

附件一 收款銀行帳戶

美元	銀行名稱:	The HongKong and Shanghai Banking Corporation Limited
	銀行地址:	Head Office 1 Queen's Road Central Hong Kong
	帳戶名稱:	JPMFAL-INVSETT-CLIENT MONEY
	帳戶號碼:	741-727150-201
	Swift Code:	HSBCHKHHHKH
	Correspondent Bank:	HSBC Bank USA NA, New York
	Correspondent Bank SWIFT BIC:	MRMDUS33
	Correspondent USD Account number:	000-04441-5
	CHIPS UID:	075995
	Fedwire Number:	021001088
	ABA Number:	0108
日圓	銀行名稱:	The HongKong and Shanghai Banking Corporation Limited
	銀行地址:	Head Office 1 Queen's Road Central Hong Kong
	帳戶名稱:	JPMFAL-INVSETT-CLIENT MONEY
	帳戶號碼:	741-727150-207
	Swift Code:	HSBCHKHHHKH
	Correspondent Bank:	The HongKong and Shanghai Banking Corporation Limited Tokyo
	Correspondent Bank SWIFT BIC:	HSBCJPT
Correspondent JPY Account number:	009-105461-091	
歐元	銀行名稱:	HSBC Continental Europe
	銀行地址:	38 Avenue Kleber, 75116 Paris, France
	帳戶名稱:	JPMFAL-INVSETT-CLIENT MONEY
	帳戶號碼:	30056-00024-00240189407
	Swift Code:	CCFRFRPP
	IBAN:	FR76 3005 6000 2400 2401 8940 775
澳幣	銀行名稱:	HSBC Bank Australia Limited
	銀行地址:	International Towers Sydney, Tower 1 Floor 36, 100 Barangaroo Avenue, Sydney NSW 2000
	帳戶名稱:	JPMFAL-INVSETT-CLIENT MONEY
	帳戶號碼:	011-630613-007
	Swift Code:	HKBAU2S

請將境外基金申購款項依各境外基金幣別匯款至以上指定帳戶，另因 SWIFT 匯款格式異動，提供收款人帳戶名稱及收款人地址如下：

收款人帳戶名稱: JPMFAL-INVSETT-CLIENT MONEY  
 收款人地址: 17/F TOWER 2 THE QUAYSIDE  
 77 HOI BUN ROAD  
 KWUN TONG KLN  
 HONG KONG SAR

## 附件二 Investor Insight 操作手冊

### 1. 註冊 Investor Insight (適用於 Investor Insight 新用戶)

- (1) 打開來自滙豐銀行發送的 Investor Insight 帳戶註冊郵件，按照郵件中的步驟連結至 Investor Insight 網站 (<https://investorinsight.gbm.hsbc.com/>) 進行註冊。
- (2) 完成註冊後，貴公司將收到另一封郵件，通知貴公司可以開始連進 Investor Insight 取得貴公司在香港摩根基金(亞洲)有限公司開立摩根境外系列基金帳戶持有的基金庫存、查詢基金交易記錄，以及可下載相關客戶文件(如：交易通知書、每月帳戶結單、配息通知書..等)。

### 2. 貴公司也可以參考下方操作手冊以獲取更多資訊。



ug\_investor\_insight  
\_agents-tc.pdf

## 附件三 Vsafe 註冊及開啟客戶文件操作手冊

### 1. 完成 Vsafe ID 註冊及密碼設定

- (1) 打開來自 VBS 發送的 Vsafe 註冊通知電子郵件(郵件主旨為“JPM-Document Repository Registration”)，點擊郵件中的註冊連結，進入註冊頁面(頁面名稱“Registration”)。
- (2) 在 VBS 註冊頁(如下圖)上輸入名字、姓氏和時區，然後設定您的密碼和忘記密碼時的提示答案。

**Registration**

**Create your profile**

**First Name:**

**Last Name:**

**Time zone:**

**Create a password:**

**Confirm password:**

**Password recovery question:**

**Password recovery answer:**

**Password rules:**

- The password must have more than 8 characters.
- The password must have less than 64 characters.
- The password must have more than 1 numeric digit(s).
- The password must have more than 1 lower case character(s).
- The password must have more than 1 upper case character(s).
- The password must be different from the last 5 password(s).

[▶ Registration](#)

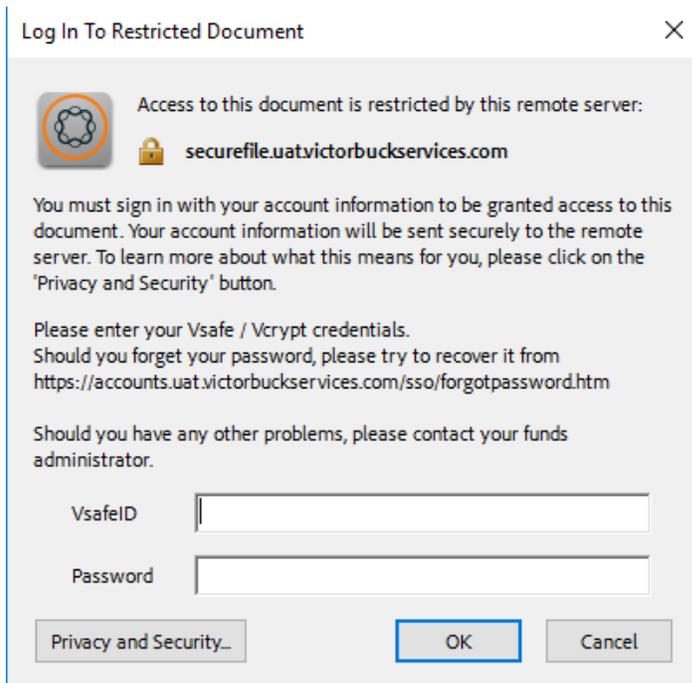
All rights reserved by Victor Buck Services S.A - [Disclaimer](#)

- (3) 完成基本資料及密碼設定後，網頁將顯示謝謝註冊及告知您註冊完成通知信已經郵寄至您的電子郵件信箱。



### 2. 打開電子郵件附件的加密文件

以滑鼠點擊點電子郵件內加密 pdf 附件，將完成註冊的 Vsafe ID 和密碼填入彈跳出來的視窗(如下圖示)，即可開啟文件；請留意：Vsafe ID 是以 'JPM.' 開頭，後面接著 貴公司在香港摩根基金 (亞洲) 有限公司約定的電子郵件地址 (例如，如果 貴公司約定的電子郵件是 abc@abc.com，貴公司的 Vsafe ID 則為 JPM.abc@abc.com)，密碼則是 貴公司在上述註冊步驟中設立的密碼。Adobe Acrobat Reader 版本需為 9.0 或更新的版本。



3. 貴公司也可以參考下方操作手冊以獲取更多資訊。



Vcrypt user  
manual.pdf

# Investor Insight

## 投資者的用戶指南



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# Investor Insight 讓您可以在網上安全掌握您的環球基金組合。

## 概覽

Investor Insight 是滙豐提供的安全網上平台，讓投資者及分銷商可以在網上查閱所持環球基金。

您可以使用 Investor Insight：

- 在單一流暢的介面查看您的所有基金帳戶結存概覽
- 查看您的基金持有量最新估值
- 查看過往持有量及交易
- 下載基金文件，例如帳戶報表及成交單據

## 註冊

如要註冊使用 Investor Insight，請聯絡您的投資者服務主任或發送電郵至

[investor.insight.support@hsbc.com](mailto:investor.insight.support@hsbc.com)，並提供您的基金帳戶詳情。

一旦您的使用權獲批核，您將會收到一封電子郵件，內附您可以用於登入的用戶名稱及臨時密碼。

## 瀏覽器要求

透過 Chrome 及 Edge 桌面瀏覽器使用 Investor Insight 可達致更佳體驗。

# 首次登入

一旦您收到您的用戶名稱及臨時密碼，請依照以下步驟操作：

1. 在您的桌面瀏覽器中開啟  
[investorinsight.gbm.hsbc.com](http://investorinsight.gbm.hsbc.com)。
2. 在登入提示頁面輸入您的用戶名稱及臨時密碼，  
然後點擊登入。

**備註：**在「電子郵件」一欄中輸入您的用戶名稱。

3. 在下拉式備註選單中選擇您的電郵地址或電話號碼（如有提供），然後點擊「下一步」發送一次性保安編碼。

**備註：**請耐心等待，直至收到您的保安編碼。您的保安編碼將在 10 分鐘內有效。如您關閉瀏覽器，您的編碼將失效，您將需要返回步驟 1。

4. 按照屏幕提示，設置新密碼及 3 個安全問題及答案。
5. 閱讀 Investor Insight 網站條款及條件，然後點擊「接受」，接受條款。

下次登入時，請按提示使用您的新密碼及安全答案。

選擇一個易記但難以被猜中的密碼及安全答案是非常重要的。

- 有關密碼要求的資訊，請參閱本指南第 8 頁。
- 了解更多在網上自我保護的資訊，請瀏覽 [hsbc.com/online-security](http://hsbc.com/online-security)。

# 開始使用 Investor Insight

您的投資概覽頁面提供您的持有量、近期交易、近期文件及帳戶的概要。

## 簡介

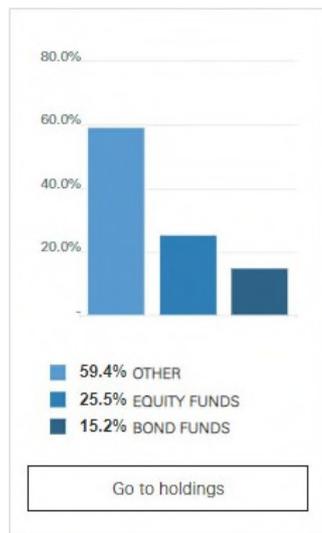
您的持有量概要顯示所有持有量的最新市值，包括等待結算的持有量。

匯報貨幣顯示在概覽頁面的右上方。

**備註：**點擊頁面下方的**披露資訊**，了解更多有關價格、總市值及匯報貨幣的資訊。

## 資產分佈

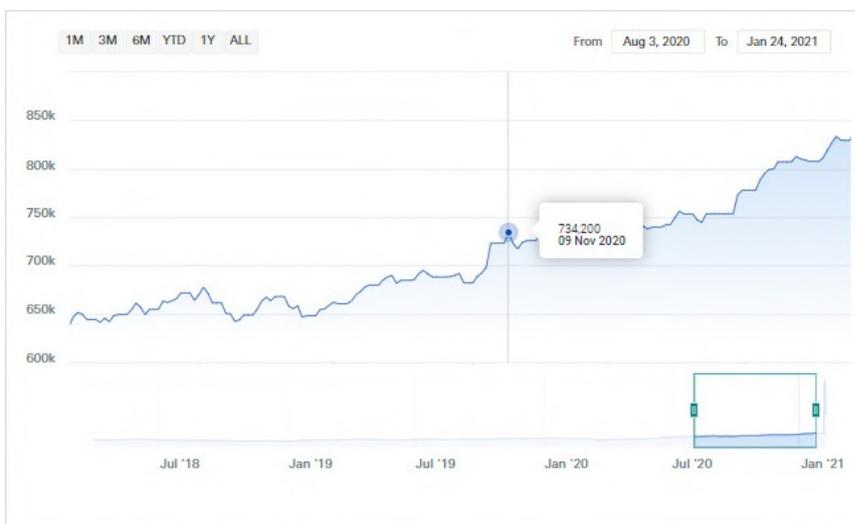
資產分佈圖顯示按基金類別劃分的投資組合分佈概覽。



## 概覽頁面功能

**互動式投資組合圖表**顯示您的投資組合市值隨時間出現的變化。

- 懸停在圖表，查看在不同時間點的估值。
- 點擊預設期間，或在圖表的右上方輸入自定期間。
- 拖動圖表底部的期間選擇器，選擇更精細的期間。

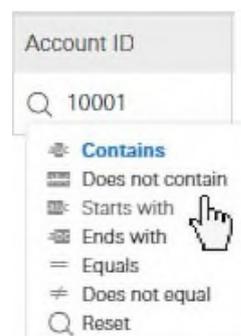


概覽頁面還包括您最近期的五次交易概要、最近期的五份基金文件以及有關您的帳戶及持有量的概要。

點擊任何表格下方的「**查看全部**」，了解更多詳情。

## 搜尋及篩選表格

- 點擊欄目進行分類，或透過在搜尋圖示 旁輸入搜尋詞彙應用篩選器。
- 您亦可以懸停在搜尋圖示，選擇篩選條件。
- 點擊展開箭頭 ，查看更多詳情。



# 投資組合詳情

請從導航欄中選擇**投資組合**，查看您的帳戶、持有量交易詳情。

## 帳戶

帳戶表顯示您所有帳戶的詳細資訊，包括每個帳戶持有量的當前市值。

- 點擊**編輯表格**按鈕，設定個人化顯示欄目。
- 點擊**匯出**按鈕，下載您的離線帳戶資訊副本。
- 點擊**帳戶群組**，查看預設帳戶群組的投資組合價值。

## 帳戶群組

使用帳戶群組功能顯示預設帳戶群組概況或篩選投資組合圖表。

- 如要管理您的帳戶群組，請在帳戶頁面點擊「**管理帳戶群組**」按鈕，或從導航欄中選擇**更多>管理帳戶群組**。
- 如要創建新的群組，請點擊**新帳戶群組**，並為您的群組輸入名稱，然後點擊**創建**。
- 使用加號 $\oplus$ 按鈕，選擇要添加至相關群組的帳戶。
- 你還可以使用編輯 $\pencil$ 或刪除 $\otimes$ 按鈕重新命名或刪除群組，或者透過選擇群組並使用刪除 $\otimes$ 按鈕，刪除個別帳戶。

## 持有量

持有量頁面的互動圖表顯示您的十大基金持有量、您最近期的持有量估值，並可查看您的投資組合中所有持有量的歷史估值。

Top 10 Holdings



- 懸停在持有量圖表，查看個別股票類別的當前持有量價值。
- 從屏幕上方的下拉式選單中選擇**帳戶**或**帳戶群組**，然後點擊**應用**，在持有量圖表及表格應用篩選器。
- 從日期選項中選擇**截止日期**，然後點擊**應用**，查看歷史估值。
- 點擊持有量表格中的展開箭頭 $\surd$ ，查看基礎貨幣及以基礎貨幣列示的價值等額外資訊。
- 點擊**匯出**按鈕，下載您的離線持有量副本。

**備註：**所有餘額在頁面右上方以匯報貨幣顯示。

## 交易記錄

交易記錄頁面提供您的投資組合中所有待處理及已完成交易的詳細資訊。

- 點擊展開箭頭 ，查看交易詳情，例如基金識別碼（如國際證券識別碼）或結算日期。
- 點擊交易賬號，查看交易詳情屏幕。
- 從頁面上方的下拉式選單中選擇帳戶、帳戶群組、交易類型或交易日期，然後點擊應用，篩選交易。
- 點擊匯出按鈕，下載您的離線持有量副本。

### 備註：

- 所有餘額在頁面右上方以匯報貨幣顯示。
- 僅顯示交投活躍股份類別的過往交易記錄。如果 Investor Insight 並未顯示您需要的過往持有量資訊，請聯絡您的當地投資者服務團隊。

Status	Tran type	Share class	
Transaction Completed	Subscription	ASIA PACIFIC ALL CAP	▼
Dealing date: 17 Aug 2020 Shares: 268.9750 CCY: USD Price: 10.00000 Net amount: 2,689.75 Tran ID: <a href="#">TX-10001</a>			

交易	
交易類型	認購
交易賬號	TX-10001
股份類別	ASIA PACIFIC ALL CAP FUND CLASS III (ACC) EUR
識別碼	IE00B00SC001
帳戶名稱	SARAH SMITH A/C
帳戶號碼	AC-10001
交易日期	2020年8月17日
結算日期	2020年8月17日
股份數目	268.9750
貨幣	美元
價格	10.00000
總額	2,689.75
淨額	2,689.75
結算貨幣	美元
匯率	1.00000
代理名稱	DUB AGENT LTD
代理分公司	DUB AGENT BRANCH LTD
狀況	交易完成
費用	

# 基金資料

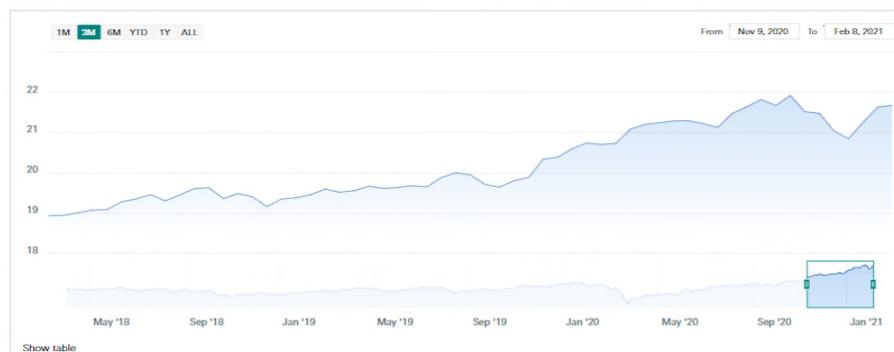
基金資料屏幕提供有關您的投資基金額外詳情，包括過往價格、過往派息及一般基金規則。

您可以在**概覽頁面**或**持有量**屏幕點擊基金名稱，查看基金資料。

## FUNDSCO ASIAN EQUITY PLUS FUND CLASS III (DIST) USD - IE00B0ABC130

Latest	Change	Change %	As of: 03 Feb 2021
21.6825	0.0464 ▲	+0.21 ▲	<a href="#">Fund documentation</a> <a href="#">Fund calendar</a>

Price history   General details   Dealing details   Distribution history



<a href="#">Show table</a>		<a href="#">Edit table</a>	<a href="#">Export table</a>		
Price date	NAV per share	% Change	Price CCY	Frequency	Total NAV
03 Feb 2021	21.6825	+0.21% ▲	USD	Daily	82,600,528.75
02 Feb 2021	21.6361	+1.79% ▲	USD	Daily	81,967,110.83
01 Feb 2021	21.2652	+1.94% ▲	USD	Daily	78,807,182.78
29 Jan 2021	20.8505	-0.90% ▼	USD	Daily	75,355,968.48

## 基金文件

點擊「基金文件」，查看主要投資者文件及基金概覽。

- 請注意此舉將您引向設有不同條款及條件的外界網站。

## 過往價格

過往價格頁面提供互動圖表，顯示您的投資組合中所有待處理及已完成交易的過往資產淨值價格。

- 您可以點擊「匯出圖表」，取得過往價格資料的離線檔案。
- 您可以點擊「編輯圖表」，在圖表新增額外的價格詳情。

## 交易詳情

顯示交易規則，例如最低持有量、交易截止時間、價格頻率。

## 過往派息

顯示向投資者作出的過往派息詳情，包括派息率及均衡化。

- 點擊「編輯圖表」，可在圖表新增額外的派息詳情。

# 文件

如要查看及下載基金文件，例如成交單據及持有量報表，請從導航欄中選擇**文件**。

**備註：**基金文件因基金而異，可能無法提供所有持有量的相關文件。有關您可查閱文件的更多資訊，請聯絡您的當地投資者服務團隊。

- 點擊文件標題，在您的瀏覽器中開啟文件。
- 選擇一個或多個文件，然後點擊**下載已選項目**，將相關文件儲存在您的電腦。
- 從頁面上方的下拉式選單中選擇**帳戶**、**帳戶群組**、**文件類型**或**發行日期**，然後點擊**應用**，篩選文件。
- 您可以點擊**匯出**按鈕，下載您的文件記錄副本。

Download selected			
<input type="checkbox"/>	Upload date ▾	Description	Type
	🔍	🔍	🔍
<input checked="" type="checkbox"/>	26 Feb 2021	<a href="#">CONTRACT NOTE TX10003</a>	Contract Note
<input checked="" type="checkbox"/>	2 Feb 2021	<a href="#">CONTRACT NOTE TX10002</a>	Contract Note
<input checked="" type="checkbox"/>	27 Jan 2021	<a href="#">CONTRACT NOTE TX10001</a>	Contract Note
<input type="checkbox"/>	01 Feb 2021	<a href="#">HOLDING STATEMENT 01022021</a>	Holding Statement
<input type="checkbox"/>	01 Jan 2021	<a href="#">HOLDING STATEMENT 01012021</a>	Holding Statement
<input type="checkbox"/>	01 Dec 2020	<a href="#">HOLDING STATEMENT 01122020</a>	Holding Statement

# 帳戶和設定

如要查看您的個人資料，或更新您的安全設置，請從導航欄中選擇**更多**> **帳戶和設定**。

## 更改您的密碼

在更改密碼部分輸入您的當前密碼和新密碼，然後點擊**儲存**，更新您的登入密碼。

您的密碼必須包含：

- 8 至 40 個字符
- 一個或多個數字 (0 至 9)。
- 一個或多個小寫字母 (a 至 z)。
- 一個或多個大寫字母 (A 至 Z)。

您的密碼不能包含：

- 您的名字或任何公司名稱
- 您的用戶名或臨時密碼
- 任何易於被猜中的資訊

## 更新您的安全問題

如要更新您的安全問題或答案，請在安全問題部分輸入更新內容，並在出現提示時輸入您的當前密碼，然後點擊**儲存**。

您的安全答案必須包含：

- 最少 3 個字母

## 更新您的個人資料

如您需要更新您的姓名、電郵地址或電話號碼，請聯絡您的當地投資者服務團隊。

## 重設您的密碼

如您忘記您的密碼，請在登入提示頁面點擊忘記您的密碼？連結，並按照屏幕上的指示操作。

您將需要回答一個安全問題和答案。

## 有關登入的協助

如您需要登入方面的協助，請發送電郵至 [investor.insight.support@hsbc.com](mailto:investor.insight.support@hsbc.com) 聯絡 Investor Insight 支援部門。

## 免責聲明

本文件由滙豐控股有限公司（「滙豐」）發佈，旨在為收件人提供有關使用滙豐 Investor Insight 服務的指引。本文件無意構成有關滙豐的產品或服務是否適合收件人的預期商業目的或活動的建議，收件人自行獲取有關此方面的意見。

本文件全文應與所有其他相關條款、指引及就本文件相關的產品及服務向收件人提供的資訊一併閱讀。

就本文件轉載源自第三方的任何資料而言，滙豐概不保證其準確性。

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victor buck services  
shaping information



# User's Manual

Release 2.2



victor buck services  
shaping information

## **Vcrypt: User Guide**

This User's Guide refers to Vcrypt 2.2 release.

Release 2.2

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## 1. Symbols

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In this document, certain symbols are used to pick your attention.

**Useful tips** are visualized as follows:

 *This is a useful tip.*

**Questions** are visualized as follows:

 *This is a question.*

**Additional information** is visualized as follows:

 *This is additional information.*

**Warnings** are visualized as follows:

 *This is a warning.*

**Business/processing rules** are visualized as follows:

 *This is a business/processing rule.*

**Links** (*See also...*) are visualized as follows:

 *This is a link.*

**Examples** are visualized as follows:

 *This is an example.*

## 2. Pre-requisites

GENERAL REQUIREMENTS
<p>A Vsafe<sup>1</sup> user also called VsafeID.</p> <ul style="list-style-type: none"> <li>• Is composed of a prefix (identifying the company enabling the service) followed by your email address.</li> <li>• Is provided in the registration email.</li> </ul>
<p>The password associated to your VsafeID.</p> <ul style="list-style-type: none"> <li>• Is created during the registration process.</li> </ul>
<p>An internet connection with access<sup>2</sup> to:</p> <p><a href="https://accounts.victorbuckservices.com">https://accounts.victorbuckservices.com</a> port 443</p> <p><a href="https://d.symcb.com/rpa">https://d.symcb.com/rpa</a> port 443 (related to the Symantec SSL certificate validation)</p>
<p>A Web browser with one the following minimum version:</p> <ul style="list-style-type: none"> <li>• Microsoft Internet Explorer 9 and above</li> <li>• Mozilla Firefox 31 and above</li> <li>• Google Chrome 36 and above</li> </ul>
VCRYPT REQUIREMENTS
<ul style="list-style-type: none"> <li>• Adobe Acrobat Reader version 9.0 or later</li> <li>• Security authorization for your Adobe Acrobat Reader application to connect through Internet. (Proxy or Firewall parameters).</li> <li>• An Internet connection with access to the urls: <ul style="list-style-type: none"> <li>○ <a href="https://securefile.victorbuckservices.com">https://securefile.victorbuckservices.com</a> port 443</li> </ul> </li> </ul>

<sup>1</sup> Vsafe manages the user account and enables single sign-on across the different underlying products.

<sup>2</sup> Access may result in a review of firewall, proxy or other security appliances configuration or whitelisting usually managed by your company's IT network and security team.

### 3. Registration process

A user can register on Vsafe using his registration key and email. This registration key is provided by email once an administrator of the Company has created a user account on the system or the user creation has been automatically triggered by an external system.

#### 3.1 Registration Email

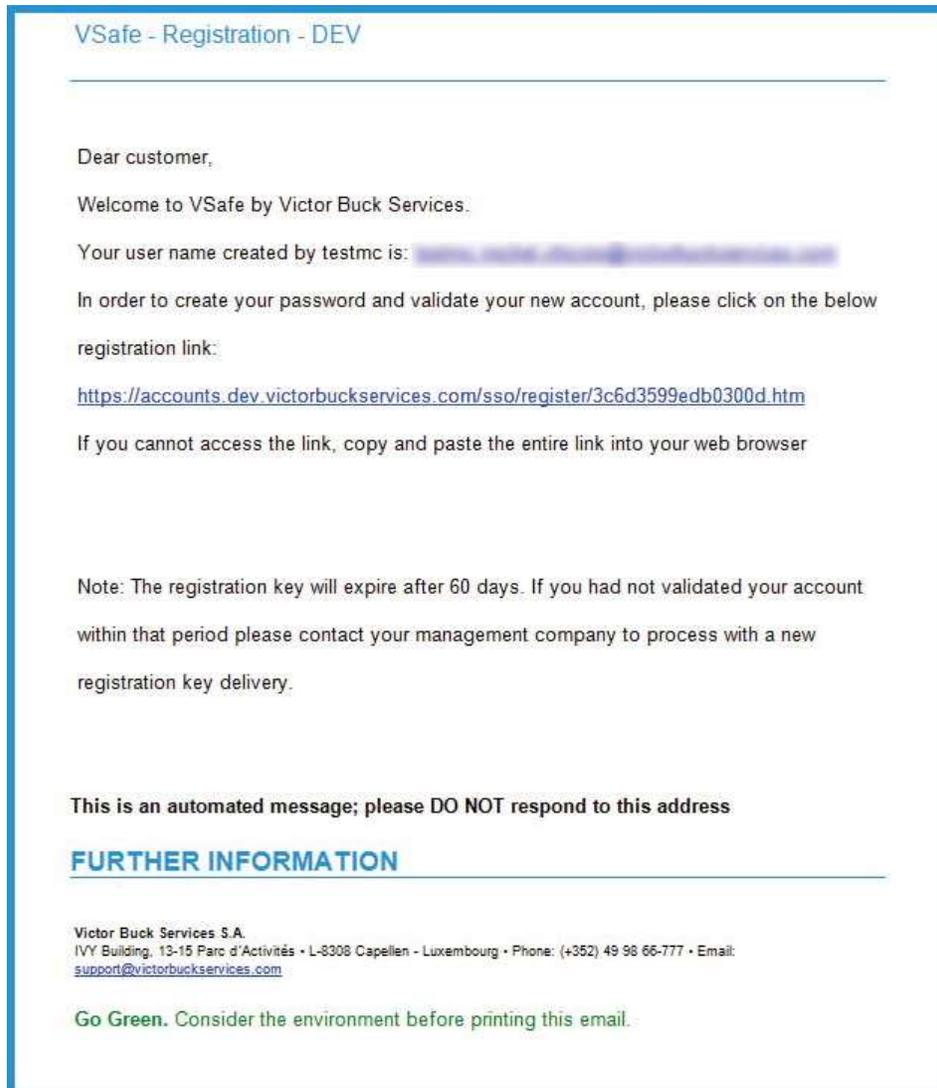
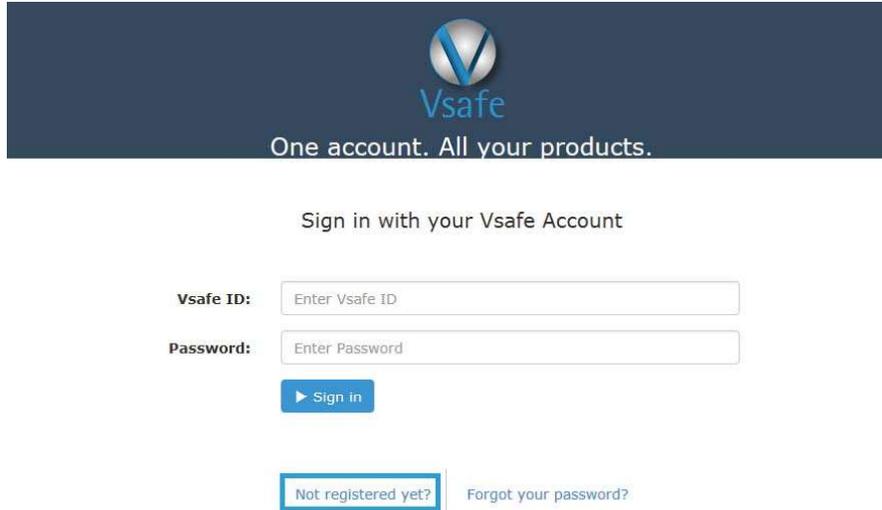


Figure 1: Registration Email

### 3.2 Access registration screen

If the url received by email is not working, you can click on “Not registered yet?” from the Vsafe Login Screen.



One account. All your products.

Sign in with your Vsafe Account

**Vsafe ID:**

**Password:**

[▶ Sign in](#)

[Not registered yet?](#) [Forgot your password?](#)

Figure 2: Not registered yet?

This link will redirect you to the below screen whereby you can enter your registration key and the Vsafe ID. Once this information filled, press “Next” and the system will send you to the next page of the registration process.



Registration

**Registration Key:**

**Vsafe ID:**

[▶ Next](#)

Figure 3: Registration Page:

The screenshot shows the Vsafe Registration page with the following fields and error messages:

- Registration Key:** Input field contains "xxxxx1x". To the right, a red error message reads "Invalid Key".
- Vsafe ID:** Input field contains "john.doe". To the right, a red error message reads "Invalid Format (xxx.email@company.com)".
- A blue "Next" button is located below the input fields.

Figure 4: Registration Page::Error message

### 3.2.1 Create your profile

Here you have to create your profile by entering the following information:

- **First Name:** Enter your first name. This value could be initialized with the value entered by the administrator during the user creation.
- **Last Name:** Enter your last name. This value could be initialized with the value entered by the administrator during the user creation.
- **Time Zone:** Select your time zone / location.
- **Create a password:** Enter a password following the rules displayed on the bottom of the screen.
- **Confirm password:** Confirm the entered password.
- **Password recovery question:** Select a recovery question.
- **Password recovery answer:** Enter an answer to it in order to let you later recovery your password.

The screenshot shows the Vsafe Registration page with the "Create your profile" form. The fields are filled with the following values:

- First Name:** m
- Last Name:** c
- Time zone:** (UTC +01:00) Europe/Luxembourg
- Create a password:** (empty)
- Confirm password:** (empty)
- Password recovery question:** What is the name of your best friend from childhood?
- Password recovery answer:** (empty)

**Password rules:**

- The password must have more than 8 characters.
- The password must have less than 64 characters.
- The password must have more than 1 numeric digit(s).
- The password must have more than 1 lower case character(s).
- The password must have more than 1 upper case character(s).
- The password must be different from the last 5 password(s).

A blue "Registration" button is located at the bottom of the form. At the very bottom of the page, there is a small footer: "All rights reserved by Victor Buck Services S.A - Disclaimer".

Figure 5: Registration::Create password

If an error occurred when the user enters the parameters, the errors are displayed in red like the following screen:

The screenshot shows the Vsafe Registration page with the following fields and error messages:

- First Name:** m
- Last Name:** c
- Time zone:** (UTC +01:00) Europe/Luxembourg
- Create a password:** Field cannot be left blank
- Confirm password:** Field cannot be left blank
- Password recovery question:** What is the name of your best friend from childhood?
- Password recovery answer:** The password recovery answer length must be between 6 and 32 characters.

**Password rules:**

- The password must have more than 8 characters.
- The password must have less than 64 characters.
- The password must have more than 1 numeric digit(s).
- The password must have more than 1 lower case character(s).
- The password must have more than 1 upper case character(s).
- The password must be different from the last 5 password(s).

Registration

All rights reserved by Victor Buck Services S.A - Disclaimer

Figure 6: Registration::Error message

When there is no error, a confirm screen is displayed to the user:

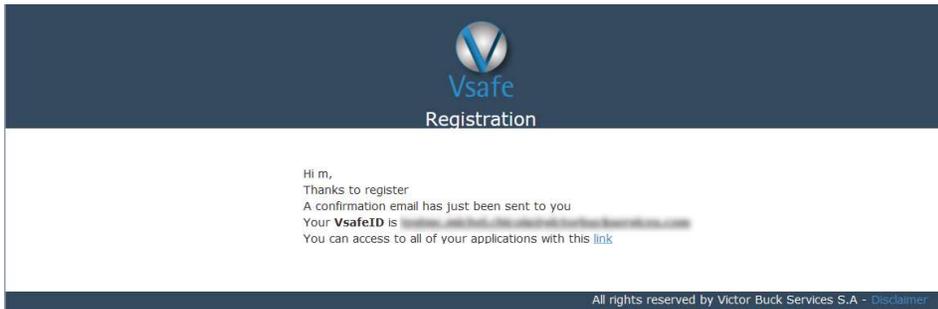


Figure 7: Registration::Confirm message



## 4. Accessing Vcrypt



url: <https://vcrypt.victorbuckservices.com>

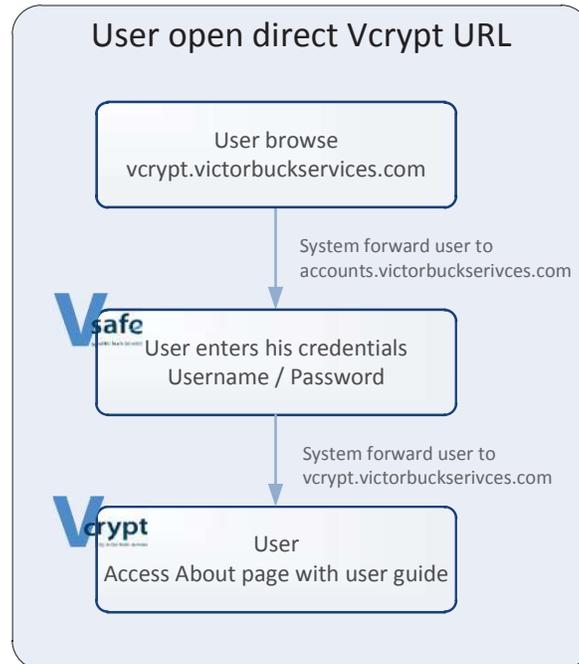


Figure 9: Accessing Vcrypt

## 5. Opening Secure PDF

When you click on the pdf document attached to the email, your Adobe Acrobat Reader will open automatically and recognize the pdf as secure triggering some additional security boxes.

### 5.1 Security Warning

Prior to entry of username and password, the recipient will be presented with a Security Warning

- Allow must be selected to continue with the process.
- Block will prevent access steps from continuing.
- Help will present the recipient with the following.



Figure 10: Security Warning

### 5.2 Credentials

On that screen, you have to enter your username and password received during the registration process.



Figure 11: PDF Log In



*If you don't have the rights to open the document, even if your username and password are correct the access will be denied. In that case, please contact your administrator*

## 6. New Company Access Notification

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When your Fund Administrator setup your account, he can enable your Single-Sign-On user so that you can open all the files from the various Management Companies you're investing with a single userid.

In such case, each time that you receive for the first time an encrypted email for a specific Management Company you will receive the below email in order to tell you that you can use your existing account to open the new files.

### VCrypt - New Company Access

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Dear VCrypt User,

Please be informed that your VCrypt account [company.user@domain.com](mailto:company.user@domain.com) has been granted access to documents from **VBS Investment** company.

Please use the same credentials as you are already using today with **VBS TA** company.

**This is an automated message - please DO NOT respond to this email address.**

Figure 12: New company Access

## 7. User Interfaces

### 7.1 Menu Bar



Figure 13: Menu Bar

1. **About panel:** Open about panel.
2. **My products list:** Allows switching from one authorized product to another.
3. **User name:** Last name and first name of the connected user.
4. **User Company:** Company name of the connected user.
5. **Log out:** Log out from Vcrypt and the other Vproducts.

### 7.2 About

The About page gives further information about Vcrypt and gives access to the user guide by clicking on the PDF icon. 

## 8. Default PDF Security Properties

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- **Offline period:** 10 days. If you open a secured PDF file successfully and you accept the offline disclaimer than, during 10 days you would be able to open the same file without having to authenticate again.
- **Print:** Yes
- **Modify:** No; you can't change/edit the PDF content and/or properties.
- **Copy:** Yes; you can copy / paste the document content.
- **Remove Protection:** No.; you can't save an unsecured version of the PDF you opened.

## 9. Frequently Asked Questions

This section gathers questions and answers raised by Vcrypt users.

### **1) I didn't receive the registration email containing the registration key.**

If you didn't receive the registration email or if you lost it, you can contact your client service representative who can transmit it to you.

### **2) When opening a secured PDF I get the following message about a proxy server access. I provide my username and password but it's not working.**

The following screen is displayed only while your internal organization requests a proxy and is not related to the Vcrypt authentication itself. Therefore, you should enter the username and password that you use in our organization and NOT the user and password of Vcrypt / Vsafe. Once this login screen passed, you will then get the dialog box to provide Vsafeld and password.



Figure 14: Proxy Login

### **3) I got the following "warning" message, what does it means?**

This message could occur when your computer can't access a valid SSL certificate. This SSL certificate used by Victor Buck Services to secure the application is published by the [VeriSign](#) certification authority. Therefore your computer certificate must be updated through the operating system updates to ensure having a trusted root certificate and trusted authority certificate. If you can't update your operating systems, please ask your IT administrator to do so.



Figure 15: Acrobat Reader Error::SSL error

**4) I got the following “Error” message, what does it means?**

This message could occur if:

- If you don't have a valid account on Vsafe / Vcrypt
- If you are not registered.
- If your username and/or password is incorrect.

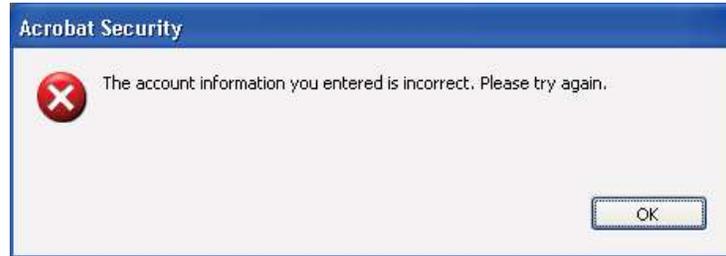


Figure 16: PDF Error::Account Error



Should you forget your password, you can try the recover password procedure from here:

<https://accounts.victorbuckservices.com/sso/forgotpassword.htm>

**5) I got the following “warning” message, what does it means?**

This message could occur if:

- Your account is working properly but you don't have the necessary permissions to open the current document. In that case, control that you're indeed authorized to open this document. If you believe you are, please ask your document provider to give you the right permissions.



Figure 17: PDF Error::Invalid Rights

**6) I didn't get a new registration email when I received the first secure PDF of a new Management Company?**

Your username is unique and valid for all PDF distributed by a same Transfer Agent. Therefore you could use the same username and password for the files received for different Management Companies.

**7) I must provide the user and password each time I am opening a pdf file. Is there a way to remember that password?**

For security reasons your username and password can't be stored. However, if you leave your Acrobat Reader open after successfully having opening a file you could then during 2 hours open other files without having to login again. Unfortunately, after 2 hours you will have to enter your credentials again.

**8) I have lost my password and I can't remember my secret answer what should I do?**

In such situation, you have to contact your document provider so that he sends you a reset password link.

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