



# E-Trading User's Manual

May 2021  
Version 1.0

## SICO Financial Brokerage L.L.C

**Important Notice:** This manual has been prepared only to assist the client on how to interact with the E-Trading portal of SICO Financial Brokerage L.L.C and the company bears no responsibility for any losses or damage caused by misunderstanding/misusing the instructions herein

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## Introduction

E-Trading is a convenient way for the individual investor to trade online as the trading portal is easily accessible wherever he or she is connected to the Internet.

SICO Financial Brokerage L.L.C and in striving to provide our clients with a unique E-Trading experience provides this E-Trading service that features quick and flexible interaction and at the same time considering the highest security and privacy measures.

For more information, please contact customer service on +9712 6590 190 or [info@sicouae.com](mailto:info@sicouae.com).

## Obtaining an E-Trading account

The client should attend in person to the premises of SICO Financial Brokerage L.L.C to open and sign his Account Opening Forms providing the required documents and can apply for his E-Trading account.

## Technical requirements

To use the service in its best performance, the following minimum requirements should be met:

- IBM-compatible PC with Pentium 4 processor with 4GB RAM or its Apple Mac equivalent
- Recent version of Microsoft Edge or Google Chrome browser

## Applied security measures

As your Internet browsing is currently surrounded by a huge number of risks that threaten your transactions privacy and integrity specially those financial ones which might cause magnificent losses, SICO Financial Brokerage L.L.C has applied a lot of measures to protect their valuable clients during their E-Trading sessions.

Some of these measures are the following:

- Using an easy-to-detect password is not allowed
- Logon process to the client profile cannot be completed unless he/she enters a digital PIN code sent to the client's registered mobile number with SICO Financial Brokerage L.L.C.

This PIN code is valid for one login only and is changed after one use

- Browsing session expires automatically after a specific idle time.
- User cannot use the browser “back” button to revert to the profile page without re-entering the credentials once again in addition to a new PIN code.

## Accessing the service

You can access the service through one of two ways:

1. Clicking the service link on the SICO Financial Brokerage L.L.C website main page:

<http://www.sicouae.com>

**SICO** FINANCIAL BROKERAGE  
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	Market Status	Current Index	Trading Volume	Trading Value	Trades
Abu Dhabi Exchange	Open	4,802.623	14,283,938	42,355,746.99	421
Dubai Financial Market	Open	2,913.14	72,683,467	69,925,335.95	1,249
NASDAQ DUBAI	Open	3,990.46	33,711	1,988,297.95	47

SICO Financial Brokerage is an Abu Dhabi-based brokerage house licensed by the Emirates Securities & Commodities Authority to trade securities on the Abu Dhabi Exchange (ADX), the Dubai Financial Market (DFM) and the NASDAQ Dubai. SICO Financial Brokerage delivers the highest-quality service and execution capability to a growing pool of institutional and retail clients across the GCC and MENA. Since its establishment in 2012, SICO Financial Brokerage has been gaining strength and capturing significant market share in the UAE backed by Research from SICO Group that provides regional insight and analysis of more than 90 percent of the GCC's major equities.

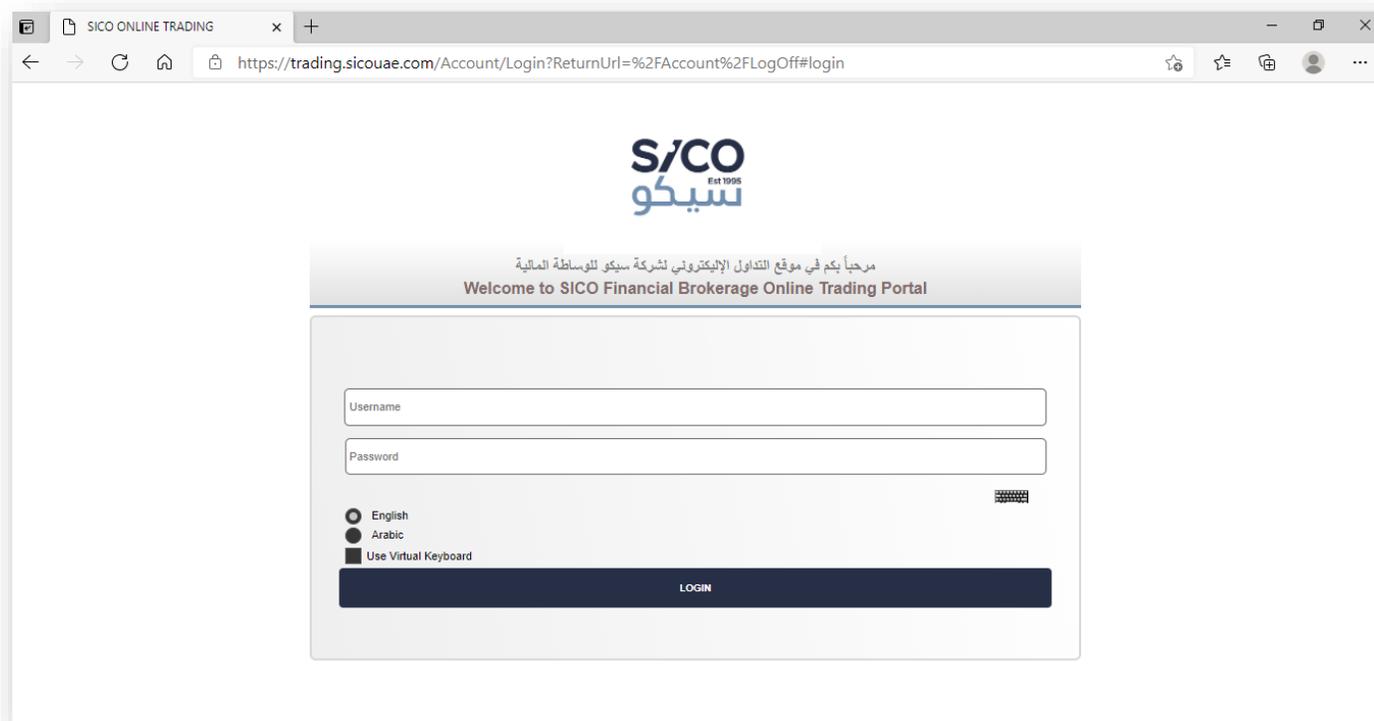
SICO Financial Brokerage is a wholly-owned subsidiary of SICO, a leading Bahrain-based GCC asset manager, broker, and investment bank with more than USD 1.8 billion in assets under management (AUM). Headquartered in the Kingdom of Bahrain with a growing regional and international presence, SICO has a well-established track record as a trusted GCC bank offering a comprehensive suite of investment banking solutions including asset management, investment banking, market making and research.

**Trade Online**

SICO Online Trading Portal

Download User Manual

2. Directly visit the service Web Portal: <https://trading.sicouae.com>



## Using the service

After applying for the E-Trading service, an E-Trading account is created for the client whereupon:

1. An e-mail is sent to the registered e-mail address with the company containing the username
2. Another e-mail is sent to the registered e-mail address with the company containing an initial temporary password.
3. Once the client logs in using the above credentials successfully, he will be transferred to the PIN code page.
4. Once the client logs in using the above credentials successfully, he will be transferred to the PIN code page.



مرحباً بكم في موقع التداول الإلكتروني لشركة سىكو للوساطة المالية  
Welcome to SICO Financial Brokerage Online Trading Portal

Please enter your PIN received via SMS

Please Enter OTP Here

SUBMIT

BACK

5. SMS message is sent to the registered mobile number with the company containing the PIN code.
6. Once the PIN code is entered correctly and to preserve his/her privacy, the client will be forwarded to the Change Password page to change the initial password and select a new one.

Old Password

Password

Confirm password

Password policies

- Password too short, Minimum password length is 8
- Password must contain at least 1 small characters
- Password must contain at least 1 capital characters
- Password must contain at least 1 special characters

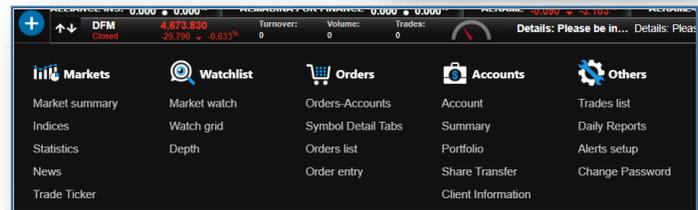
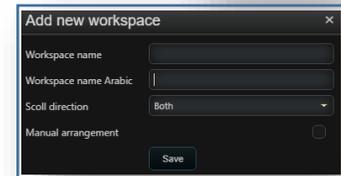
7. The initial password provided should be used as the Old Password.
8. The new password should meet the requirements shown in the above screenshot.
9. Client should re-enter the new password in the Confirm Password box
10. After changing the password successfully, the client will be returned to login page.
11. The client can now use his username and his new password until the password validity reaches its expiry date (currently 40 days) then, he/she should change his password again.
12. Once logged in to the service portal using his credentials successfully, the client will be forwarded to the PIN code page.
13. The client will receive SMS on his registered mobile number with the company containing the PIN code and once he enters the code correctly, he/she will be forwarded to his default E-Trading profile page.

### Create your personal profile:

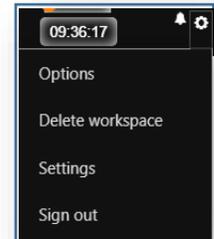
You can use the default user profile "SICO WS" or create your personal profile by clicking the top-left menu "SICO WS" and select "+ADD" menu item

From the "Add new workspace" window, propose a name to your personal workspace in "Workspace name" and optionally an Arabic name in "Workspace name Arabic"

Once you click "Save" button, you will be switched to your newly-added profile in which you can start customizing your profile view using the "+" menu button and add whatever items.



Once done, click the gear icon on the most top-right corner, click "Options" and accordingly save your profile



### Change your profile theme:

You change the theme of your profile from the default settings by clicking the gear icon on the most top-right corner, click "Settings" and select your Language and/or Color settings your prefer then click Save

Note: Please allow few seconds after saving your new settings untill they got loaded

### **Managing orders:**

You can place your order in one of three ways:-

1. Right-click the market symbol you want to trade in and click Buy or Sell
2. Click the big “+” sign on the most down-left corner for a “quick order” placement
3. From the top-left “+” sign menu, under Orders, click “Order entry”

At any time, you can check your orders under the above Orders menu and clicking “Orders list”

### **Managing your password:**

You can change your password any time from the top-left “+” sign menu, under Others, by clicking “Change Password” and following the guide shown

## Resetting E-Trading Password and Unlocking the Account

In case you forget your password or incorrectly entered your password 4 times (which locks your account), you have to call the E-Trading customer service (on +9712 6590 190) to reset your password or unlock your account