

# Step-by-step User Guide

How to login to UTRADE and view e-Statements  
for first-time users



# How to login to UTRADE and view e-Statements

The screenshot shows the UTRADE login interface. At the top, there is a red banner with the text "Special Notice" and "Last Updated as of 25 Oct 2021 09:30 AM". Below this, there are several important notices: "US Equity - Reverse Stock Split Action Important!", "Trading in US Equities Important!", "Selling of shares after Corporate Action Events Important!", and "W-8BEN Form for Trading and Holding of US shares Important!". The main section is titled "Log in" and contains a login form. The form has two input fields: "Login ID" and "Password". The "Login ID" field is highlighted with a yellow border and a red arrow pointing to it from the text "Step 2\*". The "Password" field is also highlighted with a yellow border and a red arrow pointing to it from the text "Step 3\*". Below the input fields, there is a dropdown menu for "SGX" and two radio buttons for language selection: "English" (selected) and "中文". At the bottom of the form is a red "Log in" button with a lock icon.

**Step 1:** Visit our website at [www.utrade.com.sg](http://www.utrade.com.sg) and log in.

**Step 2\*:** Enter your Login ID (in 7-digit format)

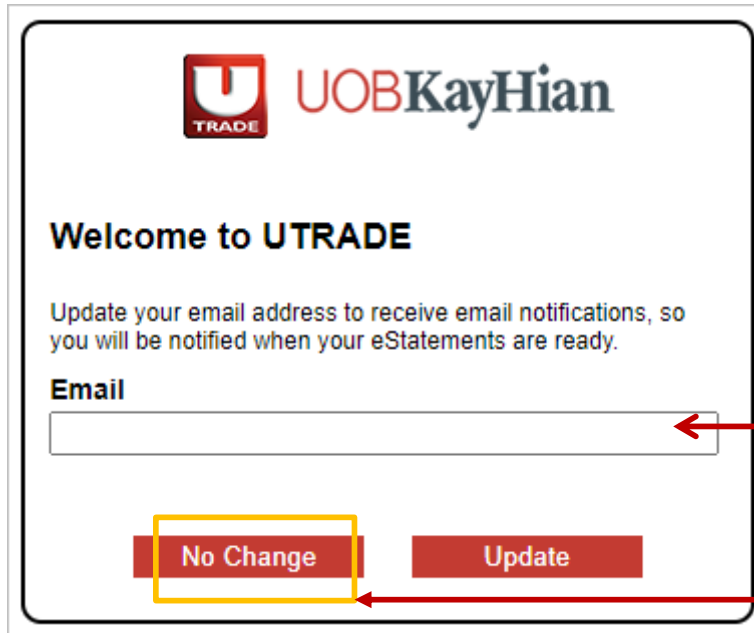
**Step 3\*:** Enter your password

For new client, enter the last 6 characters of your NRIC as your password (e.g. S0012345G, your password will be 12345G).

For Joint/Corporate account, enter the password found in the Pin Mailer that was sent to your registered address.

\*Existing clients, please use the Forgot Log in ID/Forgot Password function if you don't recall your log in credentials

# How to login to UTRADE and view e-Statements



The screenshot shows the UOB Kay Hian UTRADE interface. At the top left is the logo with a red 'U' in a square and the word 'TRADE' below it, followed by 'UOB Kay Hian' in a serif font. Below the logo, the text 'Welcome to UTRADE' is displayed. Underneath, a message reads: 'Update your email address to receive email notifications, so you will be notified when your eStatements are ready.' Below this message is a text input field labeled 'Email'. At the bottom of the form are two buttons: 'No Change' and 'Update'. A yellow rectangular box highlights the 'No Change' button. A red arrow points from the 'No Change' button to the right, towards the text 'Click "No Change" if your email address remains unchanged and proceed to Step 8.' Another red arrow points from the 'Email' input field to the right, towards the text 'Step 4: Update your email address to receive email notifications, so you will be notified when your e-Statements are ready.'

**Step 4:** Update your email address to receive email notifications, so you will be notified when your e-Statements are ready.

Click “No Change” if your email address remains unchanged and proceed to **Step 8**.

# How to login to UTRADE and view e-Statements

**Step 5:** An activation link will be sent to your email address.

If you do not receive the email, please check your spam/junk folder.

The link will expire in 15 minutes.



An activation link has been sent to your email address. If you do not receive the email, please check your spam/junk folder. The link will expire in 15 minutes.

Click [here](#) to continue after you have verified the email

# How to login to UTRADE and view e-Statements

**Step 6:** Once you have received the email, click on the activation link to verify your email address.

Dear xxx

We have received a request to update your email address. Please click on the link below to verify your email address:

<https://xxxxxxxxxxxxxxxxxxxxxxxxxxxx>

Please note that this link will expire in 15 minutes.

After verifying your email address, please login to your UTRADE account and update your mobile number to complete the activation process.

If you did not make this request, please contact us at +65 6536 9338 or email us at [contact@utrade.com.sg](mailto:contact@utrade.com.sg).

Kind regards  
UOB Kay Hian

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This is an automated email. Please do not reply.

# How to login to UTRADE and view e-Statements

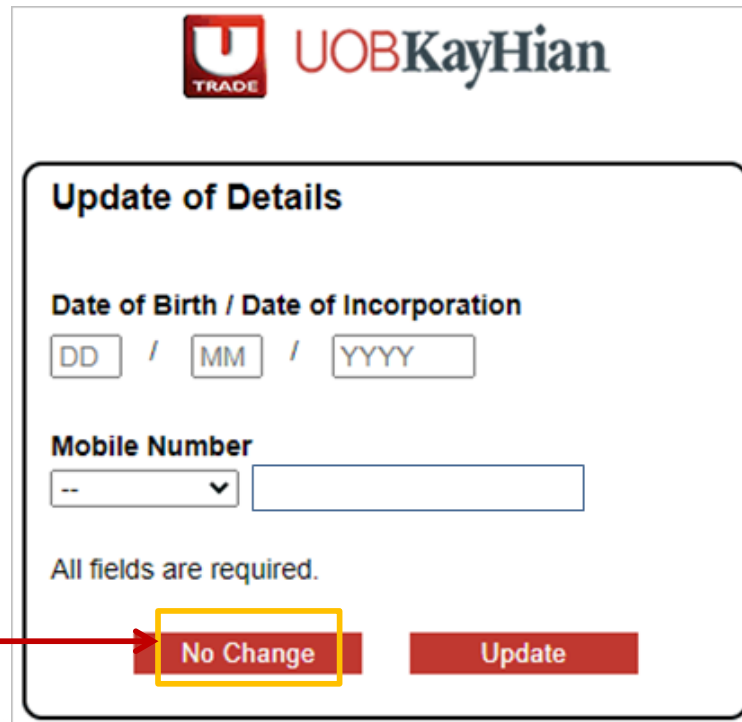
**Step 7:** Login to [www.utrade.com.sg](http://www.utrade.com.sg) again with your Login ID and password.  
(Refer to Step 1 - 3)



Thank you for your verification. Kindly go to UTRADE page now to complete your account activation process. Alternatively, click Login [here](#) and enter your UTRADE LOGIN ID and Password now.

# How to login to UTRADE and view e-Statements

**Step 8:** Update your mobile number if your latest mobile number is not registered with us.  
Click “No Change” if your mobile number remains unchanged.



**U** **UOB KayHian**  
TRADE

### Update of Details

**Date of Birth / Date of Incorporation**  
DD / MM / YYYY

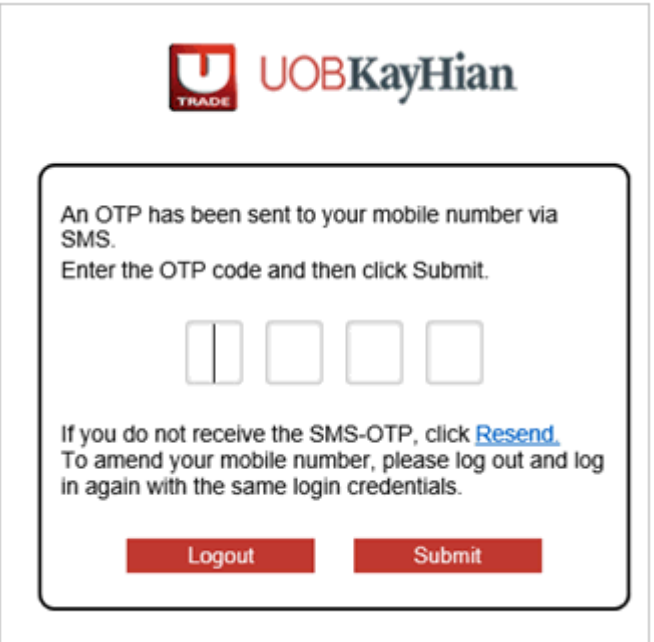
**Mobile Number**  
-- ▾ [ ]

All fields are required.

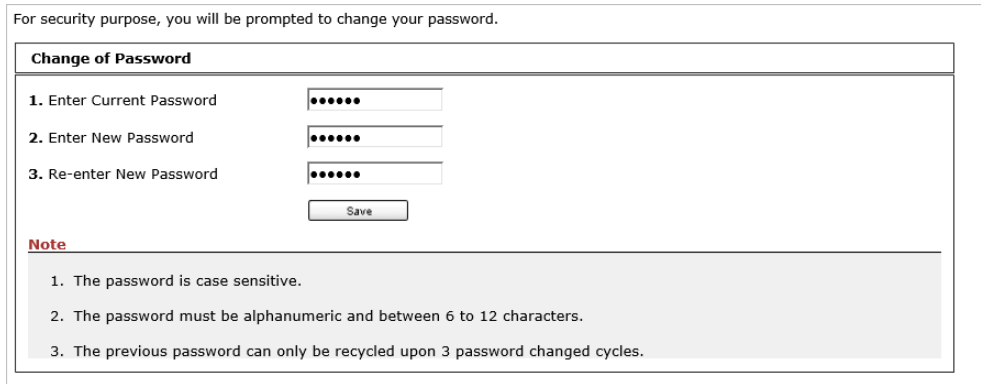
**No Change** **Update**

# How to login to UTRADE and view e-Statements

**Step 9:** For Singapore-registered mobile number, you will receive the OTP via SMS. Enter the OTP code and then click Submit.



**Step 10:** You will be prompted to change your password. Enter your current and new password and then click Save.





# How to login to UTRADE and view e-Statements

**Step 11:** After you have changed your password, you will be prompted to accept the Terms and Conditions.

Under Clause 20, click on “I AGREE TO THESE TERMS AND CONDITIONS”.

## 20. Contracts (Rights Of Third Parties) Act 2001

A person who is not a party to these Terms and Conditions has no right under the Contracts (Rights of Third Parties) Act 2001 to enforce any term of these Terms and Conditions but this does not affect any right or remedy of a third party which exists or is available apart from that Act.

**1** → I AGREE TO THESE TERMS AND CONDITIONS

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UOB KayHian

## UOB KAY HIAN PRIVATE LIMITED ("UOBKH") FTSE TERMS & CONDITIONS

Under UOB Kay Hian's agreement with FTSE, clients accessing FTSE indices via our Electronic Trading System are required to confirm that they are using the indices data in a personal capacity and not as a professional or as an investment advisor, and that they will not redistribute, republish or provide this data to any third party.

If you are accessing these indices for the first time, you are required to check the box below to confirm the above circumstances and that you are agreeable to the terms. You also undertake to inform us of any change in the circumstances confirmed above and that you may be liable to pay additional fees and charges in the event of any change in circumstances or non-compliance with the terms of this statement.

**2** →

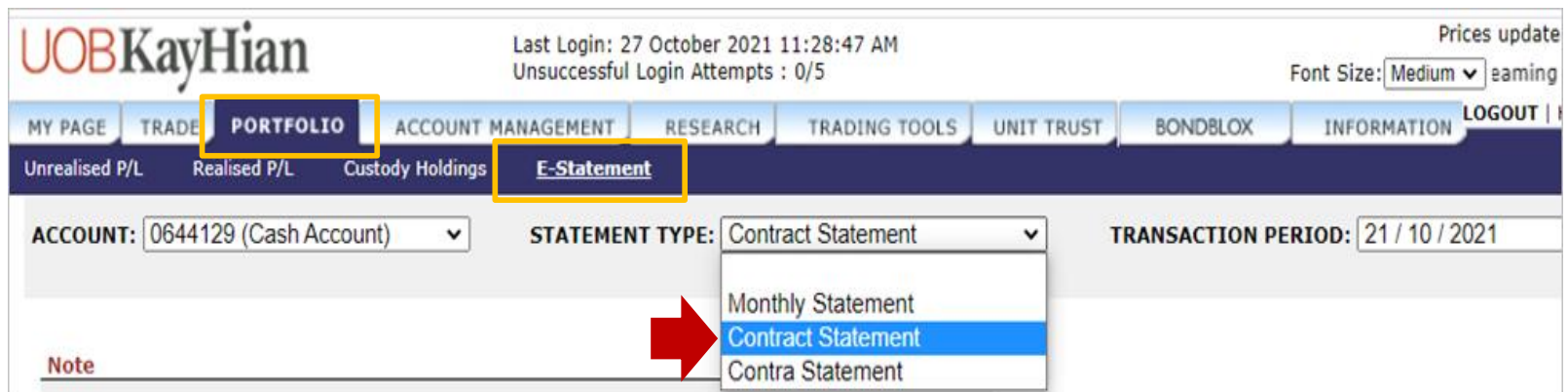
**3** → I AGREE

Under FTSE Terms and Conditions, click on the checkbox and “I AGREE”.

# How to login to UTRADE and view e-Statements

**Step 12:** To view your e-Statement, select “Portfolio” located on the top menu, then select “E-Statement”.

Select “Statement Type” from the drop-down list for the statement that you wish to view.



The screenshot displays the UOB Kay Hian UTRADE interface. At the top, the logo 'UOB Kay Hian' is visible on the left, and user information including 'Last Login: 27 October 2021 11:28:47 AM' and 'Unsuccessful Login Attempts: 0/5' is on the right. A navigation bar contains several menu items: 'MY PAGE', 'TRADE', 'PORTFOLIO', 'ACCOUNT MANAGEMENT', 'RESEARCH', 'TRADING TOOLS', 'UNIT TRUST', 'BONDBLOX', 'INFORMATION', and 'LOGOUT'. The 'PORTFOLIO' menu item is highlighted with a yellow box. Below it, a sub-menu is open, showing 'Unrealised P/L', 'Realised P/L', 'Custody Holdings', and 'E-Statement'. The 'E-Statement' sub-menu item is also highlighted with a yellow box. Below the sub-menu, there are three input fields: 'ACCOUNT: 0644129 (Cash Account)', 'STATEMENT TYPE: Contract Statement', and 'TRANSACTION PERIOD: 21 / 10 / 2021'. The 'STATEMENT TYPE' dropdown menu is open, showing a list of options: 'Monthly Statement', 'Contract Statement', and 'Contra Statement'. A red arrow points to the 'Contract Statement' option in the dropdown menu. A 'Note' section is visible at the bottom left of the interface.

**Note:** To view e-Statement, go to “Account” menu and select sub menu “E-Statement”