

THANHCÔNG SECURITIES JOINT STOCK COMPANY

Floor 2, No. 6 Ho Tung Mau Street, Nguyen Thai Binh Ward, District 1, HCM City
Tel.: (028) 38 27 05 27 – Fax: (028) 38 21 80 10

Dear Valued Customer,

Thanh Cong Securities Company (TCSC) would like to thank you for your trust and being with us.

In order to enhance and improve our services, we're upgrading our core system to meet and serve you better. TCSC has upgraded our **new core trading system** with the latest technology, features, flexibility, utilities and quality to meet our Valued Customer's requirements as well as stocks market's development on the variety of products, financial services, technology infrastructure

Accordingly, **the new core trading system** is expected to be put into official operation (Go-live day) on May 20, 2019. Therefore, to ensure minimal disruption to your investment activities, rights and obligations related to online trading as well as using margin trading services, we strongly recommend you to follow the below steps:

1. For online trading activities:

On the official operating day (Go-live day), clients are required to retrieve new **log in password** and new **PIN** by:

- (i) Log in to Online Trading at <https://etrade.tcsc.vn/Login.aspx>;
- (ii) Select "**Forgot password**" and follow the instructions. New password will automatically be sent to your registered phone number and/or your registered email at TCSC.

2. For clients who used margin trading service:

Please sign the new margin trading contract and register the service's policies (if any) according to the attached new forms to continue using margin trading. Please send directly or via post mail as guarantee letters all registration documents to the below address:

Customer Services Department
Thanh Cong Securities Company

Floor 2, No. 6 Ho Tung Mau Street, Nguyen Thai Binh Ward, District 1, HCM City

By the way, we are also introducing our new mobile app "**TCSC Mtrade**" for iOS and Android user. You can download the new and exciting app from **CH Play** or **App Store** to experience this new and exciting trading platform.

For more details, please contact our friendly Brokers/ Customer Care Department (Phone: 028 38 27 05 05 – Ms.Hồng) or Customer Service Departments (Phone 028 38 27 05 08 – Ms.Huyền).

Regards,

Receipts:

- Customers;
- Record: Admin, CS.

GENERAL DIRECTOR

NGUYỄN ĐỨC HIẾU