



## ONLINE TRADING RISK DISCLOSURE

### I. Introduction of JBSV's online trading system

We, JB Vietnam Securities Company Limited ("JBSV")

- Trading name: JBSV
- Head Office: 23rd Floor, East Building, Lotte Center Hanoi, 54 Lieu Giai, Cong Vi Ward, Ba Dinh District, Hanoi.
- Phone: 024 730 90999
- Fax: 0243 9429776
- Email: info@jbsv.com.vn

Having granted with Decision No. 496/QĐ-UBCK dated June 19, 2023 by the State Securities Commission allowing JBSV to provide the Online Trading service to Customers. JBSV has been constantly improving the Online Trading System to bring convenience and flexibility, facilitating Customers to make transactions remotely via telephone, internet and other online means proactively and rapidly, thereby helping Customers save time and costs.

### II. Disclosure of the potential risks that may arise from online trading

JBSV is committed to doing our best in providing Customers with the best services and mitigating risks. However, online transactions still involve some risks arising from equipment, transmission lines or third-party service providers which are beyond the control of JBSV and Customers. The Customers hereby undertake to read and be clearly aware of the risks that may arise including, but not limited to, the following:

- Technical errors arising when JBSV's hardware and software systems are not working, the system crashes or is hacked or illegally interfered with or infected with viruses that interrupt information exchange activities, causing confusion and/or errors in customer identification or causing the receipt, processing and execution of Customers' online transactions to be affected;
- Breakdowns and/or risks of network system interruption due to transmission line congestion, transmission line breakage, limited transmission capacity or other objective problems; the connection line from JBSV to the Stock Exchanges is faulty or stops working, causing the Customer's transactions to be delayed, not executed or omitted, duplicated or causing errors due to reasons from the suppliers;
- Trading orders may be suspended, stopped, delayed or have data errors;
- Stock price lists and other securities information may contain errors or deviations occurring during online transactions;

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**Công ty TNHH Chứng khoán JB Việt Nam (JBSV)**

**Hotline:** 1900 633 355

**Fax:** 0243 9429776

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**Địa chỉ:** Tầng 23, Tòa Đông, Lotte Center Hà Nội, 54 Liễu Giai, Phường Cống Vị, Quận Ba Đình, Hà Nội

**Website:** [jbsv.com.vn](http://jbsv.com.vn)



## ONLINE TRADING RISK DISCLOSURE

- The identification of organizations or investors may be mistaken or erroneous;
- The news and business information posted on JBSV's websites, or JBSV's online trading systems quoted from the sources of the Exchanges (HNX, HSX) and from FiinGroup (the official news provider for JBSV) may be erroneous or not updated;
- The Customer's account information, username, password and/or security code are disclosed or illegally appropriated/used by third parties;
- The possible risks of authentication methods for placing orders of investors;
- Objective causes such as: natural disasters, epidemics, earthquakes, fires, wars affecting the system;
- Any other risks prescribed by law may arise that the Customer encounters during online trading.

### III. Disclaimer

JBSV is not responsible for any errors or losses, damages (if any) of Customers arising out of and/or related to risks in online trading. Errors or damages that may arise include and are not limited to the below causes:

- Delayed, omitted and inaccurate information provision by The Customer, resulting in an inability to use the Online Trading service and/or perform the Online Transactions;
- The fault of any third party, including but not limited to the Company's partners in providing the Online Trading service;
- The failure of the System or any related technical means resulting in the System's refusal to execute the Customer's Online Transactions;
- Delayed or unable performance by the Company of responsibilities in accordance with the terms and conditions of using this Online Trading service due to the malfunction of machines and devices, data processing or telecommunications, to natural disasters or to any other event beyond the Company's control or as a result of fraud or forgery of any third party;
- The use of the Online Trading service and/or the execution of Online Transactions or access to the information provided by the Online Trading service on the persons authorized by the Customers;
- The Customers' disclosure of confidential information, loss or theft of OTP/Smart OTP or biometrics information, disclosure of username, login password, transaction password, electronic signature and/or other identifying elements provided by the Company resulting in the usage of such information by other people using the Online Trading service and/or perform Online Transactions or an access to the information provided by the Online Trading service.

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### IV. Support:

In case of noticing that others are using your account and performing unauthorized transactions or any other risks related to JBSV's Online Trading service, please notify JBSV immediately via our Contact Center Hotline 1900 633 355.

Thank you for trusting and choosing the Online Trading service of JB Vietnam Securities Company Limited.

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