

CTBC "Trust Online Banking"

Operating Manual

Corporate Trust Dept.



中國信託銀行
CTBC BANK

Q1.How to apply for

“User ID” and “Password” ?

Apply (1/2) : User ID and Password

Q : How to apply for User ID and Password of CTBC “Trust Online Banking” ?

A : 1.You or your company can apply for a free member to CTBC “Trust Online Banking”.

2.You can use your User ID and Password of CTBC Personal Online Banking to log in without applying for a new one .

Q : How can company take their employees’ place to apply for free member by batch of CTBC “Trust Online Banking” ?

A : Company can ask our client service center for the application form and mail the required details by post to the following address.

臺北市南港區經貿二路168號 法人信託作業客服部 收

Apply (2/2) : User ID and Password

Q : How to get the User ID and Password of ?

A : 1. CTBC will email the unique “Verification Letter“ to designated email address after receiving the application form.

2. You can set up your personal “User ID” and “Password” following the steps of Q2 as receiving the “Verification Letter”

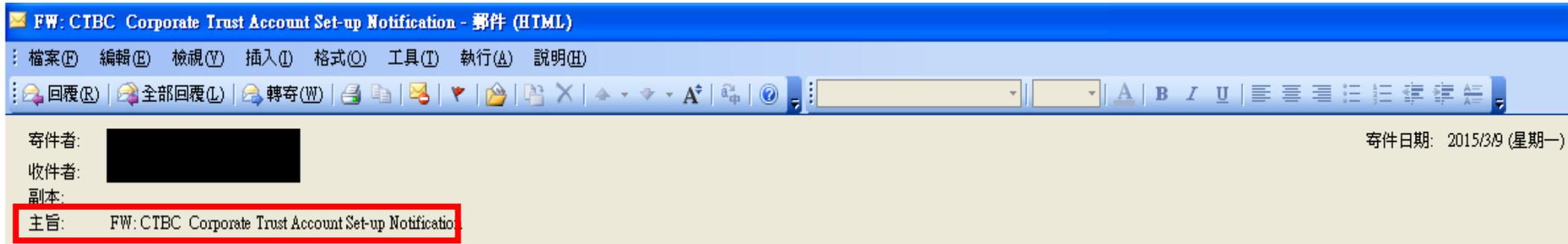


Q2.How to set up

“User ID” and “Password” ?

Receiving “Verification Letter” at your email address

1 Receiving ”CTBC Corporate Trust Account Set-up Notification



 中國信託銀行
CTBC BANK

Verification Code

Dear Sir / Madam,

2 Welcome to become a member of CTBC’ s “Corporate Trust Service” website!
Please kindly go to https://192.168.29.35:8943/tbs/user/vo_New_User_Authentication.jsp and then log in with your **ID Number** (ROC ID Number or ARC Number), **Verification Code(50p539)** and **Birthday** to set your **User ID** and **Password**.

After User ID and Password have been set, please kindly go to <https://192.168.29.35:8943/tbs/en/index.jsp> and log in with your **ID Number** (ROC ID Number or ARC Number), **User ID** and **Password** to enter into the website for CTBC’ s Transfer Agency & Trust services.

IF you have any question, please do not hesitate to contact our customer service team.
Service hours are from 9:00 am to 5:30 pm, Monday to Friday.
-- For company’ s shareholders or employees, please call (02)6636-5566 and then **press 9**.
-- If private school’ s teachers or employees, please call (02)2558-0128 and then **press 1**.

Thank you for your kind attention.

Best Regards,
CTBC Commercial Bank

Click the linkage

Identify your personal information by following the instruction of Account Verification Notice

 中國信託銀行
CTBC BANK

CTBC Trust Online Banking Account Verification

Please insert the following information then click "Submit" then you will go on to next page to set up your own "User ID" and "Password"

1

ID

Verification Number

Birthday Year Month Day

Please insert the 6 digits or characters in combination which is given by the verification letter

Please insert your birthday. Example 1999/11/01

2

1. Enter "ID"
2. Enter "Verification Number"
3. Enter "Birthday"
4. Click "Submit"

Web browser IE 8.0 or Firefox 23 is recommended. Copyright © CTBC Bank

Set up your own “User ID” and “Password”

CTBC Trust Online Banking Account Verification

Please insert the following information then click "Submit" then you will go on to next page to set up your own "User ID" and "Password"

1

User ID	<input type="text"/>	Please use 6 to 12 digits or characters in combination to set up your User ID.
Please Confirm	<input type="text"/>	
Password	<input type="text"/>	Please use 6 to 12 digits or characters in combination to set up password.
Please Confirm	<input type="text"/>	

2

1. Enter “User ID” and confirm
 2. Enter “Password” and confirm
 3. Click “Submit”
- ✘ Please insert 6 to 12 digits or characters in combination

This webpage will show the success notice as you complete setting up “User ID” and “Password”



CTBC Trust Online Banking Account Verification

Change User ID and Password Success

User Name 王@@@

Your member's password of stock netbank had changed, please use new password when next-time login.

Web browser IE 8.0 or Firefox 23 is recommended. Copyright © CTBC Bank

Q3.How to log in

”Trust Online Banking” ?

Log in directly (1/2)

❖ **Linkage** : <https://ecorp.ctbcbank.com/cts/en/index.jsp>

The screenshot shows the CTBC Bank login interface. At the top left is the CTBC Bank logo and name. The top right contains navigation links: Corporate Trust, CTBC Holding, Retail Banking, Corporate Banking, and Notice of Utilization of Personal Information. Below the logo are language options: English, 简体版本, and 繁體版本. The main navigation bar includes Announcement, Our Service, Contact Us, and Help Me.

The login form is on the left, with three red boxes and callouts:

- 1** Choose "Individual" or "Institution": Points to the "Individual" and "Institution" tabs.
- 2** Enter ID, User ID and Password: Points to the "ID:", "User ID:", and "Password:" input fields.
- 3** Enter "Verify Code": Points to the "Verify Code" input field and the "RESEND" button.

The "Login" button is highlighted with a red box. Below the form is a "Help Me" link and a note: "Please kindly contact our client service center to apply for a new verification letter if you enter wrong User ID or Password over four times."

The main content area features a banner: "Welcome to CTBC " Trust Online Banking"". Below the banner are service categories: Trust Service, Custody Bank, and Transfer Agency. The Trust Service category lists: Employee, Employee Benefit Savings Trust, ESCROW, and Charitable Trust. The Custody Bank category lists: Investors, Foreign/Chinese Employees, Global Custodian Bank, and Custodian Service For Bonds And Bills. The Transfer Agency category lists: Stock Transfer Agent. Each category has a "more" button.

At the bottom left is the "Client Services" section with contact information: Transfer Agency: (02)6636-5566, Trust Services: (02)5589-9968, Private School Faculties: (02)2558-0128, and Custodian Bank.

At the bottom right is the "Announcement" section with a red headline: "The regulations of Capital Gain Tax was repealed since Jan,1st, 2016 ▶".

Log in directly (2/2)

❖ You can use any authorized services directly

The screenshot displays the CTBC Bank website's login page for Professional Asset Management Services. The header includes the bank's logo and name in Chinese and English, along with navigation links for Corporate Trust, CTBC Holding, Retail Banking, Corporate Banking, and a Notice of Utilization of Personal Information. Language options for English, Simplified Chinese, and Traditional Chinese are provided. A secondary navigation bar lists 'Employee Direct', 'Trust Service', 'Custodian', and 'Faculty Services'. The main content area features a 'services' sidebar with links to 'Employee Direct', 'Trust Service', 'Custodian', and 'Faculty Services', and a prominent 'Logout' button. The central text area is titled 'Professional Asset Management Services' and includes a welcome message and instructions to select a service or download an 'Operating Manual'. A 'Client Services' section lists contact numbers for various departments and their service hours. A 'Contact Us' button is located at the bottom of the sidebar. A decorative graphic of a globe and coins is visible in the bottom right corner of the page.

中國信託銀行
CTBC BANK

Corporate Trust | CTBC Holding | Retail Banking | Corporate Banking | Notice of Utilization of Personal Information

English 简体版本 繁體版本

Employee Direct | Trust Service | Custodian | Faculty Services

services

Employee Direct

Trust Service »

Custodian »

Faculty Services

Logout

Client Services

- ✉ Transfer Agency : (02)6636-5566
- ✉ Trust Services : (02)5589-9968
- ✉ Private School Faculties : (02)2558-0128
- ✉ Custodian Bank

Our client service time is 9:00 - 17:30 Monday through Friday (excluding holidays)

Contact Us

Professional Asset Management Services

Your support will encourage us keeping improvement

Hi !

Welcome to CTBC " Trust Online Banking"

Please select the service on the left that you wish to use.

And you can also download the "[Operating Manual](#)"

or call our client service center if you have any questions.

iStock

Log in by choosing "Function" (1/2)

❖ Linkage : <https://ecorp.ctbcbank.com/cts/en/index.jsp>

1 Choose "Individual" or "Institution"

2 Welcome to CTBC " Trust Online Banking"
Enter ID, User ID and Password

3 Enter "Verify Code"

4 Choose the "Function"

5 Login

CTBC BANK
Corporate Trust | CTBC Holding | Retail Banking | Corporate Banking | Notice of Utilization of Personal Information

English 简体版本 繁體版本

Announcement | Our Service | Contact Us | Help Me

Individual Institution

ID :
User ID :
Password :
Verify Code
v Q p V RESEND

Function : Frequently Used Function

Help Me Login

Please kindly contact our client service center to apply for a new verification letter if you enter wrong User ID or Password over four times.

Trust Service
Custody Bank
Transfer Agency
Stock Transfer Agent

Foreign Institutional Investors/Foreign Individual
Foreign/Chinese Employees
Global Custodian Bank
Custodian Service For Bonds And Bills

Charitable Trust

more more more

Announcement
The regulations of Capital Gain Tax was repealed since Jan,1st, 2016 ▶

Client Services
Transfer Agency : (02)6636-5566
Trust Services : (02)5589-9968
Private School Faculties : (02)2558-0128
Custodian Bank

Log in by choosing “Function” (2/2)

❖ You can log in the service you would like to use directly

The screenshot displays the CTBC Bank website interface. At the top, the bank's logo and name '中國信託銀行 CTBC BANK' are visible, along with navigation links for 'Corporate Trust', 'CTBC Holding', 'Retail Banking', 'Corporate Banking', and 'Notice of Utilization of Personal Information'. Below this, there are language selection buttons for 'English', '简体版本', and '繁體版本', and service category links for 'Employee Direct', 'Trust Service', 'Custodian', and 'Faculty Services'.

The main content area is titled 'Account Overview' and features a sidebar on the left with options for 'Savings Trust / Stocks Trust', 'Account Overview', 'Logout', 'Client Services' (with contact numbers for Transfer Agency, Trust Services, Private School Faculties, and Custodian Bank), 'Operating Manual', and 'Contact Us'.

The central 'Account Overview' section displays a personalized greeting: 'Dear Mr./Ms. 鍾***', with a login time of '2015/03/19 10:18'. It instructs the user to click the 'Enter Acc' button for transactions or inquiries. Below this, a table titled 'Stocks Trust' provides account details:

Account Name	Principal	Ending Shares	Ref. Price	Market Value	Profits and Losses	Rate of Return	Menu
CSC	346,848	54,425	25.75	1,401,444	1,208,003	348%	Enter Acc

A 'Reminder' section follows, stating: 'According to the regulations, you are not allowed to sell the shares which are held in the trust account as you are an inside of the issuing company.'

Log in from Help Me (1/3)

❖ Linkage : <https://ecorp.ctbcbank.com/cts/en/index.jsp>

The screenshot shows the CTBC Bank website's 'Help Me' section. The top navigation bar includes 'Announcement', 'Our Service', 'Contact Us', and 'Help Me'. A red box with a '1' highlights the 'Help Me' link. Below the navigation bar, the 'Help Me' section is divided into three main categories: 'Individual - Site Map', 'Institution - Site Map', and 'FAQ'. A red box with a '2' highlights the 'Individual - Site Map' section, which contains links for 'Employee Direct', 'Trust Service', 'Custodian', and 'Faculty Service'. A red arrow points from a yellow callout box to the 'Help Me' link, and another red arrow points from a yellow callout box to the 'Individual - Site Map' section. The left sidebar contains 'Login', 'Client Services', and 'Operating Manual'.

1 Announcement | Our Service | Contact Us | **Help Me**

Click "Help Me"

2

Individual - Site Map

- Employee Direct
- Trust Service
- Custodian
- Faculty Service

Institution - Site Map

- Custodian

FAQ

- Q: If you have not set a user code and password for Internet banking

至「網站導覽」點選欲使用之專區或服務

Log in from Help Me (2/3)

❖ You can click “Open” to inquiry all services

The screenshot displays the CTBC Bank website's 'Help Me' section. The page header includes the bank's logo, name, and navigation links. The main content area is divided into 'Individual - Site Map' and 'Institution - Site Map'. The 'Individual - Site Map' lists services like Employee Direct, Trust Service, Custodian, and Faculty Service. The 'Institution - Site Map' lists Custodian. Annotations include a red box around a 'Close' button with a circled '1' and a yellow callout box pointing to it with the text 'Click "Open" or "Close"'. Another red box highlights the 'Savings Trust/ Stocks Trust' link with a circled '2' and a yellow callout box pointing to it with the text 'Click the service you would like to use'. A 'Login' button is visible in the top left, and an 'Operating Manual' button is below it. The 'Client Services' section lists contact information for various services.

中國信託銀行
CTBC BANK

Corporate Trust | CTBC Holding | Retail Banking | Corporate Banking | Notice of Utilization of Personal Information

English 简体版本 繁體版本

Announcement | Our Service | Contact Us | **Help Me**

Login

Client Services

- Transfer Agency : (02)6636-5566
- Trust Services : (02)5589-9968
- Private School Faculties : (02)2558-0128
- Custodian Bank

Our client service time is 9:00 - 17:30 Monday through Friday (excluding holidays)

Operating Manual

Help Me

Individual - Site Map 1 **Close** -

Employee Direct

Trust Service -

» Savings Trust/ Stocks Trust 2

» ESO

Custodian -

» FIDI

» Global Custodian

Faculty Service

Institution - Site Map **Open** +

Custodian +

Click "Open" or "Close"

Click the service you would like to use

Log in from Help Me (3/3)

❖ You can log in the service directly by logging in from “Help Me”

The screenshot shows the CTBC Bank website's login interface. At the top left is the CTBC Bank logo and name. The top right contains navigation links: English, 简体版本, 繁體版本, Announcement, Our Service, Contact Us, and Help Me. A banner image shows a group of business professionals. Below the banner, a message reads "Welcome to CTBC 'Trust Online Banking'". The main content area is titled "You are going to log in the following section: Savings Trust / Stocks Trust". It features a login form with fields for ID, User ID, Password, and Verify Code. A "Login" button is located below the form. Three red circles with numbers 1, 2, and 3 are placed next to the form fields and the Login button. Red arrows point from these circles to yellow callout boxes. Callout box 1 points to the ID, User ID, and Password fields and contains the text "Enter ID, User ID and Password". Callout box 2 points to the Verify Code field and contains the text "Enter 'Verify Code'". Callout box 3 points to the Login button and contains the text "Login". Below the form, there is a "Help Me" link and a note: "Please kindly contact our client service center to apply for a new verification letter if you enter".

Client Services

- Transfer Agency : (02)6636-5566
- Trust Services : (02)5589-9968
- Private School Faculties : (02)2558-0128
- Custodian Bank

Our client service time is 9:00 - 17:30 Monday through Friday (excluding holidays)

Contact Us

You are going to log in the following section:
Savings Trust / Stocks Trust

ID :

User ID :

Password :

Verify Code

QWU5 RESEND

Help Me

Please kindly contact our client service center to apply for a new verification letter if you enter

1 Enter ID, User ID and Password

2 Enter "Verify Code"

3 Login

Q4. Forget “User ID” and “Password” ?

Resend : User ID and Password

Q : How can I do if I forget my “User ID” and “Password” ?

A : 1. Free member of Trust Online Banking :

You can contact with our client service center then we will resend a new verification notice to your designated email address as we confirm your personal information is correct.

2.E-banking member :

Credit Card +886-2-2745-8080

Retail Banking +886-2-2769-5000



**Please contact with the client service center of
CTBC Bank if you have any questions regarding the
E-banking operation or accounting.**

**Note : CTBC bank keeps the right of revising related documents
and web pages of Trust Online Banking.**

