2023

Guidelines of DSE-Mobile Service

Application Support Dept.

ICT Division, DSE

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Table of Contents

Introduction

Dhaka Stock Exchange (DSE) has implemented a Centralized Order Management System, 'DSE-FlexTP,' for the TREC holders to manage their orders. DSE-Mobile is a DSE-FlexTP platform where DSE investors can get real-time market updates and trade (if TREC permits). DSE-Mobile service was started on March 09, 2016. This application connects investors to the state-of-the-art technology of trading.

DSE focuses on smooth service to end users (Investors) through Mobile applications. DSE-Mobile is a service by which DSE can reach end users and bring a new dimension of business opportunities to the capital market. There are two applications under the DSE-Mobile service as follows:

1. **DSE-Mobile:** The DSE-Mobile is a mobile application (APP) that provides real-time securities quotes (bid/ask), Request for Streaming (RFS), trading capabilities, managing and monitoring, resting orders in a secured mode, synchronization with trader-dealer terminal, and many attractive options. DSE-Mobile is a native mobile application for Android and iOS phones. DSE-Mobile (APP) has the following versions:

   - **DSE-Mobile VIP** – Allows users/investors to be aware of their portfolio and favorites without effort and keep in touch with professional traders to get high-end services. The trader will professionally manage the best execution of orders.
   - **DSE-Mobile Trader** – Allows users/investors to be aware of their portfolios and favorites without effort and keep in touch with professional traders to get high-end services. Also, this APP allows investors to manage orders (order submission, modification, or cancellation).
   - **DSE-Mobile Biz Owner –** Allows business owners to be aware of activities of their broking business status. This is only for dealer accounts (type D) of TREC holders.

2. **DSE-Investor**: Allows users/investors to be aware of their portfolios and favorites without effort and keep in touch with professional traders to get high-end services. Also, this APP allows investors to manage orders (order submission, modification, or cancellation). The Desktop-based software application which can run on any HTML-5 compatible browser.

Allocation of DSE-Mobile

DSE enhances DSE-FlexTP capacity as per user demand and will allow new users to TRECs. The following are the terms to get new users by TRECs:

- DSE will provide Mobile App connections to the interested TREC Holder Companies upon payment based on first come, first served.
- TREC may apply for additional users at any time with payment of the current month and the remaining month(s) of the quarter. TREC should be used for 90% of their present allocation to get additional users (new users).

- To surrender (cut down or reduce) allocation of DSE-Mobile users, TREC should apply to DSE in prescribed form before 7 working days of the next quarter;
- If TREC is suspended for any reason, DSE-Mobile users also be suspended until resuming the TREC. Users will not be renewed for the next quarter until they resume the TREC.
- TREC will comply with regulatory compliances to allow the trading version of DSE-Mobile to investors. Every day, TREC may preserve order and trade status reports from the Trader-Dealer terminal or CAT-CCD for DSE-Mobile users.
- DSE will allocate Mobile App based on the system's capacity, usage, and performance.

Subscription of DSE-Mobile

TRECs and Investors should follow the procedure to get DSE-Mobile connections as below:

- TREC who are using the DSE-FlexTP service can avail DSE-Mobile service.
- TREC will apply to DSE in the prescribed **Form** (DSE-Mobile Service Requisition Form) at least before 7 working days of the next quarter, with necessary payment.
- Entitled Investors will apply to TREC in the prescribed **Form** (DSE-Mobile Registration Form) for the DSE-Mobile service.
- TREC will take necessary measures to register investors in the DSE-FlexTP system.

Payment on DSE-Mobile Subscription

TRECs should pay the necessary fee or charge to DSE as defined from time to time. Following is the payment procedure:

- DSE-Mobile fee or charge is BDT 125 (Taka One Hundred and Twenty-Five) (Including VAT and Tax) per connection per month.
- This charge is applicable from July 2023 for additional or new allocated users as service charge for DSE-Mobile service.
- Existing users (till June 2023) would be charged to from January 01, 2024 as service charge for DSE-Mobile service.
- User allocation will be counted separately for DSE-Mobile (APP) and DSE-Investor (Desktop version). For example, if a TREC requests 50 DSE-Mobile (APP) and 30 DSE-Investor (Desktop version) users, then they have to pay for 80 users.
- Payment should make to DSE in advance (by account payee cheque or BFTN) quarterly i.e.
    - January to March
    - April to June
    - July to September
    - October to December
- TREC should make the necessary payment for the current month and the remaining month of the quarter for additional connections during the running quarter.

- DSE will allocate users upon confirming the receivable of the payment.
- There is no additional charge (like registration, commission, transaction etc.) to investors for DSE-Mobile service.

Support Service on DSE-Mobile Service

Investors are the user of DSE-Mobile service and clients of TREC's. Investors KYC (Know Your Clients), fund and portfolio are managed by the TREC. TREC will be responsible for the investor to use the DSE-Mobile service.

DSE-Mobile user may face different issues during their operation. So it's their right to get proper support service. Following is the support-service escalation process for DSE-Mobile service:

- Before allowing trade version, TREC will ensure that, the investors have adequate knowledge on market rules and trading operations. But non-trade version (DSE-Mobile VIP) can be allocated to any investors.
- TREC will conduct awareness sessions for DSE-Mobile users on market rules, business processes, IT security and operational issue of DSE-Mobile.
- TREC would provide primary support to their investors. Primary support covers:
    - User management (registration, credentials management, suspend-resume, etc.);
    - Clarification on trading rules;
    - Operational issues;
    - Query/information;
    - Technical support as per DSE-provided guidelines;
- The end users (Investors) ensure standard device and good quality internet connectivity to get the best performance of DSE-Mobile, and users should follow the user guideline for details.
- TREC should circulate all information to the user as provided by DSE, like user manual, service hour, technical resolution etc.
- For unresolved issues, IT officer of the TREC will report respective issues to DSE-FlexTP team i.e. Application Support Department of the ICT Division.
- DSE ICT team would provide extended support to ICT officer of TREC's on DSE-Mobile.
- Investors (DSE-Mobile users) can raise their issue to the DSE Facebook page (https://web.facebook.com/DSEMobileInvestor), if they fail to get support from the respective TREC.
- DSE will conduct awareness sessions for the Compliance officers and IT Officer of TREC's on market rules, business processes, IT security, operational issue, and technical issues of DSE-Mobile.

DSE Contact Information

For technical assistance (for TRECs only) required in this regard, please contact Application Support Department, ICT Division, DSE.

E-mail: app.support@dse.com.bd

Facebook: https://www.facebook.com/DSEMobileInvestor/

DSE-Mobile Service Requisition Form

(Please fill the form and submit to DSE)

Date: D D M M Y Y Y Y

TREC No:

TREC Code (3 digit):

TREC Name:

Users Requisition Details:

User Type	Present Status[1]		Requirement			
	Max Users (a)	Allocated	Additional User[2] (b)	Total user (a+b)	Effective Date	Renew for next quarter[3]
DSE-Mobile VIP						
DSE-Mobile Trader						
DSE-Investor						
Total						
Fee/Charge	-			-		

Payment Information:

Amount BDT-

In Word:

Payment Mode[4] ☐ Cheque ☐ BFTN

:

Payment Particulars

Cheque / BFTN Info

[1] As per "Current Number of prepaid mobile app user" in the Broker-Admin terminal;
[2] Payment should be for the effective month and remaining months of the quarter;
[3] Payment should be for the entire quarter i.e. for three months;
[4] Cheque should be submitted to the DSE account. Attached the Check deposit copy or BFT copy;

I hereby declared to comply with terms & conditions of DSE regarding DSE-Mobile service.

Name & Signature
TREC Holders' Representative

DSE-Mobile Registration Form

Please fill the form in BLOCK LETTERS /(ইংরেজী বড় অক্ষরে লিখুন)

vJul23

Serial Number: ____________ Date D D M M Y Y Y Y

Account Holder's Information:

Name:

TREC Holder: TREC Holder Number: TREC Holder Code:

Passport Size Photograph

Account Details:

Client ID:

Account Type ☐ Single ☐ Joint ☐ Institution

BO ID:

Client Type: ☐ Professional ☐ Individual

☐ Non-Professional ☐ Institution

Domicile: ☐ Local ☐ Foreign (NRB or Foreigner)

Use Type: ☐ Internal ☐ External (Advising, Discretionary Acc. Fund, MF etc.)

Contact Information:

Mobile Number - Is this number registered: ☐ Yes ☐ No

Email:

Mobile Application: ☐ DSE-Mobile VIP ☐ DSE-Mobile Trader ☐ DSE-Investor (Desktop) ☐ DES-Mobile Biz Owner

☐ 10 BID and Offer

Application Date D D M M Y Y Y Y

Applicant 's Signature	TREC Holder Offical Signature	Approval by TREC Holder Representative