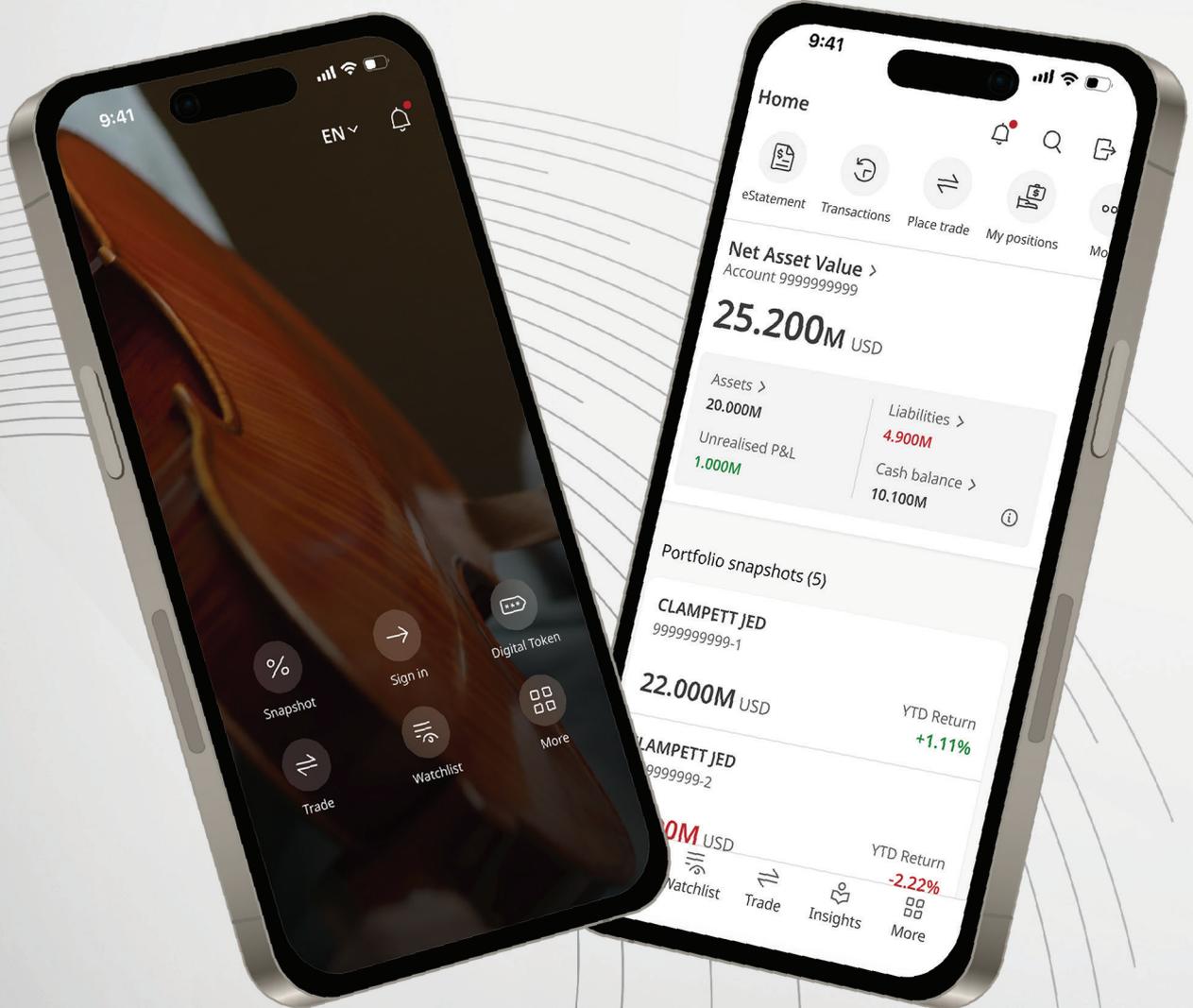


Digital Services

User guide



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The information shown is for illustrative purpose only and is not and should not be construed as an offer or a solicitation to deal in any investment product.

Getting started

Already have a Digital Services account with Bank of Singapore?

Follow these steps to get started:

1. Download the new Bank of Singapore Digital Services app.
2. Launch the app on your iOS/Android device.

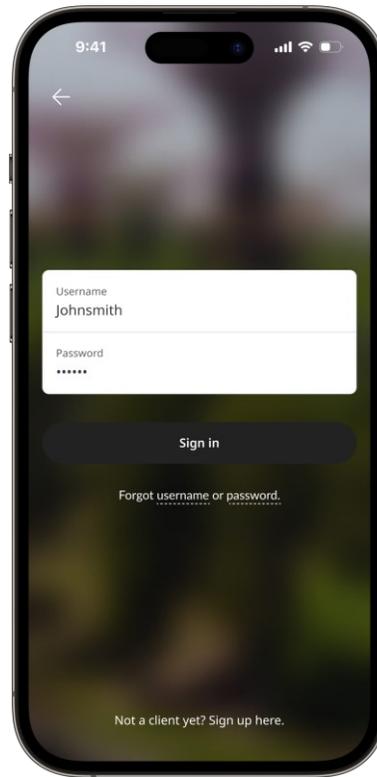


Signing in for the first time

1. Launch the Bank of Singapore Digital Services app and tap **Sign in**.



2. Enter your username and password and click **Sign in** or tap at the bottom to sign up for an account.



Navigating the Bank of Singapore Digital Services app

Our new navigation bar makes it easier for you to manage your wealth, act fast on informed decisions, and chat with us.

Home

Get an overview of your accounts and portfolios.

Watchlist

Create watchlists to track your favourite stocks.

Trade

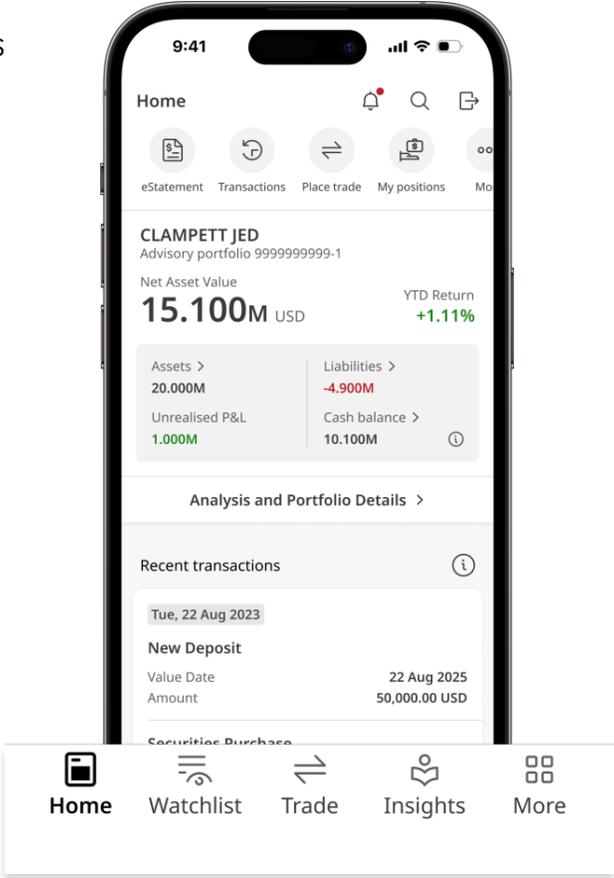
Buy and sell equities, ETFs, warrants and rights on your own.

Insights

Select and view insights and research tailored to your interests.

More

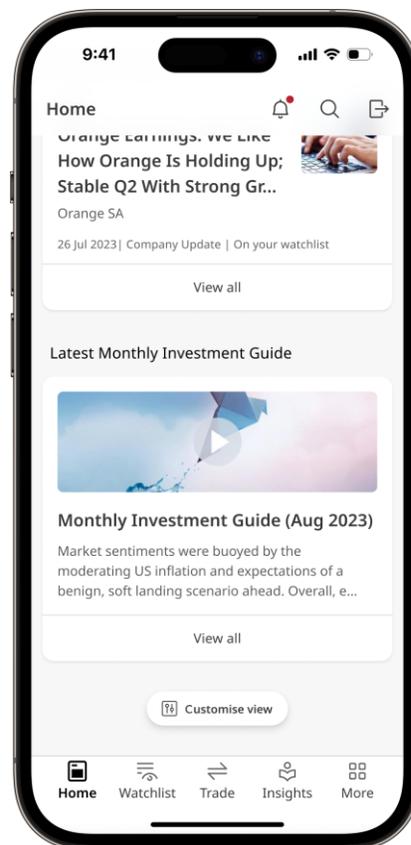
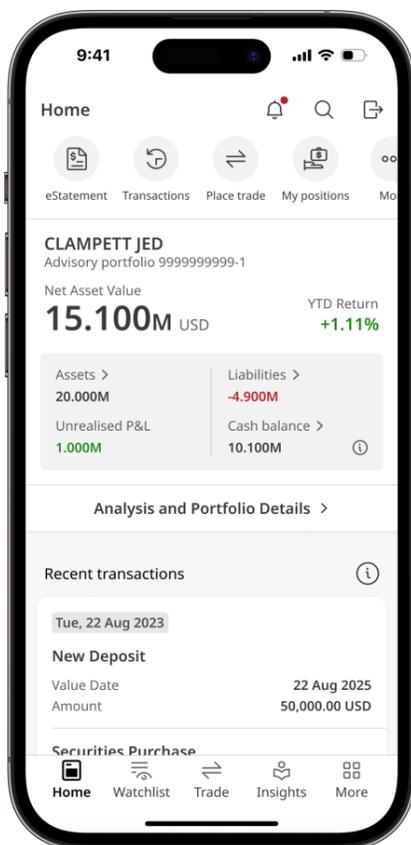
Manage your in-app experience, privacy and security settings.



Home

Everything you need to track and act on your accounts, portfolios, and markets.

- Quickly access your most used tools
- Check your portfolio health at a glance
- Track your wealth with clarity
- Switch between accounts easily
- Receive personalised investment/research information based on your subscription preferences



Account overview

View your Net Asset Value (NAV), assets, liabilities, cash balance, unrealised profit and loss (P&L) in one place.

CLAMPETT JED
Advisory portfolio 9999999999-1

Net Asset Value
15.100M USD

YTD Return
+1.11%

Assets > 20.000M	Liabilities > 4.900M
Unrealised P&L 1.000M	Cash balance > 10.100M ⓘ

Analysis and portfolio details >

Personalised insights

Read insights that have been selected for you based on your subscriptions.

Curated for you

BUY

**Orange Earnings: We Like
How Orange Is Holding Up;
Stable Q2 With Strong Gr...**



Orange SA

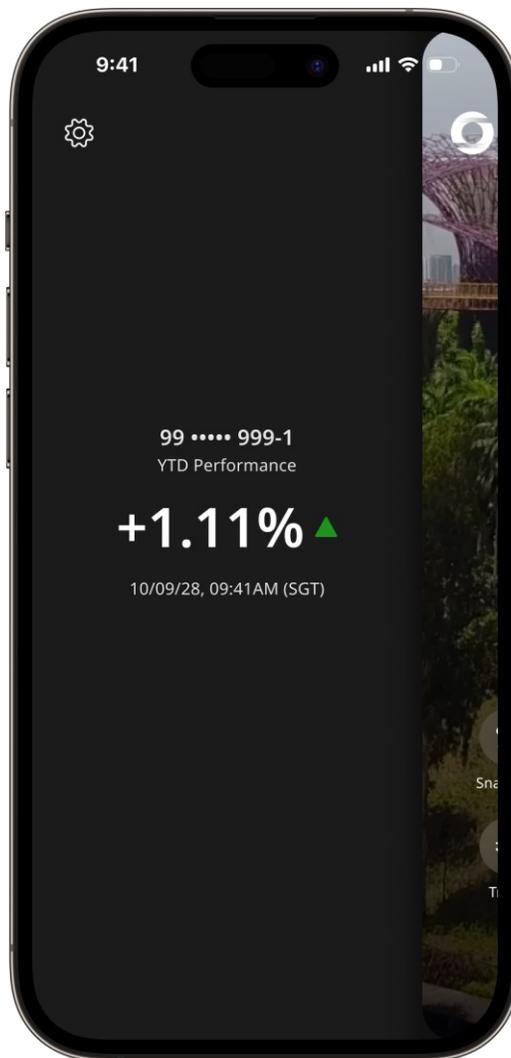
26 Jul 2023 | Company Update | On your watchlist

[View all](#)

Snapshot

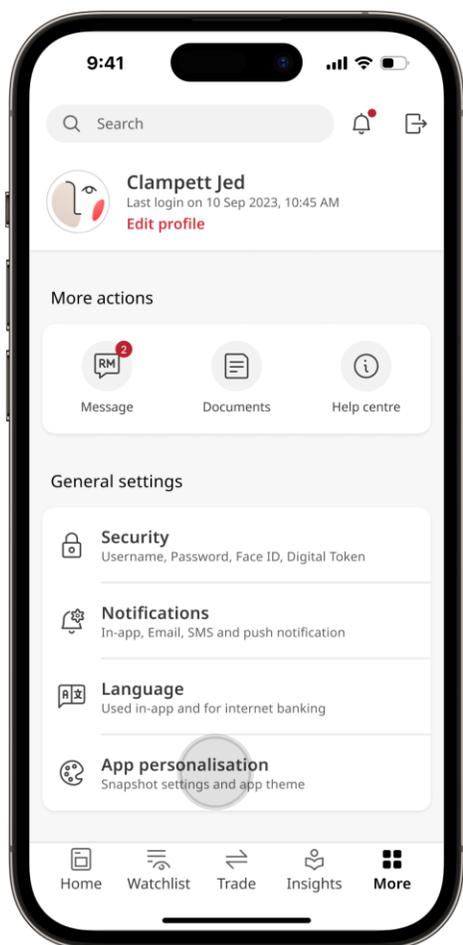
Get a quick idea of how your individual portfolio is doing.

Launch the app and tap **Snapshot** to see the performance of your selected portfolio.

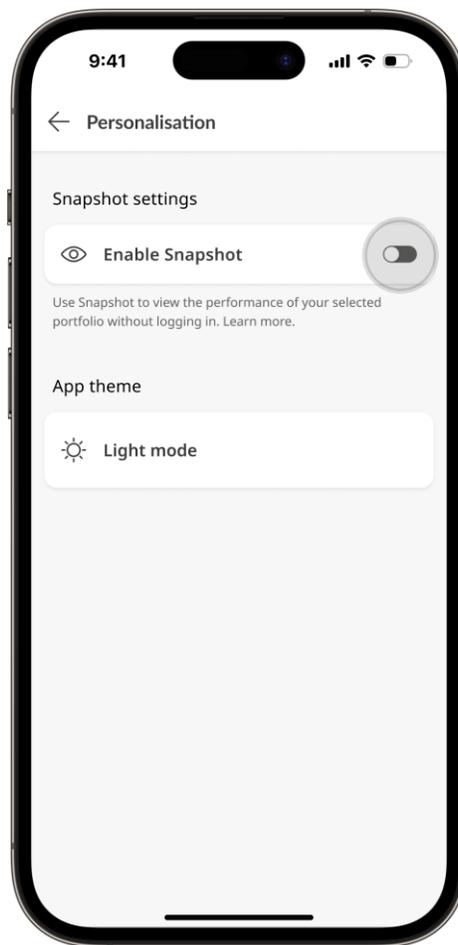


Setting up Snapshot

1. On the **More** tab, tap **App personalisation**.

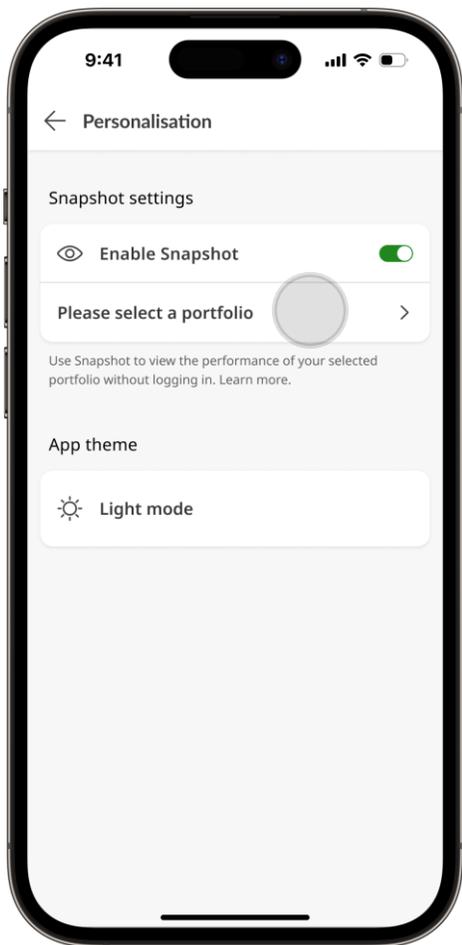


2. Slide to enable Snapshot.

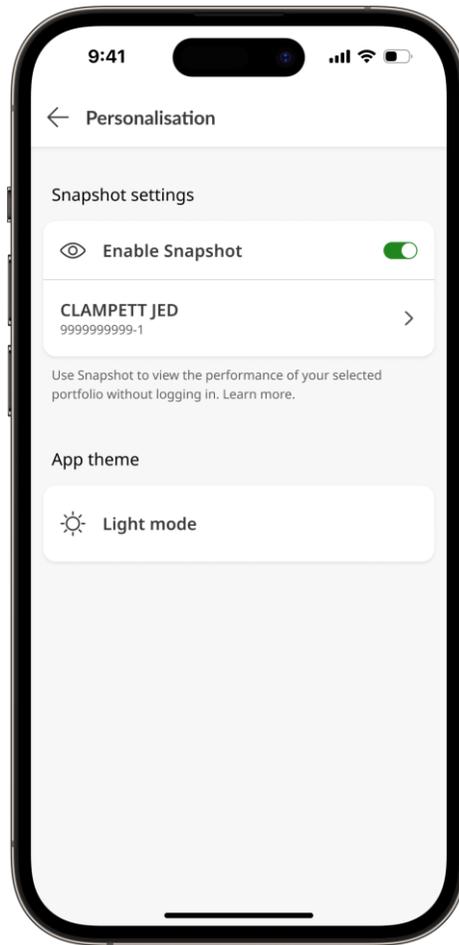


Setting up Snapshot (continued)

3. Select your preferred portfolio.



4. Success! You've set up Snapshot.

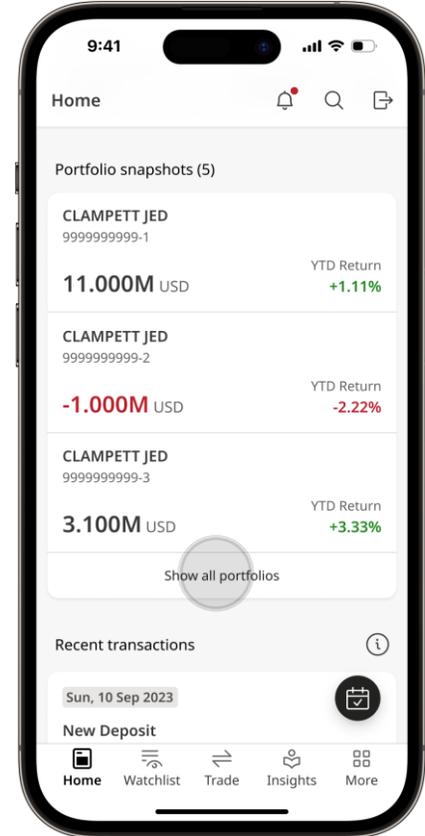
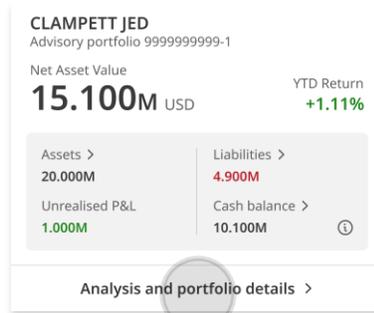
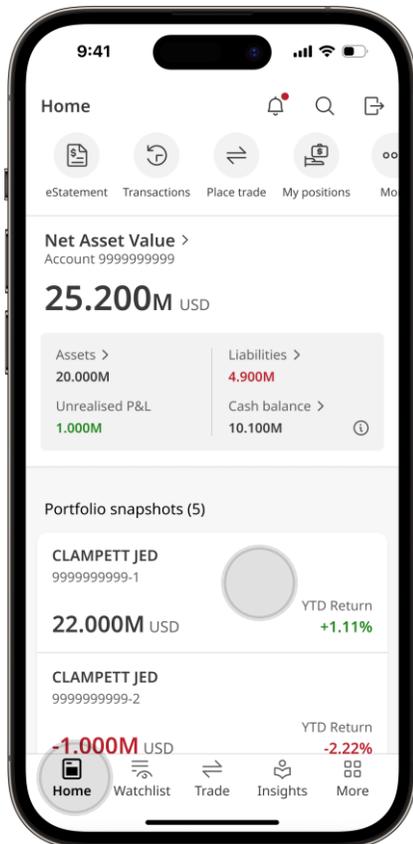


Viewing your portfolio details

From **Home**, tap on the **portfolio** you want to know more about.

For a single portfolio, tap **Analysis and portfolio details**.

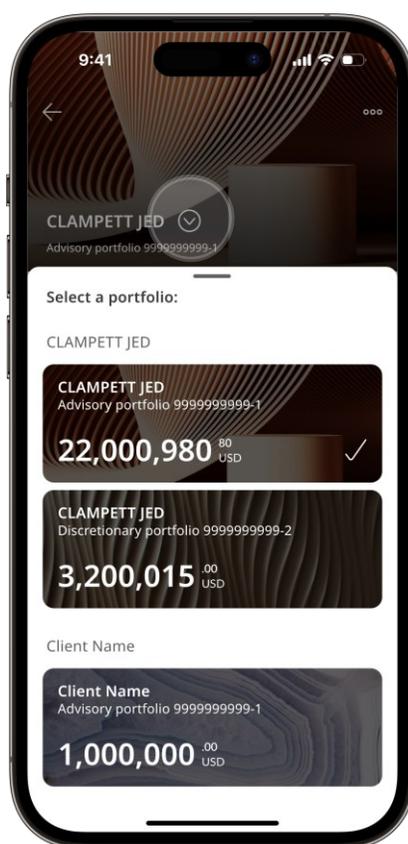
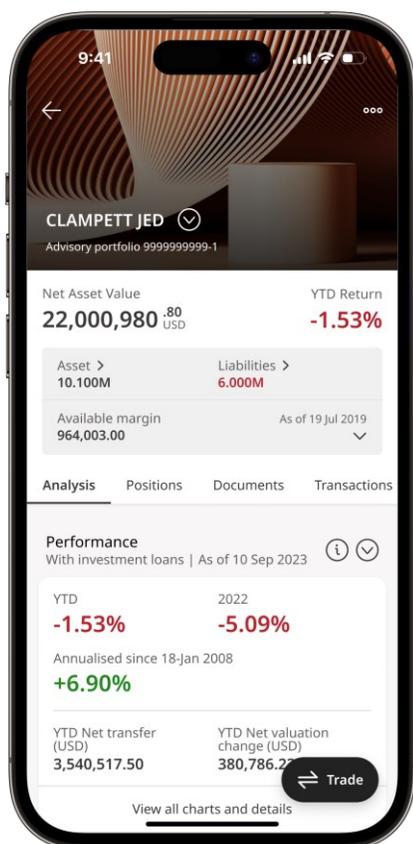
If you have multiple portfolios, tap **View all portfolios** to see the full list of portfolios in the account.



Portfolio overview

View your portfolio name, portfolio number, Net Asset Value (NAV), margin and limits, portfolio performance and asset allocation in one location.

To switch between portfolios, tap the  icon and select the portfolio you wish to view.

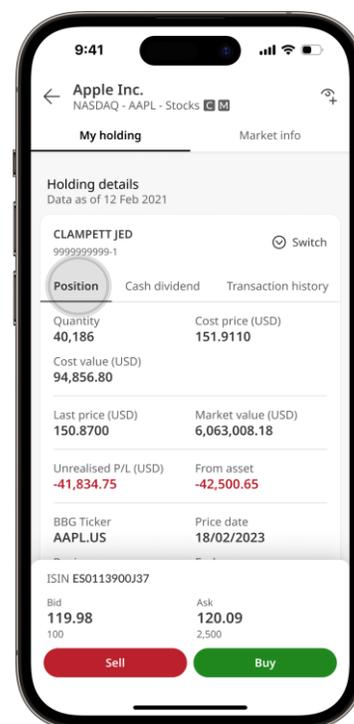
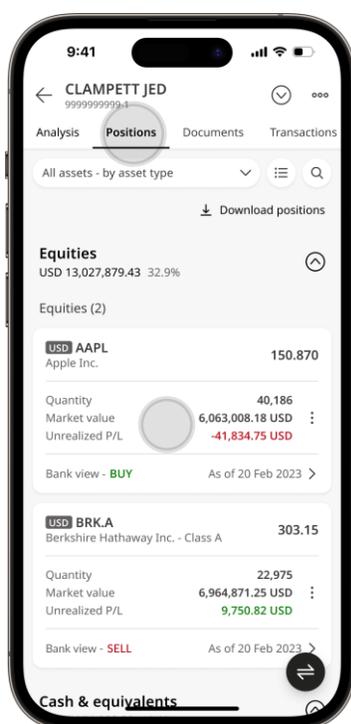
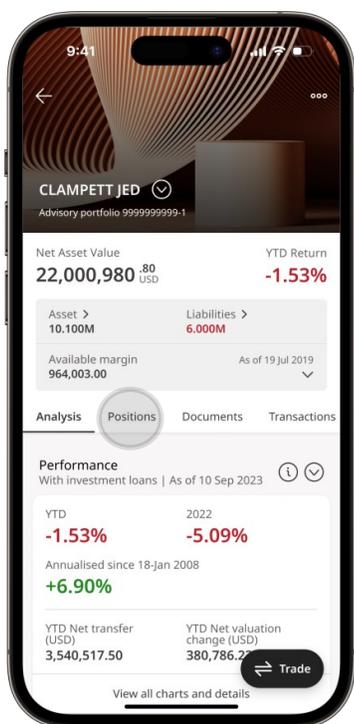


Track your asset class positions

Go to the **Positions** tab in portfolio view.

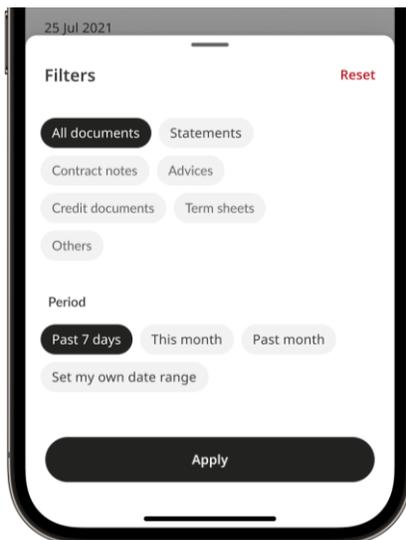
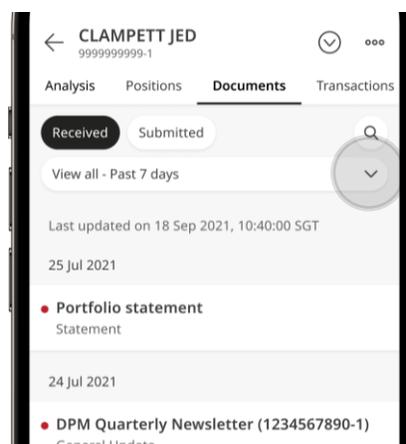
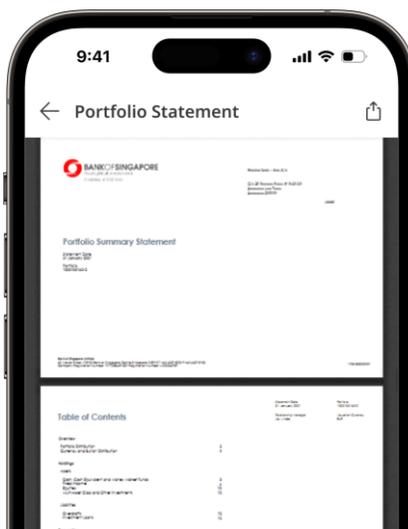
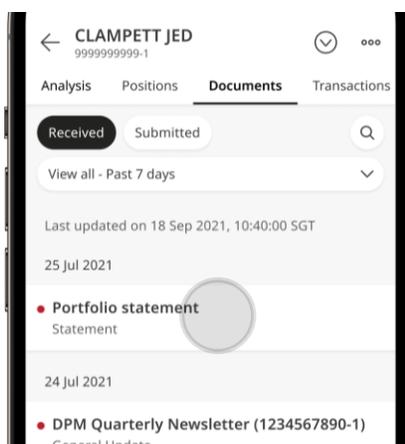
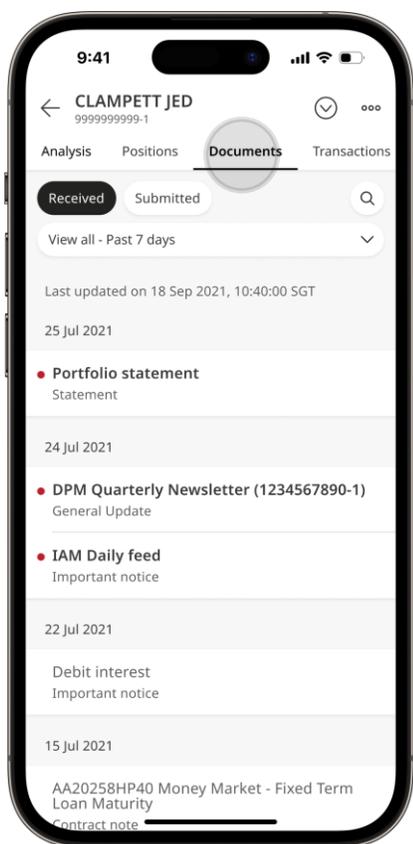
See all your positions at a glance.

You can also tap the card, followed by the **Position** tab to view details of each position.



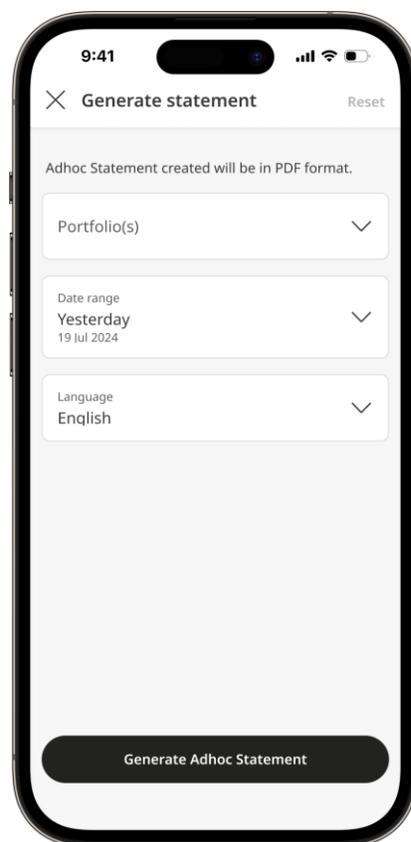
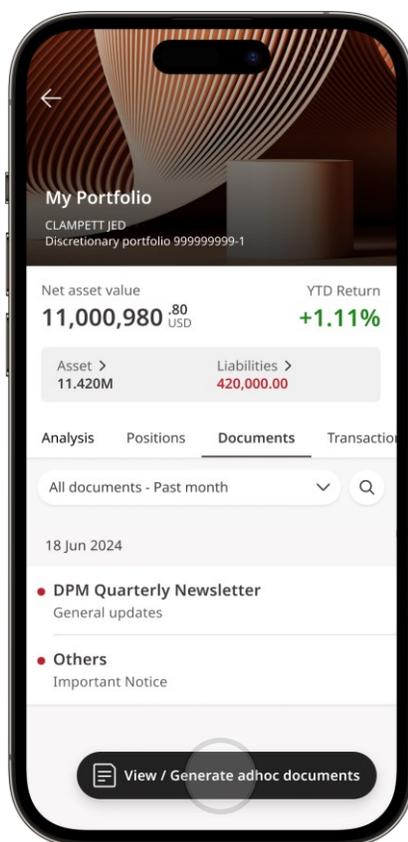
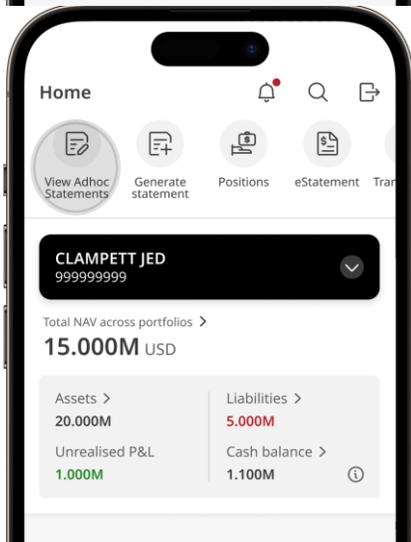
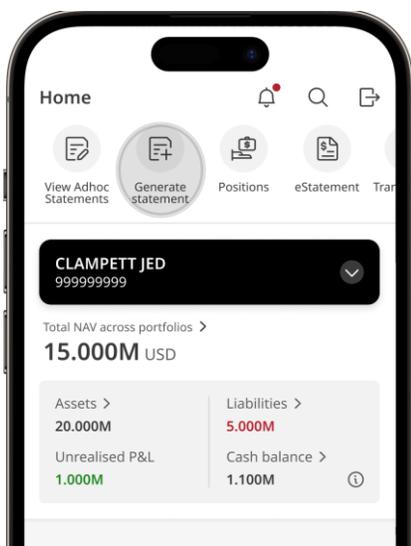
Check e-documents related to your portfolio

1. Go to the **Documents** tab in portfolio view.
2. Tap the document to view it on your device instantly.
3. Tap **Filter** to choose which documents you want to access.



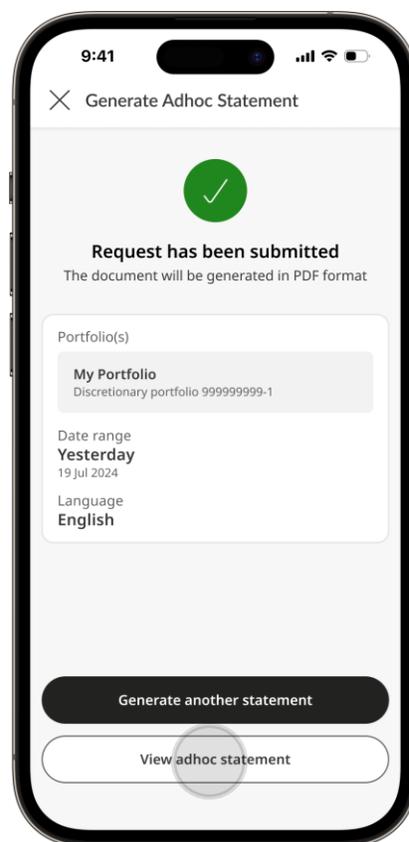
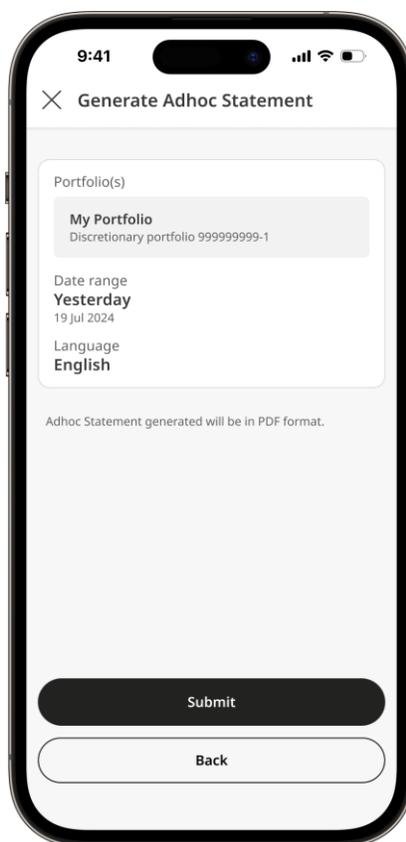
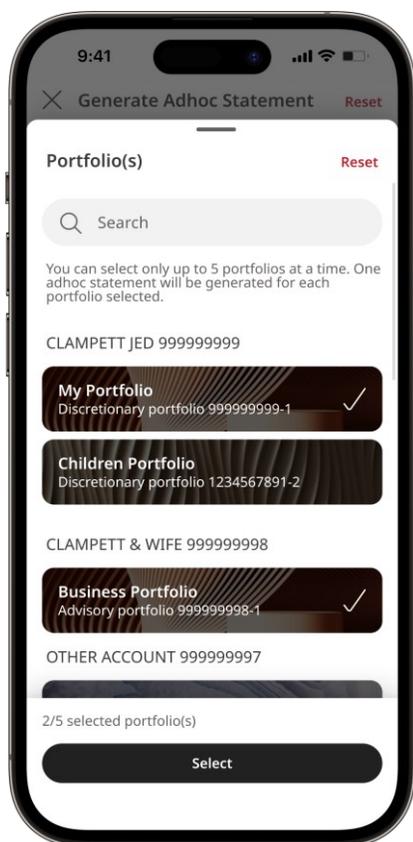
Generate and view adhoc statement

1. Go to Home page > Shortcuts and click **Generate Adhoc Statement** or **View Adhoc Statement**.
2. You can also go to Documents tab in portfolio view and click **View / Generate Adhoc Statement**.
3. Select portfolio/s you wish to generate the adhoc statement, date range and language, then tap **Generate Adhoc Statements**.

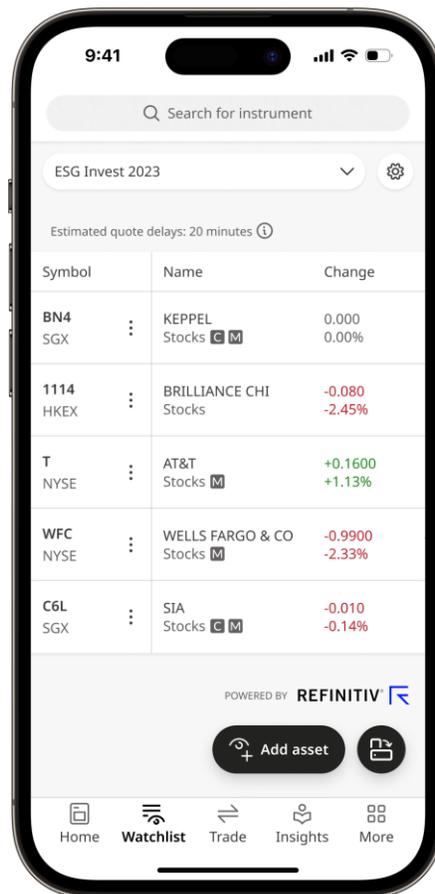


Generate and view adhoc statement (continued)

4. For multiple portfolios, you may select up to 5 portfolios to generate adhoc statements.
5. Review the details then tap **Submit**.
6. Success! You have submitted a request. Go to **View Adhoc Statement** page to retrieve your statement/s.

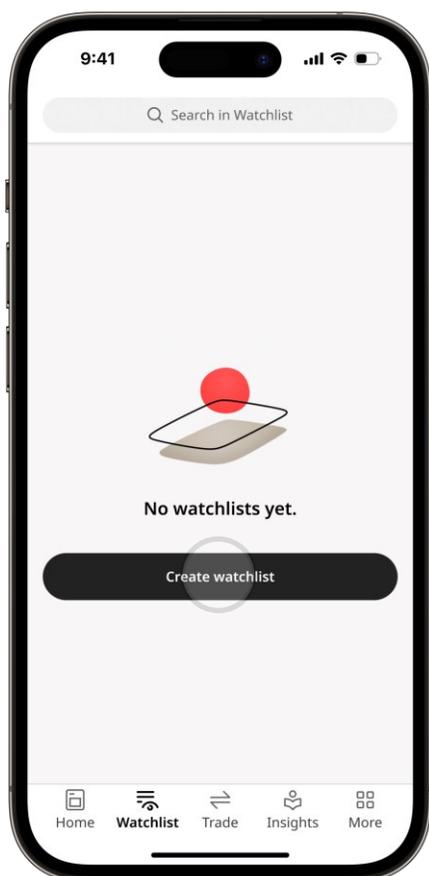


Keeping track of market movements with Watchlist

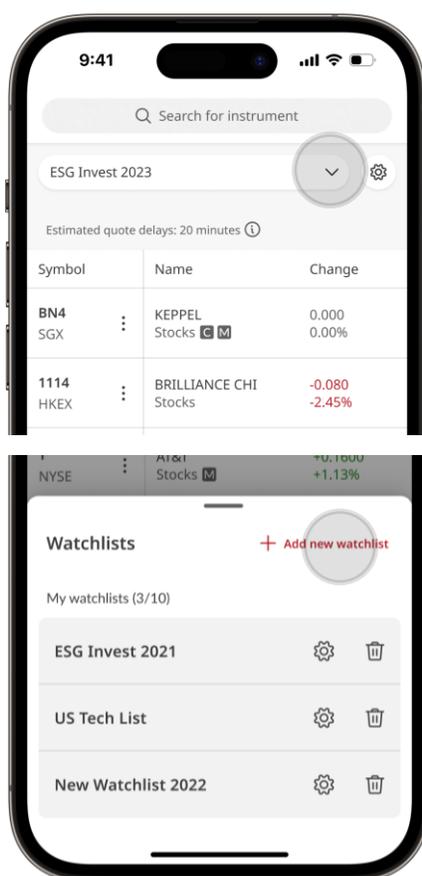


Create a watchlist

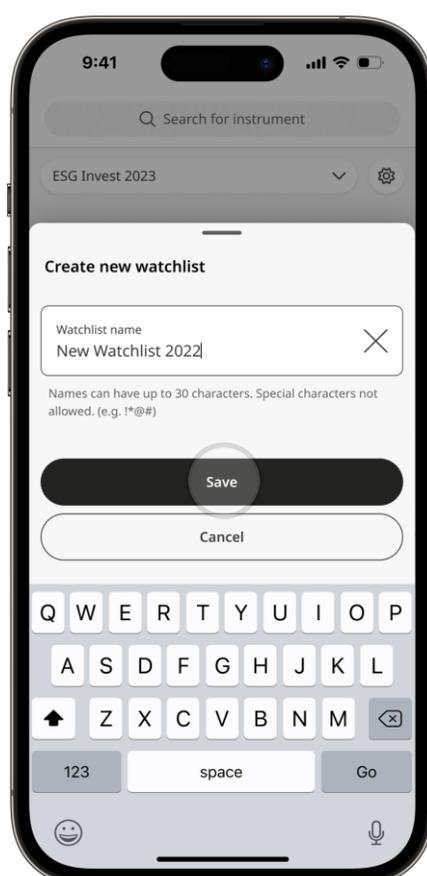
On the **Watchlist** tab, tap **Create a watchlist**.



You can also tap on the watchlist filter and click **Add a new watchlist**.

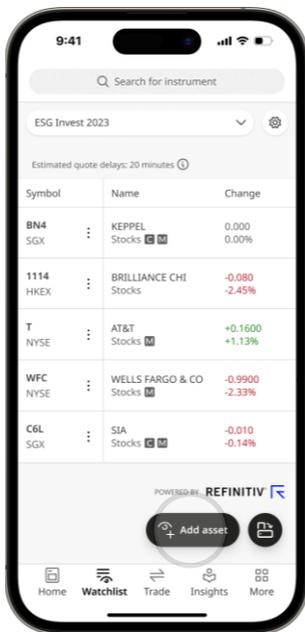


Enter a name for your new watchlist and tap **Save**.

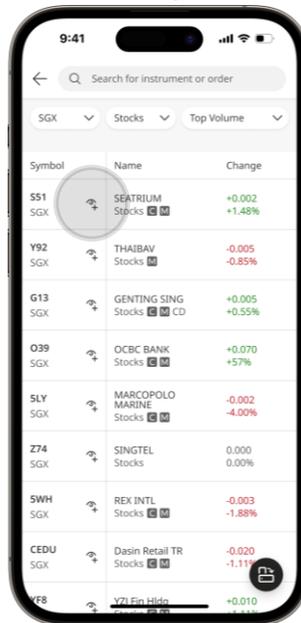


Add assets to your watchlist

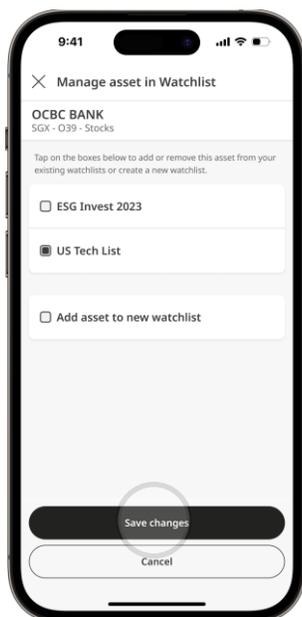
1. Tap on **Add an asset**.



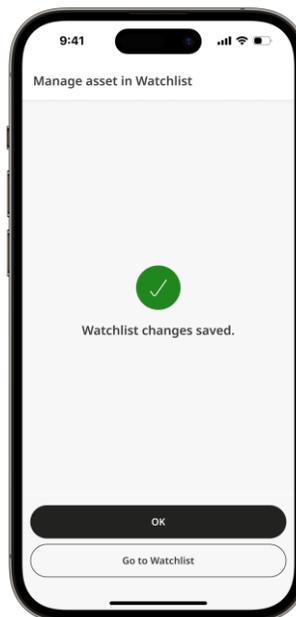
2. Search for the stock you want and tap the  icon.



3. Choose which watchlist you want to add this asset to and tap **Save changes**.

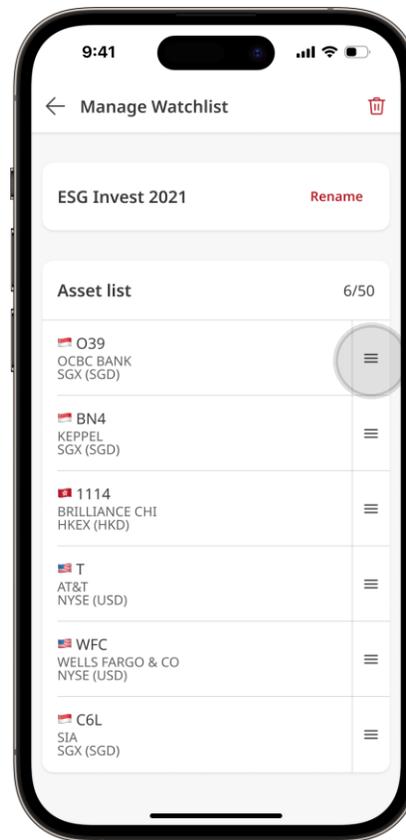
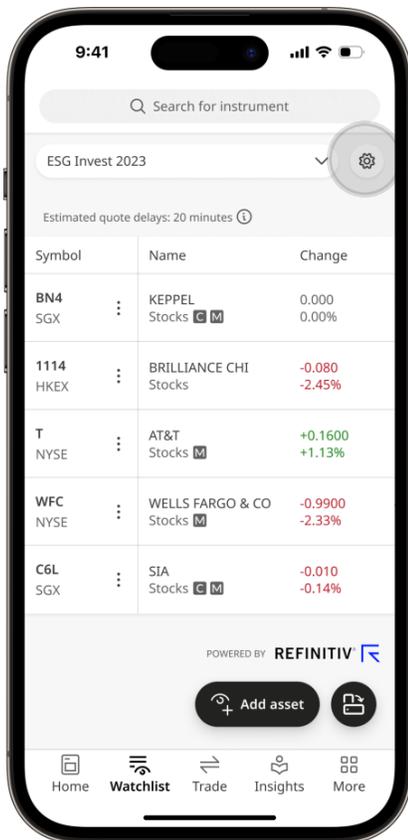


4. Success! You have added the asset to your watchlist.



Manage your watchlist

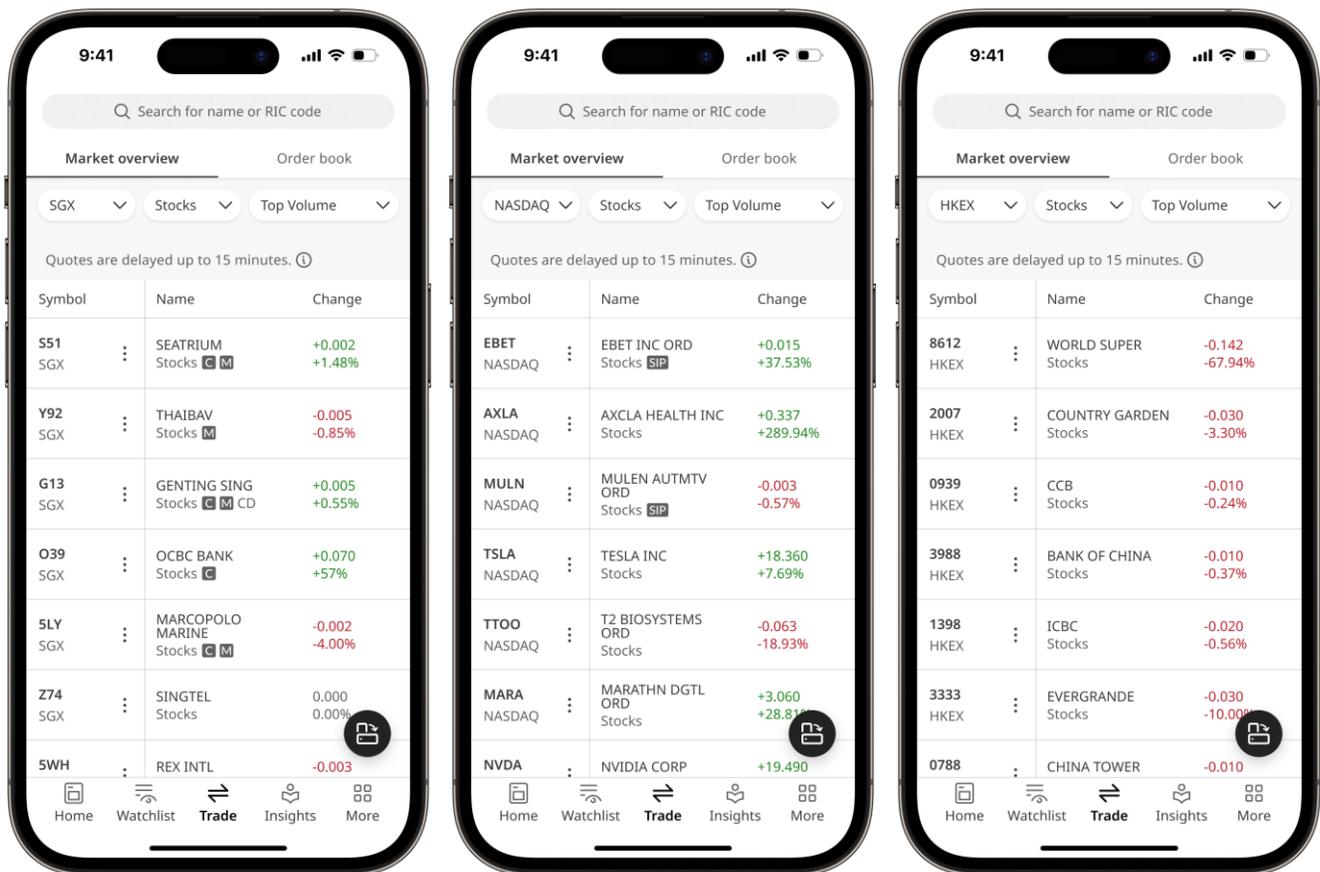
1. On the watchlist tab, tap the  settings icon.
2. Tap **Rename** to change the watchlist name. Press and drag the  icon to re-arrange the order of assets. Tap the  icon to remove an asset from your watchlist.



Online Trading

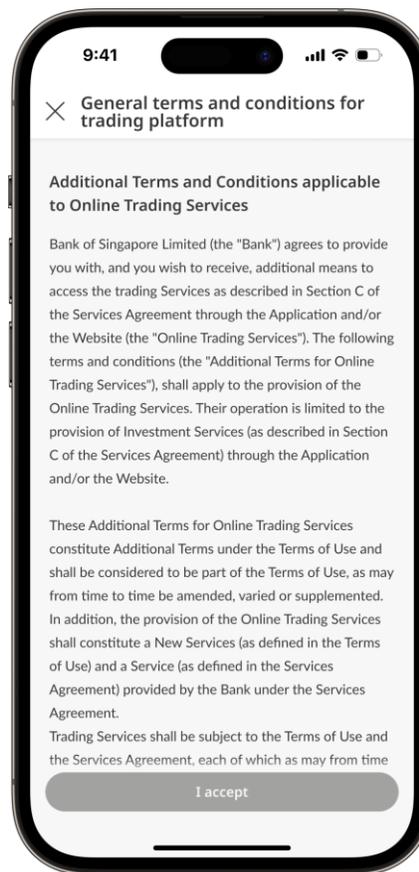
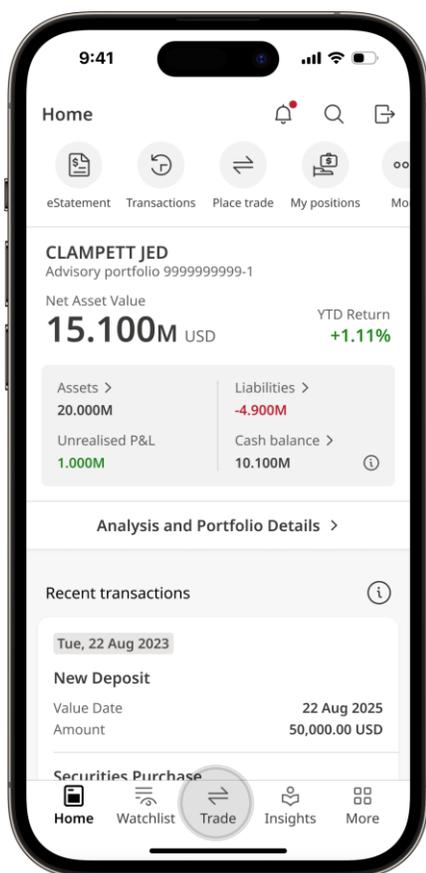
Monitor, buy, and sell equities across markets anytime.

Access equities, ETFs, warrants and rights in nine major exchanges around the world.



Launch the Online Trading module

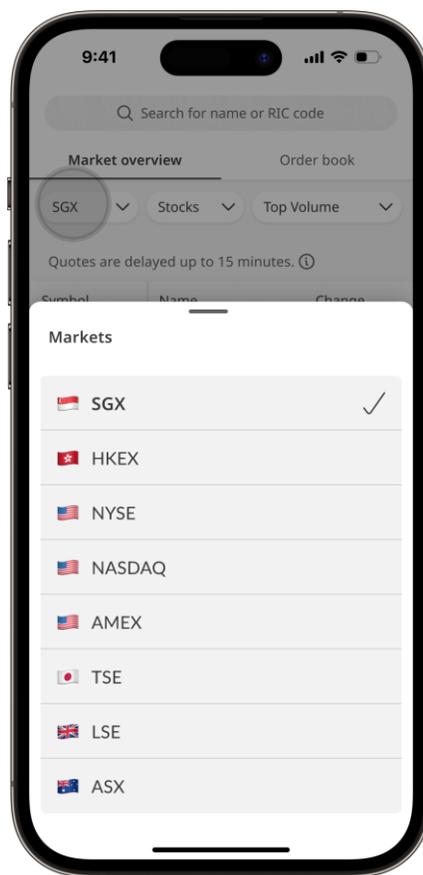
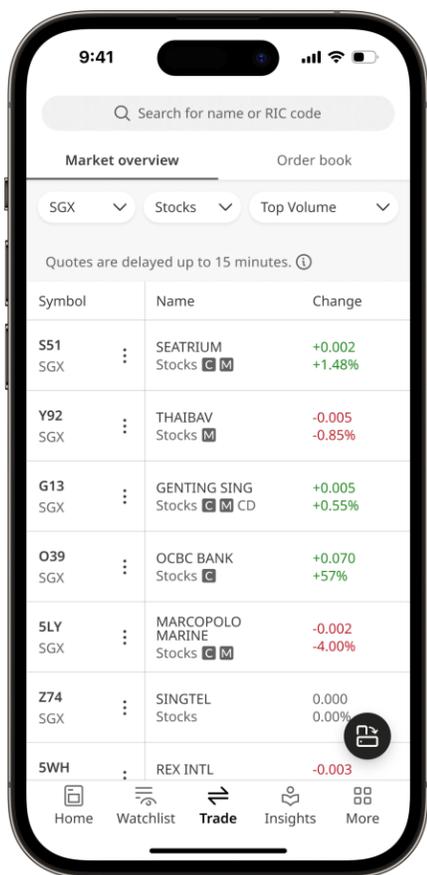
1. From **Home**, tap the **Trade** tab.
2. If this is your first time accessing Online Trading, you'll have to accept the Online Trading terms of use and the market data terms and conditions.



Explore instruments across eight major exchanges

The **Market Overview** tab displays a default list of instruments.

Tap on the drop-down filters near the top of the screen to choose the exchange centre, instrument type and top options to view a customised list.

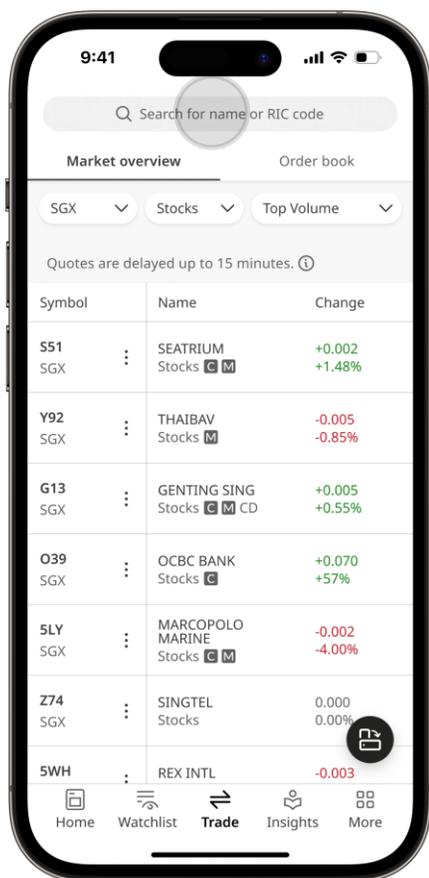


Search for an instrument

First, type an instrument name or stock code into the **search bar**.

In the search results screen, tap on an instrument to see more details.

To see more search results, tap on **Load more** at the bottom of the screen.



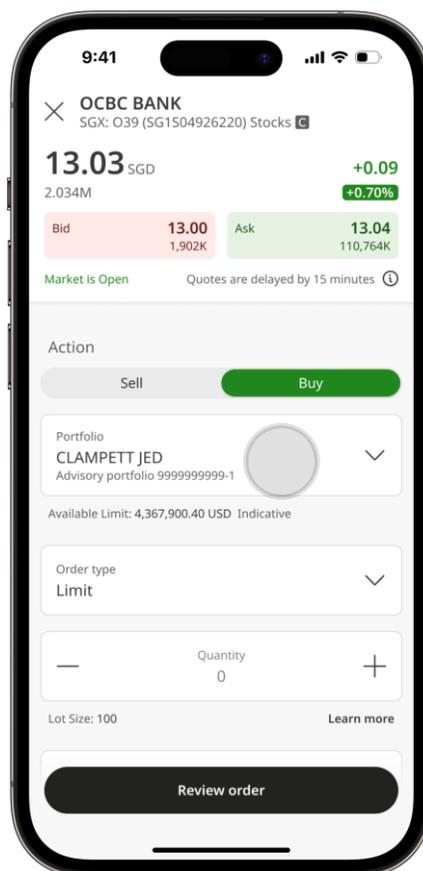
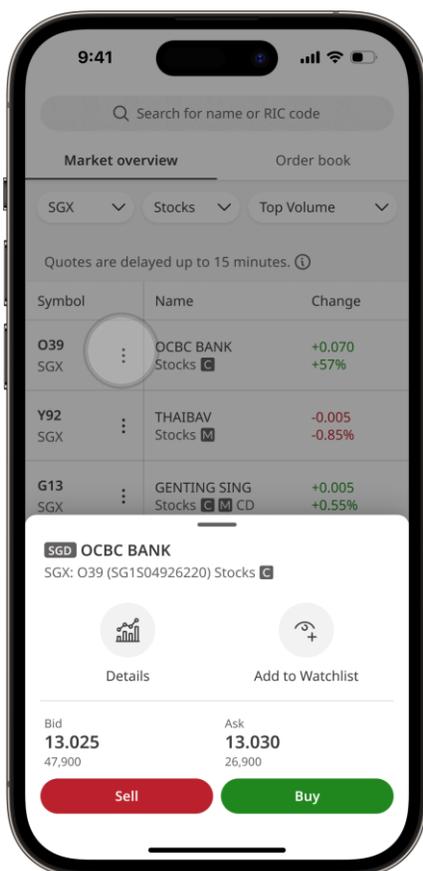
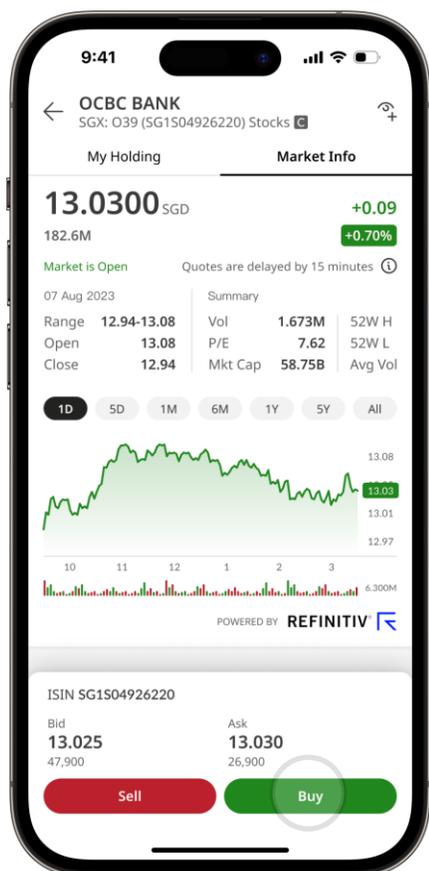
Place an order

1. To begin trading, pick an instrument by tapping on it. In the **details** page, select **Buy/ Sell**.

You can also tap **Buy** on an instruments' detail page from the **Trade** or **Watchlist** tab.

2. Pick the portfolio you want to place the order in.

The available limit for your selected portfolio will be reflected.



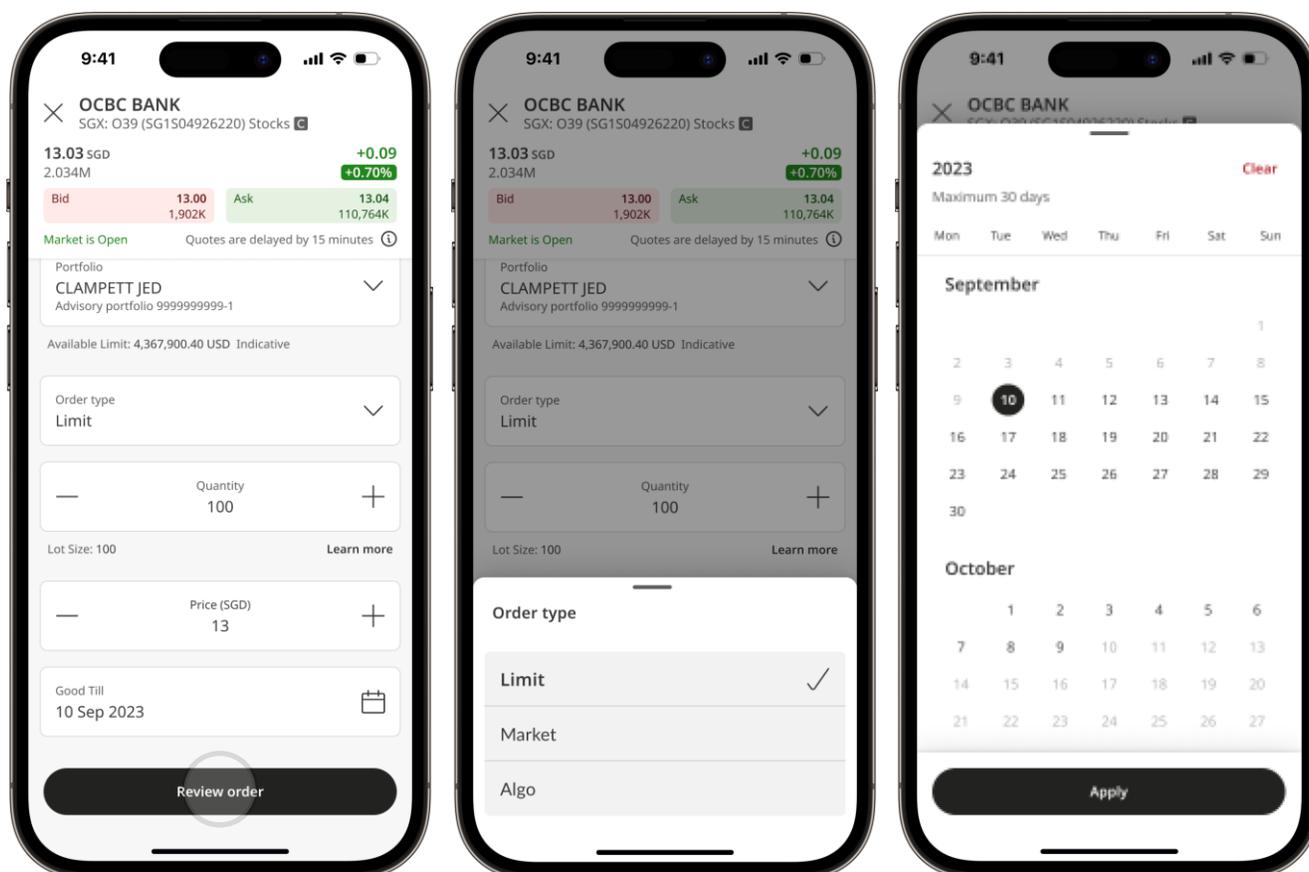
Place an order (continued)

Select your order type, quantity, and price, then tap **Review order**.

You may select from the following order types:

- **Market Order**
- **Limit Order (Day and GTD)**
- **Stop Loss Market Order (Day and GTD)**
- **Algo order**
 - Time-Weighted Average Price (TWAP) Limit or Market Orders
 - Volume-Weighted Average Price (VWAP) Limit or Market Orders

Good-till-date (GTD) orders are limited to a maximum of 30 days.



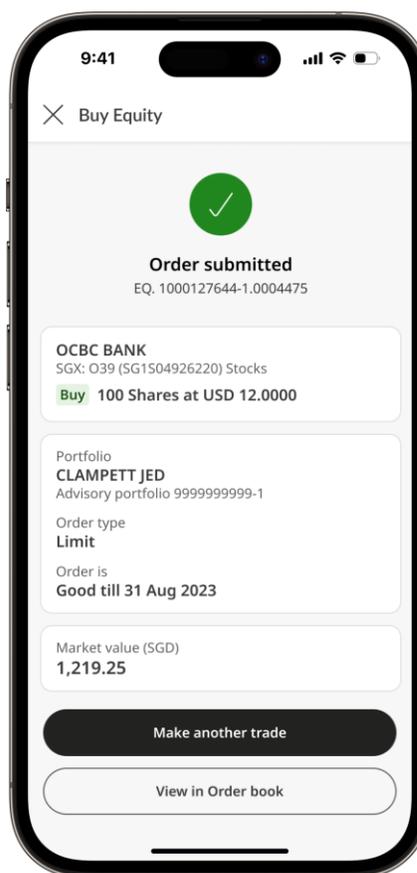
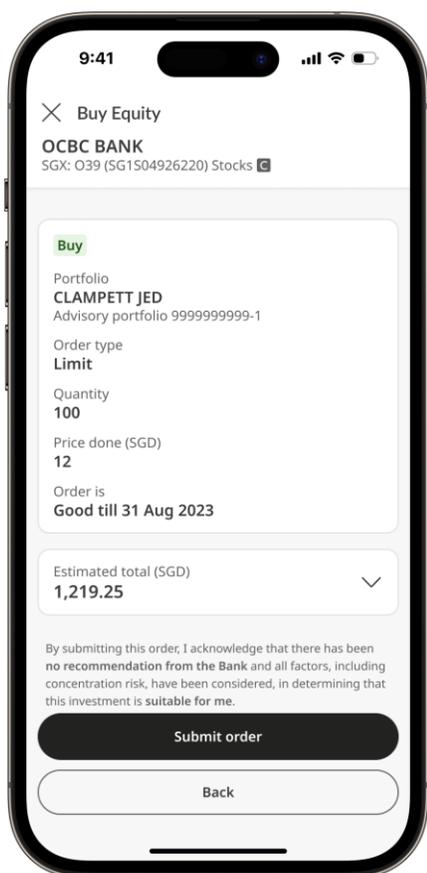
Place an order (continued)

3. Review the details of your order and tap **Submit order** to proceed.

If you want to change the details of your order, tap **Back**.

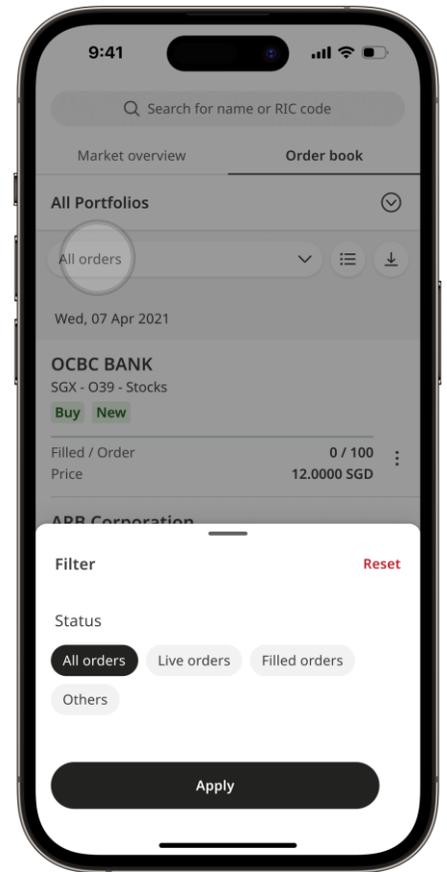
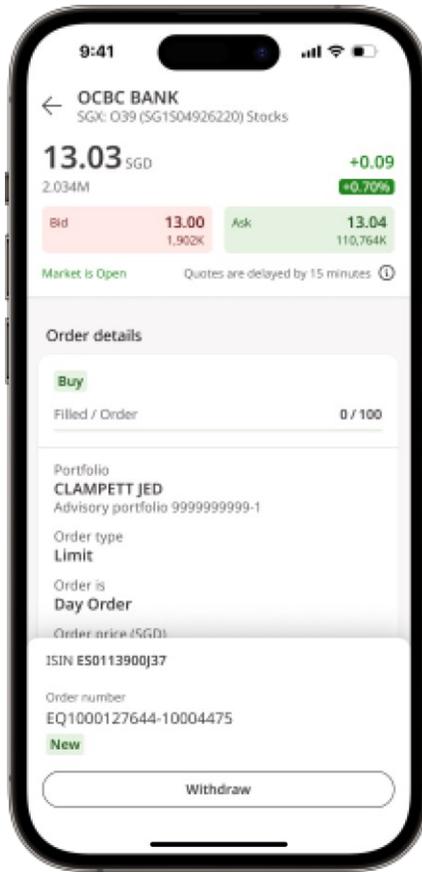
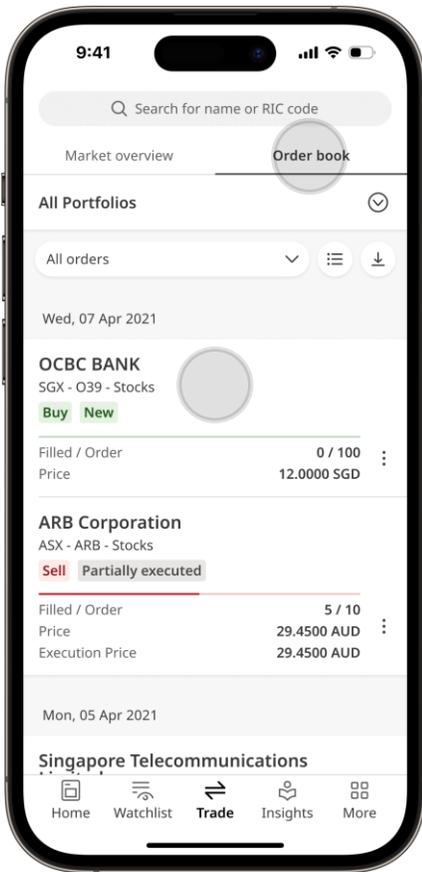
4. Success! You have placed an order.

A **trade order ticket number** is issued for each order. You can find this below “Order submitted” or when you check on your active orders by tapping **View in Order book**. To place another order, tap on **Make another trade**.



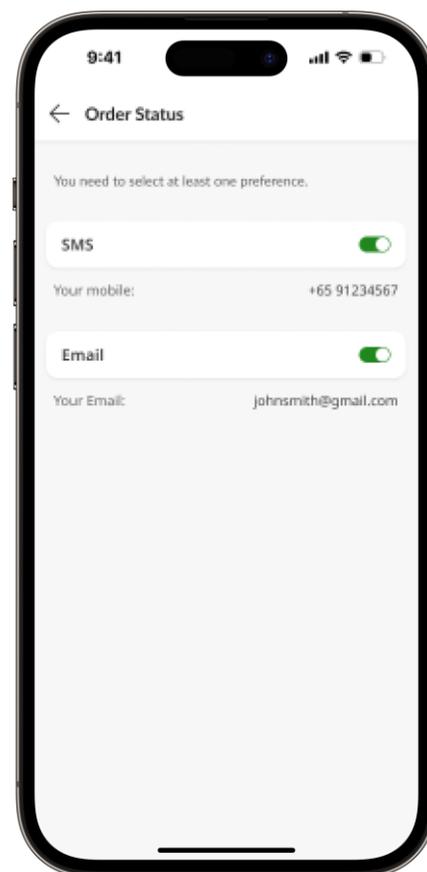
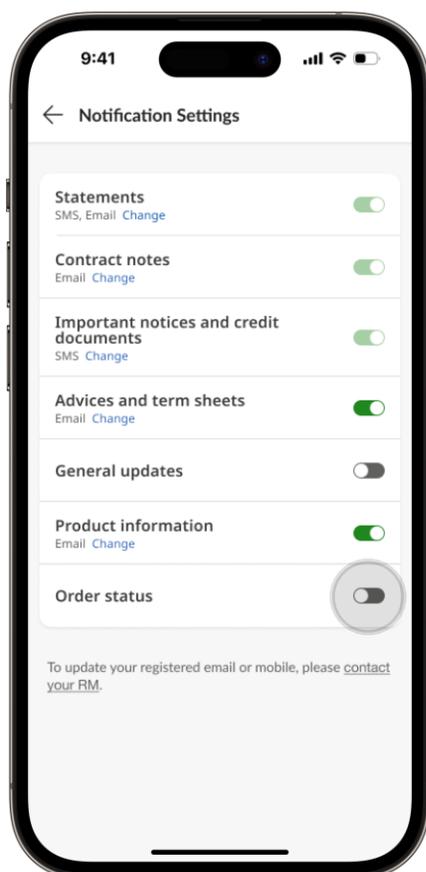
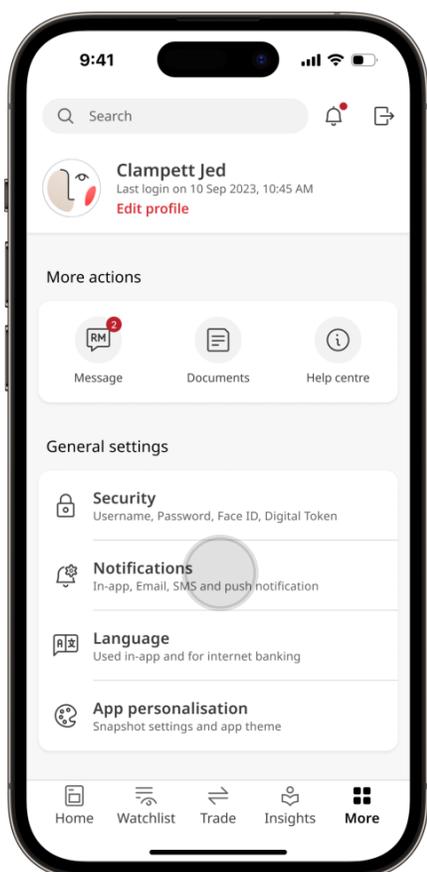
Track current and past orders

1. Tap on **Trade** in the bottom navigation bar, then select the **Order book** tab near the top of the screen. Your most recent orders are listed first.
2. Tap on an order record to view more details.
3. To filter search results, tap on **All orders** near the top of the screen and chose the filters you want to use.



Configure your order alerts

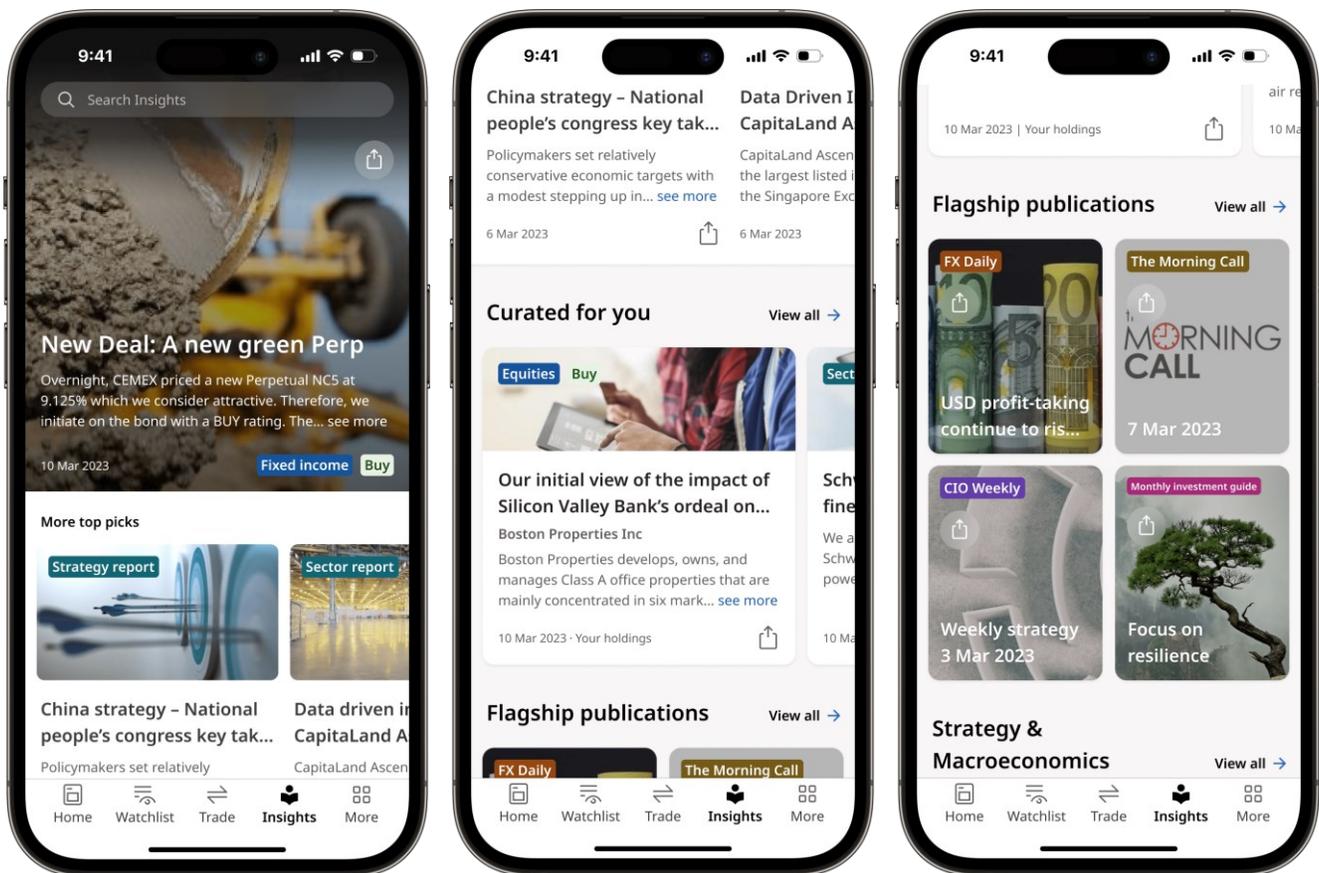
1. Go to **More** in the bottom navigation bar, then tap on **Notifications**.
2. If your **Order status** toggle is grey, tap on it to enable Order status notifications. It should turn green.
3. Once you have turned on notifications for Order status, a new option to change how you receive notifications will appear. To select or deselect SMS/ Email notifications, tap **Change** and adjust the toggles.



Insights

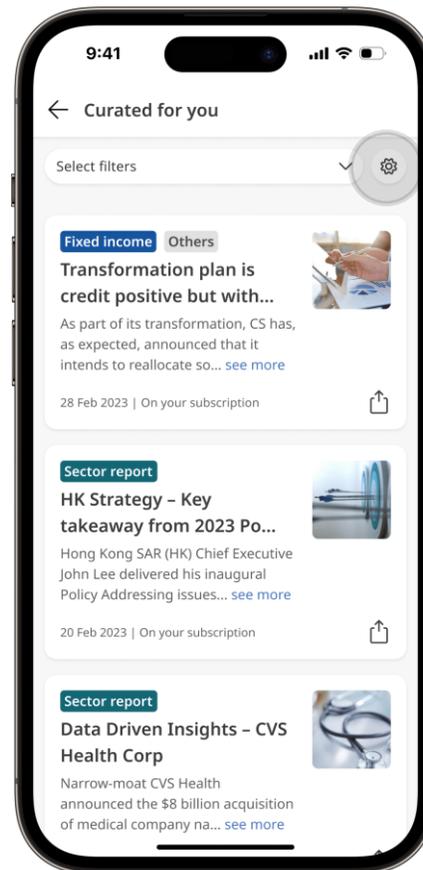
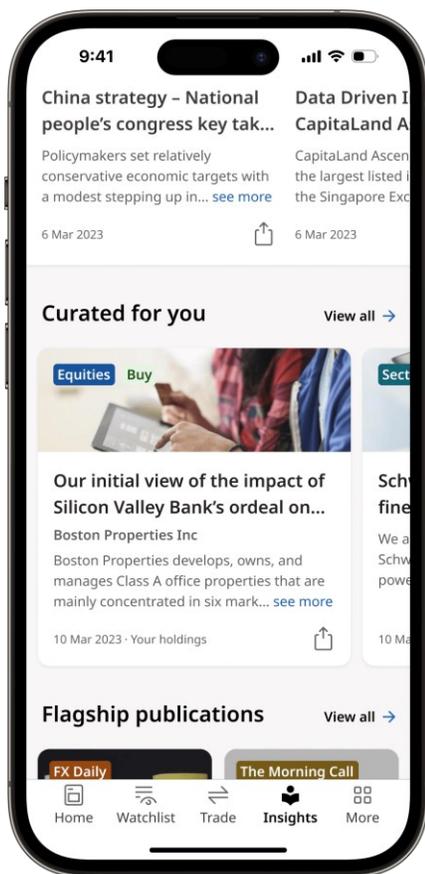
Move fast and capture opportunities with around-the-clock access to market insights.

Access our library of investment articles here including our top picks, flagship publications and personalised insights based on your interests.



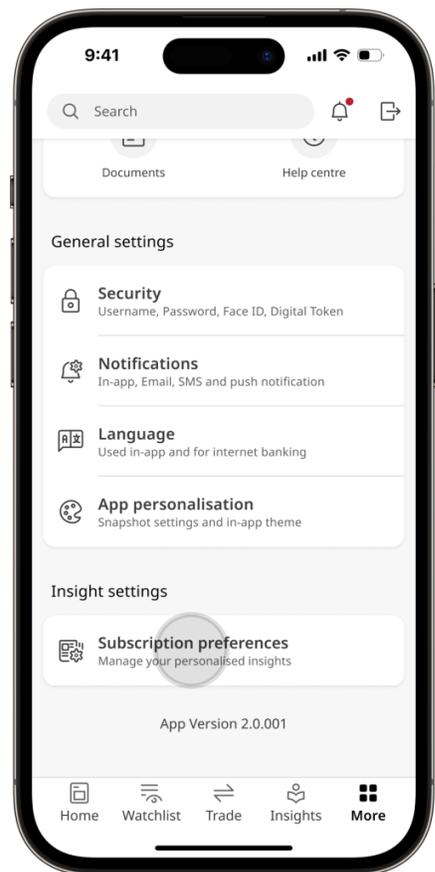
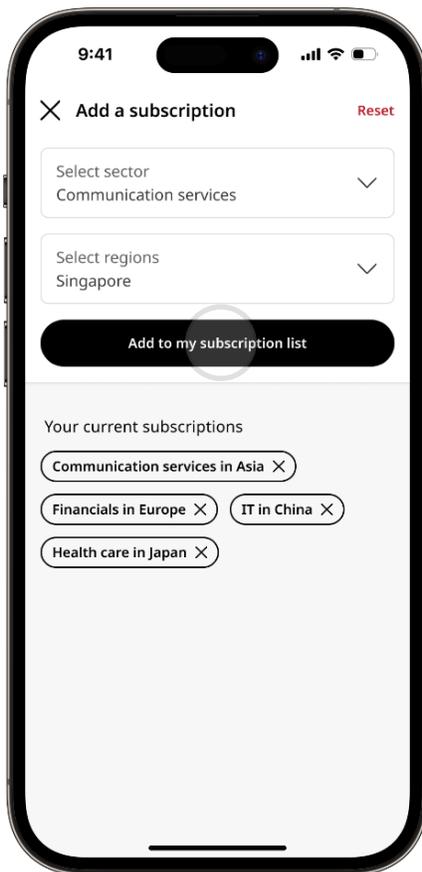
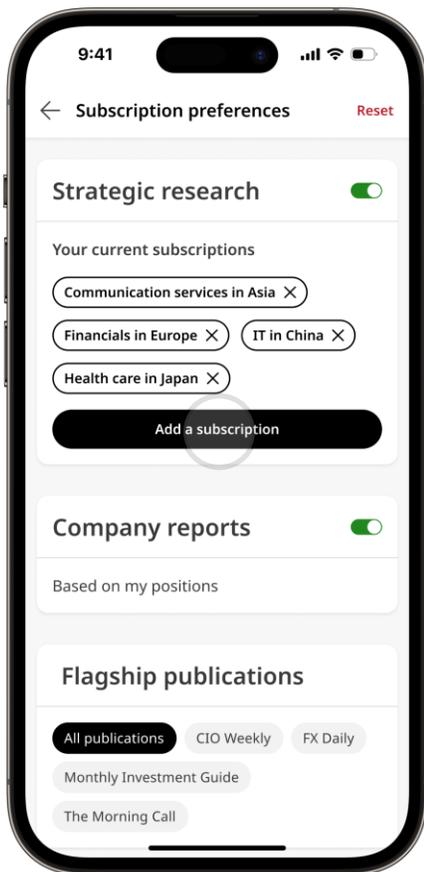
Subscribe to articles based on your interests

1. On the **Insights** tab, tap **View all** on **Curated for you**.
2. Tap the  settings icon and select the categories that interest you.



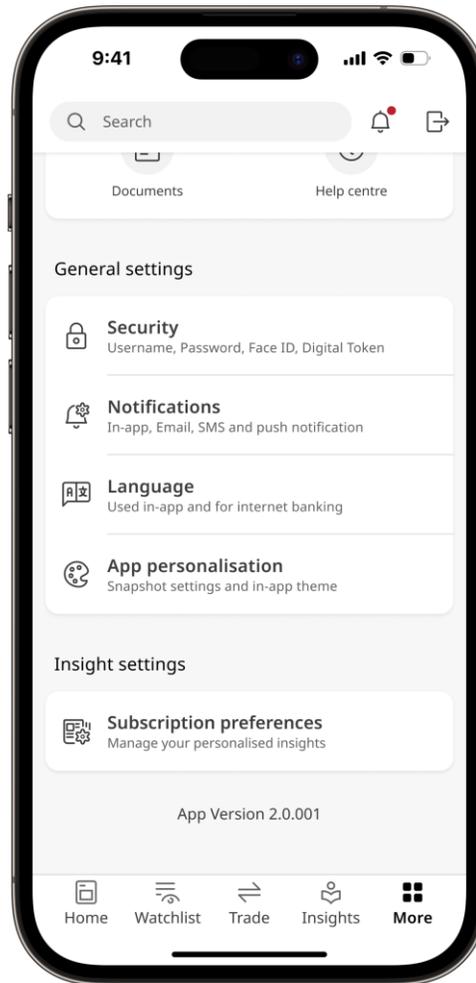
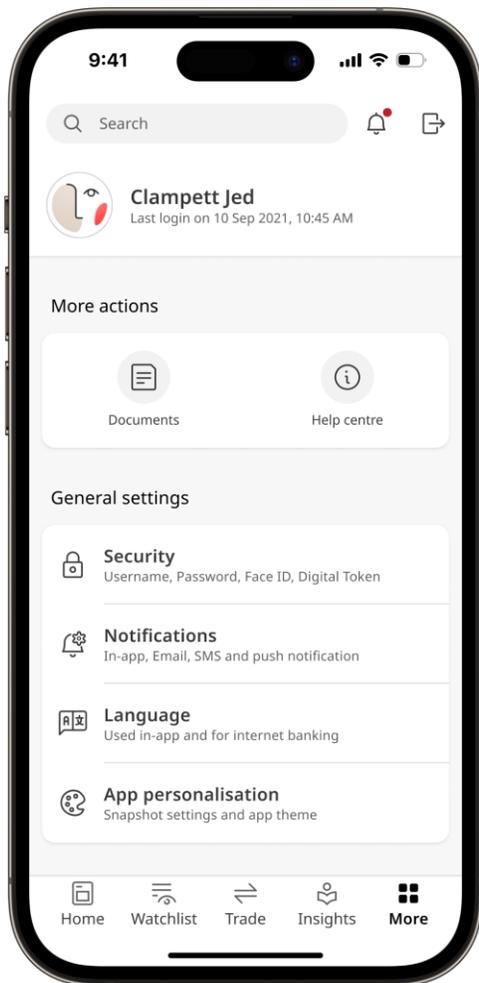
Subscribe to articles based on your interests (continued)

3. Tap **Add a subscription** and select the sectors and regions that interest you before tapping **Add to my subscription list**.
4. You can also tap on **More > Subscription preferences** to edit your subscriptions in future.



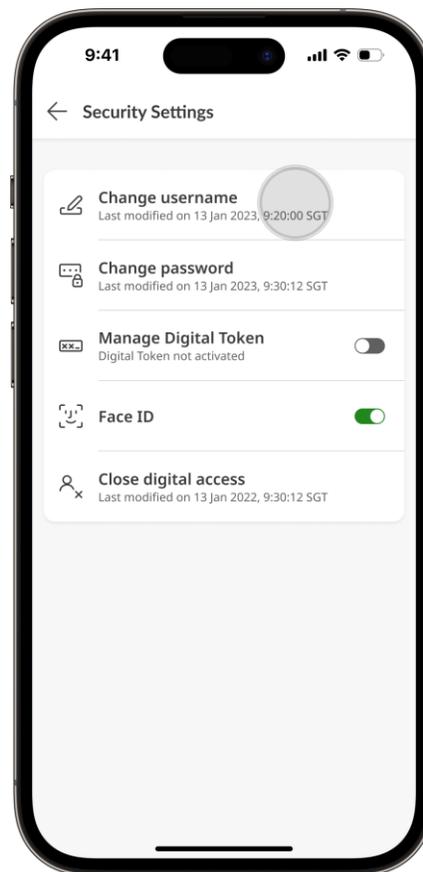
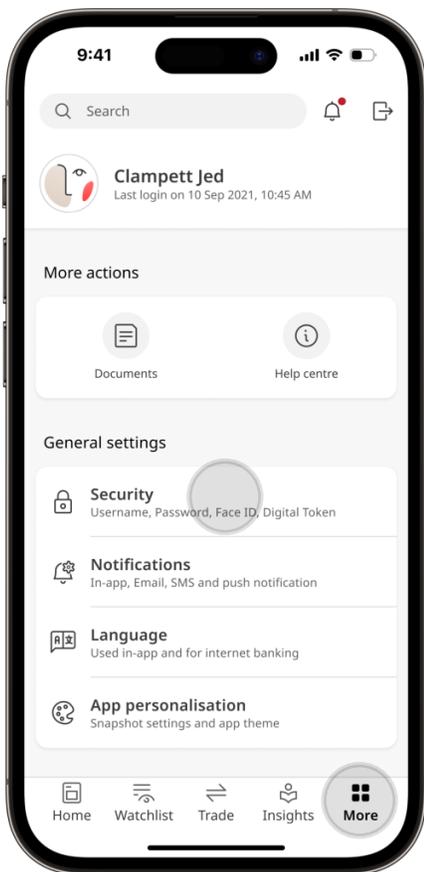
More features

Managing your app preferences and other features.



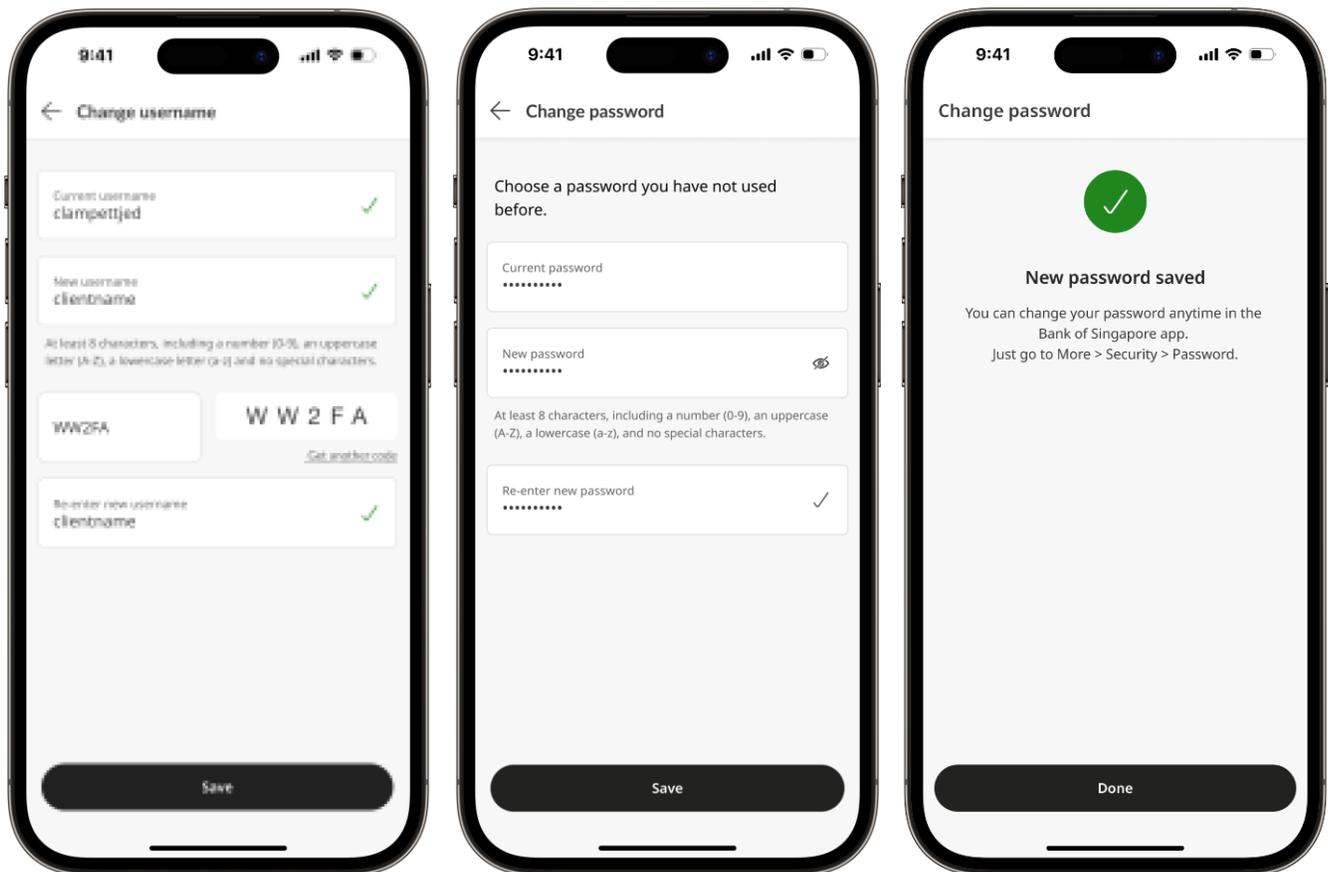
Changing your username or password

1. Go to **More** in the navigation bar at the bottom of the app and tap **Security**.
2. Select **Change username** or **Change password**.



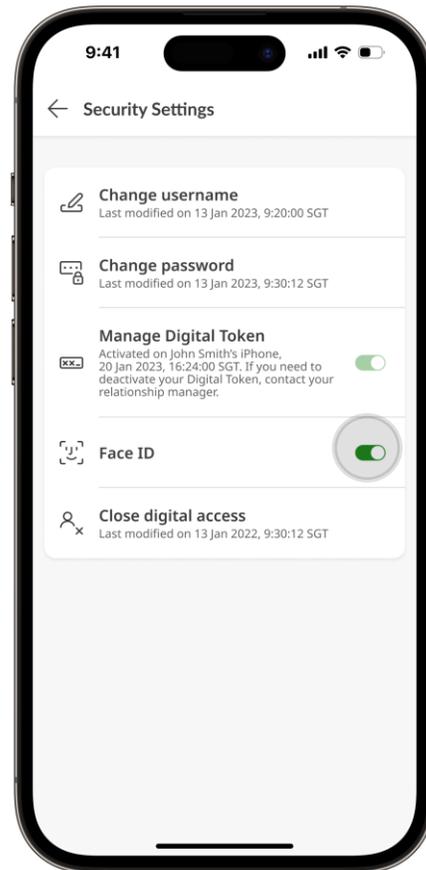
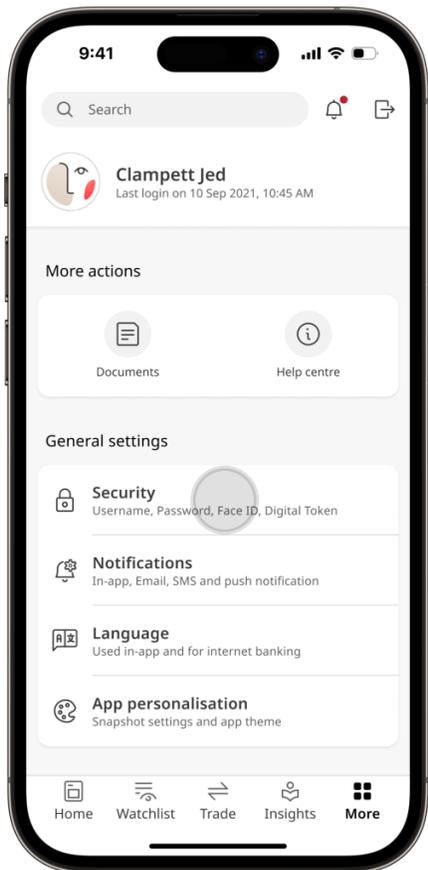
Changing your username or password (continued)

3. Enter your details and tap **Save**.
4. Success! Your username/password has been updated.



Enabling biometrics for app sign-in

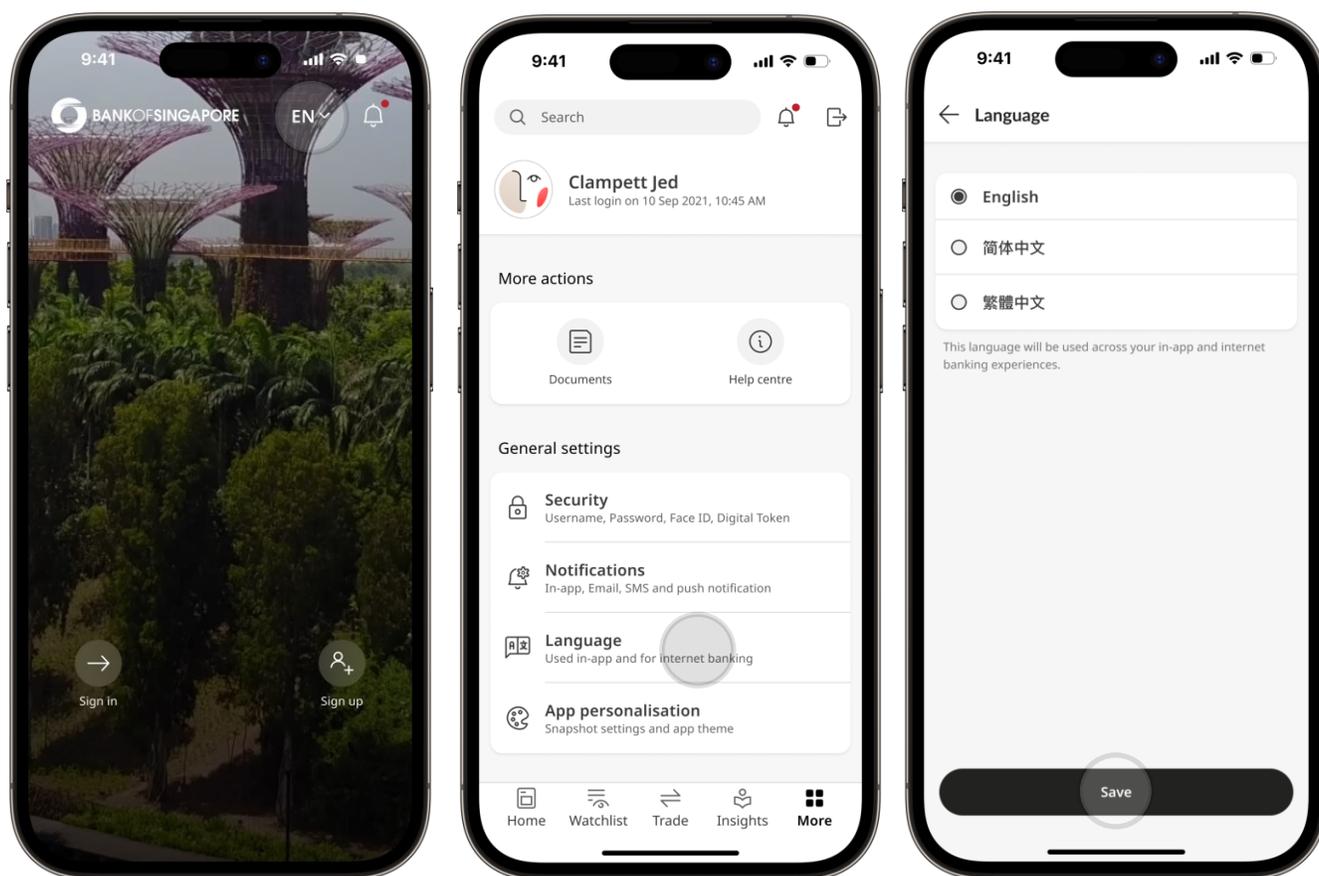
1. Go to **More** > Security.
2. Tap the **Face ID** slider to enable hands-free sign in.



Changing the in-app language

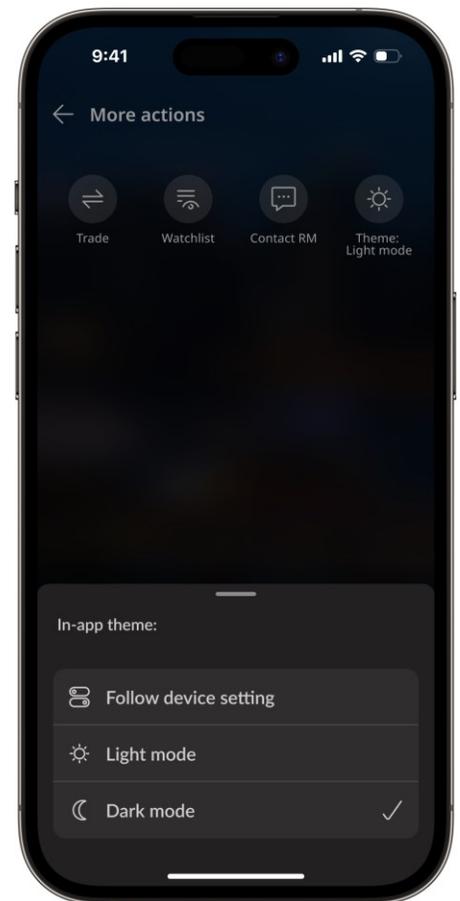
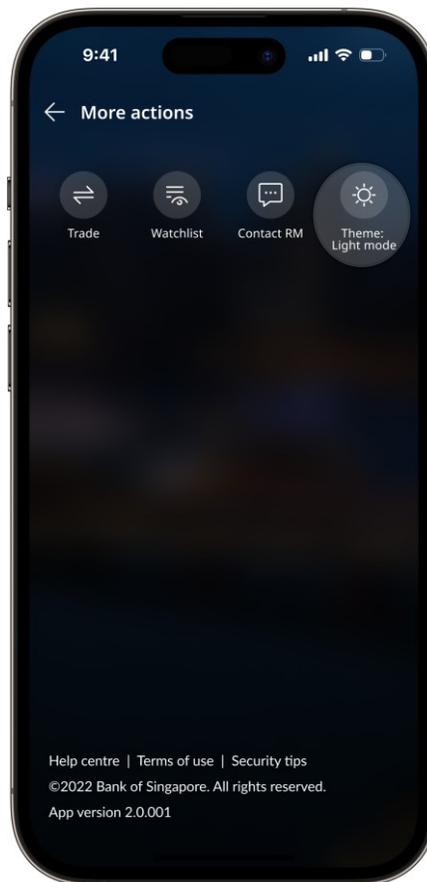
1. Go to **More** and tap on **Language**
2. Tap **Save** to finish setting up your preferred language.

You can also change this by tapping on the **EN** icon on the top right-hand corner after launching the Digital Services app.



Personalising your app theme

1. After launching the Digital Services app, go to **More > App theme** and select your preferred theme.



Digital Token

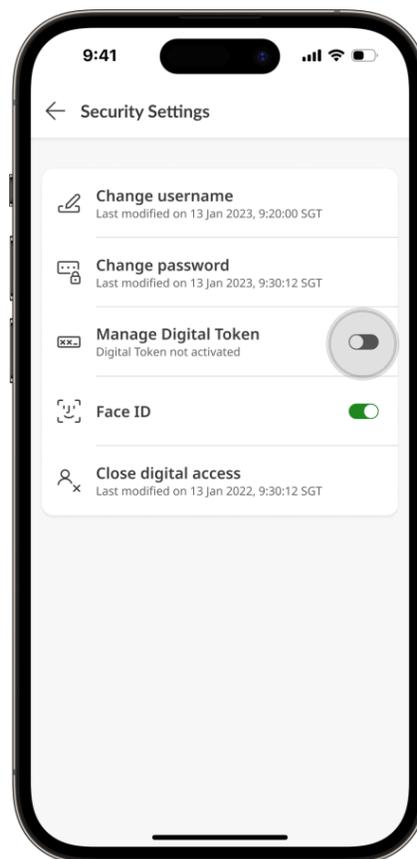
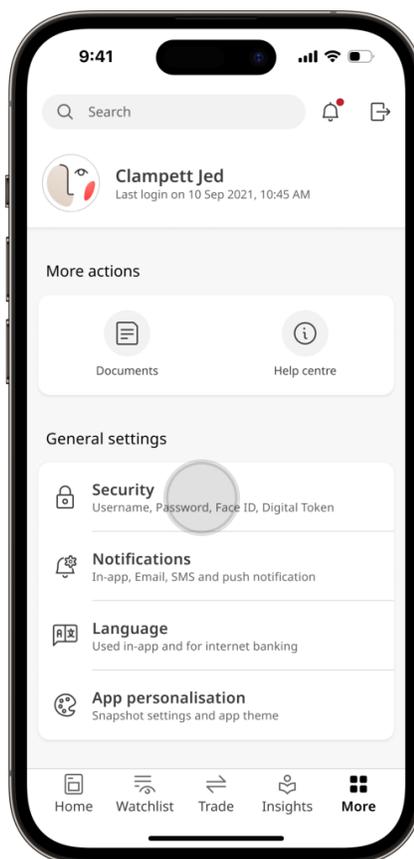
Activating your Digital Token

Use your Digital Token to experience seamless authentication with enhanced security on a single device.

You can now log in and approve transactions if Digital Token is activated on your bank registered device.

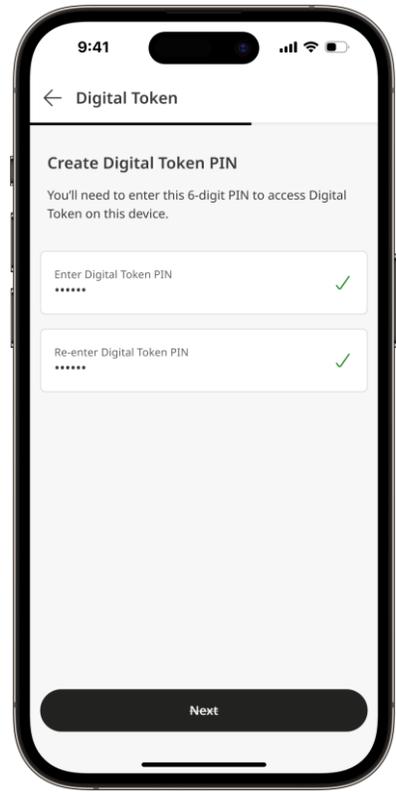
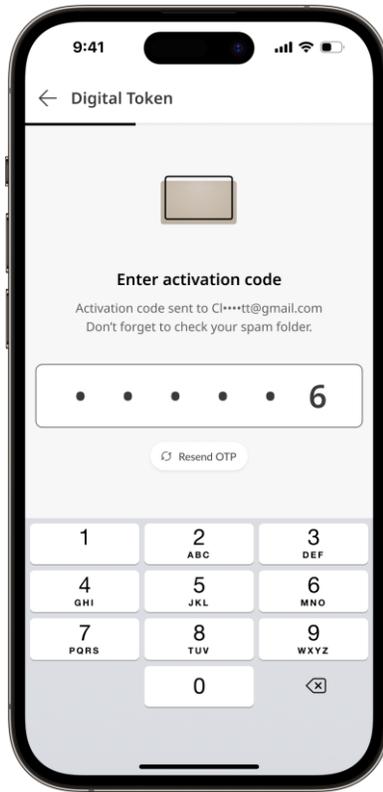
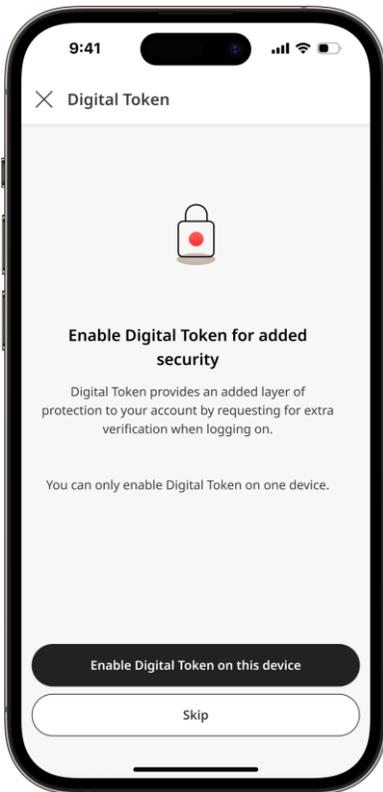
You will be able to generate Digital Token OTPs (one-time passwords) even while offline.

1. Go to **More > Security** after signing in to the Digital Services app.
2. Tap on the **Manage Digital Token** slider to activate your token. You will need to enter your **username & password** if you log in by biometrics (Face/Touch ID).



Activating your Digital Token (continued)

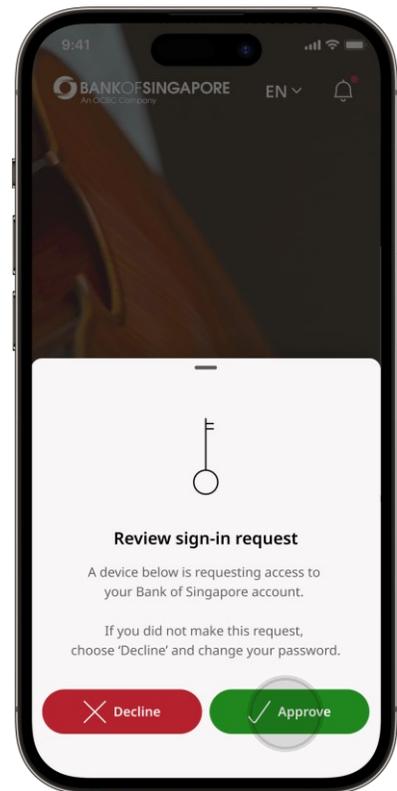
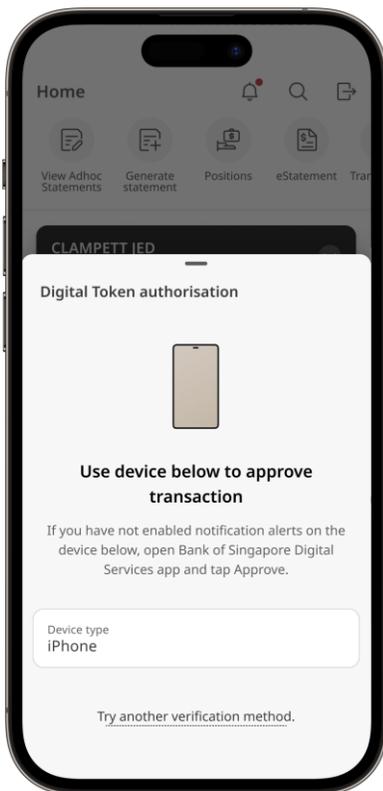
3. Tap on **Enable Digital Token on this device**. A 6-digit SMS OTP will be sent to your registered mobile number.
4. After entering the SMS OTP, a 6-digit Email OTP will be sent to your registered email address. Enter the email OTP to proceed.
5. Choose a 6-digit **Digital Token PIN** to use when approving online transactions.



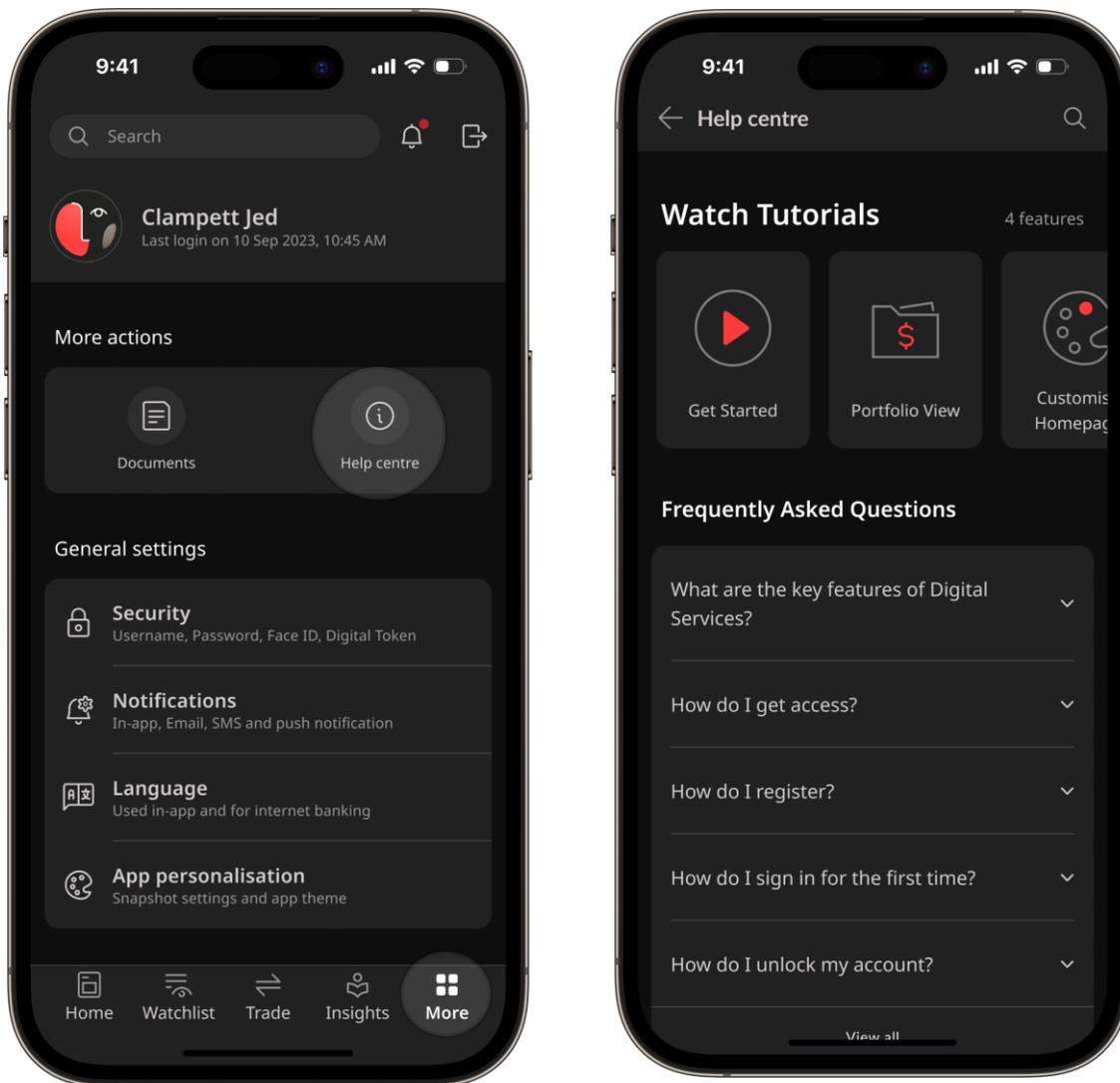
Note: Digital Token will be activated after 24 hours from the time of your first login for security reasons.

Authorise using Digital Token

1. Sign in to a secondary device or Digital Services website and navigate to portfolio view, a digital token authorisation request will appear.
2. On your primary device where digital token is registered, tap on the push notification received to authenticate.
3. If you did not receive the push notification, launch the digital services app on your primary device, tap on **Digital Token** and approve.



Visit our in-app Help Centre to discover more tips that will help you get the most out of our Digital Services app. Just tap on More > Help Centre.



Digital Services app | User Guide | Version 1.1

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