

E-trading risk Disclosure

(For Client using E-Trading services)

BSC was approved to provide E-Trading Services for Clients according to Decision No.379/QD-UBCK issued on April 13rd 2016 by the State Securities Commission of Vietnam

1. Advantages of service

Bringing the Clients the convenience and flexibility during the trading, and reducing the time of transaction processing, hence, helping the Clients with time saving and cost.

2. Potential risks from E-trading services

Even though BSC commits to bring our Clients the best products and services and continuously improve online trading system in order to meet the requirements of the Clients and minimize possible risks, E-trading services have potential risk from failure of hardware, transmission lines or from third parties which are out of control of BSC.

Following are potential risks when using E-trading services:

- Technical failure in hardware and software of the system;
- The system is halted due to transmission problems, the power cut and programming errors;
- Account information may be stolen;
- The computer is affected by virus and information exchange of the computer-network is halted;
- Client's transaction order may be suspended, delayed, cancelled or inaccurate;
- The verification of Clients may not be inaccurate or faulty;
- The Stock Quotes and other information may get failure or be incorrect;
- Telecommunication Network is used to order via cell phone, look up transaction information and receive announcement that it may arise problem, overload or congestion;
- Furthermore, connection speed may be influenced disadvantageously by market fluctuation, high internet access flow, system efficiency or other elements occurring beyond our control;

3. Disclaimer

We are not responsible for any risks, loss or damage arising due to:

- The Client provides information untimely, mistakenly or inaccurately, therefore, E-trading services and/or E-trading transactions may not perform.
- Error of the system or of any related technical means lead to the system refuse the client's electronic transactions;
- The company performs untimely Client's transactions or fails to perform their responsibilities in accordance with the terms and provisions using E-trading services due to the failure of machinery, data processing, telecommunications, natural disaster or any event occurring beyond the Company's control or as a result of fraud, falsification created by any third party;
- Using E-trading services, E-trading transactions or E-trading services' information of Client's authorized people;
- Token, username, logging password, trading password, electronic signature and/or other Client's identified factors provided by the Company are mislaid or stolen by any unauthorized people who use these factors for unwanted transactions and information approaching.

4. BSC support

In case the Client detect unauthorized people using the password and performing transactions illegally, please call our hotline No.: **(+84 4) 3935 2722 (Ext.: 113, 123)** immediately so that BSC take necessary measures.

We commit to apply the optimal measures to bring Client quality service and minimize technical risks.

Thank you for using our online trading service.