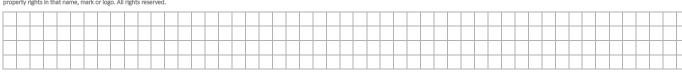
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Account Set Up / Terminology

Account Number

An account number is created for every location where billable SIDs (licenses), circuits or services are installed. Multiple account numbers can be created in one location if required for billing / administrative purposes.

Firm Number

An account must be under a firm number. Firm number can be regarded as the "umbrella" number under which all related accounts are grouped. These accounts/entities under the same umbrella have to be in a control relationship with one another or under a common control.

SID

= Subscription Identifier

A SID is a unique number which Bloomberg uses to track the progression of a license. SIDs are also linked to any entitlements or exchanges, allowing them to be carried across various actions. SID attached to a service are considered "billable" and represent one paid license.

UUID

= Unique User Identifier

A UUID is a unique number assigned to every Bloomberg login (username).

License Type

Bloomberg Anywhere (BBA)

Billed by user

- Allow users to login anywhere by creating APOD and via bba.bloomberg.net
- Allow users to login on Bloomberg Professional App on mobile devices
- Use a combination of user ID, password, and biometric authentication to login

Open Terminal

Billed by terminal serial number

- Allow creation of multiple logins
- Users are limited to open terminals with the same firm
- Only one user is allowed to login on the terminal at one time

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Bloomberg

Serial Number (S/N)

Each instance of software has its own serial number that is unique to that installation. This can be found by hitting the cancel key and the S/N is located at the bottom left corner. All serial number would be associated with a SID number.

Access Point

Access Point is the initial installation of the Bloomberg software which is installed by our implementation team. Access Point usually comes with your initial order of the Bloomberg Anywhere license. Access Point is usually free unless it is associated with Bloomberg rental Flat Panel or PC.

APOD

= Access Point on Demand

An APOD is a free installation of the Bloomberg software which can be created by Bloomberg Anywhere users.

- For a PC with connectivity to a Bloomberg provided router/circuit (also known as "Private IP"), the APOD can quickly be created without required authentication, and is enabled for trading functionality by default. If the Bloomberg router is shared by more than 1 firm, a Bloomberg login name will be required to create the APOD.
- For a PC with no connectivity to a Bloomberg router (i.e., Internet connection), a valid Bloomberg Anywhere login, password and a B-Unit screen sync is required. The APOD is created without trading functionality by default.
- *APOD and Access Points are set with an automatic expiration. If not logged into, the serial number will automatically expire after the following time frames, and you will need to create a new APOD/Access Point.

Automatic expiration

30 Days = Internet Connection

60 Days = Router Connections/Private IP

Open Terminal

An open terminal serial number is linked to billable subscription for open terminal users to use. Open terminal serial number will never change and always appear on the login page. Unlike the above Access Point and APOD, there is no expiration for open terminal until license removal.

* Non-Bloomberg Anywhere users are encouraged to contact their account representative to convert to Bloomberg Anywhere to be able to take advantages of this service.

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Useful References for Setting up a Terminal

Link: https://www.bloomberg.com/professional/support/documentation/ (for users in mainland China, go to https://www.blpprofessional.com)

Hardware requirement – please refer to PC Requirements

Software requirement – please refer to Software Compatibility Matrix

Network requirement – please refer to Transport and Security Specifications

Bloomberg Software Download

Bloomberg Software is Windows based and is not supported on Mac OS. Alternatively, Bloomberg software can be installed if user runs Windows on Mac.

- Download the latest version of the Bloomberg Professional software from the Bloomberg website: https://www.bloombergsoftware.com
 (For users in mainland China, go to https://www.blpprofessional.com)
- 2. Click the option that says "Bloomberg Terminal New/Upgrade Installation". We recommend saving the application to your desktop and then running the application to complete the installation.

Bloomberg Anywhere Website

Link: https://bba.bloomberg.net

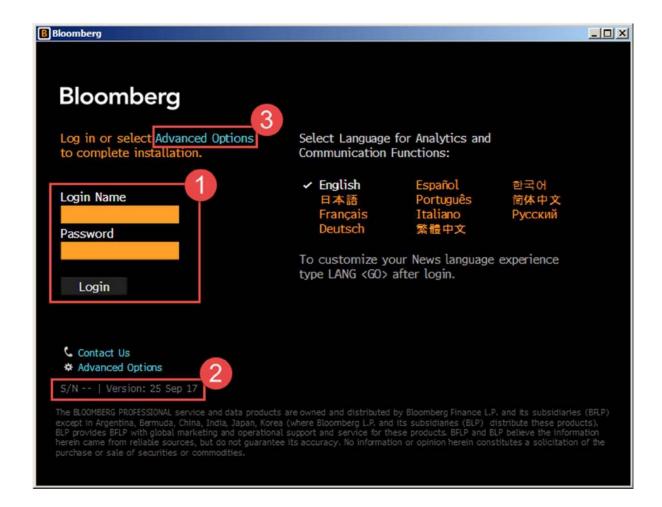
For Mac and PCs that are unable to install Bloomberg software, user can access Bloomberg via the Bloomberg Anywhere website. This website is only applicable for Bloomberg Anywhere users. For system requirement, please visit https://bba.bloomberg.net/Help.

Bloomberg

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After installing the software package, you will see below screens.

* For legacy version of connection wizard set up, please refer to the APOD document on https://www.bloomberg.com/professional/support/documentation/



- 1. Login Area for Username and Password.
- 2. If the terminal already has an active Serial Number it will appear in this area along with the software version.
- 3. Advanced Options can be used by IT Technicians and users to access further options to help with creating a Serial Number or re-installing an existing Serial Number.

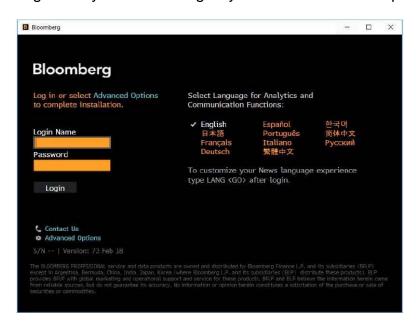
Bloomberg

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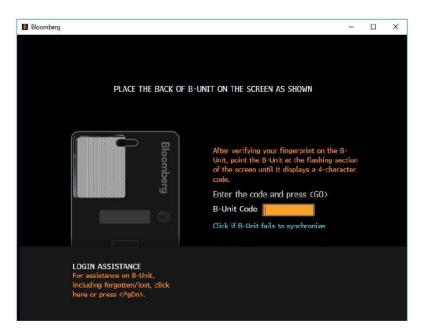
APOD Creation

How to Create a Serial Number(S/N) by Bloomberg Anywhere user

- 1. Launch the Bloomberg Professional Software
- 2. Login with your Bloomberg Anywhere username and password

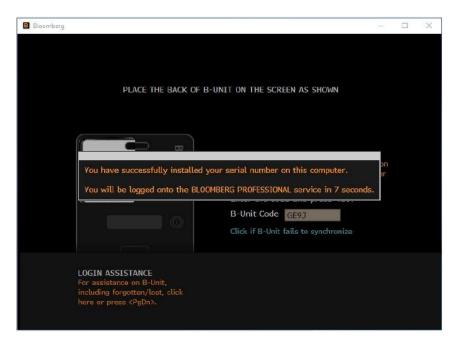


- 3. Verify on the B-Unit with Fingerprint
- 4. Sync the B-Unit with the flashing screen
- 5. Enter the B-Unit Code



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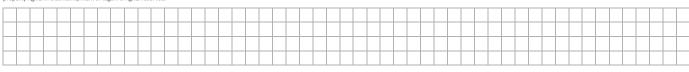


Quick Install for Bloomberg Anywhere user

Alternatively, under Advance Options, IT Technicians or users can also enter their Bloomberg username to automatically create a serial number for the terminal under the correct customer number. The terminal software will relaunch and the user will be able to login using their Username, Password and biometric authentication. This feature requires an active connection to a Bloomberg Router.



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BCHG

How to re-install a Serial Number for Open Terminal users

BCHG is supported if:

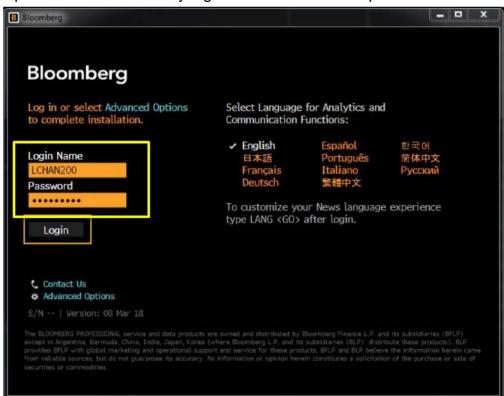
- Open/ Bloomberg Professional terminal
- Terminal is configured to connect over a Bloomberg Router (Private IP).
- Terminal is not currently connected (user's logged out, application is closed).
- The S/N of the terminal has not been re-installed more than 3 times over the last 30 days.
- Terminal must have been connected to the Bloomberg router over the last 2 weeks, otherwise the S/N will fall from the Bloomberg router list

If BCHG attempt does not pass any of the security checks above, the system will either display an error message or generate a service ticket for Bloomberg Help Desk for a callback.

Auto BCHG with Login Name

Automatic BCHG can be performed by existing Open Terminal users

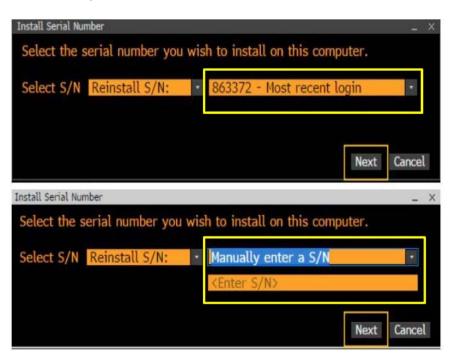
1. Open Terminal users may login with username and password



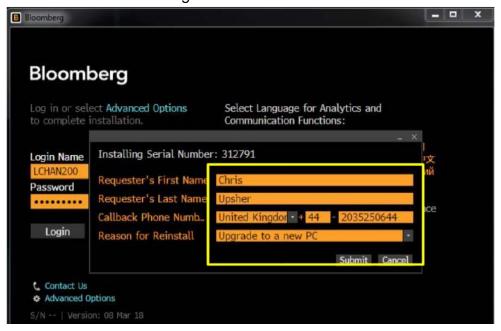
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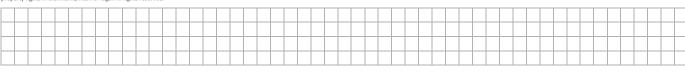
- 2. You will be given two options:
 - a. Reinstall S/N to install the last Open Terminal S/N that the user has logged in
 - b. Manually enter a S/N to install a different Serial Number



- 3. Enter contact details and reason for BCHG
- 4. Click Submit, your serial number will be verified, software will relaunch and the user will be able to login

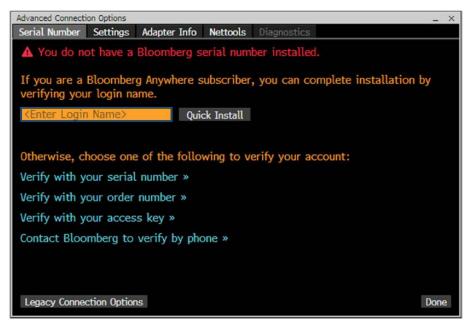


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Advanced Options

Advanced Options is available for IT technicians or users to install the Serial Number with other identifiers.



Verify with your serial number >>

This option can be used to automatically reinstall an Open Terminal serial number (BCHG) connecting over Bloomberg routers. For this option to work, ensure the terminal you are attempting to reinstall is not currently open in another computer.

Verify with your order number >>

This option can be used to install a new terminal by entering a Bloomberg order number.

Verify with your access key >>

You will be guided to this option by Bloomberg customer support whenever a terminal serial number needs to be manually installed or re-installed.

Contact Bloomberg to verify by phone >>

This option will provide you with the Bloomberg customer support phone numbers. Our support team will assist in installing or re-installing a Bloomberg terminal serial number.

Legacy Connection Options >>

The legacy Connection Wizard remains available by clicking the legacy Connection Options button. The legacy connection wizard will launch on the Access Point tab to proceed with creating the APOD.

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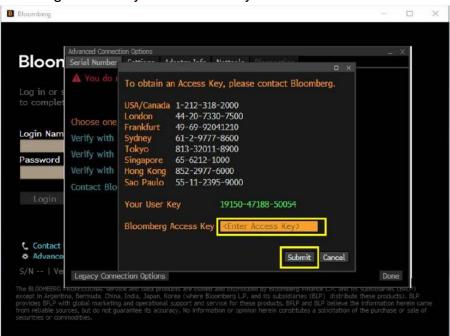
Manual BCHG

You can also contact Bloomberg Customer Support to perform a Manual BCHG. Bloomberg Customer Support will provide an Access Key when you need to reinstall an Open Terminal manually

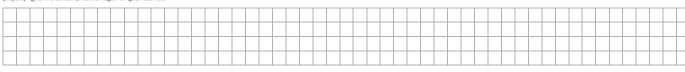
1. Click on Advanced Options and select verify with your access key



2. Exchange User Key for Access Key



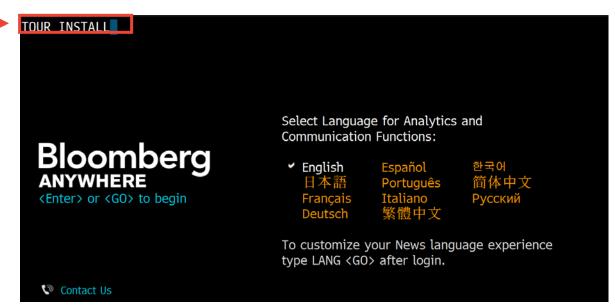
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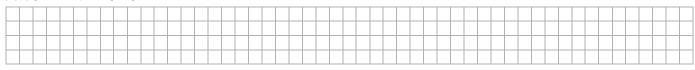
Software Testing – TOUR INSTALL

For technicians who are creating an APOD for a user, you can use the TOUR INSTALL<GO> procedure to test the following Bloomberg functionality.

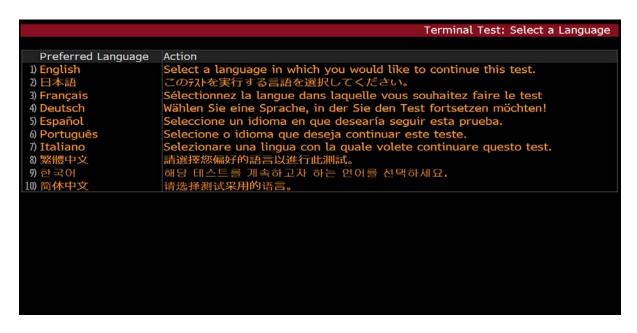
- Software Update
- Keyboard Test
- PDF Download
- Bloomberg Video/Audio
- Bloomberg API
- Bloomberg Smart Client
- Web Access
- Printing
- 1. From the **1-Bloomberg** window, hit **Esc**, type: "TOUR INSTALL" and press <**Enter**> The system will log in, using TOURINST as the user name.



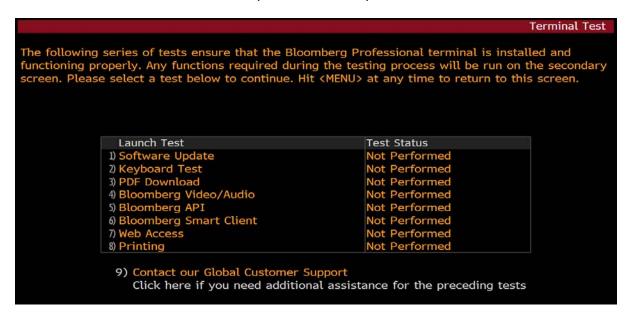
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2. The TOUR INSTALL language option page will appear, select the language to continue.



3. Please run each step manually. Any functions required during the testing process will be run on the 2-Bloomberg screen. If a test fails, correct the problem and retest until each test has been performed and passed.



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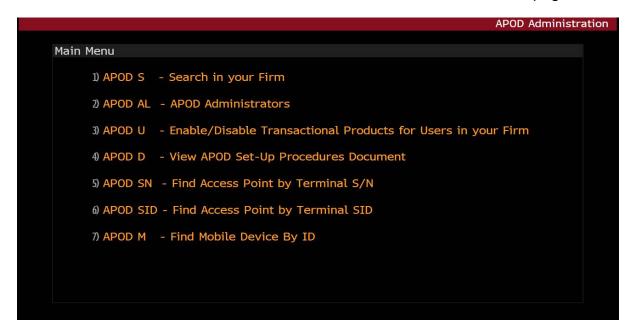
APOD Admin

APOD Administrator – APOD<GO> is a function that allows authorized administrators to enable and disable access to transactional product / trading system functionality on all APODs, Access Points and Mobile Devices within their firm or account.

Your firm's compliance officer will need to contact your Bloomberg account representative to designate the authorized APOD administrator; this user must also be a Bloomberg Anywhere user.

Once authorized, the APOD administrator will be required to electronically accept the terms of the APOD Agreement (required just once per APOD administrator on initial access). Upon acceptance, the administrator will be permitted to update the APODs access to transactional product functionality.

The APOD administrator can run the function APOD<GO> to launch this page:



For more information on APOD<GO> and the usage of the above functions, please refer to APOD D<GO>

or visit https://www.bloomberg.com/professional/support/documentation/

- Access Point on Demand document

Bloomberg

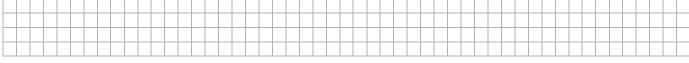
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Useful Terminal Functions

You can type below functions and follow by Enter/<GO> key

Functions	Description
ENTV	3 rd Party Entitlement that your User/Office/Firm have subscribed to
IDOC	Bloomberg Related Document
BLP	Bloomberg Launchpad
MGU	Bloomberg Message Setting
BBPC	Bloomberg Software/Hardware Requirement & Technical Document
BTTC	Bloomberg Technology Training Certification
BU	Bloomberg Training Resources
UUF	Change Bloomberg Password
TZDF	Change Time Zone Defaults
CMPC	Compliance Center
CONN	Connection Wizard
DSCL	Disclaimer Management
EIS	Exchange List and Enablement
GCSN	Global Customer Support Numbers
INQ	Helpdesk
IBSR	IB Chat Search
CRCO	Overview of Chief Risk & Compliance Office
GDPR	Overview of Privacy Compliance
NOTE	Personal and Share Notes
SPDL	Personal Speed Dial
UPGR	View Bloomberg Software Status
HDSK	View Historical Helpdesk Record
APOD AL	View the List of APOD Admin in Your Firm
IAM	View User/Session Information

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Disaster Recovery

Overview

Bloomberg offers two options to assist customers in their preparation for Disaster Recovery. In the event of loss of service to a primary location, Bloomberg Anywhere users can log in anywhere with an internet connection. For Terminal users, a prearranged secondary site with Disaster Recovery licenses will limit the downtime of users and loss of access to the Terminals.

A Bloomberg account representative can assist in meeting Disaster Recovery needs.

Bloomberg Anywhere

Bloomberg Anywhere users can access the Bloomberg Professional from virtually any Internet connected PC, allowing the same license that logs in on a daily basis to be used in an alternative location.

To allow for easy transition during a crisis, a secondary site can be populated with APODs. APODs can be created independently at any time by the customer without the need to call into Bloomberg.

Disaster Recovery Terminal for Open Terminal Users

Disaster Recovery terminals are to be installed at a secondary site giving Bloomberg Professional user's access when the primary site is inaccessible. Customers must install these licenses at a site other than the primary location. Customers provide all hardware with exception to keyboards and routers (where required).

Orders for Disaster Recovery terminals can only be placed if the customer has a primary subscription location with fully billable terminals. Disaster Recovery terminals require a signed schedule of services as well as a signed Disaster Recovery Addendum. There is a monthly lease fee for each terminal and connectivity.

Subscription capabilities such as real-time, third party research and pricing enablement will assume the functionality of the terminal last logged into by the user.

Enabling Bloomberg Disaster Recovery Terminals

- 1. Call our 24/7 Global Customer Support hotline
- 2. Provide DR serial number
- Provide the login name of the users
 (*Please note that our enablement is by account number. If you have a user
 from a different account that needs to use the DR terminal, please also provide
 that user's login.)

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Online Customer Service Portal for Account Management

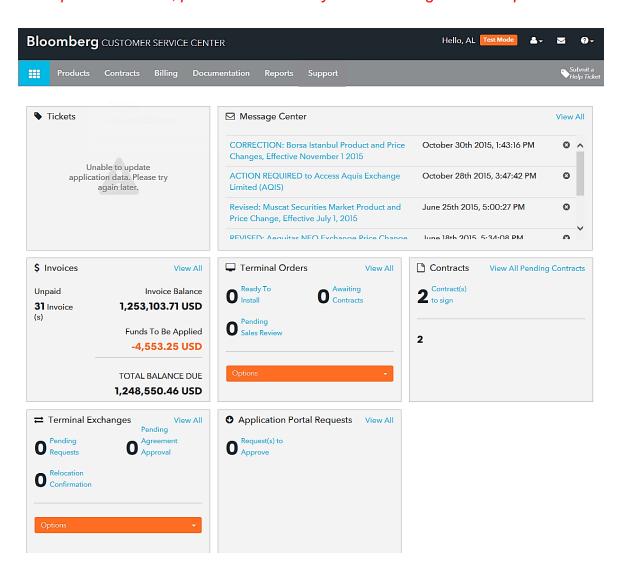
Link: https://service.bloomberg.com/

For Mainland China: https://service.blpprofessional.com/

An online platform (previously known as online SOR portal/web portal) created in 2010 for market data reps to enter orders online and accept/sign contracts online. Over the years, more features such as Inquiries, Billing, Exchanges were added for market data and techs to manage Bloomberg Terminal accounts. It's the easiest way to administer contracts, order new services and exchanges and manage billing.

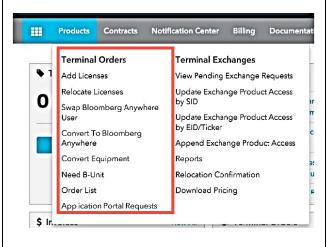
Portal users are registered using their corporate email address as login name. A terminal user login is not required for this portal.

To request for access, please reach out to your Bloomberg account representative.



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Terminal Orders

You will be able to submit orders online for faster order processing

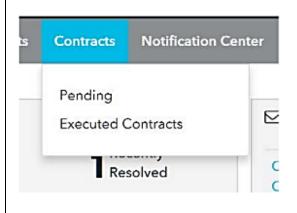
- Enter orders at your convenience 24/7
- Add/Relocate licenses
- Convert equipment
- Initiate conversions to Bloomberg Anywhere
- Swap Bloomberg Anywhere user
- Order list
- Order B-unit

Products Contracts Notification Center Billing -**Terminal Orders** Terminal Exchanges Add Licenses View Pending Exchange Requests Update Exchange Product Access Relocate Licenses Swap Bloomberg Anywhere Update Exchange Product Access by EID/Ticker Convert To Bloomberg Anywhere Append Exchange Product Access Convert Equipment Need B-Unit Relocation Confirmation Order List Download Pricing Application Portal Requests

Terminal Exchanges

You will be able to manage and enable real-time exchange data

- Manage approval when user requests subscription to real-time exchanges data via EIS<GO>
- Update exchange access based on user, product or ticker
- Copy exchange privilege profile for an existing user to another user
- Monitor subscriptions from the exchange inventory report
- Download pricing information



Contracts

You will be able to manage and monitor your contracts all in one place online without the need to go through Bloomberg

- Download documents including agreements schedule of services etc.
- Accept and sign contracts electronically
- View and archive electronicallysigned contracts
- View orders with pending contracts to be executed

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Support

You will be able to send request to Bloomberg's support team directly for assistance:

- Accounting
- Contracts
- Terminal Exchanges
- Technical Support
- Supply Chain

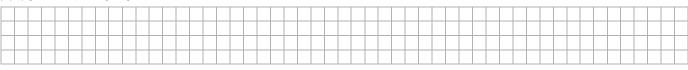
<u>Billing</u>

You will be able to access billing information and accounts 24/7, securely and easily online

- Download copies of current and past invoices (up to 12 months)
- Download SID report for invoice detail which has info on licenses, license type, user contract info & unit price etc.
- Change billing contact and address information



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Invoice related report

- 1) Go to Customer Service Portal and login with your login name
- Click "Billing > Unpaid Invoice" to download outstanding bill
 Or click "Billing > Paid Invoice" to download the past invoices up to 12 months
- 3) Click "SID report" to download below report for details

Text Format – A text-formatted report that includes activity, inventory and exchange charges on the invoice.

Subscription/Change Activity – This section is designed to track SID activity for the account. It lists every change to your inventory in chronological order since the last invoice, identifying each action by SID Instance.

- ★ Current Subscriptions This section lists all SID numbers that are active at the time of invoicing. To facilitate your transition to SID, the current serial number of each SID is included here.
- ★ Exchange/Third Party Charges This section lists all SID numbers associated with each provider for the charges incurred each month.
- ★ SID Invoice Details- This section list the billing cycle & line item total for each SID, which have now been integrated as part of the SID invoice report. This information was previously available only on your invoice.

Exchange/Third Party Charges with EID – This section lists all SID numbers associated with each provider for the charges incurred each month. There is a newly added Entitlement ID field.

Pay Per View Details – This section lists SID numbers associated with BMART charges incurred each month.

App Portal Details – This section lists SID numbers associated with App Portal service charges incurred each month.

★ Frequently asked reports

Bloomberg

Contact us

You can find customer support phone numbers for your geographical area, so you can reach a local support desk with your questions.

Australia – Melbourne +61-3-9228-8700

Australia – Sydney +61-2-9777-8600

China – Beijing +86-10-6649-7500

China – Shanghai +86-21-6104-3000

Hong Kong +852-2977-6000

India - Mumbai +91-22-6120-3600

India - New Delhi +91-11-4179-2000

Indonesia +62-21-2355-3000

Japan +81-3-3201-8900

Korea +82-2-3702-1600

Malaysia +60-3-2302-7800

New Zealand +64-4-498-2200

Philippines +63-2-789-7000

Singapore +65-6212-1000

Sri Lanka +94-1-1735-1333

Taiwan +886-2-7719-1500

Thailand +66-2-098-7400

Vietnam +84-24-3935-0950



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Alternatively, you can press the <Help> key twice for 24/7 instant live assistance on Bloomberg Terminal.

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