Julius Bär

E-BANKING USER GUIDE

www.juliusbaer.com/ebanking-asia

E-BANKING USER GUIDE

INTRODUCTION

WELCOME TO JULIUS BAER E-BANKING

With a fresh design and various personalisation options, Julius Baer e-Banking gives you convenient and secure access to your financial information any time, anywhere.

This user guide describes the main functionalities of the platform and helps you get started.

Should you have any questions regarding Julius Baer e-Banking or need assistance to use the service, we are here to help. Simply call our dedicated team of customer service professionals – they will be happy to be of assistance.

E-CHANNELS SERVICE CENTRE

Opening hours: Monday to Friday, 9 am to 6 pm (SGT/HKT)

Telephone number: +852 2869 30 38 (HK) +65 6739 38 38 (SG)

MAIN FUNCTIONALITIES

Julius Baer e-Banking offers a comprehensive range of services to make your online banking experience easy and enjoyable.

- **Dashboard:** Get a customisable snapshot of your financial information of all portfolios associated with your e-Banking access, including easy access to notifications and favourites.
- Assets: View and analyse your account and portfolio information.
- Orders: Look at your trading history including pending orders.
- **Research:** Access research information.
- **Services:** Send secure messages to your relationship manager or the Service Centre, view and download bank documents, and set up Alerts and Notifications.
- **Mobile Banking** with the Julius Baer Mobile App.

e-Banking is a secure, user friendly and reliable tool to retrieve accurate information 24/7.



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LOGIN ON DESKTOP

Julius Baer e-Banking is optimised for desktops, tablets and smartphones and a mobile app is needed to login.

If you are a new e-Banking user, you first need to download the Julius Baer Mobile App to your mobile device. To activate the app, please refer to the Activation Guide on our <u>e-Banking support site</u>. Please refer to page 31 if you have already activated the app and want to activate/bind an additional e-Banking contract (User ID) in the same or a different booking centre location.

Login on desktop:

Access the e-Banking login screen on the Julius Baer website at www.juliusbaer.com/ebanking-asia

- A Enter your User ID and Password in the relevant fields and click Login.
- (B) If you have one registered device, the device name is pre-populated. Otherwise select the correct device from the drop down, and click on **Login**.
- C A push message has been sent to your registered mobile device. Click on it in order to obtain the secure key in the Julius Baer Mobile App.
- D Enter the secure key in the relevant field on your desktop and then click Login to e-Banking.



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NAVIGATION

The navigation in Julius Baer's e-Banking is intuitive so that you can locate the desired functions quickly and easily. Please take a moment to familiarise yourself with the key elements of navigation.

- A The global navigation gives you fast and direct access to all e-Banking functions.
- (B) The main content area shows you the relevant information and options for your current tab selection.
- C The following navigation elements are available on most screens:
 - **D** Notifications (see page 7 for more information)
 - **Support** (see page 33 for more information)
 - **Favourites** (see page 7 for more information)
 - **Context Functions** (see page 7 for more information)
 - 👌 Logout
- Your User ID is displayed in the top right corner of each screen. Click on it to see a menu providing you with direct access to your settings as well as important service functions.

For security reasons, the system will prompt you with an alert message if you are inactive for 10 minutes. Shortly thereafter you will be automatically logged out if you stay inactive.

Please always use the logout button to end your e-Banking sessions.

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DASHBOARD

The **Dashboard** provides you with an overview of your financial information. It is customisable and gives you convenient access to your banking needs.

- (A) The main content area shows you different boxes with useful information, called widgets.
- **B** Click on the icon in the top right corner of a widget (>) to directly access the respective e-Banking functions.
- C Click on the data inside a widget to see more details.

Customising your dashboard:

- (1) Access the Context Functions menu (\equiv).
- (2) Choose from the available options:
 - Select Add to add a new widget to your dashboard (see 3a).
 - Select **Enter Edit Mode** to move, delete or change the size of a widget, or to customise the displayed data inside a widget (see 3b).
 - Select **Reset to default** to restore the original dashboard settings.
- (3) Click on a widget in the list to add it to your dashboard.
- **3** When you are in edit mode:
 - Click on the bin icon (10) to remove a widget from your dashboard.
 - Click on the cogwheel icon (③) to customise the displayed data inside a widget.
 - To move a widget use drag and drop (\circledast).
 - Click on Leave Edit Mode when you are finished.



CONTEXT FUNCTIONS, FAVOURITES, NOTIFICATIONS

Julius Baer e-Banking offers features that make your online banking experience efficient and enjoyable.

A The Notifications centre (163) informs you if have received new insights, documents or messages. The red badges indicate the number of unread insights, documents and new messages in your inbox.

Click on a category in the list to access the respective functions.

(B) The **Favourites** menu (\checkmark) contains all shortcuts that you have created. Select a link from the list to access the respective function.

Click on **Edit** to change the order of your favourites or delete individual entries from the list.

 \bigcirc The **Context Functions** menu (\equiv) contains quick links to customise your e-Banking and to download relevant information to your computer.

Click on an item in the list to add the current screen to your favourites, for example, or to set up a new alert, or to change the table view to your needs. You may also have the option to download data in CSV or PDF format.

The available items may vary depending on the current e-Banking function and screen.

For greater convenience, use the widget 'Notifications' to see your notifications right on the **Dashboard** (see page 6 for details). You can also set up **Alerts and Notifications** via push, SMS and/or e-mail for a variety of scenarios (see page 23 for details).



ASSETS OVERVIEW

Under the menu item **Assets** → **Assets overview** you can analyse the portfolio allocation across different criteria for all portfolios that are linked to your Julius Baer e-Banking access.

Analyse your assets with different criteria

- The chart shows your asset allocation by investment category, sector or currency.
- A list of your positions grouped by the respective criteria is shown below the chart.
- (B) Drill down from asset class to **Positions**.
 - Click ((+)) against the asset class name to view position summaries across different asset classes.

For example, clicking ((+)) before the asset class 'Cash & Short Term Investments' will show you the breakdown of this class into sub classes – allocations in cash, deposits, loans and other short term investments.

- Click on an individual position to view further details on the position and the history.
- C Use the quick filters or search function to view the asset classes / positions that are relevant to you.



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POSITIONS

Under the menu item **Assets** \rightarrow **Positions** you will find an overview page that provides all your positions arranged by asset class and their respective sub-asset classes.

- An option to view positions across different asset classes is available by collapsing ((---)) and expanding ((+-)) an asset class.
- (B) Click on individual positions to view further details on the position including cost price, unrealised P&L, price history etc.
- On a position, click on **History** to view all historical transactions which make up the position. Position history is available for the following asset classes:
 I. Cash & Short Term (excludes deposits & loans) Investments
 - II. Bonds
 - III. Equities
 - IV. Alternative Investments
 - V. Other Funds & Investment Products
- D Use the quick filter or search function to view the positions that are relevant to you.



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TRANSACTIONS

Under the menu item **Assets** \rightarrow **Transactions** you will find an overview of all transactions related to your portfolio(s). The transactions are organised by asset class.

- A Click on an entry in the list to view transaction details of each individual transaction.
- (B) The transaction advice is available to download in PDF format. Click on the PDF icon in the Context function menu.
- C Use the quick filter or search function to view the transactions that are relevant to you.
- D The transactions can be grouped by portfolio number, date, investment category, instrument description or currency.
- (E) The transactions can be sorted by date, status, instrument description etc.



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PORTFOLIO GROUPS

Under the menu item **Assets** \rightarrow **Portfolio groups** you can create and manage portfolio groups according to your specific needs. Portfolio groups can be used in the quick filters function, on other pages for example on Assets, Orders, Transactions and Analytics, to show the information that is relevant to you.

- A Select the tab **New search** to start a new search.
 - (1) Use the search function by selecting the criteria you are interested in: portfolio, or position. Click on **Search** to continue.
 - (2) On the next screen, click on **Save as static group** or **Save as dynamic group** if you want to create a new portfolio group. Static means that the composition of the portfolio group will stay constant over time, whereas dynamic means that the composition of the portfolio group will change as the underlying criteria changes.
- **(B)** Select the tab **Portfolio groups** to view a list of your portfolio groups.
 - (3) Click on an entry in the list to view the portfolio group's details. Portfolio groups can be deleted or merged.
 - **(3a)** Select the tab **Positions** to view details on the positions in the respective portfolio.

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Under the menu item **Assets** \rightarrow **Analytics**, you can see detailed analysis of the various dimensions of your portfolio.

- A Select **Performance** to access an overview of the investment performance of your assets.
 - Select from the available view options. You can monitor individual or consolidated performance of your portfolios and display charts to analyse your performance on a monthly or yearly basis.
 - (2) The charts show your monthly or yearly performance. You can see more details in the table at the bottom, such as the value of your portfolio at the end of each period.



The charts are based on historical performance. Yearly performance is available from 2015 onwards or from the inception date of the portfolio (whichever comes later).

Under the menu item **Assets** \rightarrow **Analytics**, you can see detailed analysis of the various dimensions of your portfolio.

- **B** Select **Asset allocation** to view your asset allocation and currency allocation.
 - 1 The chart shows your asset allocation by quotation currency or risk currency.
 - (2) A list of your allocation grouped by asset class and a break-down by various currencies is shown below the chart.

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+) Options and Only Deviations as -11,4723 238077 -3075	+)	Cash & Short-Term Investments					18,542,04	H5.+1						15	9.54%				
	(+)													4	0.70%				
Total Value 0.00 94,908,911.01	(+)) Equities					-662,760	85											
	+)) +)) Equities) FX Contracts								2,350.7	,			~	0.01%				

Use the Context Functions to customise the view and see the information that is most important to you (see page 7 for details). For example change the table view to your needs by showing or hiding columns.

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Under the menu item **Assets** \rightarrow **Analytics**, you can see detailed analysis of the various dimensions of your portfolio.

- C Select **Upcoming Maturities** to see a preview of the upcoming capital maturities that you can expect from your current positions.
 - 1 Select a date range and use the quick filters to display the upcoming maturities of your positions that are relevant to you.
 - (2) The chart shows your upcoming maturities for each year or month either by currency or asset type. You can see more details in the table at the bottom, such as the individual positions and their maturity values.



Use the Context Functions to customise the view and see the information that is most important to you or add to favourites (see page 7 for details). For example change the table view to your needs by showing or hiding columns.

Ο

Under the menu item **Assets** \rightarrow **Analytics**, you can see detailed analysis of your portfolio.

- Click the **Realised P/L** to view the realised profits and losses incurred by the equities, funds, bonds, alternative investments, and other short term investment products within your portfolios or portfolio groups.
 - (1) Select a date range and use the quick filters to display the realised profits and losses of your positions within the specified time period.
 - (2) Click on the Context Functions menu in order to export the realised profit and losses in PDF or CSV format.

LYTICS							Perform	ance Asset allocatio	n Upcoming Maturities	Realised P&L Income
			All portfolio groups		\sim	All customers		\sim	All portfolios	
								ы	TD	(1)
Portfolio No	Asset class	Instrument Descriptio ISIN/Security No	n Tim Date V Value Date	Txn Ref No	Quot. Coy Qty./Hominal	Average Purchase Price	Tan Price FX Rate	Settlement Ccy Settlement Amount	Realised P&L (Guot. Ccy)	Realised P&L in CHF Tan Statu
56	Equivies	KEPPEL DC REIT-S SG1+F600000P	28.05.2020 01.06.2020	SCTRSC201+9THS02	55D 80.0000	1.90	2.56 0.6816	50D 20+.96	53.21	36.27 E
:00	Equisies	\$1 JOBS SP ADR US3168271043	19.06.2020 25.06.2020	SCTRSC201718FF2Y	USD 300.0000	64.87	70.51 0.9517	USD 20.869.61	1,409.78	1.3+1.71 E
\$00	Dania	0.75 OP CORP 22-5 X51194759010	05.06.2020 05.06.2020	SCTRSC20187C89F2	EUR 100.000.0000	100.99	100.94 1,0889	EUR 100.754.40	-426.15	-464.01 E
500	Equities	SOO.COM SP ADR-A USSS29R1005	05.06.2020 05.06.2020	SCTRSC2015710V3+	USD 500.0000	3.52	3.12 0.962+	USD 1,448.27	-312.33	-300.60 E
\$90	Equities	DES GROUP HLDGS RG SG1L01001701	0+.06.2020 04.06.2020	SCTRSC2015646PVP	59D 800.0000	18.81	19.66 0.6888	50D 15.545.64	784.43	519.43 E
590()	Equities	KEPPEL DC REIT-S SG1AF400000P	03.06.2020 05.06.2020	5CTR5C201551QJ28	5GD 10.0000	1.90	2.56 0.6865	50D 28.42	6.65	4.57 E
590	Dands	STAN -5 CCVFTV8 X52013525253	01.06.2020 01.06.2020	SCTRSC20153XFFP0	5GD 250.000.0000	100.27	98.83 0.6827	5GD 248,313,66	-+.527.18	-3.090.54 R
560	Danda	STAN -5 CCVFTV8 X52013525253	01.06.2020 01.06.2020	SCTRSC20153×FF90	560 250.000.0000	100.27	98.83 0.6827	5GD 248,315,66	+.527.18	3.090.5+ R
Total										1,137.57

Securities refers to Bonds, Equities, Alternative Investments, Other Funds and Investment Products and certain Short Term Investments. The transactions listed are all sale or redemption transactions from 01 Apr 2018. P&L has

Unlike the other reports within Analytics, data fields displayed in the Realised P/L report are fixed and cannot be customised.

Under the menu item **Assets** \rightarrow **Analytics**, you can see detailed analysis of the various dimensions of your portfolio.

- (E) Select **Income** for a summary of Income in your portfolio during any specific period.
 - 1 The view includes only Dividends, Coupon, Capital gains, Interest on Deposits and Loans, which have been posted to your portfolio.
 - (2) Click on the Context Functions menu in order to export the realised profit and losses in PDF or CSV format.

A	LYTICS								Performance	Asset allo	cation	Upcoming Maturities	Realised	P&L In	come 📃
				All portfolio group	5		\sim	All customers			~	All portfolios			V
							Last 3	months		\sim	All Tra	insaction Groups			v ,c
-)	Portfolio I lo (^)	Tan/ Val. Date	Тип Туре		Ton Ref. No.	Asset Class		Instrument Descripti	on			Sett. Ccy Amount i	n Sett. Coy	FX Rate A	mount in CHI
-)	5G01111888-01														3.787.77
	\$60	03.04.2020 03.04.2020	INTEREST FIXED TERM	LOAN	3001-AA200714HK92	Cash & Sherr		CONTRACT 3001-443 Apr 2020	OO714MIKPE START	13 Mer 2020 I	DID 03	EUR	-67.68	1.0557	+71.45
	:0	14.04.2020	INTEREST FIXED TERM	LOAN	3001-AA19190X8K44	Cash & Short		CONTRACT 3001-441	9190×8K+4 START (06 Mar 2020 I	END 14 A	^р сня	-932.14	1.0000	-932.1-
	500 000	14.04.2020	INTEREST FIXED TERM	LOAN	3001-A.A19190X8K44	Cash & Short Investments		CONTRACT 3001-441	P1POX8K++START	06 Mar 2020 I	END 1+ A	Pr CHF	-932.14	1.0000	-932.1
	500	03.0+.2020 03.0+.2020	INTEREST FIXED TERM	LOAN	3001-4.420064L22JR	Cesh & Short Investments	Term	CONTRACT 3001-442	006+LILIR START	06 Mar 2020	END 03	EUR	-762.63	1.0557	-805.0
	:40	10.06.2020	INTEREST FIXED TERM	LOAN	3001-4.420155H2QLH	Cash & Short	Term	CONTRACT 3001-442	OISSHOOLH START	04 Jun 2020	END 10	dtu	-+7.59	0.9456	-+5.0
	500 (2000)	02.0+.2020 02.0+.2020	INTEREST DUE TO CUI DEPOSIT	ENTS FIXED TERM	21002-MINISOPIZREKL	Cash & Short Investments		CONTRACT 21002-145 Apr 2020	(180912R9KL START	20 Feb 2020	END 02	CNH	4,176.91	13.7079	\$72.5
	560	08.06.2020	INTEREST DUE TO CUI DEPOSIT	INTS FIXED TERM	21002-MIH201532L252	Cash & Short Investments	Term	CONTRACT 21002-M8 Jun 2020	201532L252 STAR1	01 Jun 2020	END OB	din	16.14	0.9560	15.4
	56(15.06.2020	INTEREST DUE TO CLI DEPOSIT	ENTS FIXED TERM	21002-MM201552L252	Cash & Short Investments	Term	CONTRACT 21002-MM Jun 2020	1201532L252 STAR1	0202 mol 80	ENO 15	dzu	16.14	0.9499	15.3
	55	2+.0+.2020 2+.0+.2020	DEPOSIT	INTS FIXED TERM	21002-MIH2008385T2W	Cash & Share Investments	Term	CONTRACT 21002-145 Apr 2020	(200838572W STA)	T 24 Mar 203	O END 2	500	1,956.82	0.6835	1.337.+
	500 000	27.04.2020	INTEREST DUE TO CUI	ENTS FIXED TERM	21002-MM20085DDJCV	Cash & Short	Term	CONTRACT 21002-MM		T 26 Mar 203	O END 2	sao	6.733.15	0.6881	+.632.7

1 Information

Transaction Group Selection : Income, Deposit,/Loan Interest. Income refers to coupon, interest, dividends, etc. which have been posted into the account. Income is reported after deduction of applicable taxes, fees, and charges.

Use the Context Functions to customise the view and see the information that is most important to you. For example change the table view to your needs by showing or hiding columns.

Order history is available since 01 April 2018. For orders before 01 April 2018, please contact your relationship manager.

ORDERS

Under the menu item **Orders** you can track the trading history of your portfolio(s) including orders that are pending.

- (A) Use the quick filters or the search function to see the securities orders that are relevant to you.
- (B) The orders can be grouped by order date, portfolio number, order reference number, order status, asset class, currency, or type.
- (C) The orders can be sorted by date, order reference, order status etc.
- (D) The status messages helps you identify and track the progress of your orders.
- (\mathbf{E}) Click on an order in the list to view its details.

Use the Context Functions to customise the view and see the information that is most important to you (see page 7 for details). For example change the table view to your needs by showing or hiding columns.

	EW	_ A _						2
		All portfo	lio groups		✓ All customers	\sim /	Il portfolios	
\bigcirc	B					All		V
Order date 🔻	Portfolio 1/o. 不	Order Ref. No.	Order Status	Asset Class	Security Description	CCY Txn Type	Qty/Nominal Valid Till	Limit
25.05.2020	SGC-state of Main	OPOD5C2008570+09	Cancelled	Alternative Investments	SPDR GOLD TRUST SHS NYSE (GLD)	USD Security sale	28.00 01.0+2020	USD 1
06.03.2020	SG	OPODSC20066160	ecuted	Equities	CITIGROUP-CALLABLE DAC FCN NOTE ABT.UN, MRK.UN 10% 23.09.2020 STK:66.6335.67.7626	USD Security purchase	500.000.00 06.03.2020	at m
04.03.2020	SG Main	OPODSC2006+80707	Cancelled	Equities	CHINA RAILWAY CONSTRUCTION.CORPORATION LTD SHS -H- (1186)	HKD Security sale	\$8,410.00 01.04,2020	HKD
04.03.2020	SGL	OPOD5C2006404150	Executed	Equities	CHINA RAILWAY CONSTRUCTION, CORPORATION LTD SHS -H- (1186)	HKD Security sale	\$0.000.00 01.04.2020	нко
08.08.2020	SG Main	OPOD5C2006351917	Executed	Equities	CHINA RAILWAY CONSTRUCTION.CORPORATION LTD SHS -H- (1186)	HKD Security sale	8.000.00 01.04.2020	нкр
34.02.2020	SGOULDENING Main	OPOD5C2005501388	Cancelled	Equities	DEUTSCHE BANK AG NAMEN-AKT (DB)	USD Security sale	3,000.00 01.0+2020	USD
24.02.2020	5G Main	OPODSC2005531676	Cancelled	Equities	GENERAL ELECTRIC CO REGISTERED SHS (GE)	USD Security sale	8,000.00 01.04.2020	USD
21.02.2020	SGI Main	OPODSC2005278405	Everyted	Equities	BARCLAYS-CALLABLE DAC FCN NOTE.GILD.UW, CSCO.UW,8N 10.09.2020.5TK:55.2526.38.2157	USD Security purchase	500.000.00 21.02.2020	at m
20.02.2020	SGI Main	OPOD5C2005189206	Cancelled	Equition	DEUTSCHE BANK AG NAMEN-AKT (DB)	USD Security sale	8.000.00 01.04.2020	USD
	SGood and American Americ American American Am American American Americ American American Ame	OPOD5C200++81831	Executed	Equities		USD Security sale	475.00 01.04.2020	USD 5
Order overview UY ORDER rder Details artfolio	Main Solounum		Executed	Equities		USD Security sale	-75.00 01.04.2020	USD 3
Order overview UY ORDER rder Details artfolio rder Status	Main School Main		Executed	Equites		USD Security sale	-75 00 01042000	uso s
Order overview UY ORDER rder Details order Status rder Status rder Ref. No.	Main Solounum		Executed	Equites		USD Security tale	-75 00 01042000	USD 5
Order overview UY ORDER rder Details urfolio der Status rder Ref. Ho. nder Date/Time strument Details	Main School Main Executed OPODSC20066 06.05.2020	16093				uto Seannyak	-75 00 01042000	USD 55
Order overview UY ORDER rder Details order Status vder Bael No. vder Dael Tine strument Details etailed Security Desc.	Main Sd000000 Executed 0P005C20066 06.03.2020 CITIGROUP-CA	15093	STUN, MRCU	 10% 21.09 2020 STK:66.63 		uto Seannyak	-75 00 01042000	USD 55
Order overview UY ORDER order Details order Status order Ref. Ho. wder Date/Time strument Details estrument Details conduct Type	Main Sd000000 Executed 0P005C20066 06.03.2020 CITIGROUP-CA	16093	STUN, MRCU	 10% 21.09 2020 STK:66.63 		uto Seariny sile	475.00 Ot04-2020	USD 55
Order overview UY ORDER rder Details urfolio rder Status rder Status rder Ed. 16. wder Date/Time strument Details steilied Security Desc. roduct Type couring 16.	Main Solutions Executed or 0020204 CITIGROUP-CA STRUCTURED IN CONSIDI-CONSTRUCTURA CONSTRU-CONSTRUCTURA CONSTRUCTURA CONSTRU-CONSTRUCTURA CONSTRUCTURA CONSTRU-CONSTRUCTURA CONSTRUCTURA CONSTRUCTURA CONSTRUCTURA CONSTRUCTUS	15093	STUN, MRCU	 10% 21.09 2020 STK:66.63 		uto Seavityak	-75.00 010-2000	USD 55
Order overview UY ORDER rder Details rder Details rder Bata rder Bat, Ha. rder Date/Time stument Details strument Details strument Security Desc. all all and Security Tes. all	Main SoldWorld GROODSCOOLE 66 05 2020 CTTGROUR-CA STRUCTURED I CONSERV-COD V2012021/KB	15093	STUN, MRCU	 10% 21.09 2020 STK:66.63 		uto Seannyak	-75 00 010-2000	USD 55
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RESEARCH

Under the menu item **Research** you can access research information.

- A Use the search bar or quick filter functions to see publications relevant to you.
- (B) Click on a publication to view the details.

Research publications related to portfolio holdings are also visible in the Positions page.

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Dashboard	Assets	Orders	F	Research	Services	? ☆
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B	Coult Agricule (Internet Bay/Opportunistic)	en	Research	Baer Insight Fixed Income Research	09.10.2019	
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	Equity Strategy Fact Sheets	en	Research	Equity Strategy Fact Sheets	20.09.2019	
	Swiss Equity Quarterly Newsletter	en	Research	Swiss Equity Quarterly	20.09.2019	



INSIGHTS

CIO Insights publications provide a regular periodic market summary and outlook, accessible via mobile and desktop by clicking on the Notification Centre bubble, or by going to **Services** \rightarrow **Insights**.

Desktop – Insights are accessible directly from the desktop by clicking on the Notification Centre bubble, or by going to **Services** \rightarrow **Insights**.

Mobile – Insights can be viewed on the go, by opening the 'Hamburger Menu' then **Services** \rightarrow **Insights.**

Activate Notifications – toggle notifications on/off via desktop, by clicking on (...) at the top of the **Insights** page.



MESSAGES

Under the menu item **Services** \rightarrow **Messages** you can view your inbox and send secure messages to your relationship manager or the e-Channels Service Centre.

- (A) Use the quick filters or the search function to see the messages that are relevant to you. You can also create folders to organise your mailbox.
- (B) Unread messages are marked with a red dot. Click on a message in the list to view its details. You can create, move, or delete messages by clicking on New, Move or Delete.
- © For greater convenience, use the widget 'Message overview' to see your inbox right on the Dashboard (see page 6 for details). You can also use the widget 'Enter message' to create a new message with one click.

Unlike regular e-mails, messages and attachments sent in e-Banking are sent in encrypted format. However, alteration and falsification of the data during transmission over the Internet cannot be ruled out. The message function can be used to send confidential information to your relationship manager or for general inquiries. For orders or urgent inquiries, please contact your relationship manager directly.



	Inbox	V All		1
! From	Subject	Date ¥	Read	
E-Banking Service Centre	Welcome to the digital world of Julius Baer	26.05.2020 19:00	26.05.2020 19:19	

O Disclaimer

By using by #-Balking message function dense and subvised users accessed all risks associated with descention communication. In particular electronic transmittion quence to apparented to be server on the accession and the descention of the des

E-Banking Service Centre	\sim
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Message	

DOCUMENTS & REPORTS

Under the menu item **Services** → **Documents & Reports** you can view and download all current and past banking documents in PDF format. In addition, you can generate ad-hoc asset and account statements online.

- (A) Use the quick filters or the search function to see the documents that are relevant to you. You can also create folders to organise your financial filing.
- (B) Unread documents are marked with a red dot. Click on a document in the list to view its details. You can download or move documents by clicking on **Download** or **Move**.
- C Click on **New request** to order online statements
 - 1 Select report type
 - 2 Select parameters like language, currency, generation type and content (e.g. asset allocation, performance etc.)
 - 3 Click on **Request**



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•	25.06.2020 01:53	Jun-20		Advices			PT2017628418	20Kb
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•	18.06.2020 11:51	Jun-20	56	Security Movement				23×b
•	18.06.2020	Jun-20	191.	Security Movement				141Kb

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Open Orders		
Performance		
Positions		

SCHEDULED REPORTS

Under the menu item **Services** \rightarrow **Scheduled Reports** you can set up customised reports to be automatically delivered to you electronically at a convenient time.

- (A) Click on **New request** to schedule a new report.
 - 1 Name your request and select report type as well as other parameters and click on **Save** to schedule the report.

cheduled reports		
PERIODIC REPORTS OVERVIEW		=
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Scheduled reports		
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ALERTS AND NOTIFICATIONS

Under the menu item **Services** \rightarrow **Alerts** you can manage or set up alerts via push SMS and/or e-mail for transaction status, selected account, portfolio, or inbox activities.

- (A) Use the quick filters or the search function to see the alerts that are relevant to you.
- (B) Click on an alert in the list to view its details. You can create, activate, deactivate, or delete alerts by clicking on New, Activate, Deactivate or Delete.

Creating a new Alert or Notification:

- (1) Define a name and select the type of alert or notification you want to create.
- Select the destination delivery channel for the Alert or Notification (Push Notifications, SMS and/or e-mail).
- **3** Enter the validity and status (active/inactive). Click on **Save** to complete the set-up process.

You will receive a confirmation that the alert or notification has been set up succesfully.

For greater convenience, use the widget 'Alerts' to create and see your alerts right on the **Dashboard** (see page 6 for details).



	ALER	TS OVERVIEW				All portfolios	✓ Active alerts		= م v
		Alert type	Status 不	Alert name	Туре	Applies to	Delivery	Destination	
B		Optional alert	Active		Document received	All documents	Instant alert	All allowed alerts devices	
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Alert name		
Туре		
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Destination		1
Validity		
Validity	Until further notice	1
Status	Active	

SETTINGS

(

Under the menu item **Services** \rightarrow **Settings** you can adjust the e-Banking settings to suit your individual preferences and needs.

- A Select **General settings** to set the start page, number of table entries per page, and the presentation format of portfolio numbers. After you have adjusted the settings to your needs, click on **Apply.**
- (B) Select Alias to assign individual names to your portfolios. After you have entered the names in the relevant fields, click on **Apply.**
- (\mathbf{C}) Specify the display currency to be used in charts and reports throughout the platform (desktop only).

SETTINGS	GENERAL SETTIN		
General settings	Start page	Dashboard	3
Alias	Table entries per page	20	
Asset display currency			
Activated devices			Reset Appl
Change password			
Block access			
SETTINGS	ALIAS		
General settings	Choose a name for each	account and portfolio to make it e	asier for you to recognise the
Alias	Account/Portfolio	Alias	
Asset display currency	SG0		
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SETTINGS	CHANGE ASSET	DISPLAY CURRENCY	
General settings	Current selection	SGD Singapore Dollars	
Alias	Default currency	USD US Dellar	
Asset display currency		US Dollar	
Activated devices	Change to	EUR	
Change password			Арр

SETTINGS

- Click on Activated devices to view activated devices or to add/bind a new device, delete/unbind a device.
 - Add/bind a new device: Click on Add, then an Activation PIN will be sent to your device via SMS. Use this Activation PIN when prompted, during activation of the Julius Baer Mobile App, on the new device.
 - 2 Delete/unbind an existing device: Click on Edit then Delete. Note in order to unbind/delete the last bound device, please contact the e-Channels Service Centre
 - (3) To edit the alert and notification settings of a device, click on **Edit**, tick/ untick the **'Alerts Allowed'** and click **Save**.

DEVICE MANAGEMENT



Add

Clicking "Add" generates an activation code and sends it to your already registered devices. This activation code is needed to register another mobile device in order to log in to e-Banking or to use our e-Banking services directly on the newly registered device.



DEVICE MANAGEMENT



Beware of fraudulent attacks

Julius Baer will never contact you by telephone, e-mail nor internet asking you to disclose or to perform a confirmation by entering your password or One Time Password (OTP)

SETTINGS



LOGIN ON MOBILE DEVICE (USING USER ID & PASSWORD, IN ANDROID AND IOS)

Login on mobile device

- A Select Mobile Banking Singapore or Mobile Banking Hong Kong
- B Select your User ID and click Confirm. (If you have one User ID, this screen is not shown - proceed to step 'C' below.)
- C Enter Password.
- D Click Login to log in to Mobile Banking.



Please refer to the activation guide if you are logging into e-Banking for the first time or refer to page 31 if you have already activated the app and want to activate/bind an additional e-Banking contract (User ID) in the same or a different booking centre location.

Cancel

SETTING UP BIOMETRIC AUTHENTICATION

Setting up biometric authentication

- A From the Hamburger menu, select:
 - \bullet Manage Fingerprint (available on Android and iOS)
 - or
 - Manage Face ID (available on iOS only)
- (B) Select your User ID which will use biometric authentication, by clicking the toggle icon.
- C Enter your login details and press **Continue** to confirm your selection.





LOGIN ON MOBILE DEVICE (USING FINGERPRINT, AVAILABLE VIA ANDROID AND IOS)

Login on mobile device

- A Select Mobile Banking Singapore or Mobile Banking Hong Kong
- B Select your User ID and click Confirm. (If you have one User ID, this screen is not shown - proceed to step 'C' below.)
- C Fingerprint screen appears. Please place your finger on the phone's sensor. Once the fingerprint is recognised by the device, you are logged into e-Banking.



Please refer to the activation guide if you are logging into e-Banking for the first time or refer to page 31 if you have already activated the app and want to activate/bind an additional e-Banking contract (User ID) in the same or a different booking centre location. Cance

LOGIN ON MOBILE DEVICE (USING FACE ID, ONLY AVAILABLE VIA IOS)

Login on mobile device

- A Select Mobile Banking Singapore or Mobile Banking Hong Kong
- B Select your User ID and click Confirm. (If you have one User ID, this screen is not shown - proceed to step 'C' below.)
- C Face ID screen appears. Hold your mobile device at arm's length and position your face inside the frame. Upon successful Face ID check, you are logged into e-Banking.





ACTIVATE ADDITIONAL E-BANKING CONTRACT

If you have already activated the Julius Baer Mobile app and want to activate/ add an additional e-Banking contract (User ID) in the same or a different booking centre location, follow the steps below.

- A Click on the context menu.
- (B) Click on Manage bound contracts.
- Click on add Contract.
- (D) Activate the new contract by entering your User ID and initial Password.
- (E) Create a new Password if requested.
- (F) Enter the Activation Code.
- G Activation is complete. Select the respective booking centre to login to Mobile Banking.







ACTIVATE User-ID 00000008 Pesseed (NOT Asthetise Cele) Cartilue Cartilue Cartel	ACTIVATE User-ID 0000000R Passwerd (NOT Activation Code)		
User-ID 0000000R Password (NOT Activation Code)	User-ID 00000000R Passwerd (NOT Activation Code)		
0000000R Password (NOT Activation Code)	0000000R Password (NOT Activation Code)	ACTIVATE	
Password (NOT Activation Code)	Password (NOT Activation Code)	User-ID	
		0000000R	
		Password (NOT Activa	tion Code)
Continue	Continue		
		Continue	Cancel





NAVIGATION

Navigation within the Julius Baer Mobile App is intuitive. You can locate desired functions quickly and easily.

Collapsible menu items allow for fast and direct access to various functions:

- Assets: An overview of your portfolio. The charts show your portfolio overview and your monthly and yearly performance as well as your net money flows.
- **B** Orders: Look at your trading history including pending orders.
- **(C) Research*:** Access research information.
- **Services:** Access to e-Documents and secure communication with your relationship manager or the e-Channels Service Centre.
- (E) Settings: Edit dashboard, reset dashboard, device bindings, alias.
- **(F)** Logout: To securely end the session, use the Logout button.



^{*}This service may not be available in some countries and regions.

E-CHANNELS SERVICE CENTRE

Should you have any questions regarding e-Banking or need assistance to use the service, we are here to help. Simply contact our e-Channels Service Centre team and they will be happy to be of assistance.

Contacting the e-Channels Service Centre:

- (A) Click on the question mark (?) in the top navigation bar.
- (B) Call the e-Channels Service Centre on the telephone numbers provided. The opening hours are Monday to Friday, 9 am to 6 pm (SGT/HKT).



FREQUENTLY ASKED QUESTIONS (FAQ)

GENERAL INFORMATION

What are the key benefits of e-Banking?

With a fresh design and various personalisation options, Julius Baer e-Banking gives you convenient and secure access to your financial information any time, anywhere.

Key features are:

- View key information right on your dashboard
- Check your positions intraday
- Track the status of your securities orders
- Access Research information
- Set-up your own alerts via push notification
- Send secure messages to your Relationship Manager or the e-Channels Service Centre

What do I need in order to use e-Banking?

Authorisation to access a Julius Baer account, a designated e-mail address and mobile phone number, valid e-Banking Access Credentials and a smartphone or tablet with internet connection.

Is e-Banking compatible with tablets or smartphones?

E-Banking can be accessed on tablets or smartphones through the Julius Baer Mobile App. For tablets, the full desktop range of features are available. For smartphones, a reduced list of features is available.

How much does e-Banking cost?

E-Banking is a complimentary service offered by Bank Julius Baer to its clients.

ACTIVATION

What do I need to activate my e-Banking account?

You need a valid User ID, Password and a four-character Activation Code. Download the Julius Baer Mobile App on your smartphone or tablet to start the activation process. Please refer to the activation guide on our dedicated website for further instructions.

I am already using the Julius Baer Mobile App for another service offered in the app. How can I activate my e-Banking contract (User ID)?

If you have already activated the app, please refer to page 31 of the user guide on how to activate e-Banking contract (User ID) via the context menu or contact the e-Channels Service Centre for further assistance.

LOGIN

Why do I need my mobile device when I want to login to e-Banking on my desktop?

As an additional layer of security, a secure key is sent to your registered smartphone or tablet. This key needs to be entered on top of your User ID and Password in order to login on your desktop.

What should I do if I cannot access the login screen?

Please ensure you are using one of the recommended up-to-date browser versions, to access the login screen via www.juliusbaer.com/ebanking-asia.

- Edge
- Firefox
- Safari
- Chrome

Please contact the e-Channels Service Centre if you need further assistance.

FREQUENTLY ASKED QUESTIONS (FAQ)

How can I set up biometric log-in in order to use fingerprint or Face ID as authentication?

Please see the setup process depicted on page 28.

I have forgotten my e-Banking User ID, what do I do now?

In case you have forgotten your User ID and misplaced the e-Banking welcome letter, you can either login on your smartphone or tablet, where your User ID is saved or call the e-Channels Service Centre to retrieve your e-Banking User ID.

I have forgotten my Password. How can I reset it?

Please call the e-Channels Service Centre to reset your Password.

How shall I proceed if I cannot log in to e-Banking?

Please contact the e-Channels Service Centre for assistance.

How do I log out of e-Banking?

Click on **Logout** in order to properly end your e-Banking session.

BLOCK ACCESS

Can I block my e-Banking access?

You can manually block your e-Banking access in the Settings menu. Blocking the access to e-Banking cannot be undone. Once locked, e-Banking can only be reactivated by calling the e-Channels Service Centre.

What should I do if my e-Banking access is blocked?

In order to protect you from misuse and data theft, your e-Banking access is automatically blocked if several incorrect login attempts have been made. Please contact the e-Channels Service Centre to unblock your e-Banking access.

SECURITY

What should I do if the e-Banking session ends unexpectedly?

Please check your Internet connection. If the problem persists, please contact the e-Channels Service Centre.

How do I protect myself against hacker attacks?

By using up-to-date antivirus software, a firewall, and regular software updates, you lay the essential foundations for secure computing and secure e-Banking. If you notice any irregularities or unusual occurrences during your e-Banking session, contact the e-Channels Service Centre immediately. These might include unusual error messages, the appearance of pop-up windows or other similar issues. In addition to these technical measures, which greatly help to protect your computer, certain behavioural rules also need to be adhered to. Distrust e-mails from unknown senders. Be careful about opening e-mail attachments or clicking on links. For more detailed information, please refer to the security advice available on our website.

What happens if my computer crashes while I am using e-Banking?

Log back in to e-Banking and check if your last action has been completed and recorded correctly. If you are uncertain or have questions, please contact the e-Channels Service Centre.

Why do I have to log in again after leaving e-Banking idle for a few minutes?

As soon as the e-Banking system detects that there has been no activity for ten minutes (default fixed setting), a timeout kicks in and blocks the application. This is for your security and helps to prevent unauthorised persons from looking at your data.

What should I do if the login device is lost or stolen?

Please contact the e-Channels Service Centre immediately. It is important to inform the e-Channels Service Centre about any lost or stolen login devices in order to avoid any potential misuse by unauthorised persons.

FREQUENTLY ASKED QUESTIONS (FAQ)

ASSETS

Where can I download a copy of my asset statement?

You can download an asset statement on the Documents & Reports page.

How can I customise the Assets overview page?

Click on the Context Functions menu and select 'Show/hide columns' to adjust the columns to suit your needs (see page 7 of the user guide). This function is also available on Positions, Transactions, Orders and Analytics page.

Which reference currency is shown in e-Banking?

The reference currency to be shown can be chosen under Settings in e-Banking.

SERVICES

Can I activate/add more than one e-Banking contract (User ID) with the *same* device?

Yes, this functionality is supported. Please refer to page 31 of the user guide on how to activate an additional e-Banking contract (User ID) or contact the e-Channels Service Centre for more information.

Can I use the same e-Banking contract on additional devices?

Yes, you can add up to 4 devices to one e-Banking contract (User ID). Under Settings you can see all the activated devices for that e-Banking contract and add more devices. Pleaser refer to page 25 of the user guide or contact the e-Channels Service Centre for assistance.

What do I need to consider when using the messages function?

Unlike regular e-mails, messages and attachments sent in e-Banking are sent in encrypted format. However, alteration and falsification of the data during transmission over the Internet cannot be ruled out. The message function can be used to send confidential information to your relationship manager or for general inquiries. For orders or urgent inquiries, please contact your relationship manager directly.

What do I need to bear in mind when writing a new e-Banking message?

Do not use any special characters, such as combinations with apostrophes, in the subject field.

I have set up a new alert and the notification criteria has since been met. Why haven't I seen the alert or notification on my mobile device?

Alerts must be enabled for each device bound to an e-Banking account. Please see Page 25, point 'D' for more details.

SUPPORT

What are the telephone numbers of the e-Channels Service Centre?

You can reach the e-Channels Service Centre at +852 2869 3038 (HK) or +65 6739 3838 (SG).

When can I reach the e-Channels Service Centre?

The e-Channels Service Centre is available Monday to Friday, 9 am to 6 pm (SGT/ HKT).

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