

Client Onboarding Procedure (Individual Person)

Introduction

This procedure outlines the steps for onboarding a new client (individual) via the CISCO eTrading platform through the electronic onboarding module.

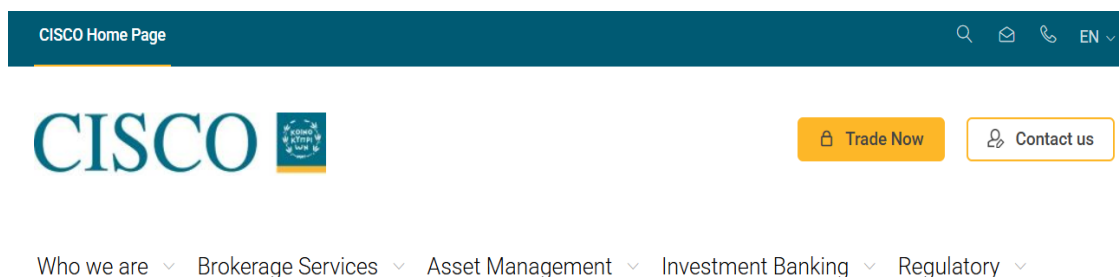
The process includes verification of the user's email address and mobile phone number via One-Time Passwords (OTP), ensuring proper identification and the security of user information.

This Guide is for informational purposes only and does not replace or modify the applicable Terms and Conditions or the contractual obligations of the parties.

Please follow the steps below:

1. Start of the Registration Process

1. Visit the CISCO website
2. On the homepage, select **"Trade Now"**.
3. From the available options, select **"CISCO eTrading"**.
4. When redirected to the CISCO eTrading Onboarding page, click **"Create Account"** to begin your registration.





Cisco eTrading

Trade Now



Manual

CISCO eTrading

ENGLISH ▾

SIGN IN TO YOUR ACCOUNT

USERNAME

PASSWORD

ENTER

[I forgot my Password](#)

[Create Account](#)

- > Interactive Demo
- > Contact Us
- > Terms & Conditions

2. Acceptance of Terms & Policies

At this stage, the user is required to review and accept the applicable Terms and Policies prior to proceeding with the registration process.

Acceptance constitutes a mandatory requirement for completion of the onboarding process and is recorded electronically in the system. The following are presented for review:

- Terms of Use
- Privacy Policy
- Communication Terms.

Select the required consent /acceptance. and click **Continue**” to proceed to the next step.

NEW CUSTOMER REQUEST INFORMATION

During the process you will be asked to confirm your email address, your mobile phone number, and to upload the following identifying documents in .pdf, .jpeg format

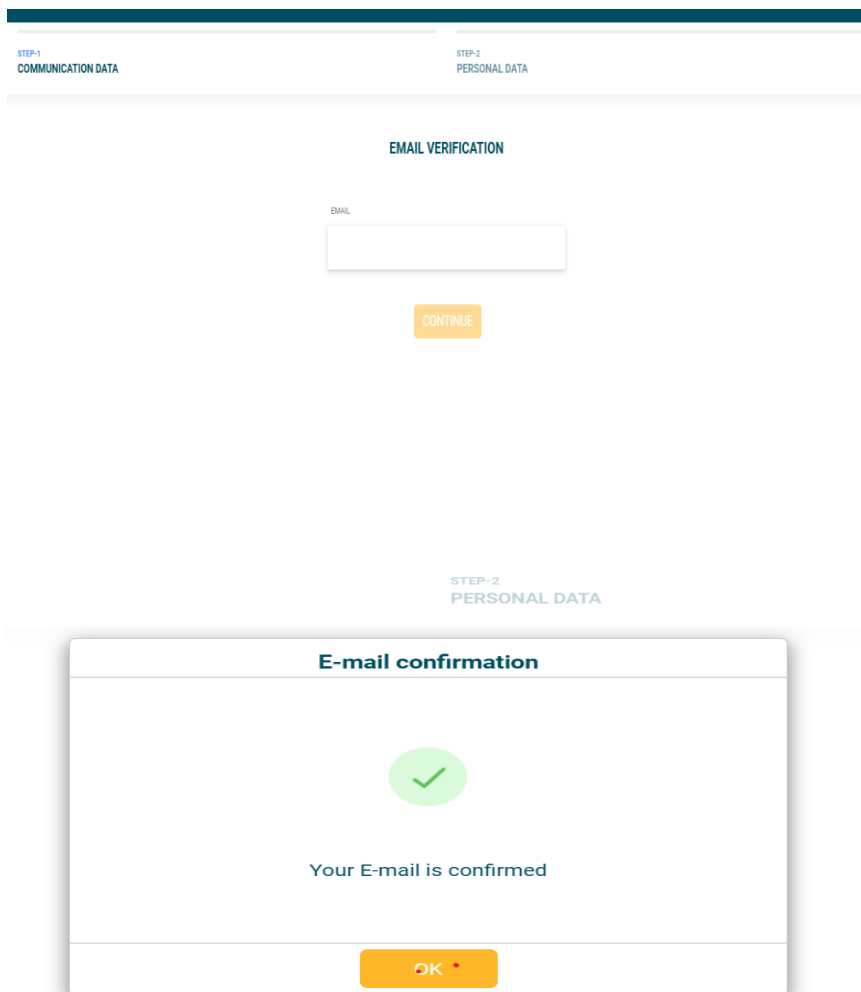
I agree with the Terms of Use, Privacy Policy and Communication Terms

CONTINUE

3. Email Verification (OTP)

At this stage, the user's email address is verified through a One-Time Password (OTP) sent to the provided email address.

1. Enter your **email address**.
2. Select **"Send Code" option** to receive the OTP
3. Retrieve the OTP from your email inbox.
4. Enter the OTP is into the verification field.
5. clicks **"OK"** to complete email authentication.



STEP-1
COMMUNICATION DATA

STEP-2
PERSONAL DATA


EMAIL VERIFICATION

EMAIL

CONTINUE

STEP-2
PERSONAL DATA

E-mail confirmation



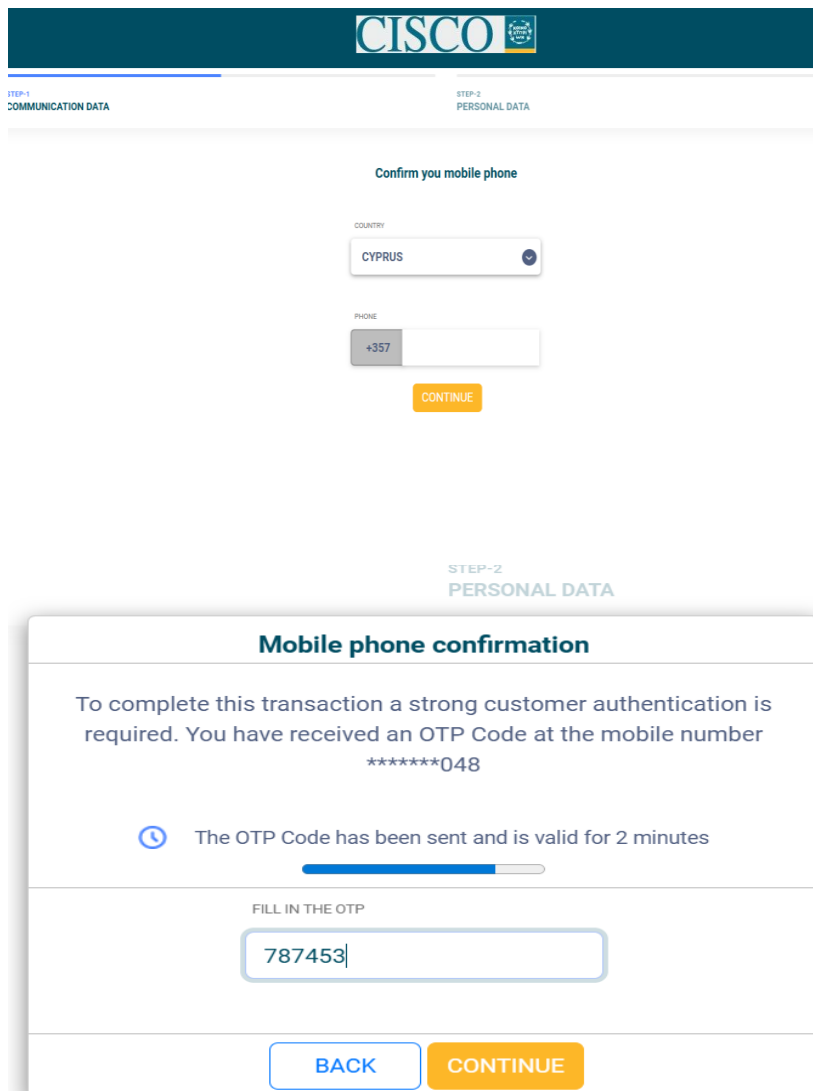
Your E-mail is confirmed

OK

4. Mobile Phone Verification (OTP)

At this stage, the user’s mobile phone number is verified through a One-Time Password (OTP) sent via. The OTP is time-limited and used solely for identification and verification purposes.

1. Enter your **mobile phone number**.
2. Select **“Send Code”** to receive the OTP via SMS.
3. Enter the OTP into the appropriate field.
4. click **“OK”** to complete verification.



STEP-1
COMMUNICATION DATA

STEP-2
PERSONAL DATA

Confirm you mobile phone

COUNTRY
CYPRUS

PHONE
+357

CONTINUE

STEP-2
PERSONAL DATA

Mobile phone confirmation

To complete this transaction a strong customer authentication is required. You have received an OTP Code at the mobile number *****048

The OTP Code has been sent and is valid for 2 minutes

FILL IN THE OTP
787453|

BACK CONTINUE

Mobile phone confirmation



Your Mobile Phone is confirmed

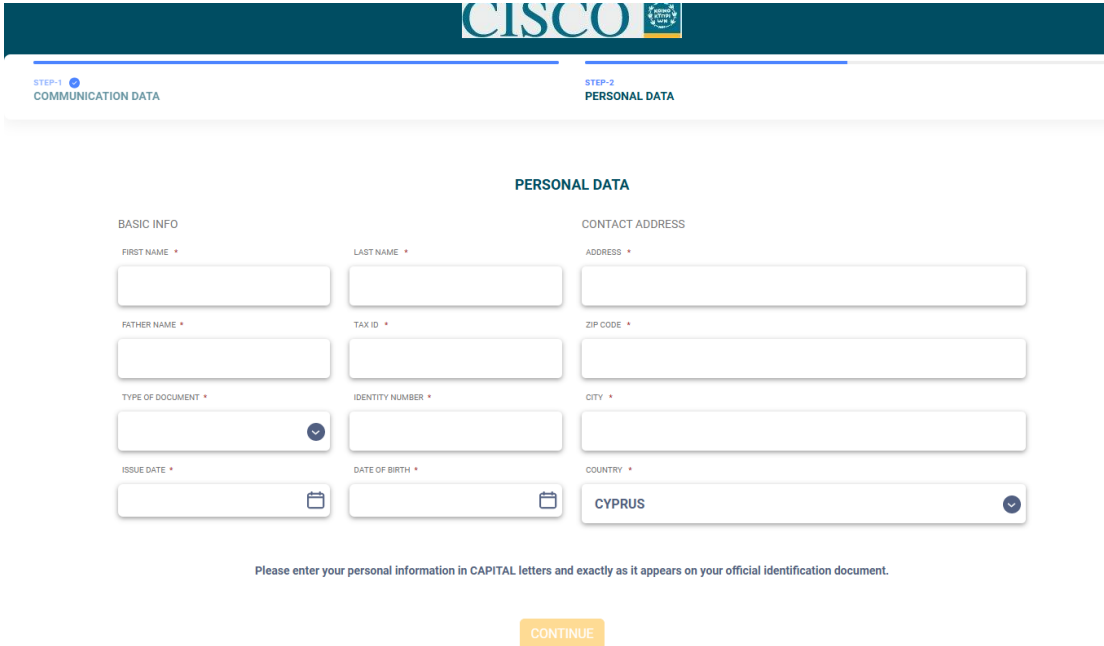
OK

5. Completion of Personal Information

At this stage, the user provides the required personal information for account creation and identification, in accordance with applicable regulatory requirements (KYC/AML). The user is responsible for the accuracy and completeness of the information provided. Upon completion:

- Review the information for accuracy.
- Select “**Continue**” to submit the information to the system. Please upload a valid identification document, as well as proof of residential address issued within the last six (6) months.
- Select the option “**CONTINUE**” to finalise the submission.

Submitted information is recorded in the system and may be subject to further verification checks, where required.



PERSONAL DATA

BASIC INFO

FIRST NAME *

LAST NAME *

FATHER NAME *

TAX ID *

TYPE OF DOCUMENT *

IDENTITY NUMBER *

ISSUE DATE *

CONTACT ADDRESS

ADDRESS *

ZIP CODE *

CITY *

COUNTRY *

Please enter your personal information in CAPITAL letters and exactly as it appears on your official identification document.

CONTINUE

STEP-1
COMMUNICATION DATA

STEP-2
PERSONAL DATA

STEP-3
DOCUMENTS

DOCUMENTS

Address verification



Valid ID card or passport

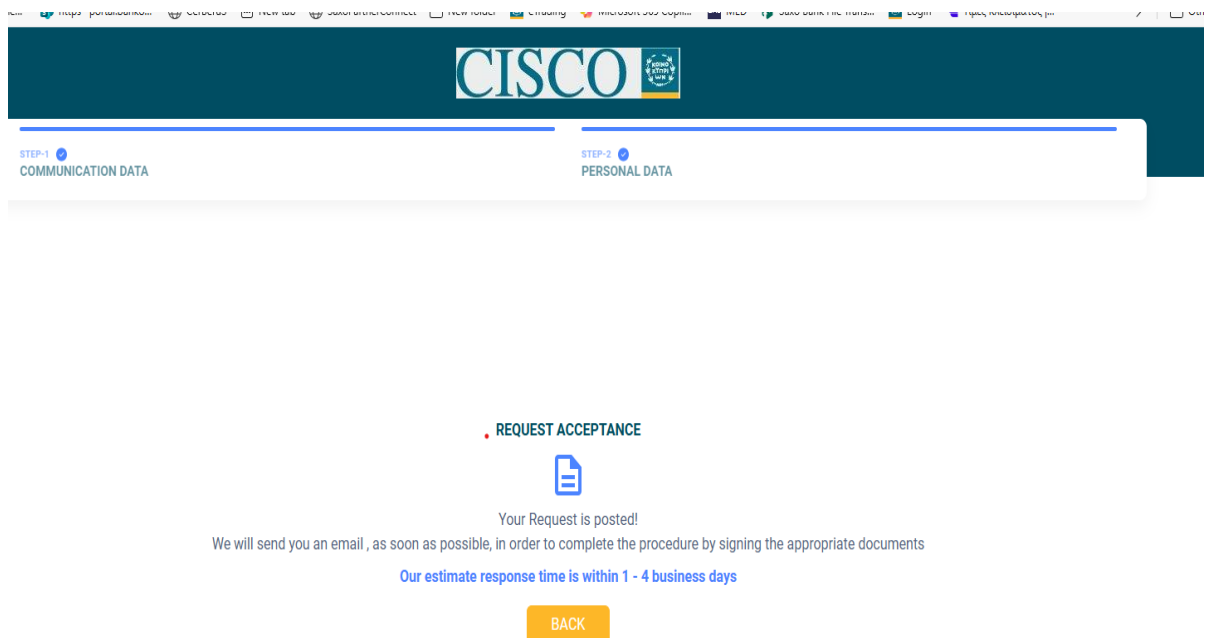


CONTINUE

6. Post-Submission Process

Following successful submission of the application:

- A confirmation of successful submission is displayed.
- The application is forwarded to **the CISCO Customer Service** for review and assessment.
- The relevant department will review your application.
- The user will be contacted within **1– 4 business days** regarding the next steps.



7.Procedure for Uploading Documents through the CISCO eTrading Platform

Please follow the steps below to complete the onboarding process and upload your contractual documents:

7.1 Platform Access

Upon approval of the application:

- You will receive the username via email
- You will receive the password via SMS.

Use these credentials to access the CISCO eTrading platform.

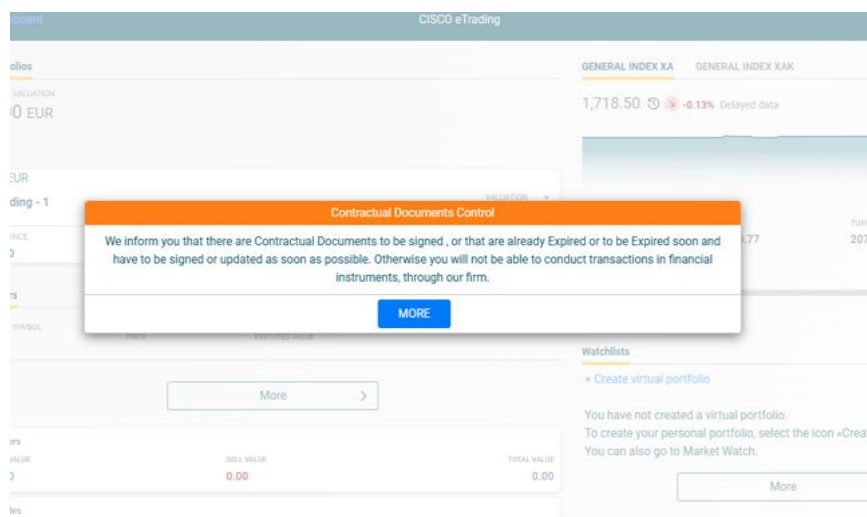
Important:

Your account will remain **inactive** during this stage; you will temporarily be unable to submit any trading orders.

7.2 Access to the Contractual Documents

After logging into the platform:

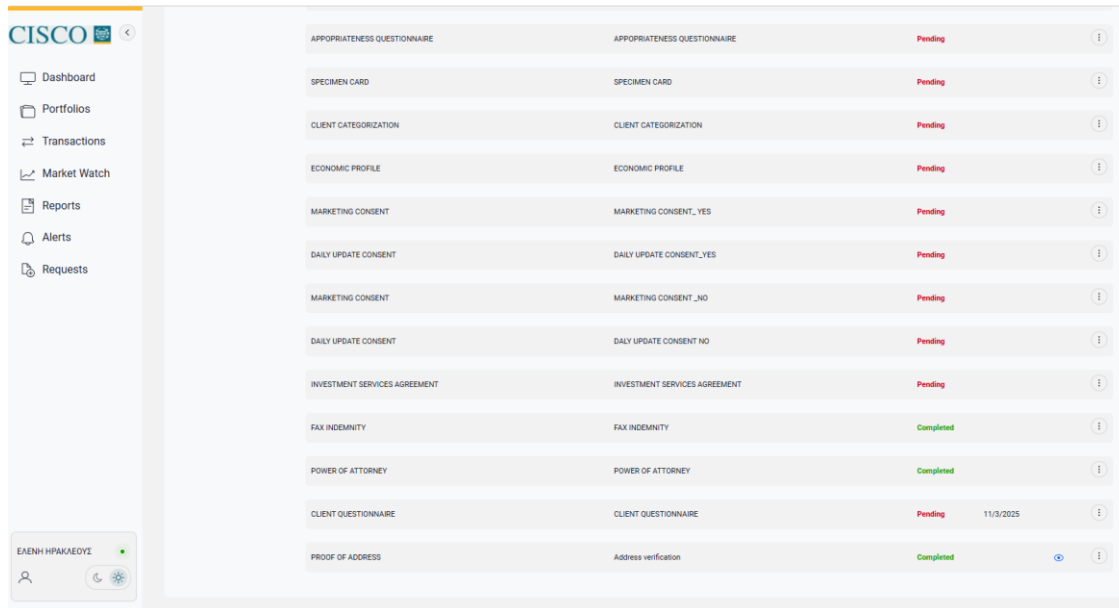
- Navigate to the “**Contractual Documents**” section.
- Follow the on-screen instructions for document handling.



7.4 Monitoring Document Status

Through the **“Contractual Documents”** section, you can monitor:

- The processing status of submitted documents.
- Document validity or expiry dates.



Document Name	Document Name	Status	Expiry Date
APPROPRIATENESS QUESTIONNAIRE	APPROPRIATENESS QUESTIONNAIRE	Pending	
SPECIMEN CARD	SPECIMEN CARD	Pending	
CLIENT CATEGORIZATION	CLIENT CATEGORIZATION	Pending	
ECONOMIC PROFILE	ECONOMIC PROFILE	Pending	
MARKETING CONSENT	MARKETING CONSENT_YES	Pending	
DAILY UPDATE CONSENT	DAILY UPDATE CONSENT_YES	Pending	
MARKETING CONSENT	MARKETING CONSENT_NO	Pending	
DAILY UPDATE CONSENT	DAILY UPDATE CONSENT NO	Pending	
INVESTMENT SERVICES AGREEMENT	INVESTMENT SERVICES AGREEMENT	Pending	
FAX INDEMNITY	FAX INDEMNITY	Completed	
POWER OF ATTORNEY	POWER OF ATTORNEY	Completed	
CLIENT QUESTIONNAIRE	CLIENT QUESTIONNAIRE	Pending	11/3/2025
PROOF OF ADDRESS	Address verification	Completed	