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**VIRTUAL BROKERS™**  
A Division of BBS Securities Inc.

## Virtual Brokers™ Support Centre

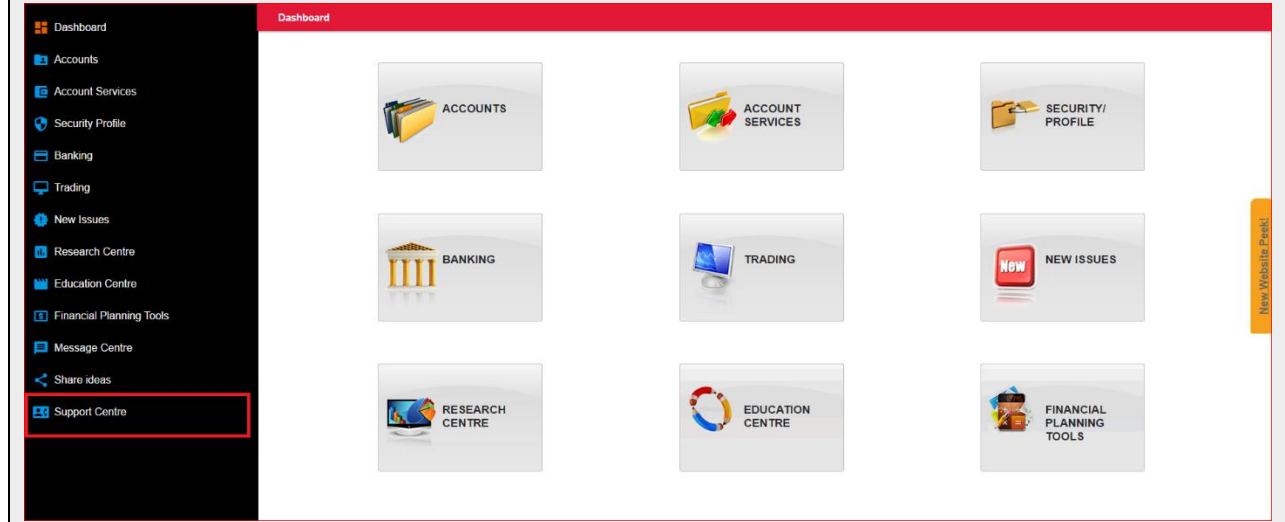
A guide for using our fast and secure ticket system

In order to service our clients in a more efficient and secure manner, Virtual Brokers™ has implemented a Ticketing System which will be the main channel for written communication with clients. The goal of these instructions are to provide you with a step by step guide for the ticketing system and assist you in transitioning to this new, and secure means of communication with Virtual Brokers.

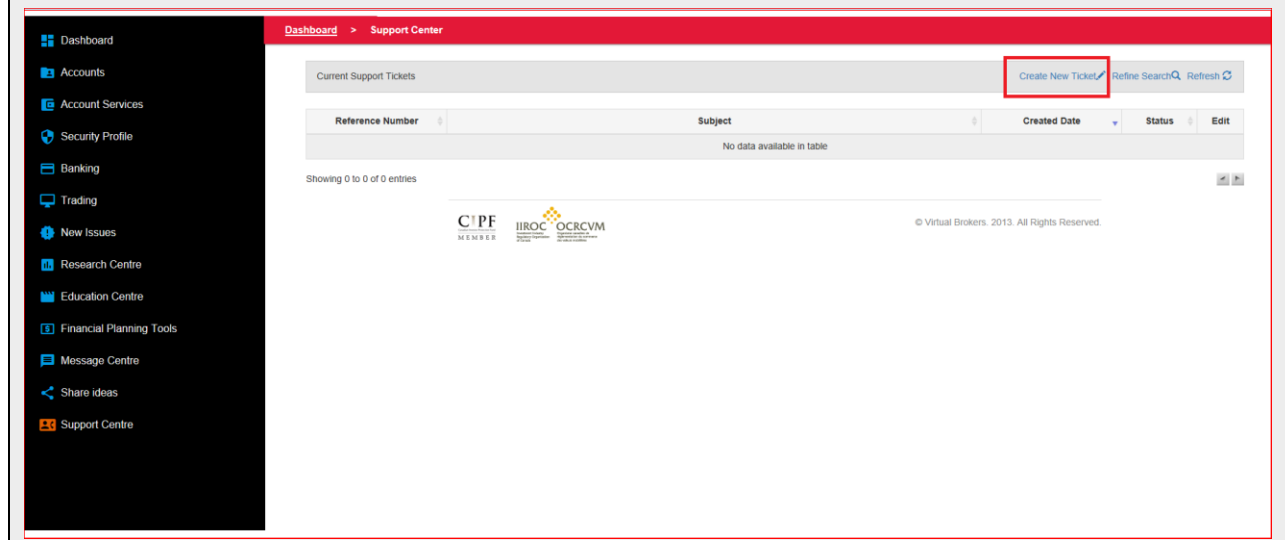
In this guide, we'll show you how to create a new ticket, upload files, view or edit your ticket, and find your archived tickets. We also summarize the advantages of using our ticketing system compared to email communication.

## Creating a new ticket:

1. Once you are logged into your dashboard, you will be able to see the “Support Centre” menu link in the left navigation.



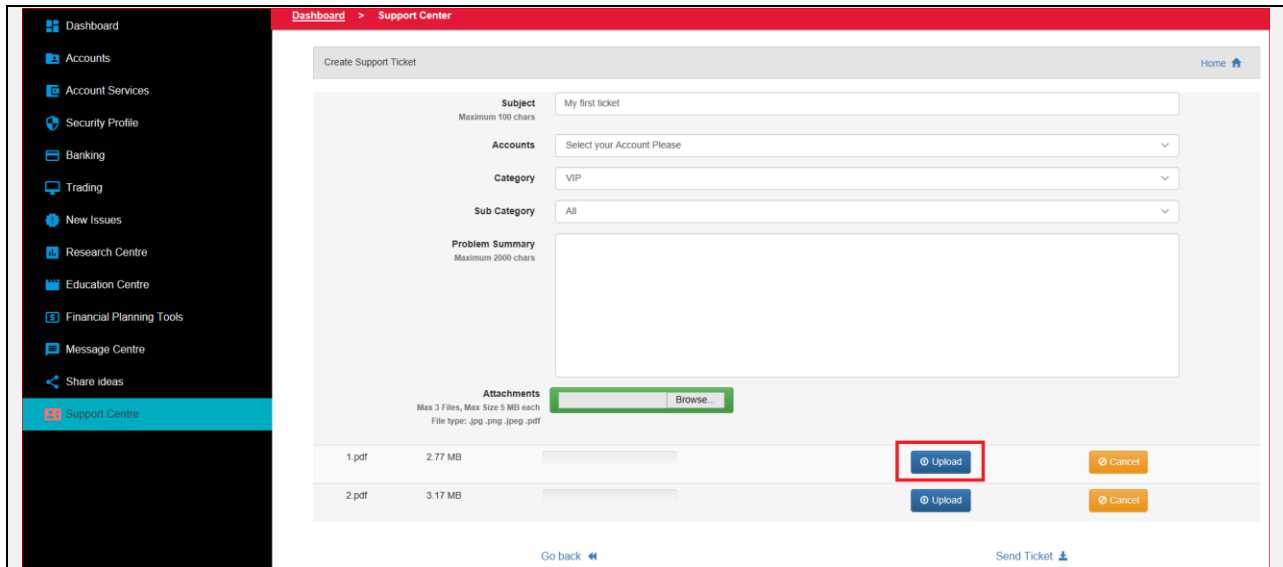
2. After selecting the Support Centre” link choose “Create New Ticket” in the top right of the screen.



3. On the ticket screen enter a description of the issue and select from the drop down menu's.

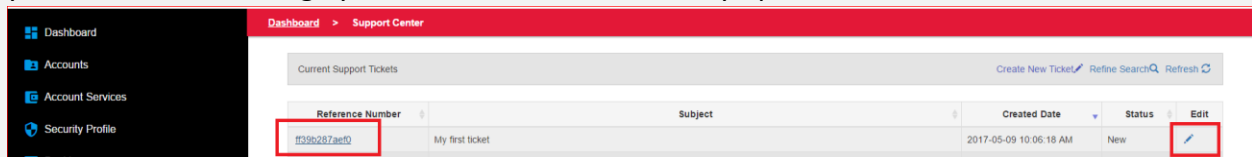
The screenshot shows a web application interface for creating a support ticket. On the left is a dark sidebar with navigation links: Dashboard, Accounts, Account Services, Security Profile, Banking, Trading, New Issues, Research Centre, Education Centre, Financial Planning Tools, Message Centre, Share ideas, and Support Centre. The main content area has a red header bar with 'Dashboard > Support Center' and a 'Home' link. Below the header is the 'Create Support Ticket' form. The form includes: a 'Subject' text box with 'My first ticket' and a 'Maximum 100 chars' limit; an 'Accounts' dropdown menu with 'Select your Account Please'; a 'Category' dropdown menu with 'Select your Category Please'; a 'Sub Category' dropdown menu; a 'Problem Summary' text area with a 'Maximum 2000 chars' limit; and an 'Attachments' section with a 'Browse...' button highlighted in green. Below the form are 'Go back' and 'Send Ticket' buttons. At the bottom, there are logos for CIPF MEMBER, IIROC, and OCRCVM, and a copyright notice: '© Virtual Brokers. 2013. All Rights Reserved.'

- **Subject:** A brief description of the request.
- **The Accounts:** Select the account(s) that this ticket relates to. If the problem concerns more than one account then select all accounts.
- **Category:** Select the Category that most closely describes the reason for your communication. For a complete list of the categories and sub-categories, please refer to table 1 in this document.
  - **Note:** If you can't find the category you want, you can select Account General Questions.
- **Sub Category:** Select a Sub Category that represents the specific reason for your communication.
- **Problem Summary:** Summarize the reason for your inquiry.
- **Attachments:** This is a fast and secure way to send us any attachments. Please attach any supporting documents by clicking on "Browse" and selecting your files on your computer as shown below. Note that the acceptable file types are PDF, JPG, JPEG and PNG.



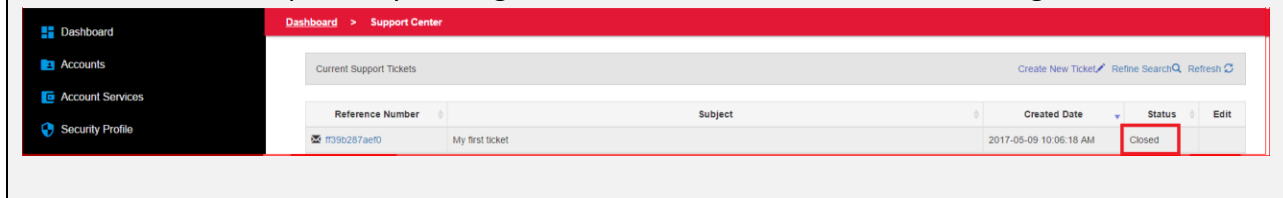
Once you see the files you wish to upload at the bottom of the page, please click on “Upload” to append the files. Depending on the size of the file, the upload may take up to few minutes. You can upload up to 3 files.

Once completed, please review your ticket and then click on “Send Ticket”. Once sent, a copy of your message with a “reference number” will be recorded in your account. Please have the reference number handy for future communications. Also, by clicking on the reference number, you can see the message you have sent us and view any updates.

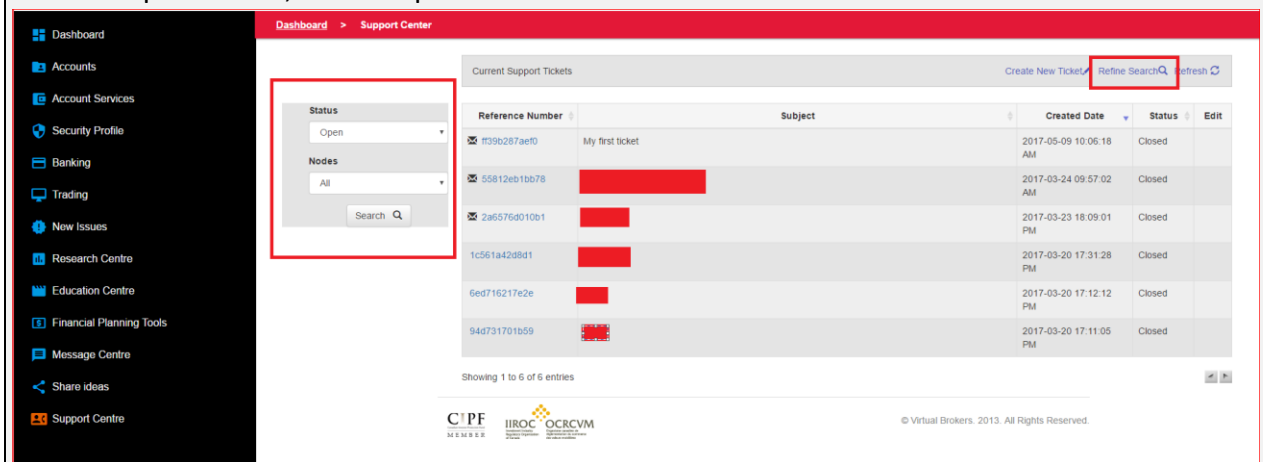


Please note that if you forgot something important in your original message, you can always add new information to your existing ticket, by clicking on the edit icon, for that ticket.

When there is a response to your ticket, you will notice that the status of the ticket changes. You can read the response by clicking on the ticket and “reference number” again.



If you have submitted several tickets in the Support Centre, you may have many older tickets that have been resolved. The view can be filtered by selecting the “Refine Search” and from the status drop down list, select “open”.



The screenshot displays the Support Centre interface. On the left is a navigation sidebar with options like Dashboard, Accounts, Account Services, Security Profile, Banking, Trading, New Issues, Research Centre, Education Centre, Financial Planning Tools, Message Centre, Share Ideas, and Support Centre. The main area shows a list of 'Current Support Tickets' with columns for Reference Number, Subject, Created Date, Status, and Edit. A sidebar on the left of the main area contains filters for Status (set to 'Open') and Nodes (set to 'All'). A 'Refine Search' button is highlighted in the top right of the ticket list area. The table shows six tickets, all with a status of 'Closed'. The first ticket has a reference number #39b287ae0 and the subject 'My first ticket'. The footer includes logos for CIPF, IIROC, and OCRCVM, and a copyright notice for Virtual Brokers.

Reference Number	Subject	Created Date	Status	Edit
#39b287ae0	My first ticket	2017-05-09 10:06:18 AM	Closed	
55812eb1bb78	[REDACTED]	2017-03-24 09:57:02 AM	Closed	
2a6576d010b1	[REDACTED]	2017-03-23 18:09:01 PM	Closed	
1c561a4268d1	[REDACTED]	2017-03-20 17:31:28 PM	Closed	
6ed716217e2e	[REDACTED]	2017-03-20 17:12:12 PM	Closed	
94d731701b59	[REDACTED]	2017-03-20 17:11:05 PM	Closed	

## Why our ticket system?

Our fast and secure ticket system has many advantages over classic email communication including:

- Files are stored, transferred and viewed on our secure internal servers rather than external email servers of other companies. This will secure our systems and provide an extra layer of privacy for you when exchanging information.
- Clients are internally verified when they send their messages through our ticketing system. This will further reduce the verification process involved in classic email communications and will help us to secure our system against identity hijacking and phishing emails.
- You will be able to refer to your specific problem using your reference number, when you contact us over the phone.

**List of current categories and sub categories\* :**

- Account General questions
  - Account Closure
  - Contact info update
  - Other
- Account Transfers
  - Transfer Status
- Commission & Fees
  - Commission
  - Fee
  - Reimbursement
- Entitlements (Dividends/Reorgs/Tenders/Others...)
  - Dividend
  - Re-org
  - Tender
  - Other Entitlements
  - Cert Deposits
- Funding & Banking
  - Wire
  - EFT
  - FX Conversion
  - KIP
  - Update bank info
  - Internal fund
  - Position(s) Transfer
  - RESP Withdrawal
- New Account Questions
  - Application follow-up
  - Open additional account(s)
- Risk & Credit
  - Margin
  - Liquidation
  - Cross guarantee
- Tax Requests
  - Tax amendments
- Trade related questions
  - Option exercise
  - Cancel order
  - Order status
- VIP
  - All

\*Please note that the above list is subject to change.