

Provide Clients Convenient Access to Their Investments Anytime, Anywhere

Scivantage Speech is a convenient touch-tone phone service that provides clients with fast and easy around-the-clock access to their investments. Wherever they are – at home, in the office or on the road – they can simply dial your toll-free number to put their portfolio information and a wide variety of investment capabilities at their fingertips.

- Trade stocks and options. Mutual Funds may also be offered.
- Access free real-time extended quotes
- Create multiple quote lists
- Review portfolio information day or night

To access their brokerage account, clients call the appropriate access number in the desired language. Financial institutions have the option to front-end Scivantage Speech with their corporate switch board. Once connected to Scivantage Speech, the caller is offered a customized welcome prompt in the appropriate language. Then the caller follows the instruction prompts.

Scivantage Speech User Guide

The following is a general overview of the user interface of the Speech system (IVR Edition). In particular, the system offers full featured stock and option trading capability to give users a secure, simple and easily accessible means to transact. The guide is provided in English. However, all languages follow the same navigation menu regardless of the target language.

Login Process

Enter your account number followed by #.
Enter your PIN number followed by #.

Main Menu

- 1 Get quotes
- 2 Make trades
- 3 Access account information
- 4 Account settings and help

Trade Menu

- 1 Stock trade
- 2 Option trade
- 3 Mutual fund trade
- 4 Review orders

Shortcuts

- 11 Get a quick quote
- 12 Get an extended quote
- 13 Get index quotes
- 14 Hear your model portfolios
- 21 Place a new order
- 222 Check order status
- 223 Check order status by symbol
- 23 Change or cancel your order
- 31 Check your account balances
- 32 Review your positions

Assistance

- *0 Assistance
- *1 Main Menu
- *8 Exit Scivantage Speech
- *9 Speech Help

Call Flow Overview

To make a stock trade:

Enter the symbol of the stock followed by #. You'll hear a quote and be asked to press:

- 1 To buy
- 2 To sell

You'll then be asked to select your trade method. Press:

- 1 To trade in cash account
- 2 To trade in margin amount

Enter the number of shares you wish to trade, followed by #; then select from the following menu:

- 1 For market order
- 2 For limit order
- 3 For stop order
- 4 For stop limit order

For market order, press:

- 1 To add all or none instruction
- 2 To skip adding instruction

While the recording is repeating trade information, press:

- 1 To hear the order again
- 2 To send the order to process
- 3 To abandon the order

For limit order:

Enter the whole number portion of the limit price, followed by #, or just press # for no whole number. Enter the decimal portion of limit the price, up to 4 places, followed by #, or just press # for no decimal. Press:

- 1 For day order
- 2 For good-till-cancel order

For stop order:

Enter the whole number portion of the stop price, followed by #, or just press # for no whole number. Enter the decimal portion of the stop order, up to 4 places, followed by #, or just press # for no decimal. Press:

- 1 For day order
- 2 For good-till-cancel order

For stop limit stop:

Enter the whole number portion of the stop price, followed by #, or just press # for no whole number. Enter the decimal portion of the stop price, up to 4 places, followed by #, or just press # for no decimal. Press:

- 1 To make a limit price equal to the stop price
- 2 To enter a limit price

Enter the whole number portion of the limit price, followed by #, or just press # for no whole number. Enter the decimal portion of the limit price, up to 4 places, followed by #, or just press # for no decimal. Press:

- 1 For day order
- 2 For good till cancel order

To make an option trade:

Enter the symbol of the option followed by #. You'll hear a quote and be asked to press:

- 1 To buy
- 2 To sell

Then you will be prompted to enter:

- 1 Is buy to open
- 2 Is buy to close sell

You'll then be asked to select your trade method, press:

- 1 To trade in cash account
- 2 To trade in margin amount

Enter the number of contracts you wish to trade, followed by #, then select from the following menu:

- 1 For market order
- 2 For limit order
- 3 For stop order
- 4 For stop limit order

For market order, press:

- 1 To add all or none instruction
- 2 To skip adding instruction

While the recording is repeating trade information, press:

- 1 To hear the order again
- 2 To send the order to process
- 3 To abandon the order

For limit order:

Enter the whole number portion of the limit price, followed by #, or just press # for no whole number. Enter the decimal portion of limit the price, up to 4 places, followed by #, or just press # for no decimal. Press:

- 1 For day order
- 2 For good-till-cancel order

For stop order:

Enter the whole number portion of the stop price, followed by #, or just press # for no whole number. Enter the decimal portion of the stop order, up to 4 places, followed by #, or just press # for no decimal. Press:

- 1 For day order
- 2 For good-till-cancel order

For stop limit stop:

Enter the whole number portion of the stop price, followed by #, or just press # for no whole number. Enter the decimal portion of the stop price, up to 4 places, followed by #, or just press # for no decimal. Press:

- 1 To make a limit price equal to the stop price
- 2 To enter a limit price

Enter the whole number portion of the limit price, followed by #, or just press # for no whole number. Enter the decimal portion of the limit price, up to 4 places, followed by #, or just press # for no decimal. Press:

- 1 For day order
- 2 For good till cancel order