



Q. What services are offered by Stanbic IBTC Stockbrokers?

A. Stanbic IBTC Stockbrokers is the wholly owned stockbroking subsidiary of Stanbic IBTC Holdings PLC. The company is duly registered by the Securities and Exchange Commission (SEC) and was licensed on the 24 June 1987 by the Nigerian Exchange Limited to deal securities on the floor of the Exchange.

Q. What do I need to open a stockbroking account with Stanbic IBTC?

A. Duly Completed account opening form and supporting documents.
Please visit www.sislbrokerage.com/iw/newaccount/account to get started.

Q. How do I register for online access?

A. Once you open a stockbroking account with us, your Central Securities Clearing System(CSCS) account details will be generated, and an online account will automatically be opened for you and login details will be sent to you via our welcome email.

Q. What is Direct Cash Settlement?

A. Direct Cash Settlement (DCS) is the process of crediting sales proceeds directly into investors' bank accounts by CSCS on settlement date (T+3). This is a default option for all investors.

Q. What if I want my proceeds credited to my stockbroking account to enable me buy stocks immediately with my proceeds?

A. You will be required to complete a Direct Cash Settlement (DCS) form, then tick NO to enable you sell and use the proceeds to buy other stocks before the actual settlement on T+3. If you will like to withdraw the cash subsequently, please refer to the *How do I withdraw funds from my account* question in this document.

Q. How do I log on as a first timer on the Stanbic IBTC Stockbroking mobile app?

A. Please click on the webpage link in the mail to change your password, you will receive a successful mail notification confirming that the password change has been successful. Proceed to log on, set up answers to the security questions which will be useful when you need to do a password reset by yourself on your account. Once a successful log on has been initiated online, then you can proceed to log into the mobile app.

Q. How can I access and monitor my Stanbic IBTC stockbroking account?

A. You can monitor your stocks and access your stockbroking account by logging on to www.sislbrokerage.com using YOUR CUSTOMER ID and PASSWORD.

Q. How can I fund my Stanbic IBTC stockbroking account for stock purchases from my Stanbic IBTC bank account?

A. You can fund your Stanbic IBTC stockbroking portfolio account using the My Bank module on the Stanbic IBTC Super App.
Please navigate to MY BANK > select PAYMENT > click CORPORATE BILLERS > select INVESTMENTS > select STANBIC IBTC STOCKBROKERS > fill in the required details and click SUBMIT.



Q: How can I fund my Stanbic IBTC stockbroking account for stock purchase from other banks?

A. Kindly initiate a fund transfer to our designated bank account with details below using your ten-digit portfolio ID (which is often also your account number) as the payment narration. For example, narration for a transaction should be "1010019999".

Bank name: Stanbic IBTC Bank PLC

Account Name: Stanbic IBTC Stockbrokers Limited (SISL)/Clients

Account No: 0026768844

Q. How do I place orders online or mobile app?

A. From the dashboard on the online portal, click **PLACE ORDER** > complete the details for the order > click **SUBMIT**.

A. From the dashboard on the app, click on the **SEARCH BUTTON** to type stock name or select the stock from the dropdown list > select **OPTION** to buy or sell > click **GET QUOTE** and click **SUBMIT**.

Q. How do I know when trades are executed on my behalf?

A. An automatic trade notification email will be sent once a trade is carried out on your account, hence, the need to provide your current and functional email address.

Q. How do I give an instruction for an action to be performed on my account?

A. Our Stanbic IBTC Stockbroking app and online channels enable clients to have **Direct Market Access (DMA)** to the stock market as well as a view of the market in real-time which facilitates easier placing of orders, monitoring of account and review of transaction history.

Q: How do I withdraw funds from my account?

A. To withdraw funds, simply follow the steps below:

Withdrawal using the website

- Log on to your online account via the website (www.sislbrokerage.com)
- Click **WITHDRAW FUNDS** on the dashboard
- Enter the amount for withdrawal and click **SUBMIT**

Withdrawal using the mobile app

- Log on to your online account via the Stocks module of the Stanbic IBTC mobile app
- Click the **three blue lines on the top left** of the dashboard
- Select **WALLET** and click on **WITHDRAW**
- Enter the amount and click **PLACE WITHDRAWAL**

Q: How do I use my sales proceeds or returns?

A. The amount can be reinvested or withdrawn.

To withdraw any amount, kindly indicate transfer details on your mandate and provide your account details



Q. How do I view the Registrar's details for stocks in my portfolio.

A. Please click here [Registrars and Companies Covered](#) to view the list

Q. How do I retrieve my unpaid dividends?

A. Shareholders are required to complete the e-dividend mandate form for the stock and upload at their bank for direct payment of outstanding dividends to shareholder's nominated bank account. Do note the below should be completed on the form before the bank processes on the **Nigeria Inter-Bank Settlement System (NIBSS)** portal for submission to the registrar. Below are a few details to note:

- Please ensure that the bank stamp is on the passport photograph affixed on the mandate form and anywhere else on the document.
- Ensure the account opening date and **Bank Verification Number (BVN)** are indicated on the e-mandate form
- Tick the company's name on the form

Q. What should I do if I notice inconsistency in my portfolio online and that of Central Securities Clearing System (CSCS)?

A. If you notice any inconsistency in your online portfolio and that of CSCS, please send us an email to stockbroking@stanbicibtc.com using your registered email address and your online portfolio will be reconciled to reflect your status at Central Securities Clearing System (CSCS)

Q. How do I follow up on unpaid dividends after processing the e-mandate at the bank?

A. We advise that you request for copies of the processed e-mandate form(s) including confirmation of date it was uploaded on the portal from the bank and forward to the Registrar for follow up

Q. How do I download the e-mandate form for stocks in my portfolio

A. Please visit <https://stanbicibtcstockbrokers.com/> > click on **DOWNLOADS** > select **E-MANDATE FORM** to download e-mandate form for each registrar.

Q. How do I generate my statement online?

A. To generate your statement online, simply follow the steps below:

Visit our website via www.sislbrokerage.com and click on the top right of the screen to login to your account.

Another window will appear advising you to login with your **USER ID** and **PASSWORD** which will take you to your dashboard.

Click on **VIEW STATEMENT** on the dashboard and enter the dates for which you want the statement to be generated.

Q. How do I reset my password?

A. Please click on the **FORGOT PASSWORD** button, provide the required details to your security questions and a new password will be sent to your email address on our database. Alternatively, you can send an email to stockbroking@stanbicibtc.com for assistance.