INACTIVE INTER-MEMBER TRANSFER MANUAL

This document is intended to serve as a guide for initiating an inter-member transfer from an inactive stockbroking house to an active stockbroking house. The process has been designed to be completely remote (making use of the CSCS Data Exchange Portal) and relies on the use of a token and one-time password sent via SMS to enhance the security of the process.

STOCK TRANSFER PROCESS FROM AN INACTIVE MEMBER TO AN ACTIVE MEMBER

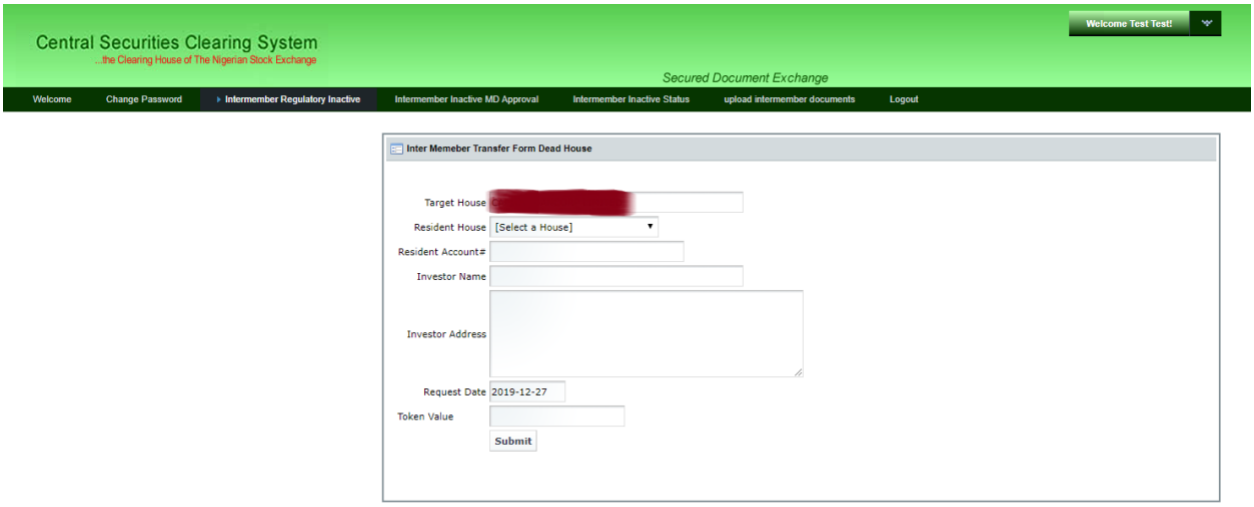
PROCESS 1:

Active stockbroking house receives a mandate from an investor to move his/her shares from the inactive house to another (active) house.

PROCESS 2:

Active stockbroking house goes online to **https://www.csdatax.com** to fill an online inter-member form for the client indicating all necessary details about the client.

See picture below



Target House: shows name of stockbroking house initiating the transfer.

Resident House: is a drop-down menu showing list of inactive stockbroking houses.

Resident Account: is the account number of the client to be transferred from the inactive house to the active house.

Investor name: is the name of the client whose account is to be transferred.

Request Date: date the transfer is initiated, and it is 'read only'.

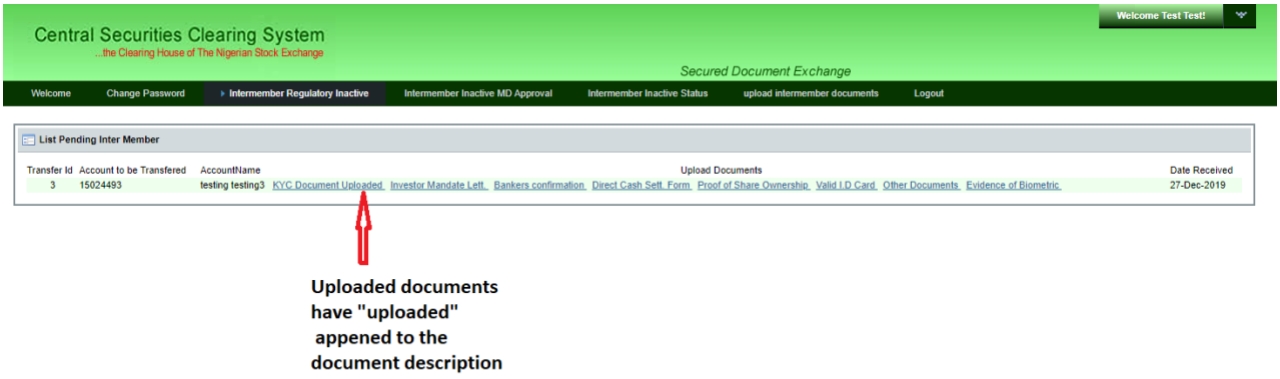
***NOTE**: A token is needed to complete the initiation process. After completing "Process 2", e-mail alerts will be sent to the email addresses of the MDs of the stockbroking houses involved in the transaction.*

PROCESS 3:

Active stockbroking house uploads investor's documents to aid in account transfer.

- Click **"List Pending Transfer"** (found as drop-down menu item under the active page **"Inter-member Regulatory Inactive"**).
- Click one of the documents to upload.

See picture below:



Transfer ID: Each inter-member transfer initiated has an ID attached to it for ease of identification. Make sure any operation carried out is for the right ID.

Account to be transferred: Account to transfer shares from.

Account Name: Name of account owner.

Upload Documents: A list of documents to be uploaded; each must be clicked and uploaded.

NOTE: The term **"uploaded"** is appended to each item on the list that has been uploaded. Also note that **"Evidence of Biometrics"** must be the last upload to be made **(This upload triggers a routine that sends OTP to the MD's approved mobile number).**

Date Received: Date the transfer was initiated.

See picture below

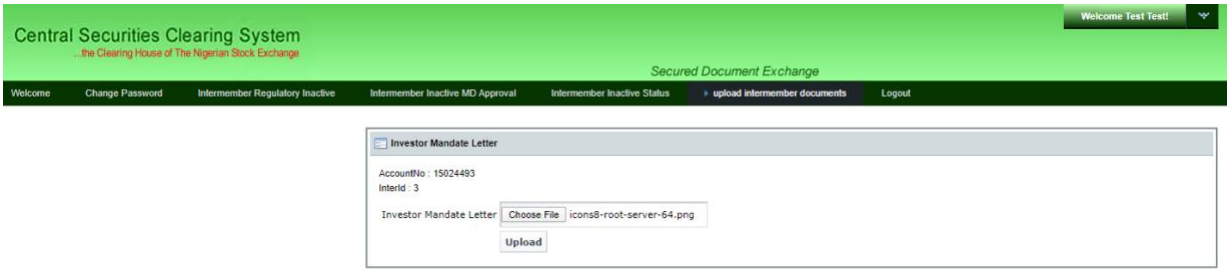


Figure 1 document upload

NOTE: All documents must be uploaded before user can move to MD approval. After **"evidence of biometrics"** upload, the pending transfer document list moves to **"view inter-member inactive"** sub-menu which is also under the **"Inter-member Regulatory Inactive "** menu. A previously uploaded document that needs to be changed can be changed from this menu by clicking on "Decline" under the action column. This action clears all the uploads, and all documents must be uploaded again.

See picture below:

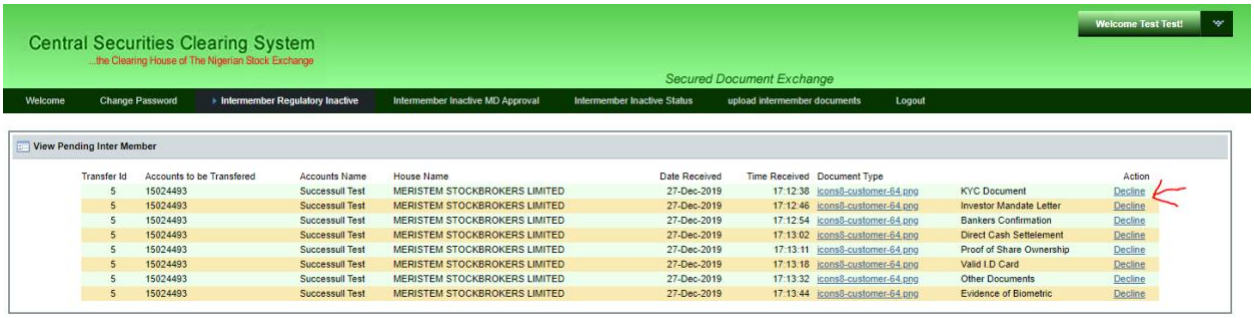


Figure 2 Menu to cancel wrong uploads so that a new upload can be made

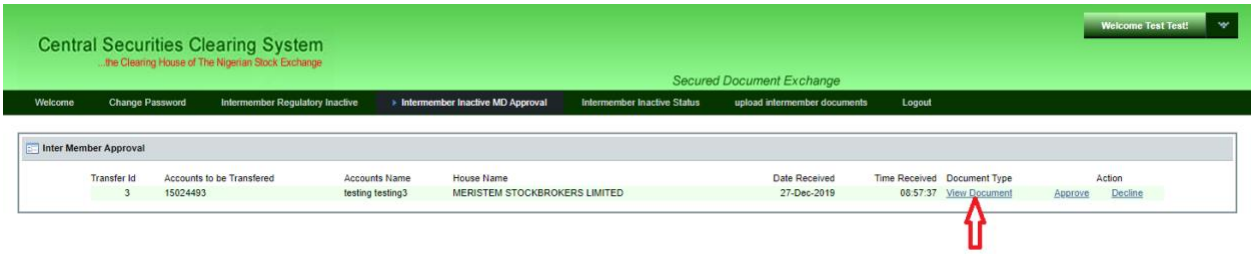
<u>PROCESS 4:</u>

MD reviews and approves transfer.

This page is found in the **"Inter-member Transfer MD Approval"** menu.

NOTE: upon conclusion of Process 3 where **"evidence of biometrics"** upload is completed, an OTP is sent via SMS to the MD's approved phone number.

- MD can view list of uploaded documents by clicking **"view document"** as seen in the picture below:



- MD can download and review documents by clicking each one as shown below (This page is found after clicking on **"view document"**).

PROCESS 5:

MD approves/rejects transfer.

To approve, MD clicks on **"approve"** and enters the OTP sent to his/her mobile phone, in the next page as shown in the pictures below:

Figure 3 Approve/Reject option

Figure 4 OTP authentication after clicking "approve"

NOTE: If **"reject"** was clicked, the form below comes up:

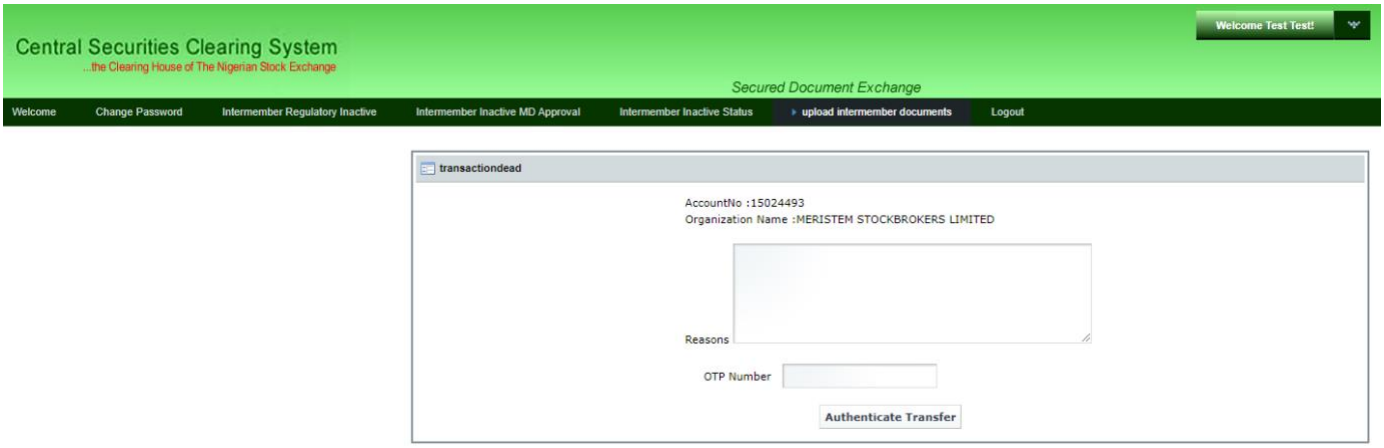


Figure 5 Reject form

PROCESS 6:

View '**inter-member inactive status'** this page displays the status of transfers under processing in CSCS.

This menu shows the user the list of CSCS actions on the transfer going to a target stockbroking house. The status indicates if the transfer request has been approved, declined or is pending with CSCS.

Click on the **Inter-member Inactive status** main menu.

The page loads with a list of all transfers requested indicating the following:

(i) **Transfer ID**: is an auto generated number that shows the ID of the transfer.

(ii) **House Name:** this is the name of the resident stockbroking house.

(iii) **Accounts to be transferred:** this is the 'account number' to be transferred.

(iv) **Account Name**: this is the name of the account to be transferred as specified by the target house.

(v) **Date Received**: this is the date the request was made.

(vi) **Time Requested**: this is the time the request was made.

(vii) **Status**: this shows the state of the actions that have been taken.

When an inter-member request has been accepted by CSCS, the status would indicate **"Accepted"** which implies that the target house has successfully submitted the request following the MD's approval and CSCS has taken an action on it.

A **"pending"** status indicates that CSCS is yet to take an action on the transfer while a **"Decline"** status indicates that the transfer was rejected by CSCS.

Transfer Id	Accounts to be Transfered	Accounts Name	House Name	CSCS Status	Reason	Date Received	Time Received
1	15024493	testing testing	MERISTEM STOCKBROKERS LIMITED	Approved	null	23-Dec-2019	11:28:08
2	15024493	testing testing2	MERISTEM STOCKBROKERS LIMITED	null	this is a test	24-Dec-2019	09:19:23
3	15024493	testing testing3	MERISTEM STOCKBROKERS LIMITED	null	null	27-Dec-2019	08:57:37
4	15024493	test 1b	MERISTEM STOCKBROKERS LIMITED	null	null	27-Dec-2019	15:10:51
5	15024493	Successull Test	MERISTEM STOCKBROKERS LIMITED	null		27-Dec-2019	15:15:21