a non-internet cash account different from your BPI Trade Online Account.

I have received an email confirmation that my DDS account has been approved. How do I fund my account?

1. To fund your wallet account, deposit the desired amount to BPI Securities Corporation USD account:
 - BPI: 0014 2504 89
 - BDO: 103600334411
2. Send us a copy of your deposit slip or the fund transfer confirmation to bpitrade@bpi.com.ph.

Please note that your bank may charge fees for incoming and outgoing fund transfer. Please inquire with your bank for possible fees.

How do I enter my DDS orders?

To buy or sell shares, you may reach out to BPI Trade Client Relations through the following channel:



bpitrade@bpi.com.ph



(02) 8580-4000; select option 2 for trading-related requests or inquiries
Operating hours are from 8:30 AM to 5:30 PM daily (except weekends and holidays)

Our Client Relations representative will endorse you to one of our Traders to take your instructions to buy or sell your shares.

How do I know if my trade is successful or not?

Once your order is matched/filled, the Trader who executed your order will send an email confirmation, which will contain the particulars of the order and the breakdown of charges and fees.

Alternatively, you may email bpitrade@bpi.com.ph to inquire about the status of your DDS trades.

Can I modify or cancel my DDS trades?

Cancellation or modifying of DDS trades can be done only for pending orders. Please refer to the Trading Schedule for more information.

To request for cancellation or editing of DDS trades, you may reach us through any of the following channels:



bpitrade@bpi.com.ph



(02) 8580-4000; select option 2 for trading-related requests or inquiries
Operating hours are from 8:30 AM to 5:30 PM daily (except weekends and holidays)

How do I withdraw funds from my BPI Trade DDS (Wallet) Account?

You may send a scanned copy of your signed withdrawal request form to bpitrade@bpi.com.ph.

When will my withdrawn funds be transferred to my USD Checking / Savings Account?

Withdrawal request made before 10:00 AM on a trading day will be credited to your Beneficiary Account on the same day between 3:00 to 6:00 PM. Request made after 10:00 AM will be credited on the NEXT trading day between 3:00 to 6:00 PM.

Will I receive monthly statements for my DDS account?

Yes. A hard copy of your monthly SOA will be sent to your mailing address via courier. SOAs are sent out to DDS clients starting the first week of each month. Please note, however, that the turn-around-time (TAT) depends in the client's location. Clients in the provinces may expect delays with the delivery of their SOA.

Is there any monthly maintenance fee that we need to pay?

The Philippine Depository & Trust Corporation charges BPI Securities a Depository Maintenance Fee of **0.000027777%** for daily dollar market value of your holdings which is subject to 12% Value Added Tax (VAT). For clients with submitted Auto Payout Form, this will be deducted from the quarterly cash dividends. While for clients who are not entitled to receive dividends for the next payout, it will be deducted from the sell proceeds.

Are there any handling fees?

Services	Fees
Lodgement*	USD 2.50 + USD 0.50 (Stock Certificate Cancellation Fee) per certificate
Upliftment*	USD 4.00 per issue
Equity Transfer (EQ IN)	USD 2.00 per issue
Equity Transfer (EQ OUT)	USD 2.50 per issue
Certification	USD 2.00 (first three pages) + USD .20 for succeeding pages
Statement of Account (re-printing)	USD 2.00 (first three pages) + USD .20 for succeeding pages

*Additional fees will be applied for rush processing. The amount will depend on the Stock Transfer Agent.

TECHNICALS AND SECURITY

How secure is your website?

BPI Trade uses 128-bit SSL encryption technology to ensure privacy and confidentiality of all sensitive data that passes through the website. To access BPI Trade, your browser will have to be compatible with 128-bit SSL encryption.

A secure measure is also placed on our side. The information that you send us passes through a "firewall". A firewall is a computer program designed to stop unauthorized users from accessing your account.

How can I ensure that no one has access to my account?

Access to your account is controlled by your personal username and password combination. While we do take appropriate measures to protect the integrity of the system, you play an important role by maintaining the confidentiality of your username and password.

Please note that the system imposes password expiration after 180 days where you will be notified and encouraged to nominate a new password as an added security measure. While you are given an option to retain your existing password, we highly encourage you to change your password regularly to ensure the security of your BPI Trade account, personal information, and transactions.

IMPORTANT: For security purposes, DO NOT give out your Password to anyone, not even to the employees or agents of BPI Trade. In addition, we would discourage using BPI Trade through PCs that are installed in public places, such as in Internet cafes. Please be aware of phishing emails designed to trick individuals into revealing personal and financial information, with the objective of accessing your accounts without your authorization BPI will never ask its clients to log in to their online accounts through embedded links nor secure personal and financial information via unsolicited emails and third party websites.