

## **Customer Care Guide on Baiduri Capital's Trading Platform**

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### **Safeguarding your information**

This guide provides you with information on how to protect yourself from fraud.

If you have encountered or believe that there are suspicious transactions, fraudulent emails, fake websites or other scams directed at you or any customers of Baiduri Capital, please notify Baiduri Capital immediately at 226 8593/4 or email [baiduricapitalservices@baiduri.com](mailto:baiduricapitalservices@baiduri.com)

In addition to the security measures put in place by Baiduri Capital, you play an important role in ensuring that your account information is not compromised.

### **Guidelines when accessing your Baiduri Capital trading account and email**

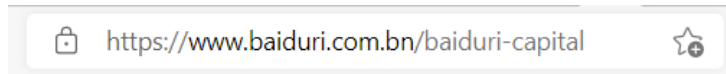
Below are some best practices and guidelines we recommend:

#### Password protection -

1. Ensure that your desired login ID is at least 6 to 10 characters. Symbols are not allowed.
2. Ensure that your password is at least 8 to 25 characters and is case sensitive.
3. Avoid using guessable information such as personal telephone numbers, birthdays, or any personal ID as your password.
4. Your password must be memorable to you and not recorded anywhere that is easily accessible to others.
5. Do not use the "Remember Password" feature on the application.
6. Do not store or retain user ID and password in your browser options.
7. Your password must be kept confidential and not shared with anyone.
8. You should never reveal your password to anyone, Baiduri Bank and its subsidiaries will never request for your password for any reason.
9. Ensure that you do not display your account information or leave your PC, tablet or phone unattended.
10. For your protection, we will automatically log you out of your session after a period of inactivity. You can set your preferred session timeout duration on the platform.
11. Your password must be changed regularly.
12. It is important to protect yourself against any form of online theft of your User ID and password. The User ID and password are unique to each client and only authorised users can log in to the trading platform.
13. You should immediately change your password if you detect any suspicious activity.
14. For your safety, Baiduri Capital will automatically request you to update your password every three months.
15. Avoid using the same password for different websites, applications and services, particularly when they relate to different entities.

## Trading platform and email access guidelines -

1. You should never access our trading platform from a link or an email that looks suspicious.
2. Do not click on any unknown links or accept redirections from websites other than the official Baiduri Bank Group website.
3. Do not click or accept any unknown links from websites or media other than the official Baiduri Bank Group website to log into your trading account.
4. Do not accept redirection from websites or media other than those from Baiduri Bank Group to log into your trading account.
5. Do not install software or run programs that you are not familiar with.
6. Do not use someone else's computer or device to access your trading account.
7. Do not use public computers to access your trading account or to perform trades.
8. You are advised not to access Baiduri Capital's trading platform using 'jailbroken' mobile devices, as it poses potential risk of malicious software infection.
9. To ensure that you are on our website, verify that the address shows <https://> and a security icon, usually in the form of a lock or key which will appear when authentication and encryption is expected. It should look like this:



10. You can check if the website is verified by the URL displayed in your browser as well as the name 'Baiduri Capital' (or 'Baiduri Bank') in its digital certificate. The certificate will show that it is issued to Baiduri.com.bn.
11. Do not open links with fake domain names which may appear to be affiliated with Baiduri Capital.
12. You are encouraged to delete junk mail, chain mail or any other unsolicited emails and not to open email attachments from strangers.
13. Beware of phishing where hackers attempt to imitate legitimate companies in emails to entice recipients to share their passwords or personal details.
14. Do not reply to emails requesting information that may lead you into providing your personal details.
15. Do not open unknown files sent for you to download as that could potentially be a virus.

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## Your obligations and responsibilities

It is important that you clearly understand your obligations and responsibilities for the use of Baiduri Capital trading platform. As a user, you are to:

- Take all reasonable precautions and
- To observe with extreme care of all security measures when accessing your Trading accounts or carrying out online transactions.

You will remain liable for all instructions made using your User ID and Password. Baiduri Capital will not be liable for acting upon such instructions in good faith nor shall Baiduri Capital be obliged to investigate the authenticity of such instructions.