

## FREQUENTLY ASKED QUESTIONS

- **How can I benefit from the Brokerage service?** It's very simple, visit the nearest Unicredit branch and become a UniCredit client. To activate the Brokerage service, you will need a valid ID, open an investment account in which you can deposit the minimum amount for trading, namely:

- o 2,500 lei for access to the UCBrokerage platform

- o 50,000 lei for accounts assisted by the broker team or for trading on foreign markets.

- **What is UCBrokerage?** UCBrokerage is the platform offered by Unicredit for bank clients who hold a current account, which allows you to have permanent access (from anywhere and anytime) to your investment accounts and the funds related to them and to trade financial instruments listed on the Bucharest Stock Exchange.

- **How do I authenticate for the first time on the UCBrokerage platform?** Open the email sent by Unicredit where you will find the link to create the account. Create your account by following the instructions for creating a user and password.

If you have any difficulties with authentication, contact the InfoCenter team any day at +40 21 200 2020 (normal rate call on mobile networks) or \*2020 (normal rate call on all networks). After creating the user, you will receive a password in the user creation confirmation email. This password is required to place instructions for buying/selling instruments or withdrawing/depositing money.

- **How can I access UCBrokerage?**

### a) Desktop

From your computer connected to the internet, using the [www.unicredit.ro](http://www.unicredit.ro) page by accessing the **UCBrokerage** button.

The **UCBrokerage** platform is optimized for use on Mozilla Firefox 60+ and Google Chrome 60+, resolution 1280 x 1024. You can adjust the resolution using Ctr+/Ctrl-.

If you encounter difficulties with authentication, contact the InfoCenter team any day at [+40 21 200 2020](tel:+40212002020) (normal rate call on mobile networks) or [\\*2020](tel:+40212002020) (normal rate call on all networks) or in writing by email at [infocenter@unicredit.ro](mailto:infocenter@unicredit.ro)

### b) Mobile

From any smartphone or tablet connected to the internet via a browser, using the [www.unicredit.ro](http://www.unicredit.ro) page by accessing the **UCBrokerage** button.

If you experience difficulties with authentication, contact the InfoCenter team any day at [+40 21 200 2020](tel:+40212002020) (normal rate call on mobile networks) or [\\*2020](tel:+40212002020) (normal rate call on all networks) or in writing by email to [infocenter@unicredit.ro](mailto:infocenter@unicredit.ro)



• **How do I log in to UCBrokerage if I am a client transferred from Alpha Bank Romania?** You can log in with the same username and password as before August 18, 2025. Afterwards, please request a password reset immediately after the first login.

• **How do I make payments to new accounts opened at Unicredit for trading on capital markets?**

To fund the investment account, the Payment Order will be completed as follows:

- BIC/SWIFT: BACXROBU

- IBAN: investment account IBAN notified in the letter to you (corresponding to each currency)

- Beneficiary name: your name

- Details: trading account funding

• **How do I log in to UCBrokerage?** You can log in with the same username you chose during your first login and your last password used.

• **If my password expires. How do I proceed?** The password is changed directly from UCBrokerage using the "Forgot your password" option, available on the Log In page.

Note: It is NOT necessary to go to the unit where your accounts are opened.

• **I forgot my password or the password reset link does not work. How can I recover it?** The password is changed directly from UCBrokerage using the "Forgot your password" option, available on the Log In page or by contacting the InfoCenter team any day at [+40 21 200 2020](tel:+40212002020) (normal rate call on mobile networks) or [\\*2020](tel:*2020) (normal rate call on all networks).

Note: It is NOT necessary to go to the unit where your accounts are opened.

• **I forgot my Order Password. How can I recover it?** The password is changed directly from UCBrokerage using the "Forgot your password" option, available on the Log In page or by contacting the InfoCenter team any day at [+40 21 200 2020](tel:+40212002020) (normal rate call on mobile networks) or [\\*2020](tel:*2020) (normal rate call on all networks).

Note: It is NOT necessary to go to the unit where your accounts are opened.

• **I want to change my Access Password. How do I proceed?** The password is changed directly from UCBrokerage, the "Account Management" menu, the "Change Password" option.

Note: It is NOT necessary to go to the unit where your accounts are opened.

• **I want to change my Order Password. How do I proceed?** The password is changed directly from UCBrokerage, the "Account Management" menu, the "Change Order Password" option. Note: It is NOT necessary to go to the unit where your accounts are opened

• **How do I unlock my UCBrokerage account?** Please contact the InfoCenter team any day at [+40 21 200 2020](tel:+40212002020) (normal rate call on mobile networks) or [\\*2020](tel:*2020) (normal rate call on all networks).



- **When do I receive my account statement?** The investment account statement is sent by email in the first 5 business days of the following month, for the previous month.
- **When do I receive my portfolio statement?** The portfolio statement is sent in the first 5 business days of the following month, for the previous month.
- **How can I update my identification data?** You can go to any unit and, as a client with a trading account (transferred from Alpha Bank Romania), ask to speak to a Relationship Manager.
- **What should I do if I need additional assistance?** Contact us at the InfoCenter service any day at +40 21 200 2020 (normal rate call on mobile networks) or \*2020 (normal rate call on all networks) or in writing by email at [infocenter@unicredit.ro](mailto:infocenter@unicredit.ro).
- **What types of operations can I do in UCBrokerage?** Through UCBrokerage you have access to your investment accounts and their associated funds at any time and you can trade financial instruments listed on the Bucharest Stock Exchange
- **Where can I see the transactions in settlement?** Transactions made in the last 2 days can be viewed in the Archive menu/Confirmations sub-menu.
- **Where can I see the transaction history?** In the Archive menu, the Confirmations sub-menu, you can view the transaction history.
- **Where can I see the available withdrawal amount?** In the Deposits/Withdrawals menu, the Available section, you can find the available amount that can be withdrawn.
- **Where can I see the trading available amount?** In the Trading menu, in the trading screen, on the Trading Balance column, you can find the available trading amount for each currency.
- **An order was canceled. Why?** Write to us at [UniCredit\\_Brokers@unicredit.ro](mailto:UniCredit_Brokers@unicredit.ro) or call us at the following phone numbers: 021 200 1060 / 021 200 1061 / 021 200 1062 / 021 200 1063 / 021 200 1064
- **Where can I contact you for trading activities?** For information, you can write to us at [UniCredit\\_Brokers@unicredit.ro](mailto:UniCredit_Brokers@unicredit.ro) or call us at the following phone numbers: 021 200 1060 / 021 200 1061 / 021 200 1062 / 021 200 1063 / 021 200 1064
- **I did not receive the Transaction Confirmation/Account Statement. What is the reason?** Please write to us at [ROUCTHOBrokerageBO@unicredit.ro](mailto:ROUCTHOBrokerageBO@unicredit.ro) for support.