



ARM STOCKTRADE



Balances
/ Positions



Statements



Real-time
market view



NSE Price List



Top Gainers



Client Login

Frequently Asked
Questions

www.armstocktrade.com

What is ARM STOCKTRADE?

ARM STOCKTRADE is a self-service online trading portal that allows ARM Securities' clients trade in real time via an internet enabled device from the convenience of their homes/offices.

What are the benefits of ARM STOCKTRADE?

- Trade on-the-go
- Fund your account conveniently
- Instant trade confirmation
- Convenience and control over investment trading activities
- Direct market access and full order management capabilities
- Access to robust research materials including stock recommendations.
- Fast and reliable execution
- User-friendly trading platform
- Competitive pricing
- News and trade sensitive alerts

What are the requirements to use ARM STOCKTRADE?

Clients interested in using ARM STOCKTRADE should have the following: -

- Access to Internet
- Active e-mail address
- An operational bank account (current or savings)
- Relevant regulatory Know Your Customer (KYC) documentation
- A minimum initial deposit of ₦50,000.00

How do I open an ARM STOCKTRADE account?

Individual and Corporate accounts can be opened by completing our account opening form online at www.armstocktrade.com. You would be required to upload supporting KYC documents or forward documents via email to customerservice@armsecurities.com.ng

What are the KYC documents required to open an account?

You are required to upload scanned copies of the following documents when filling the online account opening form:

- INDIVIDUAL:
- Recent passport photograph
 - Means of identification (driver's license, international passport or national identity card)
 - Utility bill (Not older than 3 months)
 - Signature specimen

- CORPORATE:
- Certificate of Incorporation
 - Duly executed Board Resolution approving account opening.
 - CTC of CAC Form CO7 and Company Utility Bill
 - For each signatory
 1. Means of Identification
 2. Passport photograph
 3. Signature Specimen

What happens if I submit my account opening application without complete KYC documents?

Your account will not be activated and you will not be able to trade

What happens after I submit my account opening application with complete documentation?

You will receive an email confirming receipt of your application. Once complete KYC documents have been verified, you will be notified of an opened CSCS account no later than 48hrs of completing the form after which you may proceed to fund your account and start trading.

Can I open an ARM STOCKTRADE account even if I am not in Nigeria?

Yes, you can open an ARM STOCKTRADE account and be active from any part of the world.

What type of transaction costs do I need to pay in order to trade online?

Asides the brokerage fee of 1% charged by ARM Securities, other statutory charges apply. See Below:

TRADE	STATUTORY CHARGE	FEE
BUY	SEC	0.3%
	STAMP DUTY	0.075%
SELL	CSCS	0.3%
	NSE	0.3%
	STAMP DUTY	0.075%

Please note there is a ~~N4~~ flat fee per transaction for trade alert

Who will manage my account?

ARM STOCKTRADE has effectively put the management of your brokerage account in your palms. With ARM STOCKTRADE you are in charge of managing your account. You can manage the activity in your brokerage account from anywhere in the world at

any time of the day as long as you have access to the internet.

How can I make payments?

Payments can be made through any of the options below:

- Cash Deposit
- Cheque Deposit
- Online Transfer
- WebPay

How do I place a buy and sale order?

You can place your mandate via our online trading portal www.armstocktrade.com. Sign in to trade. However during extreme condition such as NSE down time, mandates can be sent to customerservice@armsecurities.com.ng

Is my online trade executed immediately?

Yes if the stock is available (liquidity) and if the price condition is met.

I am new in the Capital Market and don't know how to go about stock selection

ARM Research provides you with insights on the Nigerian Equities market and up-to-date market analysis to better inform your decision making enabling you to position yourself strategically. Investors are also exposed to detailed equity comments and stock recommendations.

How do I monitor the stock prices?

A daily price list of Nigerian equities would be uploaded to the portal and sent via email to all clients.



Can I access your research reports?

As a Client, you have access to ARM Securities research reports

Can I submit or amend orders via email?

Yes you can, however this should only be done when the portal cannot be accessed due to downtime or other connection related issues.

How do I know that my order has been executed?

Once your trade is executed, an SMS will be sent to your mobile number. A Contract Note will also be sent to you via email giving you details of trade executed on your behalf

Which market can I trade online?

At the moment, you can trade all stocks listed on the Nigerian Stock Exchange subject to market liquidity and price condition.

When can I submit my order?

Yes, you can 24 hours a day, 7 days a week. Trade execution is however during market trading hours (10.30am – 2.30pm GMT) on working days only.

How will I know that my trade has been submitted?

When an order is successfully submitted, you will see the prompt on the screen. It will also be captured under "My Orders" and you will receive an e-mail notification.

If I am disconnected while sending orders, what should I do?

If you are disconnected while sending an online order, reconnect and check your order at the "My Orders" page. If your order is not displayed on the order status page, you will be required to initiate a new order.



Can I revise an order?

You may revise a pending order that has not been matched in the market. To revise an order that has not been executed, you will have to cancel it and submit a fresh one. If you are away from your computer and wish to revise an order, you may call our customer service representative on **0700CALLARM (0700 2255 276)** for assistance

Can I cancel an order?

You may cancel a pending order as long as it is not matched in the market. If you are away from your computer and wish to cancel your order, you may call our customer service representative for assistance

What will happen to my unexecuted orders at the end of a trading day?

The outcome will be dependent on the order term. e.g. "Cancel after one day" will be cancelled end of the first trading day, "Good for 7 days" will be cancelled end of the 7th trading day etc.

What happens if I submit an order after the market is closed?

An order submitted after the close of the market is classified as an executing order. You may view and manage such orders at "My Orders" page. Your order will be queued for execution when the market opens on the next trading day

What happens if I make a mistake, such as buying or selling the wrong stock?

Once a trade is matched, it is immediately executed. We advise you to exercise caution in your choice of stock and extra care in the online submissions of your orders.

How do I set up my stock portfolio on the trading portal?

The system will present a view of your portfolio. This portfolio will be automatically updated whenever a buy or sell order has been matched.

How do I view my trading history?

All historical data may be viewed from "My Orders" page under Trading and portfolio.

What is a Limit Order?

A Limit Order is a Buy or Sell mandate with a specified price limit. In this case, the order will not be completed at a price higher for a Buy Order or lower for a Sell Order than the specified price. While this type of order offers the investor some security in the cost of the transaction, it also narrows the possibility of an executed order. An investor would commonly use this type of order if he wants to achieve a targeted price during a specified time period.

What are the available trading terms?

- I. **Fill or Kill:** This requires a trade to be executed immediately and completely or not at all. In other words, the order must be filled in its entirety or canceled (killed).
- II. **Good For 7days:** This specifies that a trade order is valid for seven (7) days until it is cancelled by the person who placed the order or it expires. If it expires, a new order would be required to validate the mandate.
- III. **Good for a day:** This specifies that a trade order is valid for only one (1) day until it is cancelled by the person who placed the order or it expires. If it expires, a new order would be required to validate the mandate.
- IV. **Immediate or Cancel:** This technique specifies that at the point of posting a trade, if it is not executed immediately it hits market, it is cancelled (killed).

If I have more than one trading account, how do I ensure that I trade under the desired account?

In the Portfolio tab, when trying to initiate a new order, click on the little arrow under 'Account No/Name'. Your trading account/s maintained with ARM Securities will appear. Click on the desired account to trade.

Can I transfer my account from my present Stock broker to ARM STOCKTRADE?

Yes you can transfer your account from one stock broking house to another. This has been made very easy by the CSCS.

The following steps will be required to move your account to ARM Securities:

1. Notify existing broker in writing
2. Complete inter-member transfer form and attach CSCS statement
3. Provide all necessary documents/items as may be required by existing broker
4. Provide evidence of number 1-3 above to ARM Securities who then initiates the transfer on the CSCS portal
5. Existing broker accepts on the CSCS portal
6. Stockbroking account is transferred within 48 hours

What if I want to open an account with ARM STOCKTRADE and still maintain my current stockbroker?

You may maintain your existing stockbroking account while we open a new one for you, using the same CHN (Clearing House Number), but different account number with the CSCS.

In what situations would an order be considered unacceptable?

An order will be considered unacceptable in any of the following situations:

- A stock has not been selected
- The stock quantity is less than or equal to zero
- The stock price is equal to zero
- Your trading account has been suspended
- Your account has not been activated

If you can't find what you are looking for, contact us via any of the following channels:

Telephone: 0700CALLARM (0700 2255 276) |
+ 234 (1) 2715000 | +234 (1) 270 1096

Email: customerservice@armsecurities.com.ng

Website: www.armstocktrade.com

Address: ARM Securities, 1 Mekunwen Road, Ikoyi, Lagos, Nigeria

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