

# Monitor Your Portfolio

## Frequently Asked Questions



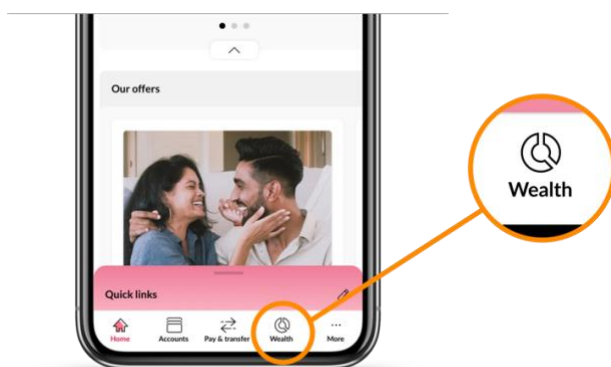
## General Information

### 01) What portfolios are available on MCB Juice?

All your portfolios, excluding MCB funds, are now accessible on MCB Juice.

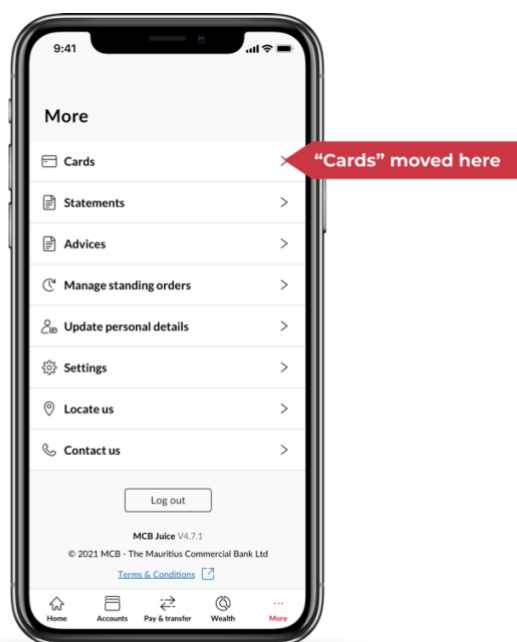
### 02) How do I access my portfolios?

You can access your portfolios via the “Wealth” icon located on the navigation bar of MCB Juice.



### 03) I can no longer see my “Cards” module on my MCB Juice. Is it a bug?

No, it is not a bug. Your “Cards” module can now be found in the “More” section.



### 04) Can I open an investment account on MCB Juice?

This service is not currently available on MCB Juice.

Please contact your dedicated banker to learn more about your investment options and how to open an investment account with MCB.

**05) I currently don't have a portfolio; how do I get started?**

To begin your investment journey, follow these steps:

1. Navigate to the "Wealth" feature located on the bottom navigation bar.
2. Click on "How do I get started?" for detailed guidance.
3. Tap on "Get in touch" to access a form where you can provide your information and express your interest. Submitting the form will allow us to assist you further.

Alternatively, contact your dedicated banker to learn more about your investment options and how to open an investment account with MCB.

## **Portfolio Feature**

**06) What should I see when tapping on the "Wealth" module?**

You will be presented with a total valuation of all your listed portfolios and a summary of the top three asset allocations across all your portfolios.

**07) What does the summary of all portfolios represent?**

It is the total valuation of all your listed portfolios, and the combined currency for this overview is in Mauritian Rupees (MUR), regardless of the individual currencies linked to each portfolio.

**08) What is the exchange rate used to convert any foreign currency to MUR?**

Foreign currency rates against the Mauritian Rupee are MCB's mid-rates. For more information, please contact your dedicated banker.

**09) Is the valuation of my portfolio done in near-real time?**

Yes, your portfolios are being updated on a near real-time basis. The value of such investments is based on the latest price or estimate and may not reflect the actual value of your investment. Such value should not be relied upon as a representation that a transaction could have been or can be affected at the stated price. Unsettled transactions and pledged assets (if any) are not specifically marked.

**10) What can I see in asset allocation?**

You will see the asset class allocation of the portfolio as well as how the asset class drills down into currency sub-allocation.

**11) What can I see in portfolio holdings?**

You can see the list of instruments(s) per region and country for each asset class.

**12) What can I see in recent transactions?**

On the recent transactions screen, you'll find a list of your latest purchases and sold transactions for the chosen portfolio. To explore further details about a specific transaction, simply tap on it. It's important to be aware that MCB Juice currently retains only the last 60 days of transactions.

**13) What does the unrealised profit/loss represent?**

It is the profit or loss on your investment based on the current value of the investment. The value is indicative and will only be realised if you sell the investment.

**14) Why is it that for some asset classes, I can tap on the icon to view portfolio holding, and not for others?**

For the time being, only some asset classes are clickable. This functionality will soon be extended to all asset classes. To view which one you can tap on it, please refer to the table below:

Clickable asset classes		Non-clickable asset classes	
<ul style="list-style-type: none"><li>• Debt</li><li>• Equities</li><li>• Mutual funds</li></ul>	<ul style="list-style-type: none"><li>• Commodities</li><li>• Alternatives</li><li>• Derivatives</li></ul>	<ul style="list-style-type: none"><li>• Cash Accounts</li><li>• FX deals</li><li>• MCB Deposits</li></ul>	<ul style="list-style-type: none"><li>• MCB Money market</li><li>• Deposits with other institutions</li></ul>

## Transactions

**15) My recent transactions screen is showing “No recent transactions”, but I have made a purchase or sell order in the last 60 days, is this a bug?**

Your recent transactions card may show "No recent transactions" if you hold a portfolio with MCB Stockbrokers LTD (MSL). We are working on ensuring MSL portfolios have access to their recent transactions available on MCB Juice.

**16) What types of transactions will be included in recent transactions?**

All trades involving the buying and selling of securities within the last 60 days will be listed in the 'recent transactions.' It does not encompass account entries such as debit or credit of funds.

**17) What does the amount in recent transactions represent?**

The amount reflects the total value of the traded security, net of fees, including trading and commission fees.

**18) How can I confirm that a trade has been settled in my MCB investment settlement account?**

Navigate to the 'recent transactions' screen, tap on the specific trade transaction line and verify that the 'Status' is marked as 'Settled.' Additionally, check the debit/credit entry in the corresponding investment settlement account under your Accounts on the Juice Home page.

**19) What does 'Balance Asset' signify?**

'Balance Asset' refers to the Asset Type associated with the transaction.

**20) Where can I find information on trading fees for each transaction?**

Currently, the option to view trading and commission fees is not available in this release. Please refer to the bank or consult your trade transaction contract note for details on fees.

**21) How can I view dividends and interests in my portfolio?**

Access your Accounts from the Juice Home page and navigate to Current Accounts to review the corresponding investment settlement account for information on dividends and interests.