



**Trinidad & Tobago  
Stock Exchange**  
*Creating Opportunities*



# TTSE Online Platform (TOP)

## Frequently Asked Questions

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This document provides responses to some Frequently Asked Questions relating to the use of the online trading platform of The Trinidad and Tobago Stock Exchange (TTSE), TOP (TTSE Online Platform). It is recommended that this document is read in conjunction with the TOP Online Trading Guidelines and the TOP User Guide.

These documents are available at [www.top.stockex.co.tt](http://www.top.stockex.co.tt).

## 1. What is Online Trading?

For the purpose of this document, online trading refers to the buying and selling of securities via the TTSE Online Platform (TOP).

## 2. How does Online Trading work?

Investors are allowed to enter orders directly to The TTSE trading system via the TOP platform. Orders are queued and will be executed based on the priority sequence of price, source and time.

## 3. What is required to trade online?

- A TOP account
- A Trinidad & Tobago Central Depository Limited account (TTCD a/c)
- A valid email address

## 4. What is a TOP Account?

A TOP account is your account used to access your online trading profile. Each user is allowed one (1) TOP account.

## 5. How do I create a TOP Account?

Navigate to the TOP Homepage or web link and select the “Sign Up Online” button. Follow the steps after, and upon successful completion, your TOP account will be created. You will receive an email advising that your account was created and to activate same by clicking the link within the email.

## 6. What is a TTCD Account?

The Trinidad and Tobago Central Depository Limited (TTCD) is a subsidiary of the TTSE. The TTCD facilitates the safekeeping of certificates, enables investors to buy and sell shares on the TTSE, and settles the transactions through a computerized system. A TTCD account holds shares for securities listed on the TTSE.

**7. Can I open TTCD Account online?**

Yes, however, you are still required to contact a brokerage firm. You can send a request via the TOP platform to a broker of your choice to open an account; however, in most instances your account will not be active until the brokerage firm receives and processes a signed application from you. Please contact the brokerage firm directly for the documents required for opening a TTCD Account.

**8. Who is eligible to open a TTCD account for online trading?**

Any investor eighteen (18) years and over, who is interested in buying and selling securities over the TTSE is eligible to open a TTCD Account.

**9. How can I begin trading online?**

After successfully creating a TOP account, follow the detailed steps in the TOP User Guide to begin trading.

**10. What are the risks of Online Trading?**

Risk is associated with any investment despite the method used. It is important that investors identify their investment goals and objectives, risk tolerance and investment horizon before investing. Additionally, online investors may also wish to consider other risks such as market risk, investment risks and internet security risks.

**11. Can I use my existing TTCD Account(s) to trade online?**

Yes.

**12. Can I request to open a TTCD Account via the online platform?**

Yes, after the Online Trading registration process, you can request to open a TTCD Account with a broker of your choice.

**13. Can I use TOP if I reside outside of Trinidad and Tobago?**

Yes, TOP can be accessed from anywhere in the world via the website link.

**14. I have more than one TTCD account, can I use all for Online Trading?**

Yes, you may add multiple TTCD Accounts to your online trading platform. Your TTCD accounts can be with different brokerage firms.

**15. When can I enter orders via TOP?**

You may enter orders 24 hours a day, 7 days a week. Orders entered on non-trading days and/or outside of the market Pre-Open and Open hours are only placed in the market on the next trading day at the start of Pre-Open. Orders placed between 8:00am and 12:00pm on trading days are sent directly to the market.

The market hours are as follows:

Pre-Open - 8:00am to 9:30am

Open - 9:30am to 12:00pm

Closed - 12:00pm to 8:00am

**16. Can I cancel/edit my order(s)?**

Yes, you may cancel or edit an order(s) any time before the order matches or expires.

**17. How can I track my order's progress?**

You can view updates of an order via your TOP profile. Refer to the TOP Client User Guide for details.

**18. Can I request a change to my trade after it has been executed?**

No, all trades are final.

**19. What types of securities can I buy or sell online?**

You can buy and sell any security listed on The TTSE except the Government Bond Market. This includes stocks, mutual funds and corporate bonds.

**20. What is the minimum quantity of shares that I can buy or sell?**

- The minimum quantity of securities which can be bought or sold on the **equities and mutual fund markets** is one (1) unit.
- The minimum quantity of securities which can be bought or sold on the **corporate bond market** is one thousand (1,000) units. The quantity of a corporate bond order must be a multiple of one thousand (1,000).

**21. What currency do I trade in?**

Trading will be conducted in the currency of the market in which the security is listed, i.e. Trinidad and Tobago Dollar (TTD) or United States Dollar (USD).

**22. When will shares which are purchased appear in my TTCD account?**

Settlement is T+3 days for equity and mutual fund securities and T+2 for bonds. That is, shares bought will appear in your account after three (3) business days from the date of trade. For sell orders, the shares will be immediately blocked in the seller's account.

**23. How do I get funds to trade online?**

Online investors must have funds placed with their respective brokerage firm before they can trade online. You can request funds for online trading via the TOP dashboard, from your broker. Refer to the TOP Client User Guide for details.

**24. How do I withdraw funds allocated to my TOP account if I need it?**

You can request a withdrawal via the TOP dashboard. This request will be processed by your broker.

**25. What to do if I forget my password to login to TOP?**

On the login page, select the “Forgot Password” link and enter the answer to your security question. Once successful, you will receive an email with instructions to reset your password.

**26. Can I change my trading account password and security question?**

Yes. After logging in, select the “Settings” button in the main menu for options to update your security settings.

**27. Who should I contact for help?**

For technical assistance, contact the TTSE and for trade issues and broker requests, please contact your stockbroker.

**28. Is there a fee for using the Online Trading Platform?**

The service is free of charge, however as per usual, TTSE, TTCD and broker fees will be applied to each transaction.

**29. Can I see my trading history?**

Yes. To view your account history:

- i. Select the “Trade” button from the main menu;
- ii. Select “View Orders”;
- iii. Select the order you would like to obtain details for; and
- iv. Select the “View Details” link.

**30. Can I see a list of all my Funds Requests?**

Yes. To view your historical and pending Fund-In and Fund-Out requests:

- i. Select the “Accounts” button from the main menu;
- ii. Select “Account Overview”;
- iii. Select “View Details” for the trading account you wish to view;
- iv. Select the “Fund Requests” tab to view your historical and pending Fund-In and Fund-Out requests.

**31. Where can I view my shareholdings?**

To view your shareholdings online:

- i. Select the “Accounts” button from the main menu;
- ii. Select “Account Overview”;
- iii. Select “View Details” for the trading account you wish to view;

- iv. Select the “Stocks Owned” tab to view your shareholdings.

**32. Can I view and print my TTCD statement?**

Yes. To view your TTCD statement online:

- i. Select the “Accounts” button from the main menu;
- ii. Select “Account Overview”;
- iii. Select “View Details” for the trading account you wish to view;
- iv. Select the “Statements” tab and enter the start and end dates for the report you wish to view;
- v. Select “Generate Report” and a new tab will open with a downloadable and printable PDF file displaying your TTCD statement.

**33. Can I cancel a TOP account if I no longer need it?**

Yes, in the unlikely event that you would like to cancel this facility, you may terminate the account at any time by notifying us immediately.