

## MEMORANDUM

*FOR INTERNAL USE*

TO : ALL DEALER'S REPRESENTATIVES  
FROM : THE MANAGEMENT  
DATE : 09 May 2025

SUBJECT : **Reset of Password and Trading Pin for TA Online Users**

---

As per regulatory requirement and to safeguard your clients trading experience, we will reset the password and trading pin for all TA Online users after **5.30 pm today, Friday 9 May 2025.**

After the reset, users are required to immediately change their password and trading pin upon login into TA Online system.

We encourage and recommend TA Online users to continuously update their security protocols, which includes:

- Password: Create a strong password and change it regularly
- Trading PIN: Reset the PIN for additional security
- Login credentials: Keep the password confidential
- Security: Secure their devices with antivirus software and avoid using public Wi-Fi for trading activities

These measures align with industry standards to protect their account.

We attached herewith the user guide to reset password and trading pin for you to assist your clients.

Your kind cooperation on this matter is much appreciated.

Thank you.

