

مركز إيداع الأوراق المالية Securities Depository Center

# E-portfolio Service User Manual

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#### Introduction

Derived from the SDC's concern to provide the highest level of services to investors and for the purpose of enabling the investor to follow up his investments and to view the information related to his deposited securities' accounts and obtain statements or documents regarding his ownership, the SDC developed the "e-portfolio service" to enable the investor to view all securities' accounts whether his accounts at the SDC's central registry or accounts maintained with SDC members (brokers or custodians).

#### Audience

This manual is directed to all investors in the Jordan Capital Market.

## **Manual organization**

The organization of this document focuses on the logical flow of the contents of e-portfolio service. The following table is a summary of this document (functional units of the service).

Chapter	Description
Login Page	This page enables the investor to access the system with the username and password provided by the SDC.
General Terms & Conditions	The general terms and conditions that the investor must read.
Home Page	This page enables the user to browse all contents of the service easily through the use of the latest web technologies, in addition to containing a set of statistical and historical graphs of the investor's ownership and trading and the latest corporate actions of the companies that the investo owns in it.
Settings	This page enables the user to control the service settings such as language (Arabic or English), and change the password in addition to help Tab. You can do it by clicking on the icon
Menus	This service contains the following menus (Investor Information, Investor Ownership, Investor Accounts, Investor Ownership For Specific Security and Account Statement)



#### Overview

The SDC launches this service as a part of moving from a paper-based environment to an electronic environment that in turn, reduce time and effort of investors and let him to access his information easily.

Also, the advantages of the service are easy to use from a computer or any intelligent device (mobile phone, tablet ....), and use the latest data protection methods to ensure the privacy of the investor.

#### Usage of the "e-portfolio" Service

The investor must have a user name and password to be able to use this service. The investor must come to the SDC in person and fill out the form, designated for this purpose, to use the "e-portfolio" service, along with official identification documents, after that the investor will be provided by the SDC with the user name and password.

#### **Disclaimer**

The entry records and the accounts maintained with the SDC, whether manually or electronically, as well as any document issued by the SDC, shall constitute prima facie legal evidence of ownership, registration, transfer of ownership and Settlement of the securities, at the prices and on the dates stated in those records, accounts or documents. Therefore, the extracts printed by the user shall not be considered as legal evidence of ownership and the details indicated therein. These extracts shall not serve in any way as statements duly signed and sealed by the SDC.

The SDC shall publish information about the trading transactions as received from the Amman Stock Exchange based on the trading transactions executed by the concerned broker, according to the last updated date written at the bottom of the page, without the SDC holding any responsibility as a result thereof. Therefore, the investor must refer to his concerned broker to inquire about any transactions made on his account. The entry records and the accounts maintained with the SDC, as well as any document issued by the SDC, shall constitute prima facie legal evidence of ownership of the securities stated therein, and the concerned broker shall be solely responsible for the transactions executed on account of the securities described above.



#### **Functional Units of the Service**

# 1. Login Page

This page enables the investor to access the system with the username and password provided by the SDC. Then the system checks the data entered to prevent unauthorized users from accessing the service.

To access this service, enter the SDC's website (www.sdc.com.jo) and then select the "e-portfolio service" from the electronic services list.

Note: You can switch between the Arabic and English interface of the service by clicking on (عربي / English) at the bottom of the page.

#### 1.1 To log in to the service

- 1. Type the user name in the Username field.
- 2. Type the password in the Password field.
- 3. Click on "I'm not a robot".

Note: The system may ask you - as an additional verification step - to choose a set of images.

4. Click "Login" button.



#### Input parameters:

- Username and password are compulsory fields.
- You have to click on "I'm not a robot" (reCAPTCHA).
- The system checks the username and password when you clicks "Login" button.
- The user must be active to allow him/her to access the service.



## 1.2 Daily Data Update

The data is updated on a daily basis at the end of the day's work. During the update period, the service is temporarily stopped. The following message appears if the user tries to access the service:



#### 1.3 New User

If there is a new user:

1. Select "New User" tab, then the following screen appears:



2. Fill out the "E-portfolio Subscription Form", then visit the SDC with the filled form and handed it to the concerned SDC employee to obtain your username and password to subscribe to this service.



#### 1.4 Forget Password?

In case of losing or forgetting the password:

1. Click on the link "Forgot password?" then the following screen appears:



2. Fill out the "E-portfolio Subscription Form", then visit the SDC with the filled form and handed it to the concerned SDC employee to activate this service by obtaining your new username and password.

#### 2. General Terms and Conditions

The page of general terms and conditions, that the investor must read, appears in the following cases:

- At the first access to the service after activating the user.
- At the first access to the service after reactivating the user.
- The content of the general terms and conditions is amended.



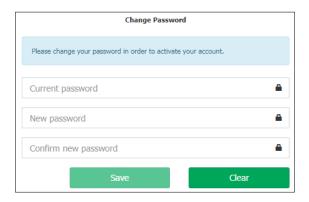
#### Input parameters:

Click "I Agree" to be able to continue and access the service.

## 3. Activating an Account

At the first access to the service, the user is requested to change his/her password to activate the account through the following screen:

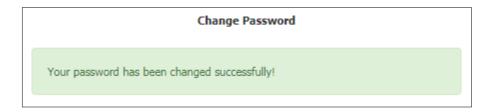




## To change password:

- 1. Type the current password in the Current Password field.
- 2. Type the new password in the New Password field.
- 3. Type the new password again in the Confirm New Password field.
- 4. Click Save to complete the password change.

## Then, the following message appears:



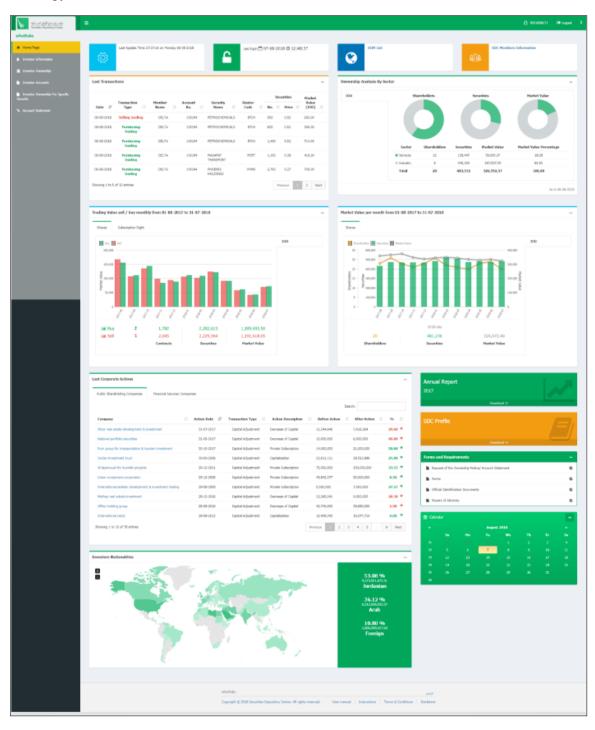
#### Notes:

- The system will automatically convert you to the login page again, to enter your new username and password.
- You can change your password later from service menus.



# 4. Home Page

After accessing the service, you will be automatically directed to the main page of the service, which enables you to browse the contents of the service easily through using the latest technology Web.



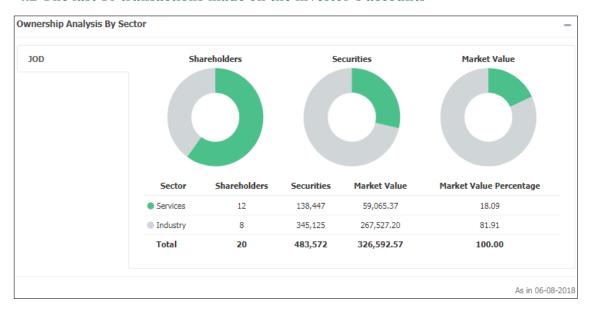


## The contents of the home page:

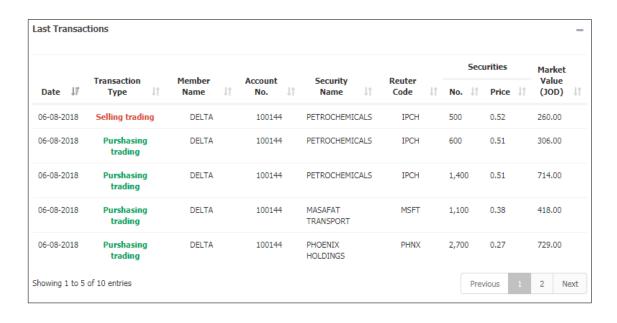
#### 4.1 General Data and Links



#### 4.2 The last 10 transactions made on the investor's accounts



# 4.3 Ownership Analysis by Sector as of Last Update

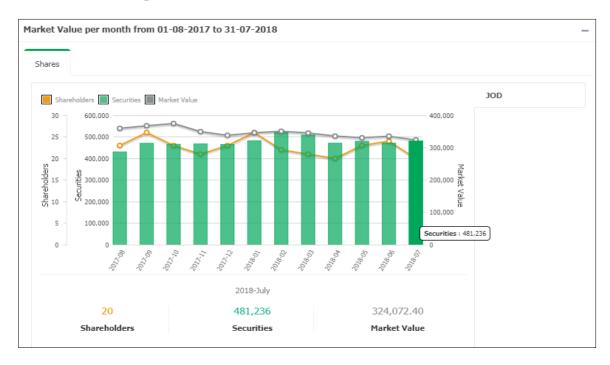




# 4.4 Trading Value Sell / Buy Monthly for the Last 12 Months

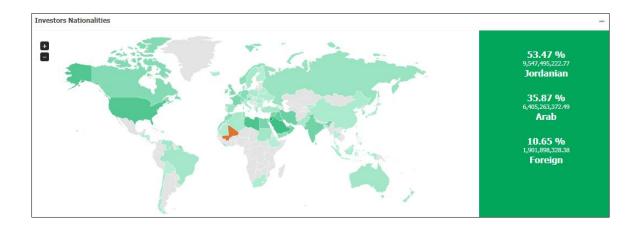


# 4.5 Market Value per month for the Last 12 Months



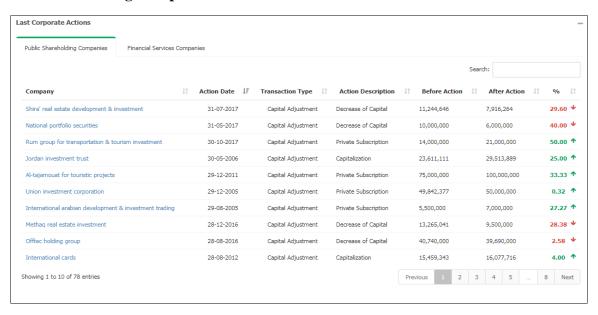


## 4.6 Investors Nationalities as of Last Update

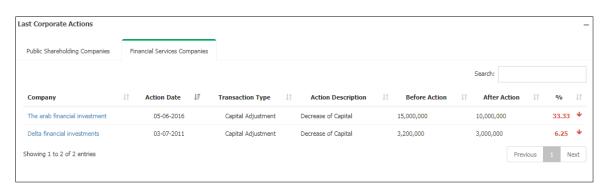


# 4.7 The Latest Corporate Actions of the Companies that the Investor Owns in it

## **Public Shareholding Companies**



## **Financial Services Companies**





# 4.8 Important links and documents



#### 4.9 Calendar



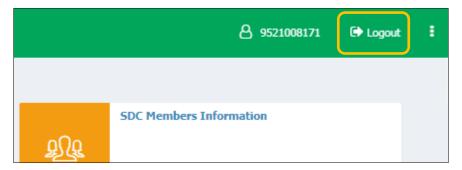


#### 5. Settings

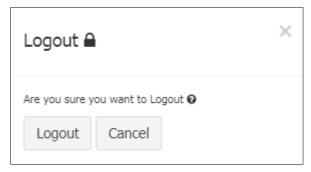
This page enables the user to control the service settings such as language (Arabic or English), and change the password in addition to help Tab. You can do it by clicking on the icon

## **5.1** Logout the Service

Click on the logout icon to exit from the service and return to the login page.



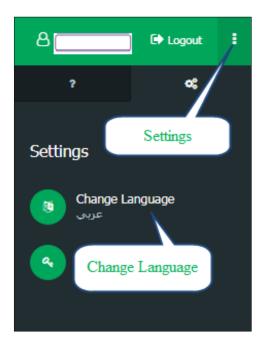
The following message appears to cofirm exit form the service:



## 5.2 Change Language of the Service

To switch between the Arabic and English interface of the service, the user can click on the Change Language from the icon.



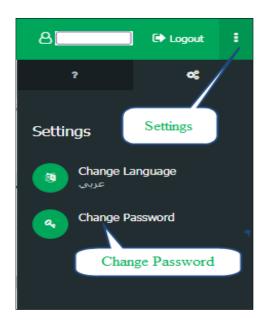


Or the user can switch the language by clicking on the language available on the Footer:



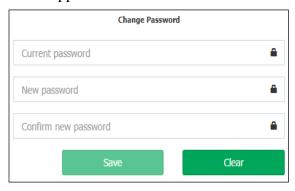
# **5.3 Change Password**

To change password, the user has to click on the Change Password from the icon ...





Then, the following screen will appear:



- 1. Type the current password in the Current Password field.
- 2. Type the new password in the New Password field.
- 3. Type the new password again in the Confirm New Password field.
- 4. Click Save to complete the password change.

The system will automatically convert you to the login page again, to enter your new username and password.

# 5.4 Printing and Exporting to Excel

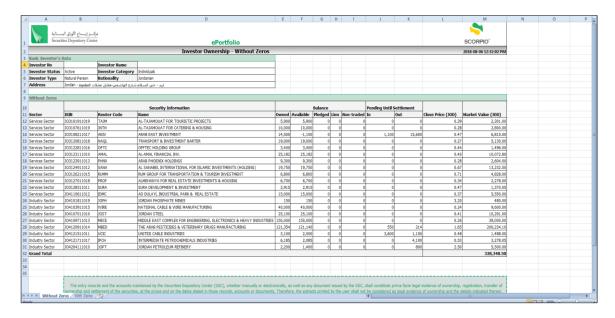
## To print a page:

You can print the active page by clicking on 🚊.





## To export to excel:



#### 5.5 Footer

The footer includes the following links: user manual, instructions, terms and conditions, disclaimer, Arabic.

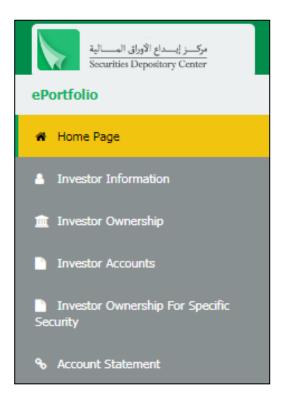




#### 6. Menus of the Service

The contents of the service: the user can access the components of the service through the options available on the main system's menu.

Note: in order to be able to use the service, you must have an activated account.

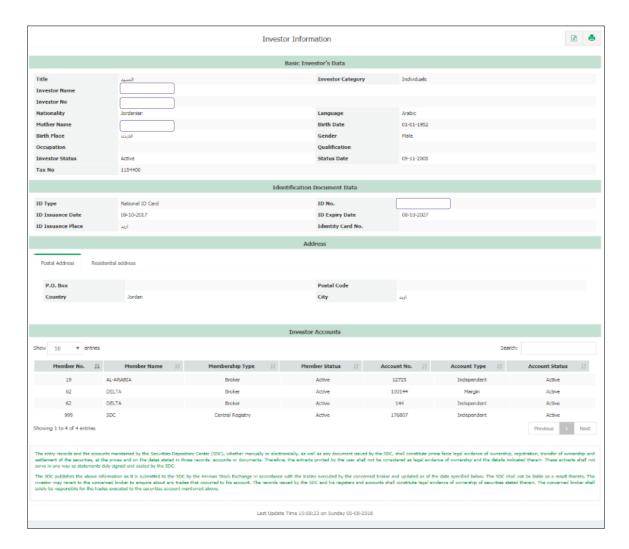


#### **6.1 Investor Information**

This page contains the detailed information used in investor identification at the SDC which are:

- Basic Investor's Data
- Document Data
- Address (Postal, and Residential)
- Investor Accounts
- Other Nationalities Data (if available)





Note: If the investor wants to amend any part of his data, this can be done by submitting a form designed for this purpose to the SDC.

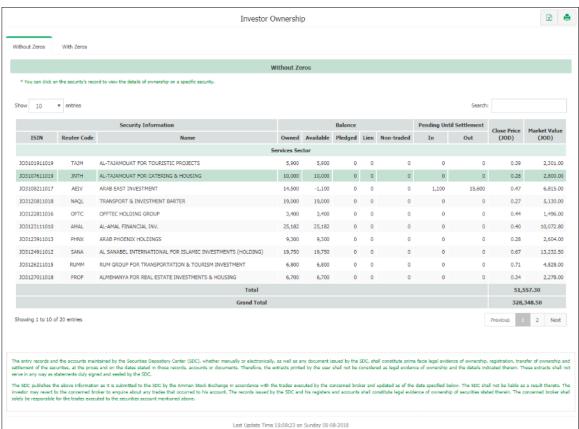
## **6.2 Investor Ownership**

This page contains the investor's ownership of securities distributed by sector according to the following tabs:

## > Ownership without Zeros

This tab contains the investor ownership of securities distributed by sector without zeros (only the securities to which the investor currently has a balance).

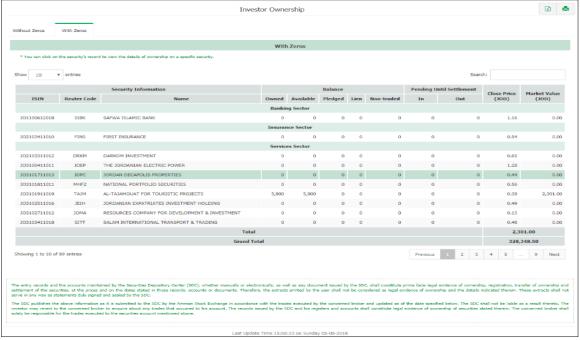




Note: when you click on any security, a new page is opened with his ownership of that security disributed to its accounts manitaned by the members.

#### Ownership with Zeros

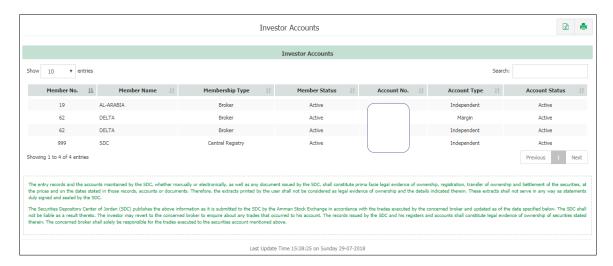
This tab contains investor ownership of securities distributed by sector with zeros (whether or not the investor currently has a balance).





#### **6.3 Investor Accounts**

This page contains the investor accounts maintained at the central registry and with all members.



When you click on any record, a new page is opened in three tabs according to the following:

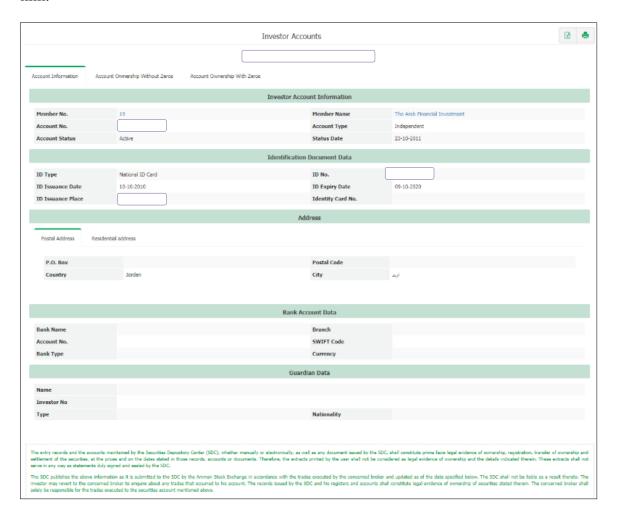
## ➤ Account Information

This tab contains detailed information about the account which mainly includes:

- Investor Account Information
- Document Data
- Address (Postal, and Residential)
- Bank Account Data
- Guardian Data

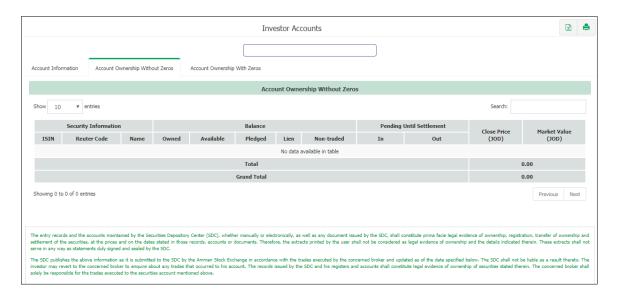


Note: You can change this data through the member that the user opened his account with him.



#### ➤ Account Ownership without Zeros

This tab contains the account ownership of securities distributed by sector without zeros (Only securities on which the account has a balance on).



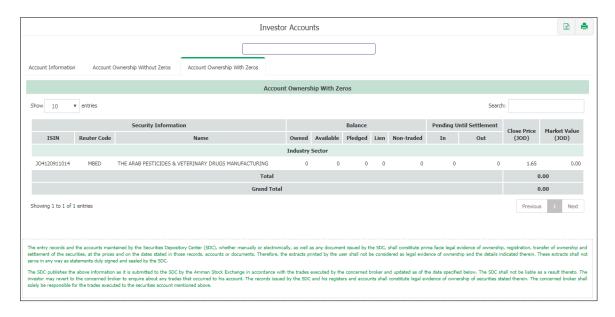
Note: when you click on any security, a new page is opened with his account statement



showing all transactions made on his account for the last period of time.

#### ➤ Account Ownership with Zeros

This tab contains the account ownership of securities distributed by sector with zeros (All securities whether or not the investor currently has a balance on this account).



Note: when you click on any security, a new page is opened with his account statement showing all transactions made on his account for the last period of time.

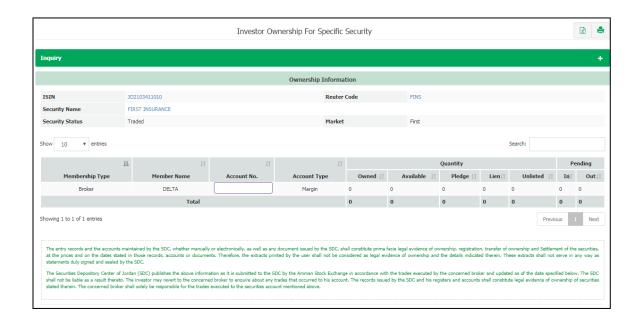
#### 6.4 Investor Ownership for Specific Security

This page enables the investor to view the distribution of his ownership for a specific security on his accounts with members by selecting the security name or its Reuter code and then click inquiry button.



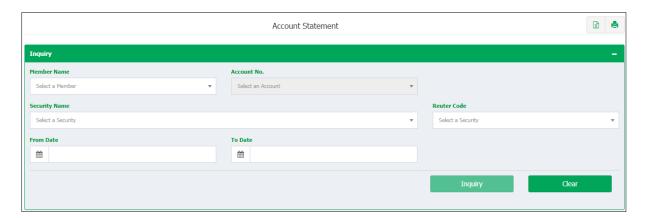
Therfore, your ownership is displayed from the selected security.





#### 6.5 Account Statement

This page enables the investor to view transactions on a specific security - whether the investor has current or previous ownership - on one of his accounts with the members of the SDC within a specified period.



- 1. Select the Account No. at the selected member.
- 2. Select Security Name or its Reuter Code.
- 3. Type time period in the From Date and To Date fields.
- 4. Click "Inquiry" button.

Note: All transaction - if any - are displayed as defined above.

The opening balance is displayed as of the beginning of the specified period and all details of transactions made on the security during the specified time are displayed at the upper part of the screen.



