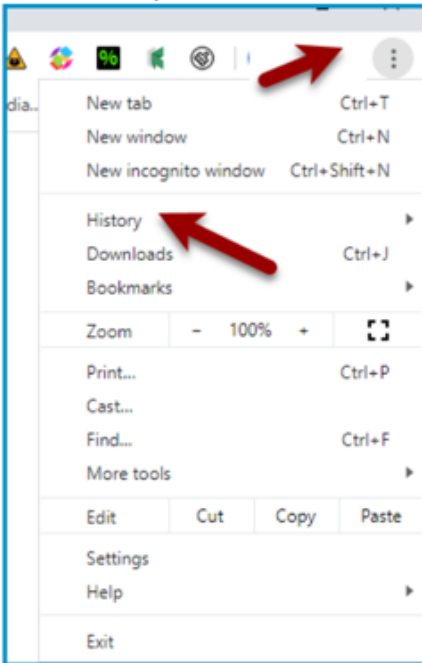


If you encounter issues logging into UTRADE and order submission, kindly follow the steps 1 to 7:

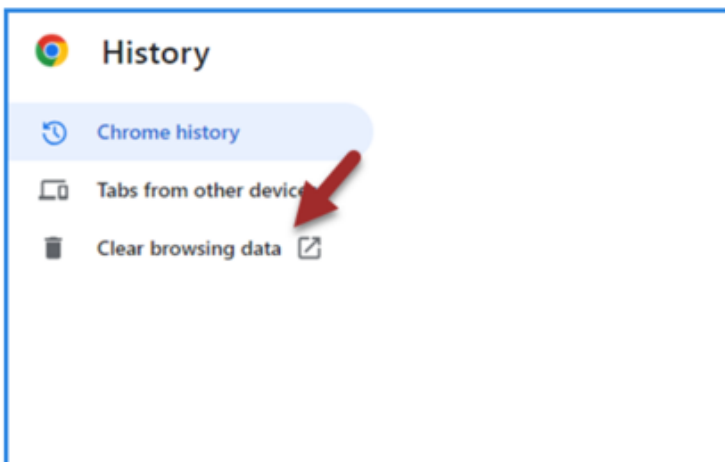
To clear your cache in Google Chrome

1. Click the **Menu** in the upper right.

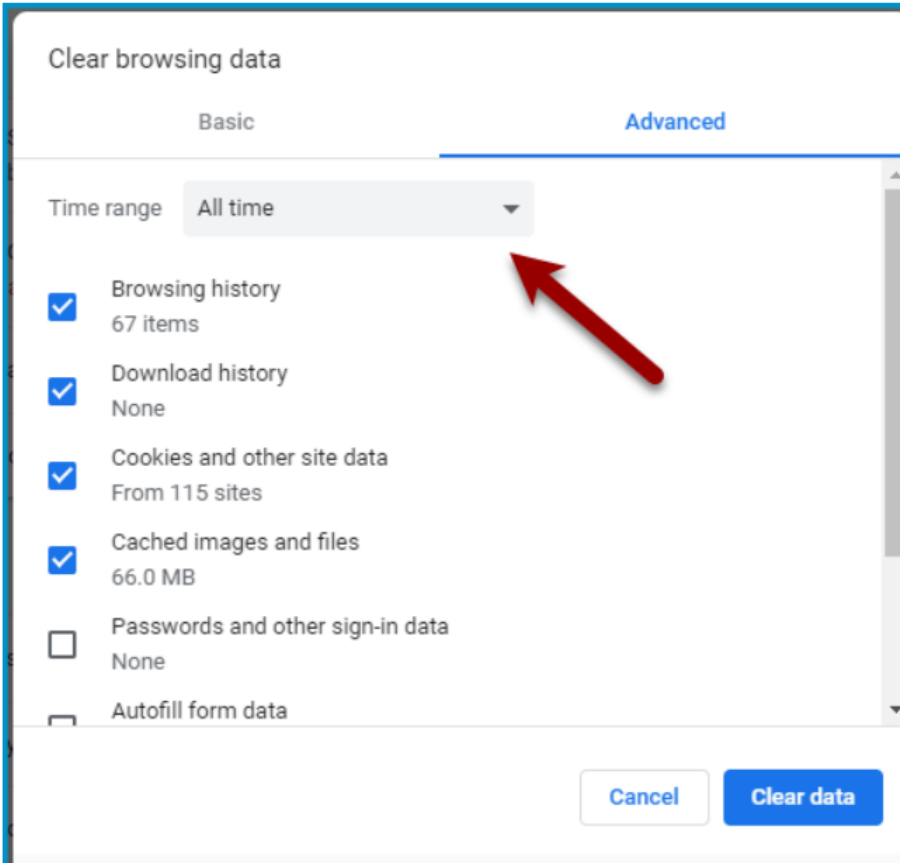
2. Choose **History**



3. Choose "**Clear Browsing Data.**"



4. The most effective setting is to clear all browsing history **for All time** and to clear **browsing history, download history, cached images and files, and cookies**.



5. Close your browser and restart to see changes.

6. Remove your exiting login URL from your computer.

7. Then enter [www.ustrade.com](http://www.ustrade.com) and use the following URL to login

The screenshot shows the UOB KayHian UTRADE website. At the top, there is a navigation bar with contact information (+65 6536 9338, contact@ustrade.com.sg), location (You are in UTRADE SINGAPORE), and links for Login and Open An Account. Below the navigation bar is a main menu with links for WHY UTRADE, PRODUCTS, PLATFORMS, TOOLS, RESEARCH, SEMINARS, PROMOTIONS, CONTACT US, and FAQ.

The main content area features a large red banner on the left with the text "NEW UTRADE IS HERE!" and an image of a computer monitor and tablet displaying the trading platform. Below this banner is a red button with the text "Click here to return to the Old UTRADE Platform". A green arrow points from this button to the login form on the right.

On the right side, there is a "Special Notice" section with the text "Last Updated as of 10 May 2024 11:00 AM". Below this are several important notices: "US Equity - Reverse Stock Split Action Important!", "Trading in US Equities Important!", "Selling of shares after Corporate Action Events Important!", and "W-RRFN Form for Trading and Holding of IIS shares Important!".

Below the notices is a "Log in" section with a form containing fields for "Login ID" and "Password". There are radio buttons for "English" (selected) and "中文". A red "Log in" button is positioned below the form. Below the button, there is a disclaimer: "By logging in, you accept the Terms of use and agree to be bound by them." Below the disclaimer is a link: "Click here to login to the old UTRADE Platform". There are also links for "Forgot Password New!", "Forgot Login ID New!", and "Unlock Account New!". A "UTRADE Mobile" button is located at the bottom right of the login section. At the very bottom, there are links for "FAQ" and "Security Advisory".