

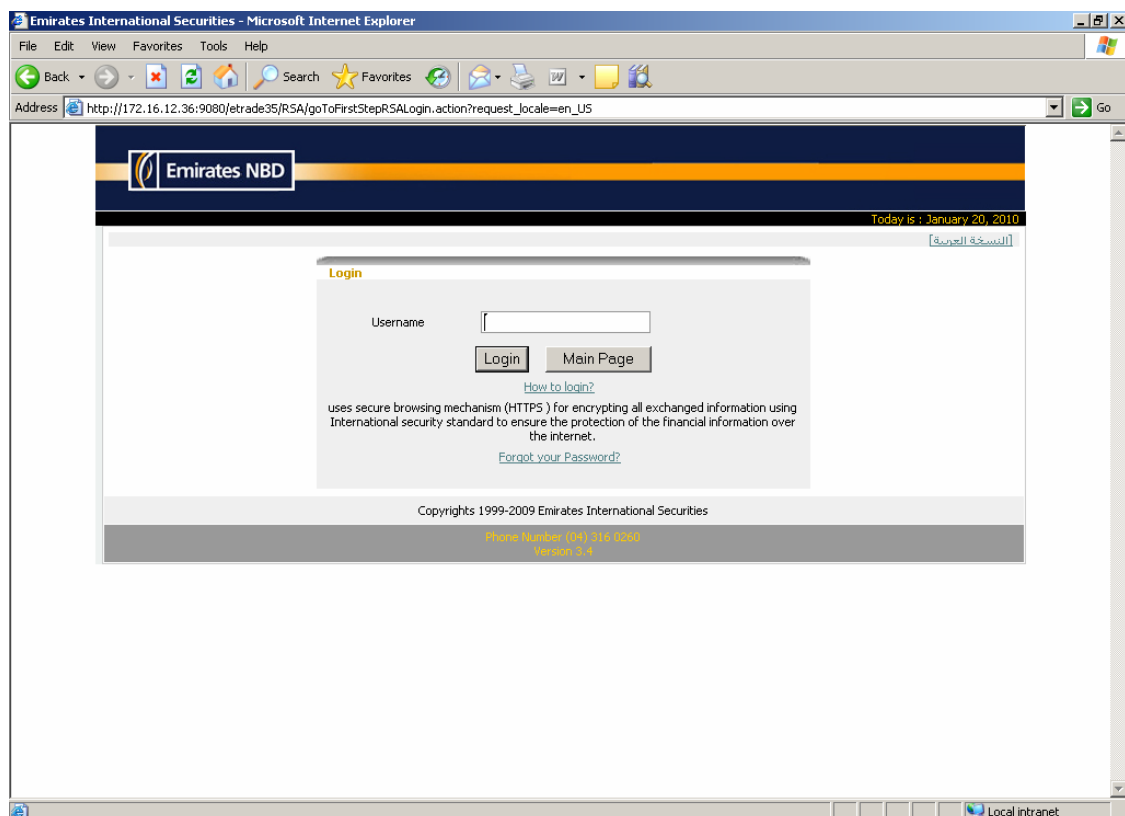
## How does the RSA Token work?

- To log on to your online trading account, you need to enter your existing username and password as usual, followed by the unique security code generated by the RSA Token.
- The RSA Token provides you an enhanced level of security access to your Online trading account which is now based on a 2-factor authentication process.
- Since, the RSA Token is in your possession and the username and password is known only to you, only you can access your account online. Simple to use and easy to carry, the RSA Token ensures your access to online trading account, in a completely secure environment.

Please follow the below steps to login to your Online trading account with the RSA token:

### Step - 1

1. Enter your username and click on 'Login'.



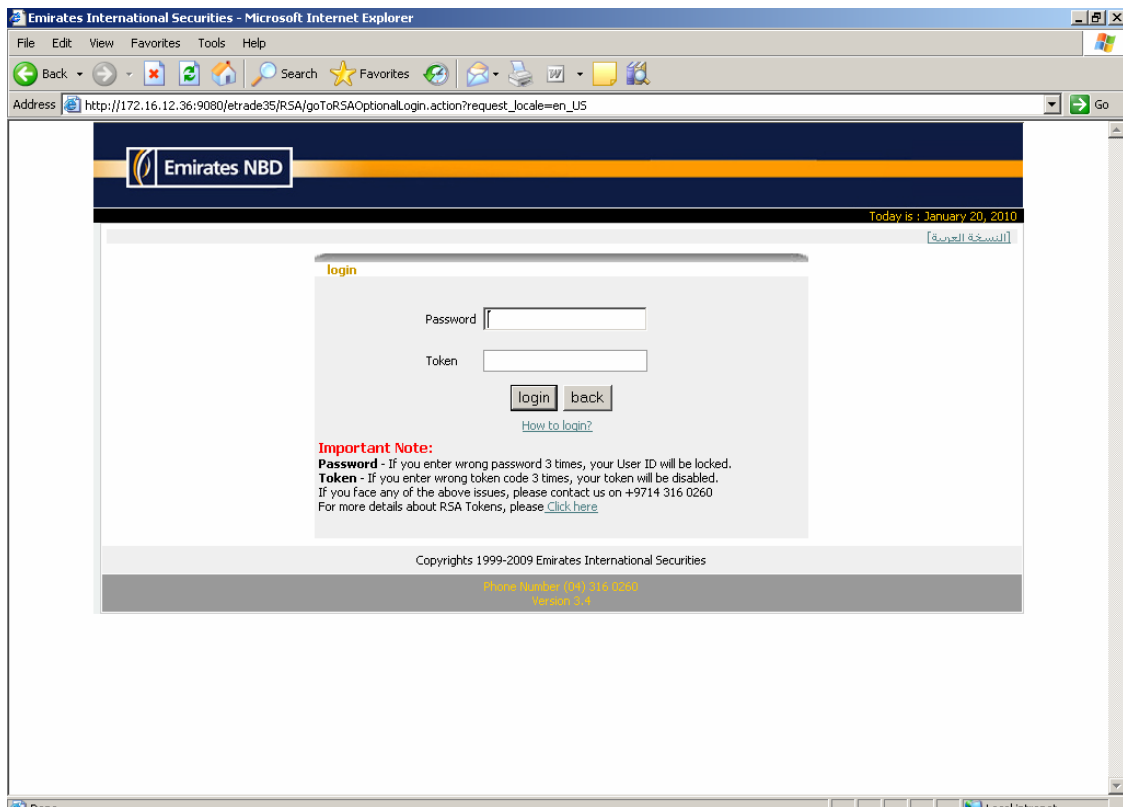
## How to login with the RSA Token?



### Step – 2

1. The next screen that appears has 2 fields which are 'password' and 'token'.
2. First, enter your existing password.
3. Then, enter the 6-digit security code appearing in your token in the next field.
4. Then click on 'login' to proceed.

To know more about using the RSA tokens, please refer to the FAQs mentioned below.



### ➤ What is a RSA token?

The RSA token is a physical device which generates a random 6 digit code. This provides what is known as two factor authentication. Two factor authentication consists of using 2 forms of authentication in order to access your online trading account. First, it consists of a password that is permanent and known to the customer and the second form of authentication is a code generated through a token. The code changes every 60 seconds.

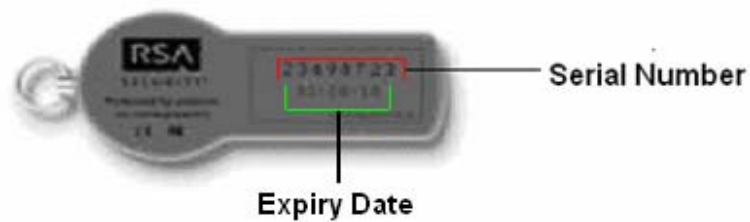
- The 6 digit code appears on the RSA token as illustrated below
- 6 small bars on the left side of the token indicates the time limit for each code
- Each code appears for 60 seconds only
- The bars will begin to disappear as time limit expires for each code
- It is advisable that the customer does not enter a code in the last 10 seconds



### ➤ What is the importance of the Serial Number and expiry date mentioned on the RSA Token?

- Every RSA token comes with a unique 9 digit serial number embossed on the back side of RSA. The same is illustrated below highlighted in red box.
- If the token is lost, the customer has to provide his/her serial number to Emirates NBD Securities – Customer Service Representative, since this is the sole identifier of the token.
- The expiry date of the RSA token is mentioned on the back side of RSA token. (Highlighted in the green box as illustrated below)

- The RSA token functions through a battery. Please note the expiry date upon receiving the token since the expiry date indicates the life-span of the battery. It is advisable that the customer requests for a replacement prior to the expiry date.



➤ **What should I do if I already have a RSA token from legacy EBI or legacy NBD?**

If you already have a RSA token from legacy EBI or legacy NBD, then please inform your Client ID and serial number to our Customer Service Department at 04-3160260.

➤ **Why do I need a RSA token?**

Emirates NBD Securities is committed to protecting the security of its online trading customers and is issuing the RSA token to its customers to ensure that online trading offers a higher degree of security.

➤ **What is the cost for a RSA token?**

- The cost for obtaining a RSA token is AED 100.
- Once, the token is expired, the customer has to request for a new token through our Customer Service Department at 04-3160260.

➤ **What do I do if my token is lost or damaged?**

Notify Emirates NBD Securities Customer Service immediately by contacting our Customer Service Department at 04-3160260 that the token is lost or damaged and whether a replacement is desired. The customer will have to pay for the replacement of the token.

### Can I share my token with anyone?

Tokens are not to be shared. The token is registered to its owner and the owner is responsible for its use and security.

➤ **Should I use the token only on my own personal PC or can I use it anywhere, even if I am outside the UAE? Can I use my token when I am traveling abroad?**

The tokens can be used on any PC / laptop within a secured internet connection. The token is functional in UAE as well as globally.

➤ **Under what conditions does a token have to be returned to Emirates NBD Securities?**

- Customer discontinues online trading with Emirates NBD Securities.
- Customer discontinues trading with Emirates NBD Securities.

➤ **What is the process to return a token?**

The customer may send the token to Emirates NBD Securities - Customer Service Office, P.O.Box 9409, Dubai World Trade Center – Level 11, Dubai, UAE or you may hand it over to the Emirates NBD Securities Customer Service located at Dubai World Trade Center – Level 11.

➤ **What do I do if my token doesn't work or if I receive errors while using the token?**

Please contact our Customer Service Department at 04-3160260.

➤ **Will my RSA token get disabled due to any reason?**

If you enter the code generated by RSA token incorrectly more than 3 times, the token will be disabled.

➤ **What do I do if I disable my RSA token?**

In order to activate the disabled token, customer should contact our Customer Service Department at 04-3160260.

➤ **Will my account be safe if the RSA Token is stolen?**

If someone steals the token, they still do not have your existing username and password, which only you know. Hence, they cannot access your online trading account. Therefore, you should avoid personalizing your RSA token in a way that would allow an individual to know your exact identity or your User ID / password.