



# CTBC Online Custody Service Manual

**-Set-up process function-**



中國信託銀行  
**CTBC BANK**

# Agenda

**Section1: How to Verify Identity**

**Section2: How to Log-in Web-Site**

# How to Verify Identity

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## ❖ How to set up ID Number and User ID?

### ID Number:

If you are individual ID Number is 8 digits of numbers, which is the same number of Tax ID number. (Tax ID number can be found on Confirmation Letter of account opening, which is the document that CTBC will deliver to you after all accounts opening process is completed.)

### User ID:

Please advise 6-12 digits of combination of English characters and numbers, e.g. **"MAY001"**. and note that upper/lower case letters are considered different.

# ❖ How to set up Password?

## Password:

1. CTBC will send e-mail with topics of “CTBC Bank Corporate Trust Account Set-up Notification Email ” to E-Bank user.
2. The user need to save the attached zip file and use the **A part** password(from application for online custody service)to decrypt zip file then you will get the **B part** password.
3. Clicks the link address in the email to enter **Account Verification** page.
4. Enter ID Number, User ID , Password ( A part + B part), verify code and then enter **New Password Setup** page.
5. Please set up new password( 6-12 digits of combination of English characters and numbers).
6. After completing set-up process, the user can use our online custody service.

# Step1 : To fill in the application form for online custody services

## Application for Online Custody Services

The customer hereby confirms to CTBC Bank Co., Ltd. (the "Bank") that, prior to submitting this application, the customer has completed a review of the "Master Agreement for Online Banking and other Instruction in connection with Custody Services" and hereby agrees to comply with the following requirements and the terms and conditions of such master agreement.

Account Name : \_\_\_\_\_ Sub-Account Name : \_\_\_\_\_

[If the customer has opened more than one custody account at CTBC Bank Co., Ltd. due to the nature of the customer's department or business, please insert the name of the sub-account for which the subject service is applied for. E.g. XX Securities Co., Ltd.—sub-brokerage.]

Subject of Application : \_\_\_\_\_

Table 1

The below table may be expanded as necessary

	Name of Authorized Person	User ID (Must be a combination of 6-12 letters and number and note that upper/lower case letters are considered different)	Initial Password (A code must be 6 fixed letters and number)	TEL	FAX	Email
<input type="checkbox"/> New Authorization <input type="checkbox"/> Cancel Authorization <input type="checkbox"/> Re-issue Password						
<input type="checkbox"/> New Authorization <input type="checkbox"/> Cancel Authorization <input type="checkbox"/> Re-issue Password						

Please fill in the information

- Application for Token is not required for applications for inquiry function.
- Initial Password should be including 6 fixed digits but not limited to upper/ lower characters and number.
- Your initial password will be divided into two parts complying with our internal policy, when you log-in at the first time. One part is according to the application on your own and the other part will be showed on the verification email sent by CTBC Bank upon completion of the foregoing application. Then, please follow the instruction from the verification email to revise your password.

## Step2 : To finish the verification of entering the online custody service

CTBC Bank Corporate Trust Account Setup Notification (New) (nid:4237558;bsnstw;Notifications) - 郵件 (HTML)

寄件者: 中國信託測試 <mmas@mmasts.ctcbank.com> 寄件日期: 2020/3/5 (週四) 上午 09:57  
收件者: 林佳怡(Chiayi Lin)  
副本:  
主旨: CTBC Bank Corporate Trust Account Setup Notification (New) (nid:4237558;bsnstw;Notifications)

2020030509554199.zip (500 B) ← **Step2-1: Input dedicated A code from application form and then decrypt the attached ZIP file to get B code**

中國信託商業銀行  
保銀密碼函通知  
通知時間: 03/05/2020 Time: 09:57:26

Dear Sir/Madam:

User ID: Ch\*\*yi102

Welcome to join CTBC BANK Corporate Trust Website!

Please save the attached zip file and use the A part password to decrypt that zip file then you will get the B part password.

After you completed the above step, please click the CTBC Bank website's verification page <https://xxx.ctcbank.com.tw/cts/en/index.jsp> and enter your ID Number, User ID and initial Password (composed of A and B) to verify your identification and change the password.

**Step2-2: Click the website address to enter verification page**

中國信託測試

下午 05:24  
2020/3/16

# Step3: Fill in the required information on verification page

中國信託銀行  
CTBC BANK

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

Announcement | Our Service | Contact Us | Help Me

Individual | **Institution**

ID Number: 72974564

User ID: ●●●●●●

Password: ●●●●●●●●

Verify Code: 981448

RESEND

Function: Global Custodian

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**

- Employee Stock Ownership Trust
- Employee Benefit Savings Trust
- ESCROW
- Charitable Trust

**Custody Bank**

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

**Transfer Agency**

- Stock Transfer Agent

Client Services

Step3-1:Input ID number

Step3-2:Input User ID

Step3-3: Input A Code (6 digits) from application form and B Code from Zip attachment(6 digits)

Step3-4:Input Verify Code

# Step4: Set up your own password

The screenshot displays the CTBC Bank Custodian portal. At the top, the header includes the bank's logo and name, along with navigation links for Corporate Trust, CTBC Holding, Retail Banking, Corporate Banking, and a Notice of Utilization of Personal Information. A 'Custodian' user profile is visible in the top right corner.

A modal dialog box titled '網頁訊息' (Web Message) is centered on the screen. It contains a yellow warning icon and the text: 'Your identifications are verified successfully! Please change the initial password.' A yellow lightning bolt icon points from this message towards the password change form below. A '確定' (Confirm) button is located at the bottom right of the dialog.

The main content area is titled 'Access Password Management > Change Password'. It features three input fields for 'Old Password', 'New Password', and 'Confirm New Password', followed by 'Submit' and 'Clear' buttons. A 'Note' section provides instructions: '1. Password should consist of 6-12 digits of number or letter.' and '2. New password should not be identical to old password.' A yellow lightning bolt icon points from this note towards the password input fields.

On the left side of the page, there is a 'Logout' button and a 'Client Services' section with contact information for various departments. At the bottom, there is an 'Operating Manual' button. The system tray at the bottom right shows the date and time as '下午 05:32 2020/3/16'.

Step4-1: User will receive successful verification message.

Step4-2 : Please fill in 6-12 digits of combination of English characters and numbers

# Step5: Receive successful message

The image shows two screenshots of the CTBC Bank Custodian portal. The top screenshot shows the 'Change Password' page with three password input fields (Old Password, New Password, Confirm New Password) and 'Submit' and 'Clear' buttons. A yellow lightning bolt points to the 'Submit' button. The bottom screenshot shows the same page with a modal dialog box titled '網頁訊息' (Web Message) displaying a warning icon and the text 'Change Password Successfully!' with a '確定' (OK) button. A yellow arrow points from the dialog box to the right.

**Step5-1: Please click the submit after entering all information**

**Step5-2: User will receive successful message and then start to use new password**

# Step6: Use new password to enter online custody service

Step6-1: Input ID number

Step6-2: Input User ID

Step6-3: Input new password

Step6-4: Input verify code

The screenshot shows the CTBC Trust Online Banking login interface. On the left, there is a login form with the following fields: ID, User ID, Password, and Verify Code. A red oval highlights the ID field, and a yellow arrow points to the User ID field. Below the password field is a 'RESEND' button with a security icon. The 'Function' dropdown is set to 'Global Custodian'. A 'Login' button is located below the form. A message below the form reads: '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.' Below the login form is a 'Client Services' section with contact information for Transfer Agency, Trust Services, Private School Facilities, and Custodian Bank, along with service hours. The main content area features a 'Welcome to CTBC Trust Online Banking' message and three service categories: Trust Service, Custody Bank, and Transfer Agency, each with a list of services and a 'more' button. An 'Announcement' section at the bottom contains a notice about TLS 1.0 support ending on 2018-09-14. The URL '172.24.44.96:8080/new-fini/en/\_index\_ann.jsp' is visible at the bottom left.

individual institution

ID :

User ID :

Password :

Verify Code

RESEND

Function : Global Custodian

Help Me

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.

Client Services

- Transfer Agency: (02)6636-5566
- Trust Services: (02)5589-9968
- Private School Facilities: (02)2558-0128
- Custodian Bank: +886-2-55899968

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

Welcome to CTBC " Trust Online Banking"

Trust Service

- Employee Stock Ownership Trust
- Employee Benefit Savings Trust
- ESCROW
- Charitable Trust

Custody Bank

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

Transfer Agency

- Stock Transfer Agent

more more more

Announcement

- Trust Online Banking will stop TLS1.0 from 2018-09-14
- Announcement-TrustService-T11

more

172.24.44.96:8080/new-fini/en/\_index\_ann.jsp

# How to Log-in Web-Site

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# Route1: Input our Web-Site Address

<https://ecorp.ctbcbank.com/new-fini/index.jsp>

中國信託-法人信託

中國信託銀行  
CTBC BANK

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

Announcement | Our Service | Contact Us | Help Me


Individual Institution

ID :

User ID :

Password :

Verify Code

 RESEND

Function : Global Custodian

Help Me

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.

**Welcome to CTBC " Trust Online Banking"**

**Trust Service**

- Employee Stock Ownership Trust
- Employee Benefit Savings Trust
- ESCROW
- Charitable Trust

**Custody Bank**

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

**Transfer Agency**

- Stock Transfer Agent

Client Services

# Route2: CTBC Official Web-site

Step 1 : Please enter into CTBC official online banking <https://www.ctbcbank.com>

Step2: Please follow the instructions as below

The screenshot shows the CTBC official website. The top navigation bar includes the CTBC logo and menu items: Internet Banking, Retail Banking, Corporate Collection, Institutional Banking, and Offshore Private Banking. The 'Institutional Banking' menu is highlighted. Below the navigation bar, there is a login form with fields for ID number, User ID, and Internet banking password, and a 'Log in' button. To the right of the login form, there is a promotional banner for 'Whole new personal Internet Banking' with three numbered points: 1. Login using QR Code makes your using process much easier! 2. Customized information helps you manage your personal rewards. 3. Asset overview makes you invest and pay bill with ease! Below the banner, there is a penguin character wearing goggles and a yellow scarf. The bottom navigation bar includes 'Cash', 'Finance', 'Corporate Trust', 'Capital Market', 'Global', and 'CSR'. The 'Corporate Trust' menu is highlighted, and a sub-menu is displayed with the following items: Transfer Agency, Trust Service (Securities Trust, Employee Incentive Trust, Real Estate Trust, ESCROW, Charitable Trust), Custody Bank (Foreign Investors, Foreign Employees, Government Bonds, Global Custody, HK Custody, CN Escrow, TDR), and Contact Us (Client Service, Business Inquiries, Corporate Trust Dept., Transfer Agency Dept., Bond Settlement 1, Bond Settlement 2). A callout box points to the 'Institutional Banking' menu with the text '1.Click Institutional Banking'. Another callout box points to the 'Corporate Trust' sub-menu with the text '2.Click Corporate Trust'.

**1.Click Institutional Banking**

Whole new personal Internet Banking upgrades your user experiences

- 1 Login using QR Code makes your using process much easier!
- 2 Customized information helps you manage your personal rewards.
- 3 Asset overview makes you invest and pay bill with ease!

**2.Click Corporate Trust**

**Corporate Trust**

- Transfer Agency
- Trust Service
  - Securities Trust
  - Employee Incentive Trust
  - Real Estate Trust
  - ESCROW
  - Charitable Trust
- Custody Bank
  - Foreign Investors
  - Foreign Employees
  - Government Bonds
  - Global Custody
  - HK Custody
  - CN Escrow
  - TDR
- Contact Us
  - Client Service
  - Business Inquiries
  - Corporate Trust Dept.
  - Transfer Agency Dept.
  - Bond Settlement 1
  - Bond Settlement 2

What can we help you?

# Log-in “CTBC Trust Online Banking”

For FINI Clients

The screenshot shows the login interface for FINI clients. At the top, the browser address bar displays 'https://ecorp.chinatrust.com.tw/new-fini/index'. The page header includes the CTBC BANK logo and navigation links for Corporate Trust, CTBC Holding, Retail Banking, Corporate Banking, and Notice of Utilization of Personal Information. Below the header, there are links for Announcement, Our Service, Contact Us, and Help Me. The main content area features a login form with fields for ID Number, User ID, Password, and Verify Code. A 'RESEND' button is next to the Verify Code field. The 'Function' dropdown menu is set to 'Global Custodian'. A 'Login' button is at the bottom of the form. To the right of the form, a banner reads 'Welcome to CTBC " Trust Online Banking"'. Below the banner, there are three service categories: 'Trust Service' (Employee Stock Ownership Trust, Employee Benefit Savings Trust, ESCROW, Charitable Trust), 'Custody Bank' (Foreign Institutional Investors/Foreign Individual Investors, Foreign/Chinese Employees, Global Custodian Bank, Custodian Service For Bonds And Bills), and 'Transfer Agency' (Stock Transfer Agent). A 'Help Me' link is also present.

For FIDI Clients

The screenshot shows the login interface for FIDI clients. The browser address bar displays 'https://ecorp.chinatrust.com.tw/new-fini/index'. The page header and navigation links are identical to the FINI client page. The login form fields are labeled 'ID:', 'User ID:', 'Password:', and 'Verify Code:'. The 'Function' dropdown menu is also set to 'Global Custodian'. The 'Login' button is present. The banner and service categories are the same as in the FINI client page. The 'Trust Service' list includes Employee Stock Ownership Trust, Employee Benefit Savings Trust, ESCROW, and Charitable Trust. The 'Custody Bank' list includes Foreign Institutional Investors/Foreign Individual Investors, Foreign/Chinese Employees, Global Custodian Bank, and Custodian Service For Bonds And Bills. The 'Transfer Agency' list includes Stock Transfer Agent. A 'Help Me' link is also present.

Change your Password

# Users can change new password at any time

**FINI**

Working List

Inquiry - FINI »

Online Securities Trading »

Access Password Management »

User Manual

**Logout**

Access Password Management ▶ **Change Password**

Old Password :

New Password :

Confirm New Password :

**※Note※**

- 1.Password should consist of 6-12 digits of number or letter.
- 2.New password should not be identical to old password.

Contact Us

# How to contact us

The screenshot displays the CTBC Trust Online Banking interface. On the left, there is a login section for 'Individual' users with fields for ID, User ID, Password, and Verify Code. Below these fields is a 'RESEND' button and a 'Function' dropdown menu set to 'Global Custodian'. A 'Login' button is positioned below the dropdown. A 'Help Me' link is also present. A note below the login fields states: '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 'Welcome to CTBC " Trust Online Banking"' message. Below this, three service categories are listed: 'Trust Service', 'Custody Bank', and 'Transfer Agency'. Each category has a list of services and a 'more' button. The 'Trust Service' list includes Employee Stock Ownership Trust, Employee Benefit Savings Trust, ESCROW, and Charitable Trust. The 'Custody Bank' list includes Foreign Institutional Investors/Foreign Individual Investors, Foreign/Chinese Employees, Global Custodian Bank, and Custodian Service For Bonds And Bills. The 'Transfer Agency' list includes Stock Transfer Agent.

At the bottom left, a 'Client Services' section lists contact numbers: Transfer Agency: (02)6636-5566, Trust Services: (02)5589-9968, Private School Faculties : (02)2558-0128, and Custodian Bank: +886-2-55899968. The last number is highlighted with a red box. Below this list, it states 'Our client service time is 9:00 - 17:00 Monday'.

An 'Announcement' section at the bottom right contains two items: 'Trust Online Banking will stop TLS1.0 from 2018-09-14' and 'Announcement-TrustService-T11'.

The Windows taskbar at the bottom shows the system clock as 下午 05:00 on 2020/6/1.

- 1) You could call Tel: +886-2 -5589-9968
- 2) You could mail: [ba.custodian@ctbcbank](mailto:ba.custodian@ctbcbank)