

CBK DhowCSD USER GUIDE INVESTOR PORTAL AND MOBILE APPS



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1.0 Introduction

The purpose of this document is to serve as a reference guide on how the Central Securities Depository (DhowCSD) 'users' access and use the system to perform functions that enable them to invest in Kenya Government Securities (Treasury Bills and Treasury Bonds).

These functions will allow them to:

- Register as users.
- II. Open a CSD account

2.0 Requirements

Investing using your phone or computer device in Government securities can be done using:-

- Your computer
- Your Mobile device/ Phone
- Below is the Link to the portal

dhowcsd.centralbank.go.ke

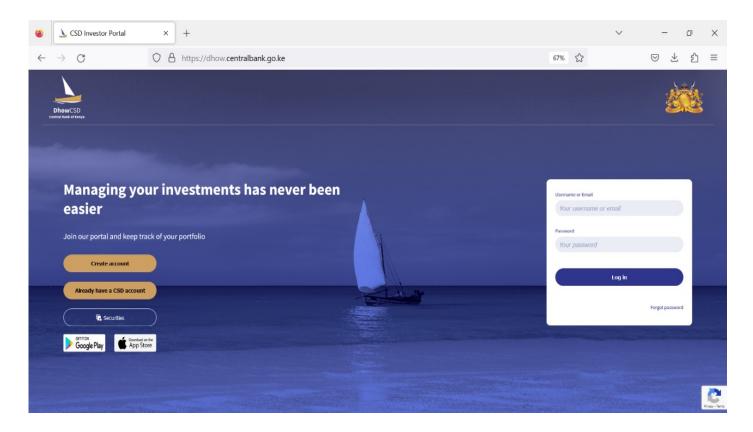
3.0 Getting started.

3.1 Registration for CBK Investor CSD account

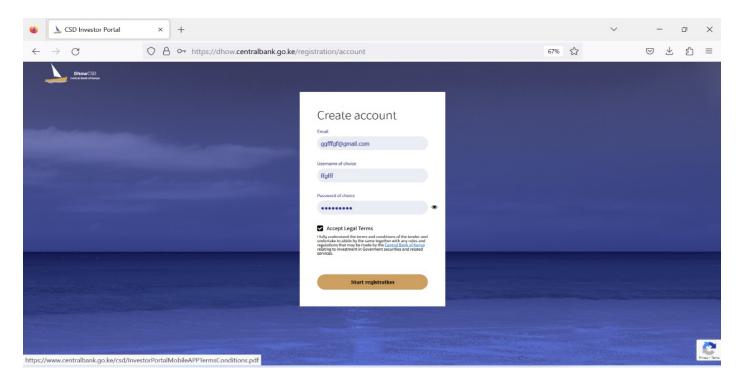
3.1.1 Individual/Physical persons

Step 1: Investor will visit the Central Bank of Kenya website www.centralbank.go.ke or download the DhowCSD app on Google Play store or Apple App store. Investor clicks the investor portal link on the website/App.

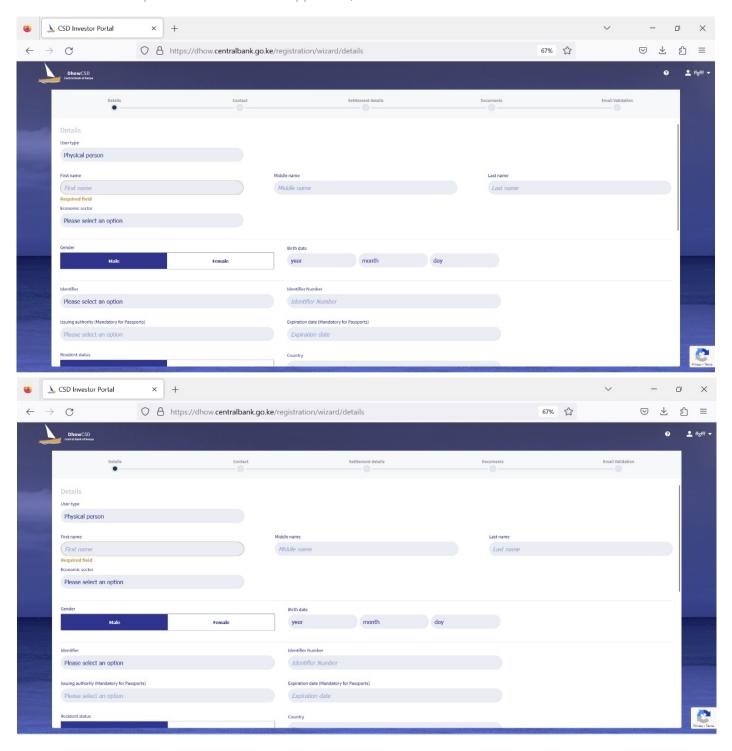
Step 2: Investor will click "Create account" to start the registration process.



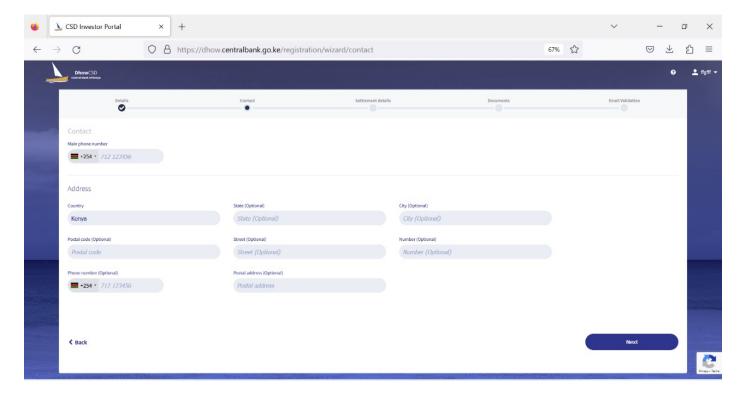
Step 3: Investor will input an email, username of choice, password of choice, accept terms and conditions, and click "start registration".



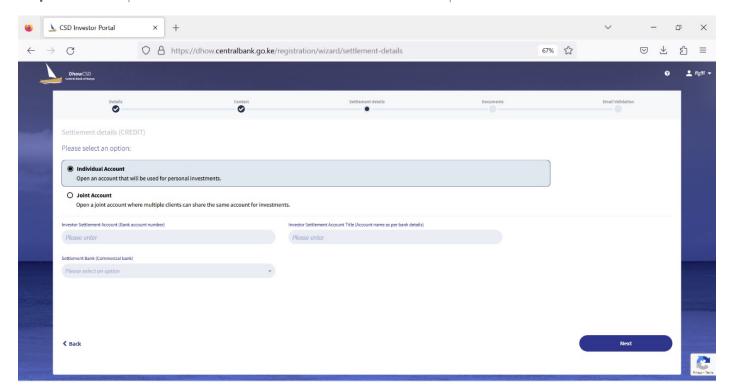
Step 4: Investor picks the user type "Physical Persons" and inputs required information on the details page (Name, Economic sector, birth date, gender, identifier, identifier number, issuing authority, residency, nationality, occupation, KRA PIN number and preferred Brokers where applicable).



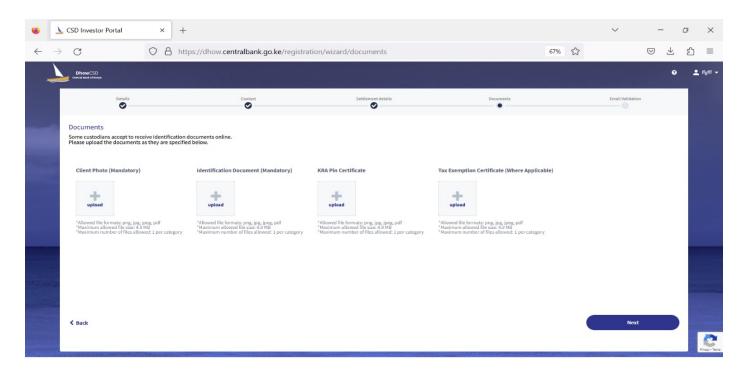
Step 5: Investor inputs their contact details (Main registered phone number and postal address)



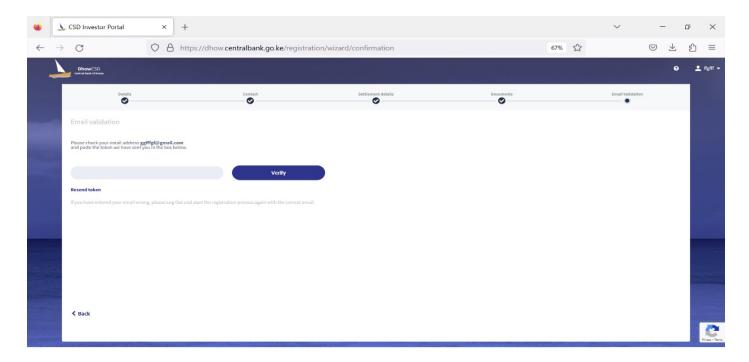
Step 6: Investor inputs the settlement details under Individual Account Option



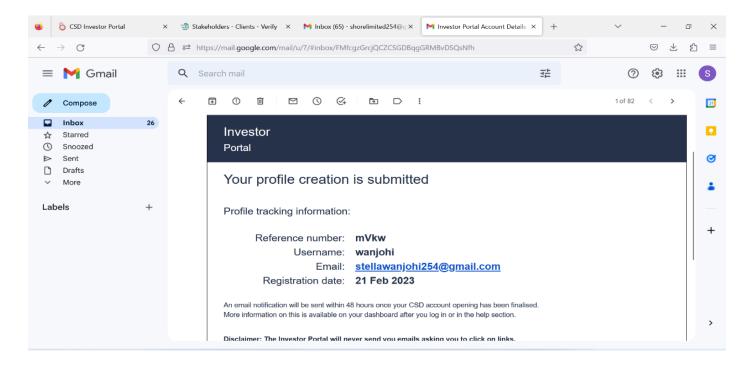
Step 7: Investor uploads mandatory documents: Client Photo, Identification Document, KRA pin and KRA exemption where applicable for Physical persons.



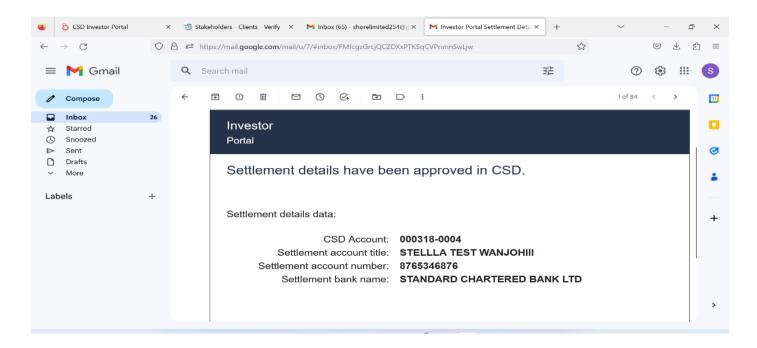
Step 8: Investor inputs the received email token.



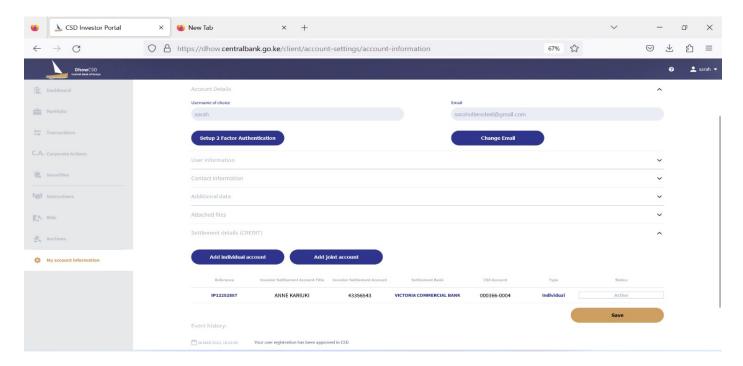
Step 9: Registration email alert is sent to the client's email.



Step 10: Once the request is approved by the client's settlement bank, the investor receives an email notification.



Step 11: Investor Logs into the CSD Investor portal using email and password set, goes to the dashboard to access "My Account Information/Settings", and then settlement details to access their CSD account numbers.



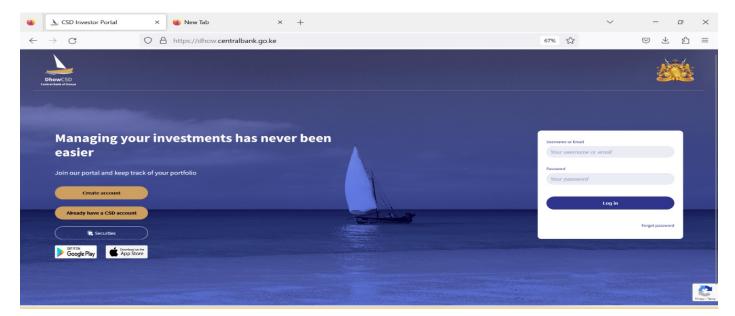
NB. The registration process must be completed within seven days or else the incomplete profile will be autodeleted by the system.

3.1.2 Joint Accounts

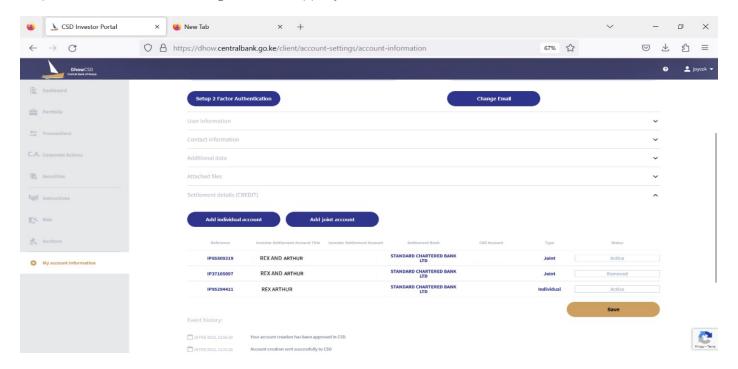
Creation of a physical profile is a pre-requisite to creation of a joint account in the investor portal. Therefore, the first steps i.e., creation of individual profile shall be repeated.

Investor follows step 1-11 for individual registration in the investor portal.

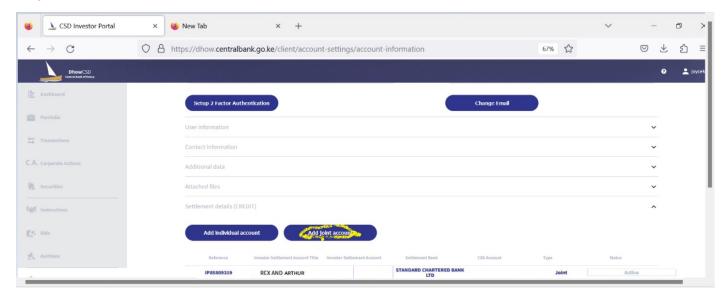
Step12: Investor(s) log into the CSD investor portal using the username/email and password.



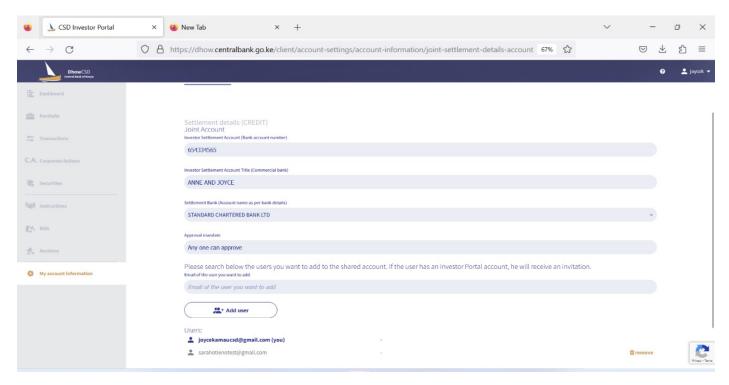
Step 13: Investor clicks the settings for Mobile app/My account Information on the website icon.



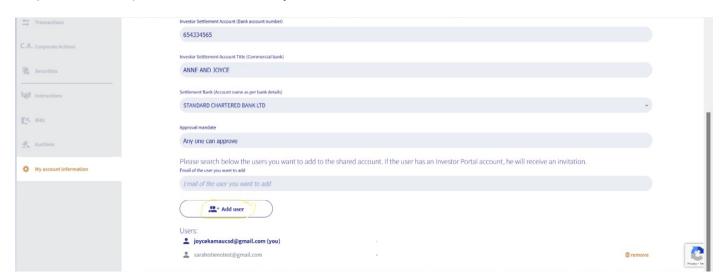
Step 14: Investor clicks settlement details then "add Joint account" icon.



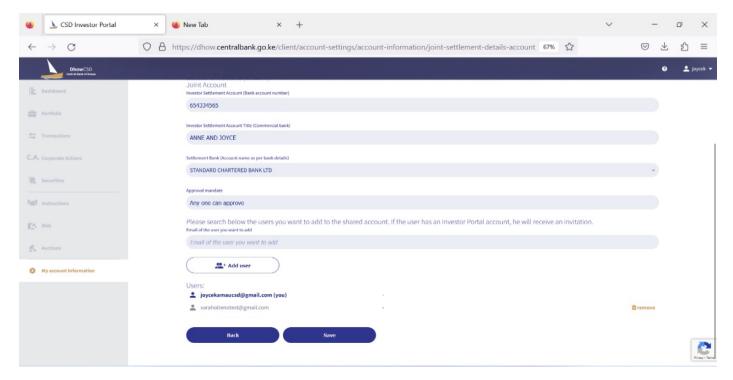
Step 15: Investor inputs settlement details and approval mandate of the joint Account.



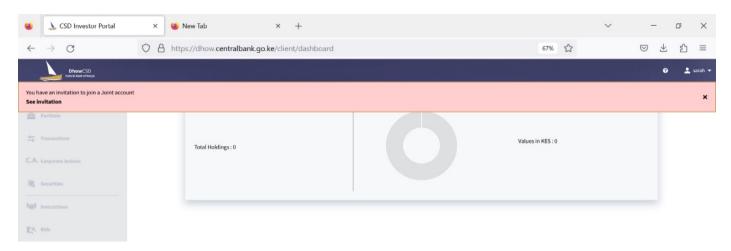
Step 16: Investor inputs email address of the jointees (Joint account holders) and clicks "Add user".



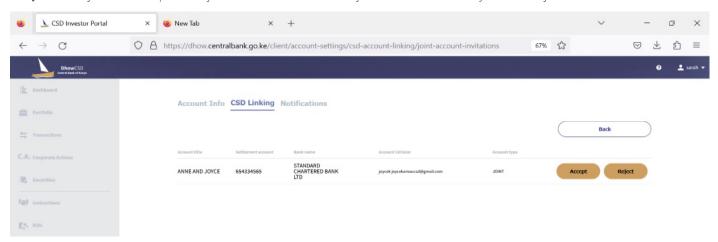
Step17: Investor clicks "SAVE" once all the jointees are added to the joint account.



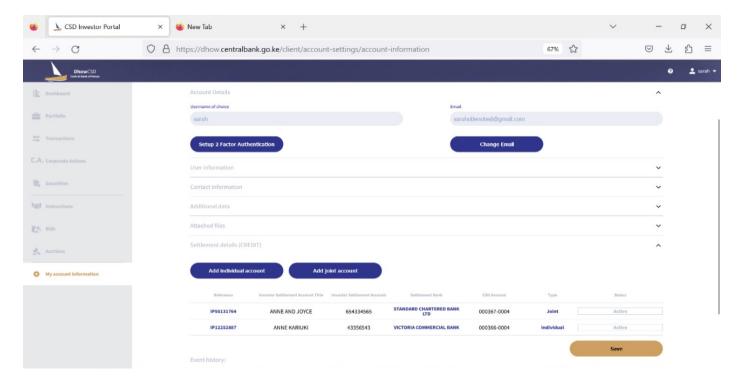
Step 18: The jointee added receives a notification to join the account.



Step19: The jointee accepts or rejects the invitation to the joint account done by the main joint account holder.



Step 20: Investor logs into the investor portal after joint account is approved and views new joint account under list of accounts under settlement details.



3.1.2.2 Signatory

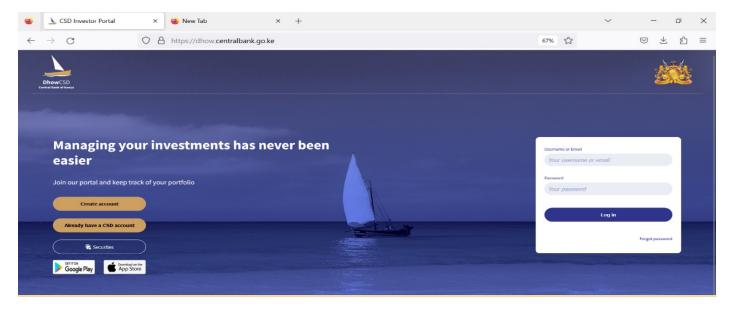
A signatory is an individual who is authorised to issue instructions on behalf of a corporate entity.

The below steps are involved in Creation of a Signatory.

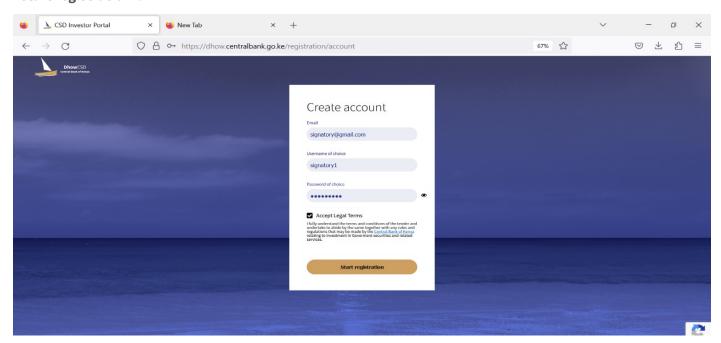
Step 1: Investor will visit the Central Bank of Kenya website www.centralbank.go.ke or download the app on Google Playstore or Apple App store.

Investor clicks the investor portal link on the website.

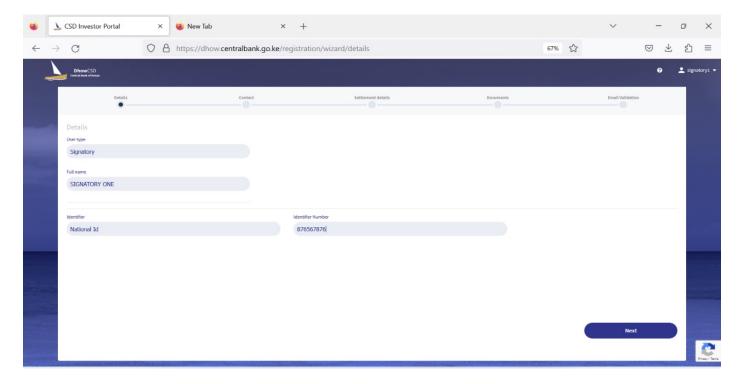
Step 2: Investor will click "Create account" to start the registration process.



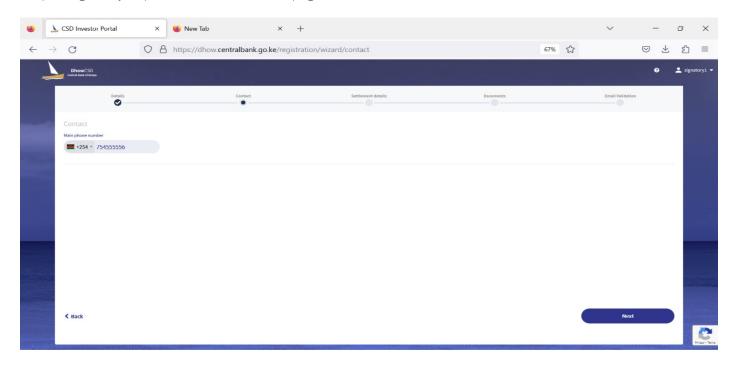
Step 3: Signatory will input email, username of choice and password of choice, accept terms and conditions, and click "start registration".



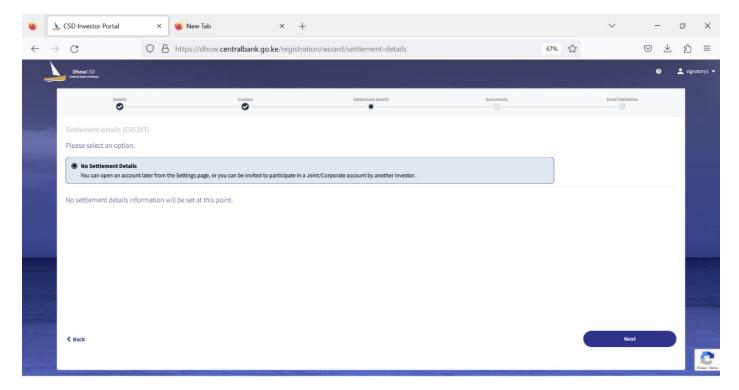
Step 4: Signatory chooses user type (signatory) and inputs full name, identifier, identifier number and clicks "next".



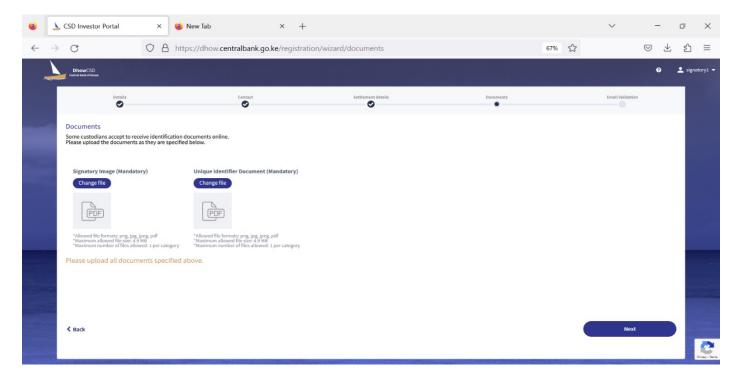
Step 6: Signatory skips the settlement details page and clicks "next".



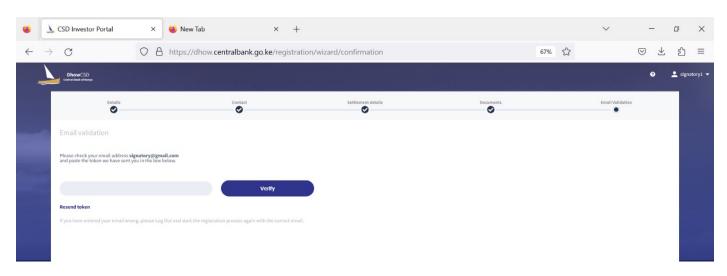
Step 7: Signatory uploads mandatory documents: Signatory Image, Unique Identifier Document.



Step 8: Signatory inputs the received email token and clicks "verify".



Step 9: Registration email alert is sent to the signatory's email.



NB: Once a signatory is created in the Investor portal, they can be added to multiple legal entity accounts in the system.

This removes the need to create a new signatory profile from the Investor portal for every company one may own or work for.

NB. The registration process must be completed within seven days or else the incomplete profile will be autodeleted by the system.

3.1.3 Legal entity/Corporate

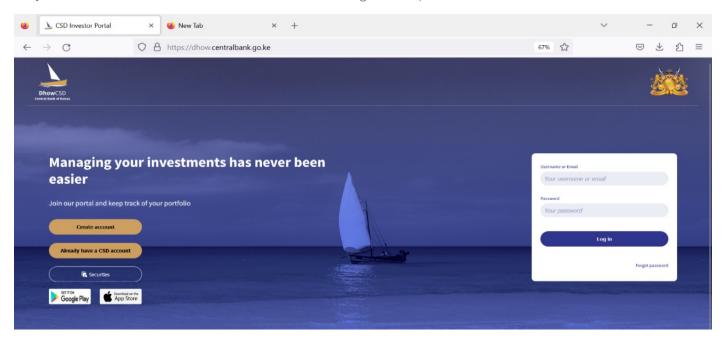
Before creating a legal entity in the Investor portal, all signatories to such accounts must be created prior to enable adding them to the profile under settlements page.

3.1.3.1 Creation of legal entity (Corporates)

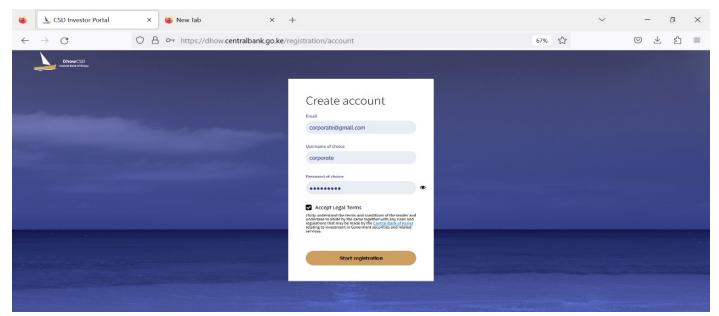
Step 1: Investor will visit the Central Bank of Kenya website www.centralbank.go.ke or download the app on Google Playstore or Apple App store.

Investor clicks the investor portal link on the website.

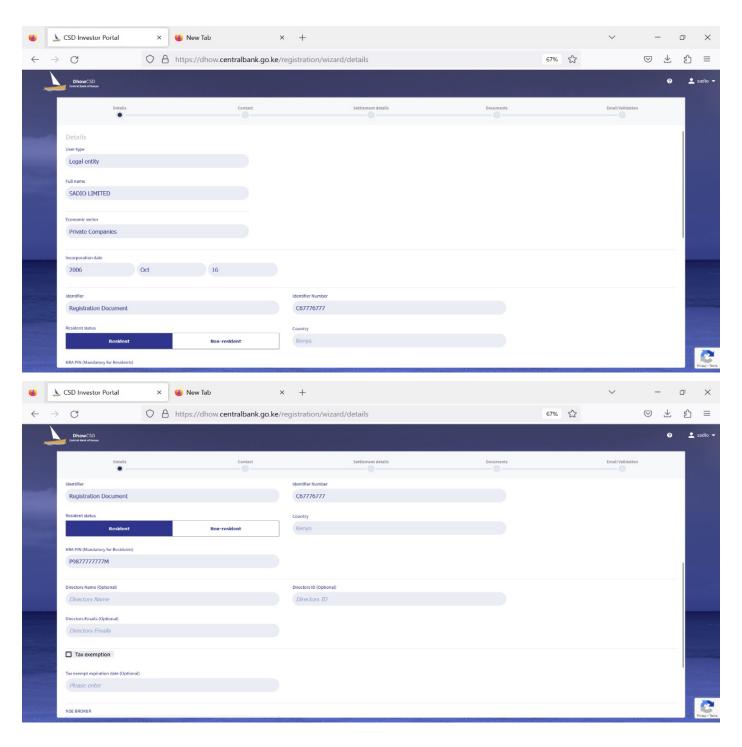
Step 2: Investor will click "Create account" to start the registration process.



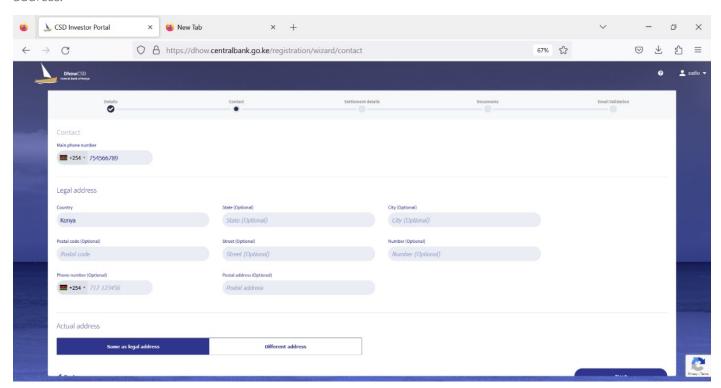
Step 3: Signatory will input the corporate/legal entity's email, username of choice and password of choice, accept terms and conditions, and click "**Start registration**".



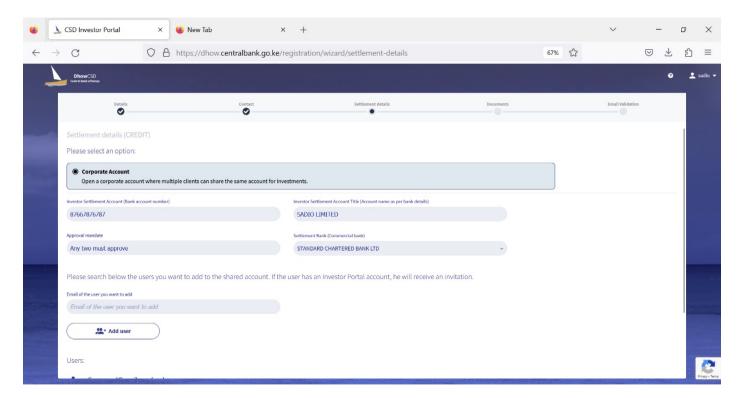
Step 4: Signatory chooses user type (**Legal entity**) and inputs full name, economic sector, Incorporation date, identifier, identifier number, residence status, country, directors name, directors ID, director's email, tax status, PIN number and broker and clicks "next".



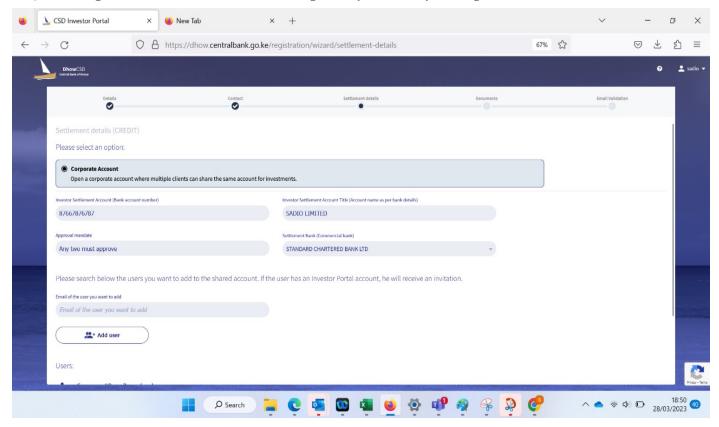
Step 5: Signatory inputs the legal entity's contact details i.e., the main phone number, legal address and/or actual address.



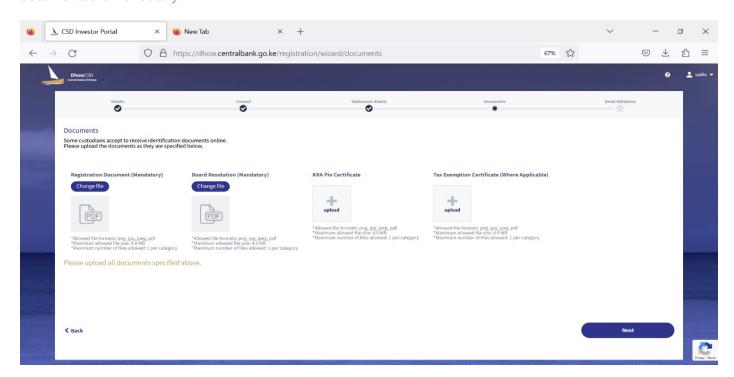
Step 6: Signatory inputs the legal entity's settlement details i.e., Bank account number, account title, approval mandate and settlement bank.



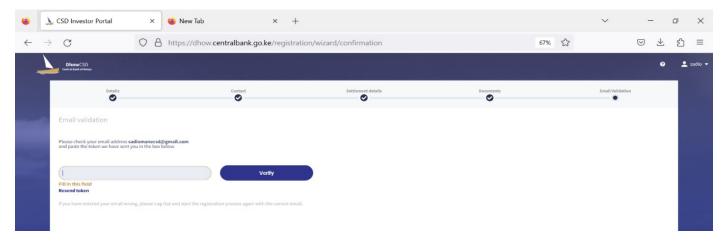
Step 7: The signatories' emails are added to the legal entity account by clicking "Add User".



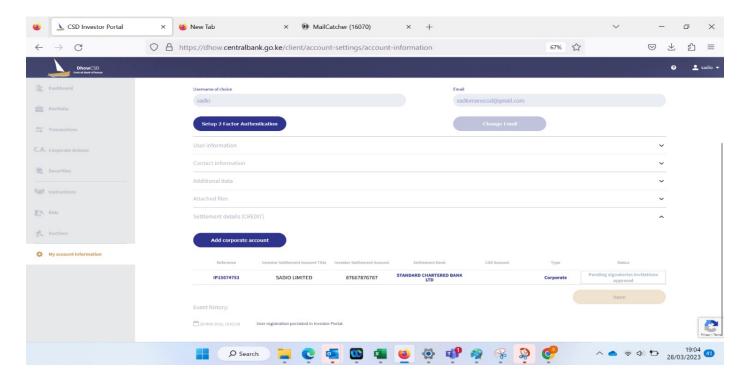
Step 8: Signatory uploads the legal entity's documents under the documents page i.e., Board resolution page appointing signatories, Registration Document, KRA pin certificate and exemption where Board Resolution and Registration documents are mandatory.



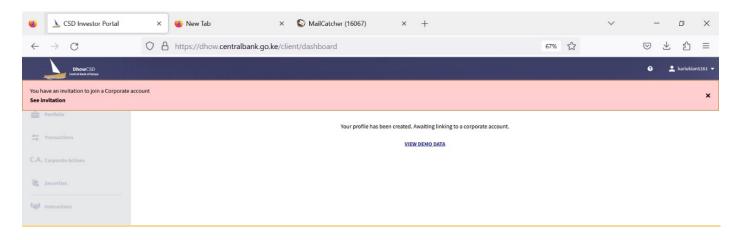
Step 9: Signatory inputs the email token and clicks "Verify".



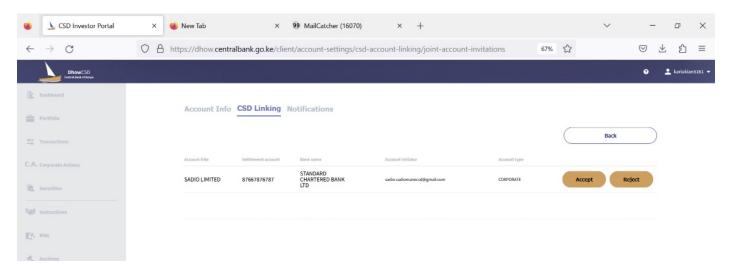
Step 10: Signatory logs back in and views the pending signatory approval under the settlement's details field.



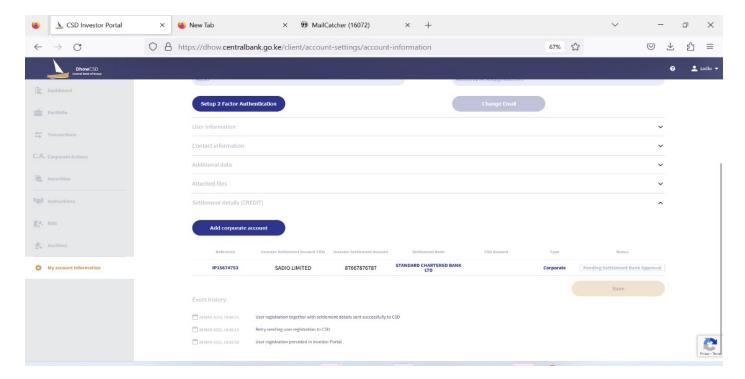
Step 11: The signatories added to the legal entity receive an invitation notification to join the account.



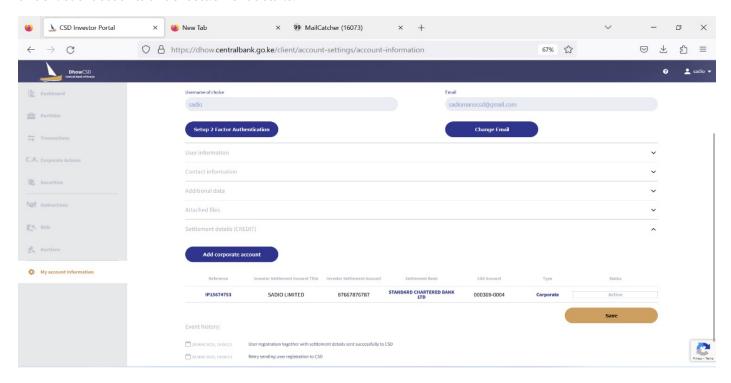
Step12: The signatory "accepts or rejects" the invitation to be added to the legal entity.



Step 13: Main signatory views the settlement details to confirm invitations have been accepted by the other signatories and pending Settlement Bank approval.



Step 14: Investor logs into the investor portal after corporate account is approved and views new corporate account under list of accounts under settlement details.



NB. The registration process must be completed within seven days or else the incomplete profile will be autodeleted by the system.

3.2 Managing accounts.

3.2.1 Account update

3.2.1.1 Physical persons

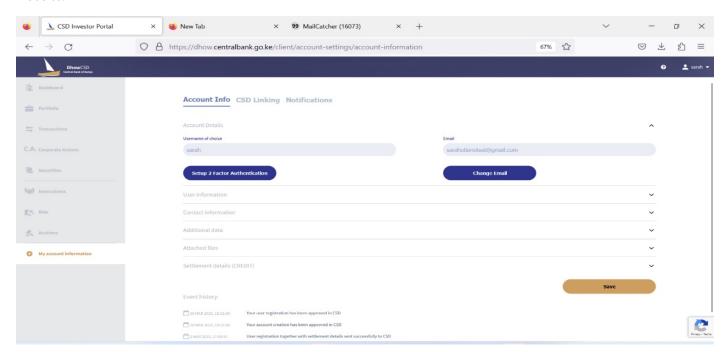
Step 1: Investor will visit the Central Bank of Kenya website www.centralbank.go.ke or download the app on Google Playstore or App store.

Investor clicks the investor portal link on the website.

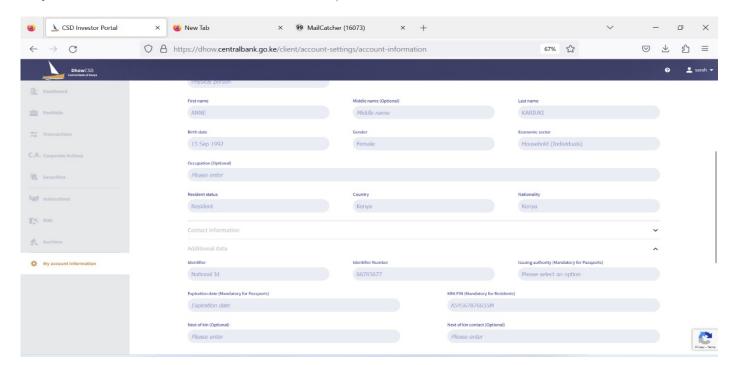
Step 2: Investor logs into the investor portal with a username/email and the password created.



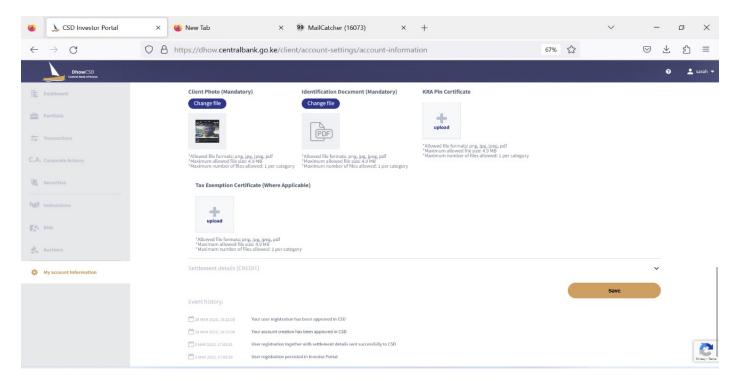
Step3: Client clicks on the **"Settings"** icon on Mobile app or **"My account Information"** in the DhowCSD Portal on website.



Step 4: Client clicks "Account Info" to access all the profile information.



Step 6: Client clicks "SAVE" once they are done updating their profile information.



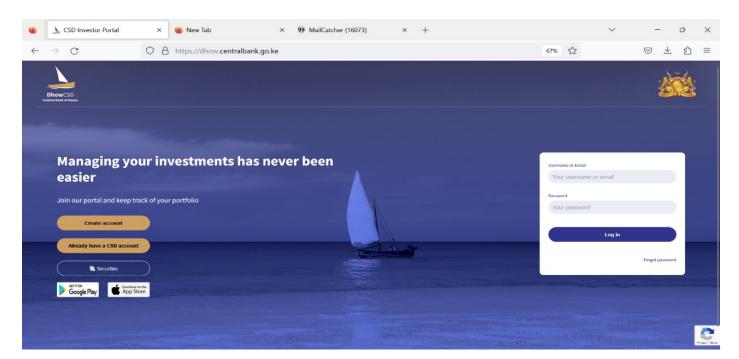
Step 7: Information moves to their respective Settlement Bank for Approval and verification.

3.2.1.1.2 Signatory

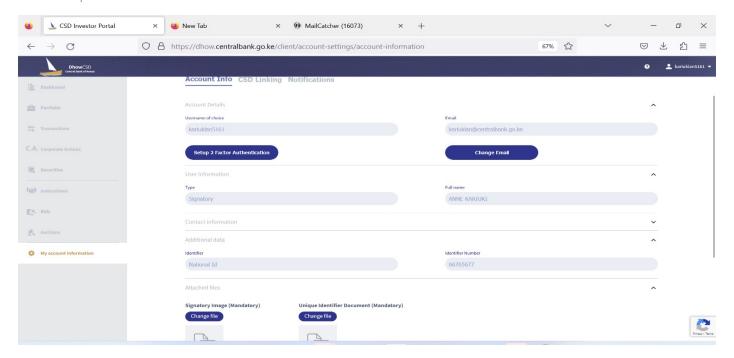
Step 1: Signatory will visit the Central Bank of Kenya website www.centralbank.go.ke or download the app on Google Playstore or Apple App store.

Signatory clicks the investor portal link on the website.

Step 2: Signatory logs into the investor portal with a username/email and the password created.

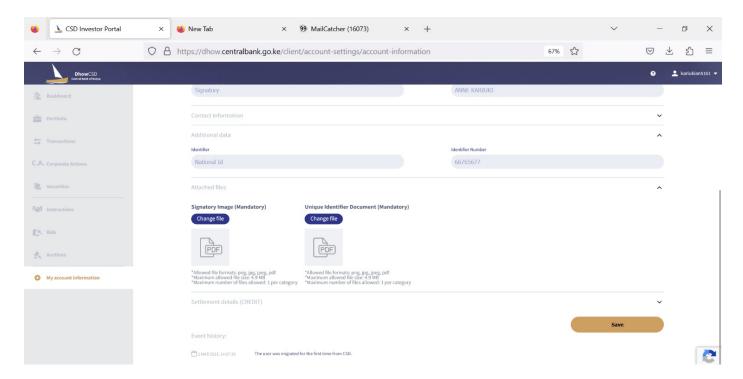


Step 3: Signatory clicks on the "settings" icon on the Mobile Application or **"My Account Information"** on the DhowCSD portal.



Step 5: Signatory clicks on account details, user information, contact information, additional information and attached files tabs to amend required active field.

Step 6: Signatory clicks "SAVE" once they are done updating their profile information.

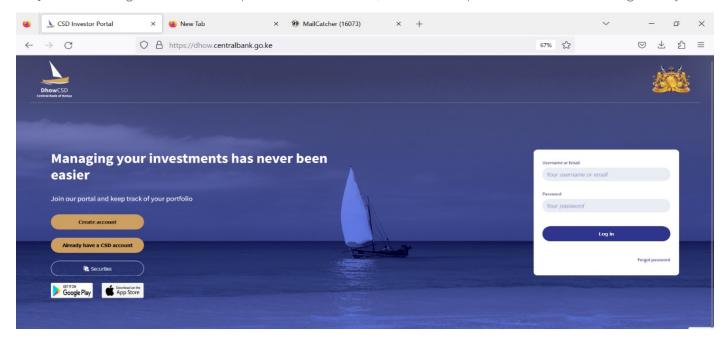


3.2.1.2 Corporate/ Legal entities

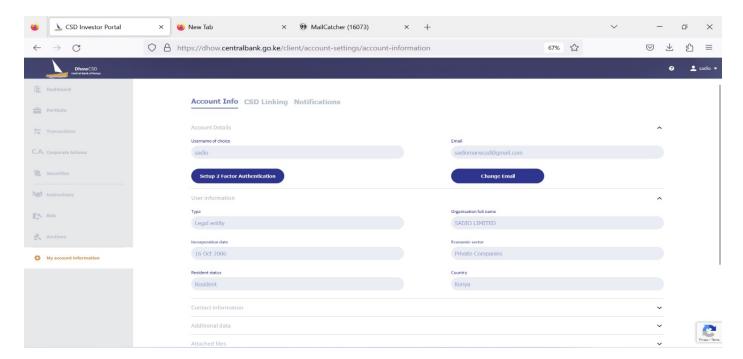
Step 1: Investor will visit the Central Bank of Kenya website www.centralbank.go.ke or download the app on Google Playstore or Apple App store.

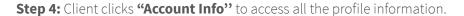
Investor clicks the investor portal link on the website.

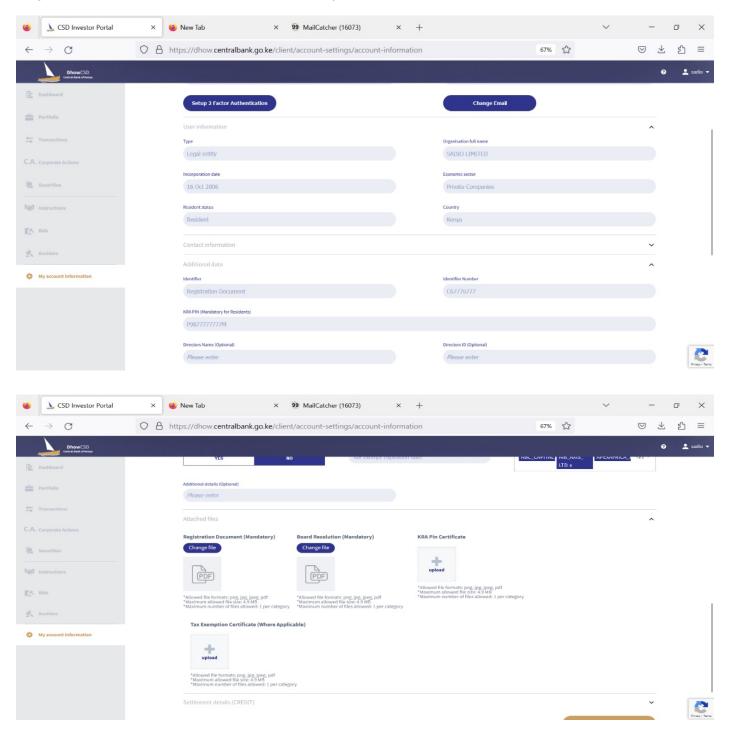
Step 2: Investor logs into the investor portal with a username/email and the password created for the legal entity.



Step 3: Investor clicks on the "settings" icon on the Mobile Application or "My Account Information" on the DhowCSD portal.

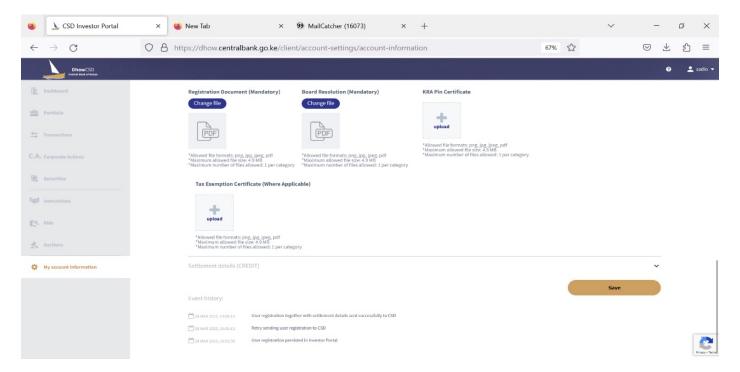






Step 5: Client clicks on account details, user information, contact information, additional information and attached files tabs to amend required active field.

Step 6: Client clicks **''SAVE''** once they are done updating their profile information.



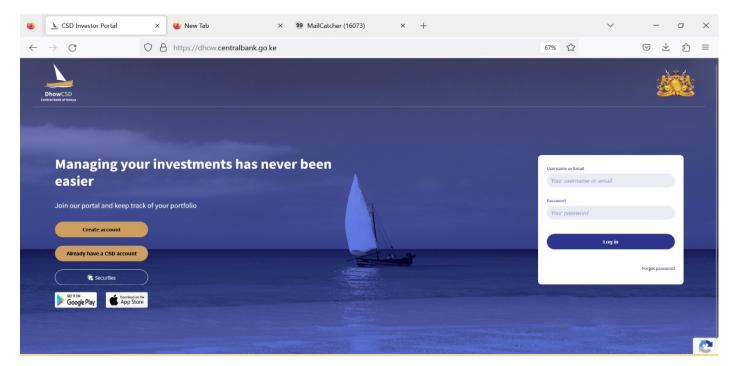
3.2.2 Account Re-activation

3.2.2.1 Physical persons

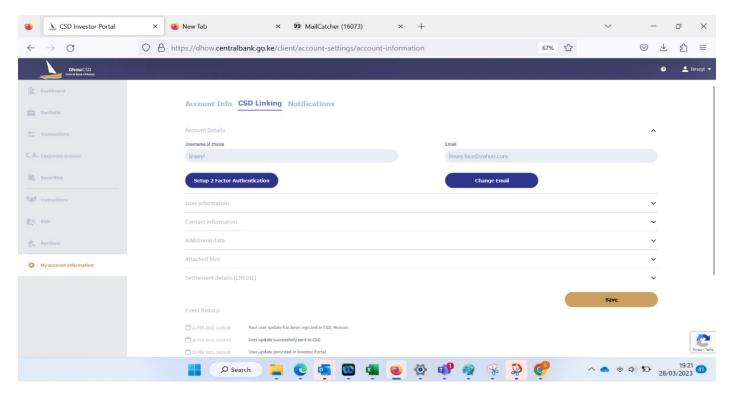
Step 1: Investor will visit the Central Bank of Kenya website www.centralbank.go.ke or download the app on Google Playstore or Apple App store.

Investor "clicks" the investor portal link on the website.

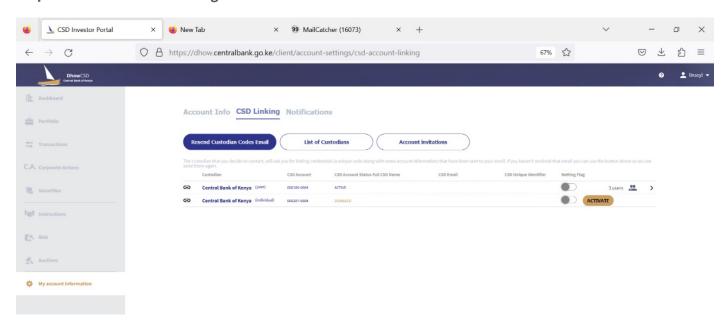
Step 2: Client logs into the investor portal with a username/email and the password created.



Step 3: Client clicks on the "settings" icon on the Mobile Application or "My Account Information" on the DhowCSD portal.



Step 4: Client clicks "CSD linking" to access all the Activate button.



Step 5: Client clicks on activate button.

Step 6: Wait for the Settlement bank to approve the activation of the account.

3.2.2.2 Joint

To activate a joint account, replicate the steps above.

3.2.2.3 Corporate

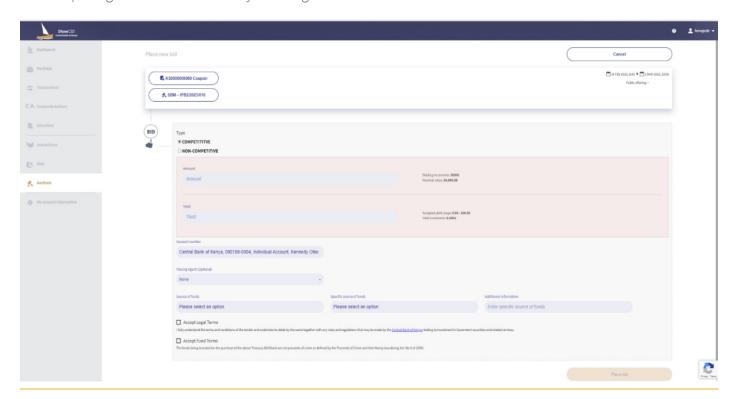
To activate a corporate account, replicate the steps above.

4.0 Securities Auctions

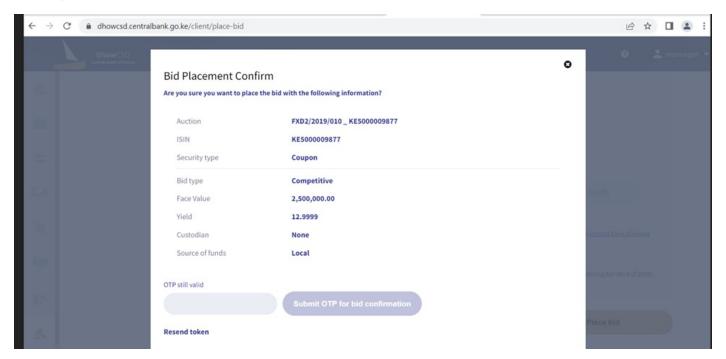
4.1 Bidding

4.1.1 Creation of bids (Bills or Bonds)

- After you log in to the Investor Portal, menu items are displayed on the left side of the screen.
- Click on the Auctions menu item and a list of securities available for Auction are displayed.
- Once you decide on preferred security, click on create bid tab against the selected security and a Place New Bid template will pop-up.
- On the left top side of the bid form, you can opt to either place a Competitive or Non-Competitive Type of bid.
- Fill in face value in "Amount" field.
- Fill in desired rate in "Yield" field (applicable only to Competitive option)
- The "Bid broker" field is defaulted to None (however, you may select a broker from options provided when submitting a bid for Bond securities only)
- "Source of funds" field select either Local or Offshore
- "Specific source of funds" field selects either Maturing T-Bill/T-Bond, Others or Salary. If you opt for "Others" you will be required to provide specific detail in "Additional information" field e.g., farming or Retail Business
- Accept "Legal" and "Fund" terms by checking the boxes.



• Click on Place Bid tab at the bottom right side and details of bid will be displayed for you to confirm before completing the process.



- After input of received OTP number, system will allow submission of bid.
- Click on the Bids menu and system displays your bid(s) with status as submitted.
- You will receive notification via SMS or email indicating details of new bid created.

4.1.2 Approval of Placed Bids

For Corporate and Joint Account Investors Only.

- For Corporate and Joint Account investors the initial process of placing a bid is as above, the status of bid will be displayed as "Pending Approval".
- One or two other persons as per the approval mandate set when opening the account will log into the IP and access Bids menu. Click on bid and details will be displayed including Approve and Reject tabs.
- Click on Approve tab and details of bid will be displayed for you to confirm and an additional request for OTP number will be sent to either via your email or SMS as selected in notification menu
- After input of received OTP number, system will process submission of bid.
- Once the bid has been fully approved as per approval mandate status of bid is updated as submitted in Bids menu.

4.1.3 Cancellation of Bids

- To cancel a submitted bid before Auction cut-off time, click on the Bids menu item and list of submitted bids will be displayed.
- Select the relevant bid and details will be displayed with a "Cancel bid" tab.
- Click on Cancel bid tab on the top right side and details of bid will be displayed for you to confirm.
- The Bids menu displays your bid with status as cancelled.

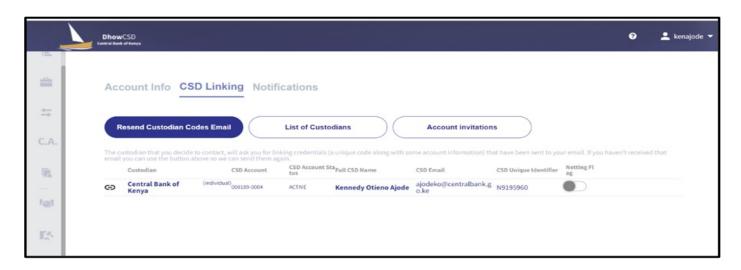
You will receive notification via SMS or email indicating details of cancelled bid.

NB. Cancellation of bids by corporate investors will require approval as per mandate.

4.1.4 Netting (Rollover) Flag

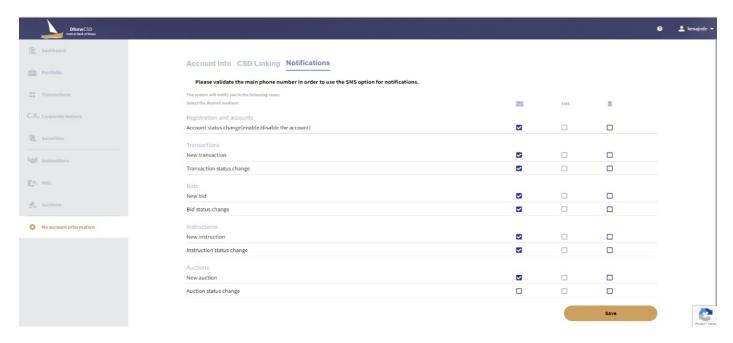
The system provides a netting function whereby Redemption and or Coupon proceeds of security are used to pay for new Security bids.

- To confirm that Redemption and or Coupon date matches issue date of new created bids, click on C.A. corporate Actions menu and list of securities with their maturity dates under "Upcoming" tab are displayed.
- To activate the Netting flag, you click on My Account Information menu and system displays Account Info; CSD Linking and Notifications options at the top.
- Select CSD linking tab and activate Netting flag.
- Activation of Netting flag MUST be done before or immediately after placing bid
- After payment of remember to de-activate Netting flag in case you do not want to use Redemption and or Coupon payments for new Security bids.

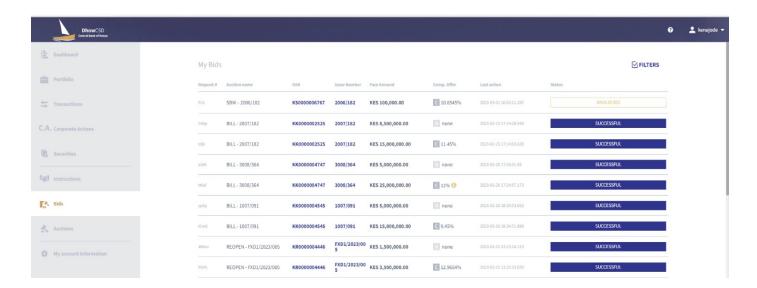


4.2 Auction Results

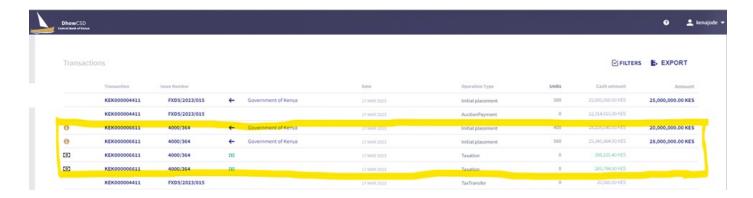
• To receive notification on Auction; Bids and Transactions via SMS or email you must ensure that "Notifications" under "My Account Information" menu have been ticked/enabled appropriately.



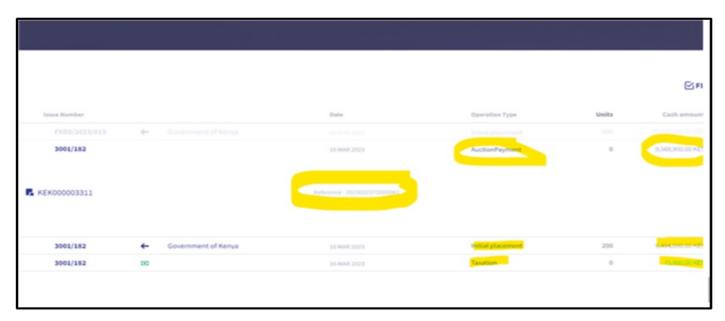
• After receiving notification on status of Auction and Bid via email or SMS, you may confirm status of your bid (Successful or Rejected) under Bids menu.



- To confirm cash amount payable, click on "Transactions" menu and list of bid transactions for successful bids are displayed.
- On Auction date, system will display either one transaction for cost (Initial placement) and Tax (Taxation) where applicable.



- Click on a transaction and reference is displayed.
- On the day after Auction, system will display one transaction (Auction payment) which is a total amount of Cost and Tax where applicable.
- Click on the Auction payment and system will display the transaction reference number and the corresponding transactions of cost and Tax where applicable.

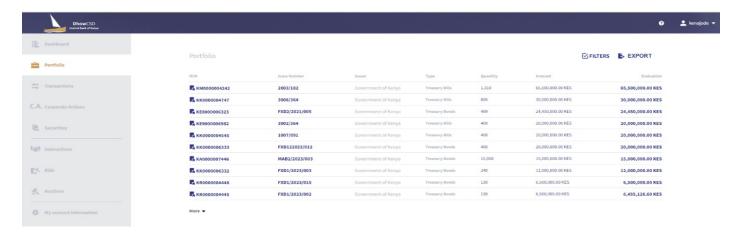


4.3 Payment for Bids

- You need to ensure that adequate funds are available for payment of successful bid in your Commercial Bank account.
- Provide the following bid transaction details to your bank and instruct them to pay CBK
 - Transaction reference and Cash amount for Auction payment
 - Date
 - CSD Account Number
- Alternatively, if you activated the Netting (rollover) Flag, payment for successful bid will automatically be processed and any refund amount paid to your Bank account.
- However, if additional top-up payment is required in addition to Netting (rollover) amount, you need to provide bid Netting transaction details as above to your bank and instruct them to pay CBK.

4.4 Portfolio Statement

- When payment of your bid transaction is concluded, the status is displayed as complete under the Transactions menu.
- Then you can access "Portfolio menu" where a list of securities held is displayed.
- Click on any security and details are also displayed.

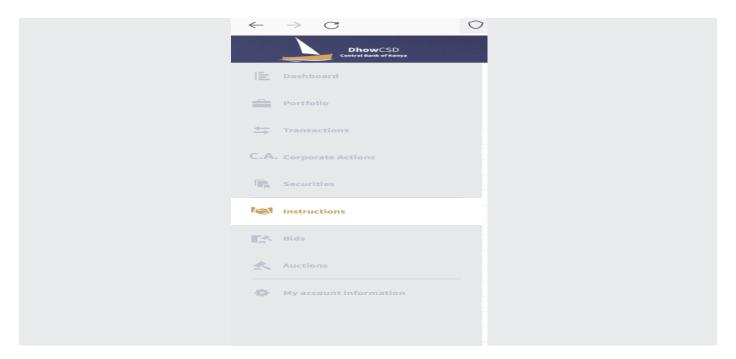


5.0 Secondary Market

5.1 DvP (Deliverer Vs Payment)

To process sale of Treasury Bills, the menu used is "DvP" through the following steps.

Step 1: Click "instructions".



Step 2: Click "DvP" from the drop-down menu under the "create new".

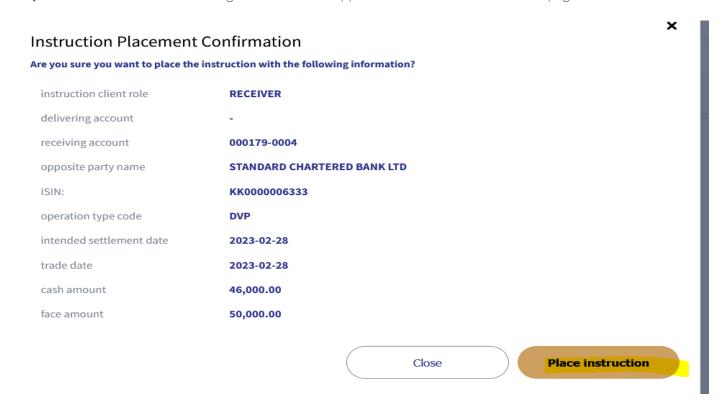


Step 3: Input the relevant fields: Select deliverer (seller)/receiver(buyer), receiving account/delivering account (from the drop-down menu), security deliverer /receiver, receiving and delivering account (optional), ISIN (from the dropdown menu), trade date, intended settlement date, amount and cash amount.

Step 4: Click "Place instruction" or "cancel" to revert to the menu.

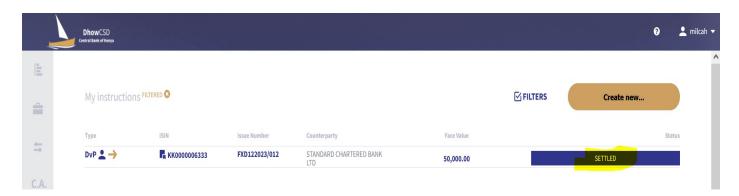


Step 5: Click "Place instruction" again to submit for approval or "Close" to revert to the page.



Step 6: Instructions sent to CSD for approval, status changes from **"Sending to CSD"** to **"Waiting CSD approval"** to **"Not matched".**

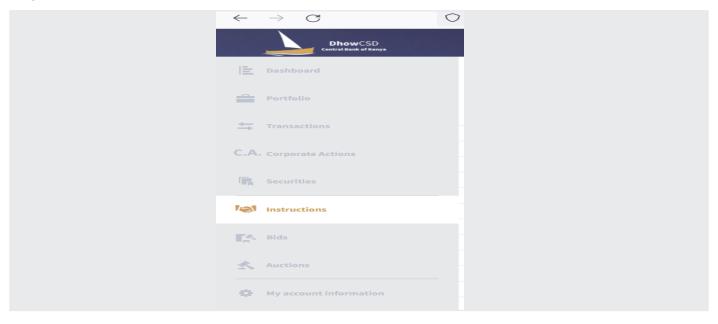
Once the other counterparty (either receiver or deliverer sends instructions, the status changes to 'settled'. DvP instructions effected.



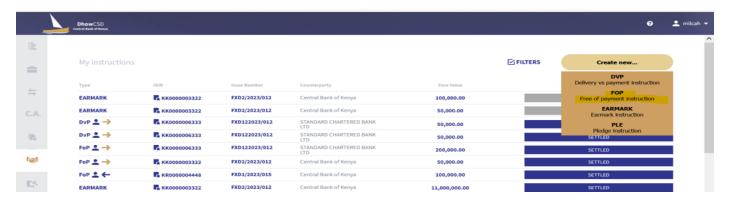
5.2 Free of Payment (FoP)

To process gratis transfer of Treasury Bonds & Treasury Bills, the menu used is 'FoP' through the following steps:

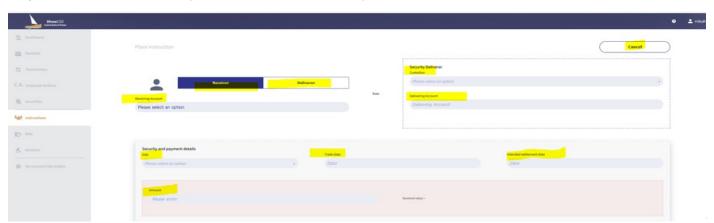
Step 1: Click on "instructions".



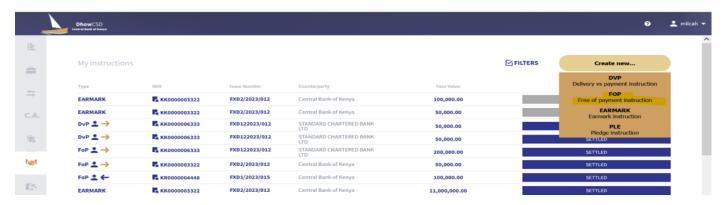
Step2: Click on "FoP"



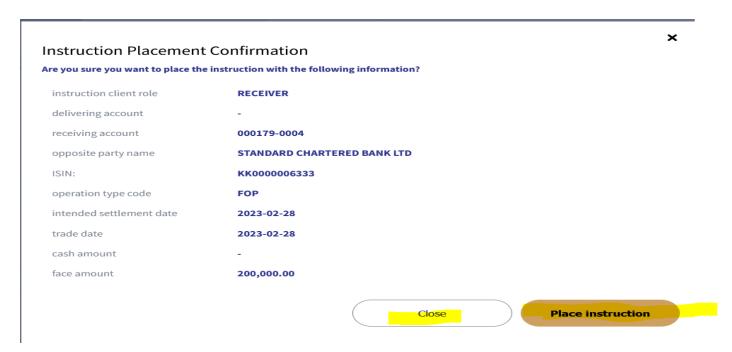
Step 3: Input the relevant fields: **Select deliverer** (seller) **or receiver**(buyer), **receiving /delivering account** (from the drop-down menu), **security deliverer/receiver** (custodian), **receiving /delivering account** (optional), **ISIN** (from the drop-down menu), **trade date, intended settlement date, and amount.**



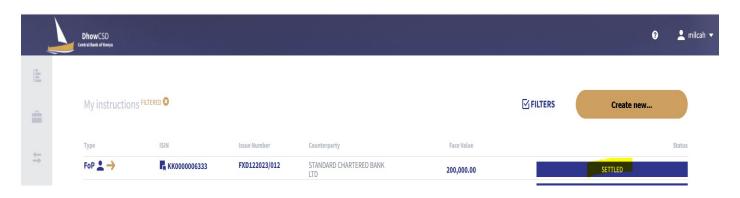
Step 4: Click on "Place instruction" or "Cancel" to revert to the menu.



Step 5: Click on "Place instruction" again to submit for approval or "close" to go back to input page.



Step 6: Instructions sent to CSD for approval, status changes from 'sending to CSD' to 'waiting CSD approval' to 'Not matched'. Once the counterparty (Receiver or Deliverer) sends instructions, the status changes to 'settled'. FoP instructions effected.



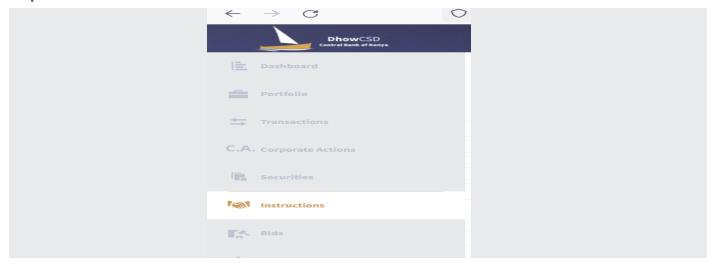
5.3 Earmarking

This is the process of designating Treasury Bonds for trading at Nairobi Securities Exchange (NSE) in the CSD System.

5.3.1 Earmarking Balances

To process sale of Treasury Bonds, the menu used is "Earmark" through the following steps:

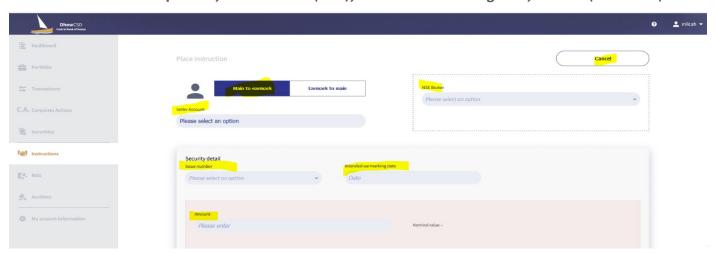
Step 1: Click on "instructions".



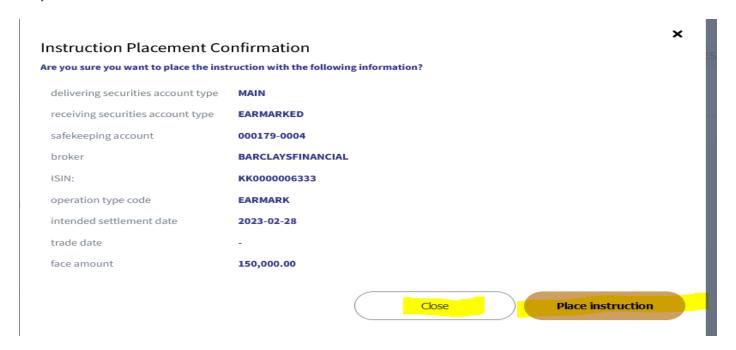
Step 2: Click on "Earmark instruction"



Step 3: Input the relevant fields: Select main to earmark, select seller account (From the drop-down menu), select NSE broker from the drop-down, Issue number (ISIN), intended earmarking date, amount (face value)



Step 4: Click on 'Place instruction' or 'cancel' to revert to the menu.



Step 6: Instructions sent to CSD for approval, status changes from "Sending to CSD" to "Waiting CSD approval" to



5.3.2 Cancellation of Earmark

To cancel an earmark before trading is done at NSE, the menu used is 'Earmark' through the following steps:

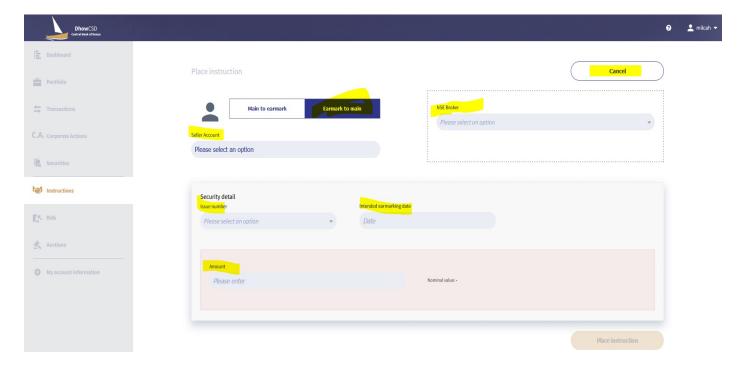


Step 1: Click on "Instructions"



Step3: Input the relevant fields: Select earmark to main, select seller account (From the drop-down menu), select NSE broker from the drop-down, Issue number (ISIN), intended earmarking date, amount (face value)

Step 4: Click on "Place instruction" or "Cancel" to revert to the menu.



Step 5: Click on "Place instruction" again to submit CBK admin to approve or "Close" to go back to input page.



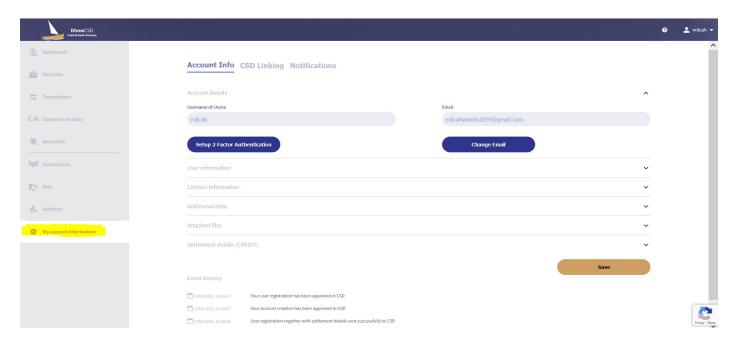
Step 6: Instructions sent to CSD for approval, status changes from '**Sending to CSD'** to 'Waiting CSD approval' to 'Settled'. cancellation instructions effected.



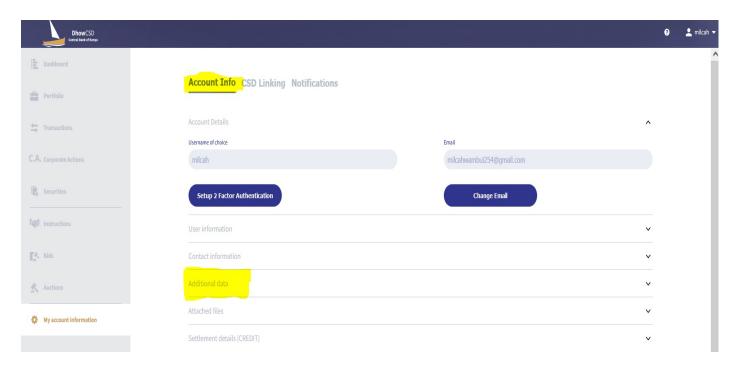
5.3.3 Broker Linkage

CBK clients will link brokers through the following steps:

Step 1: Click on "My account information".

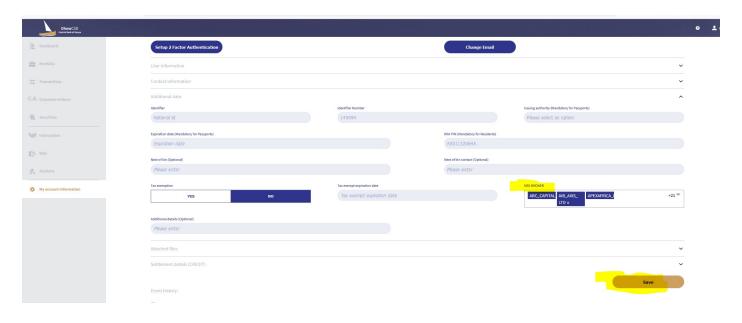


Step 2: Under "Account Info" expand "Additional data"



Step 3: Under **NSE broker** menu select desired broker to link or select all (from the drop-down menu).

Step 4: Click on "Save",



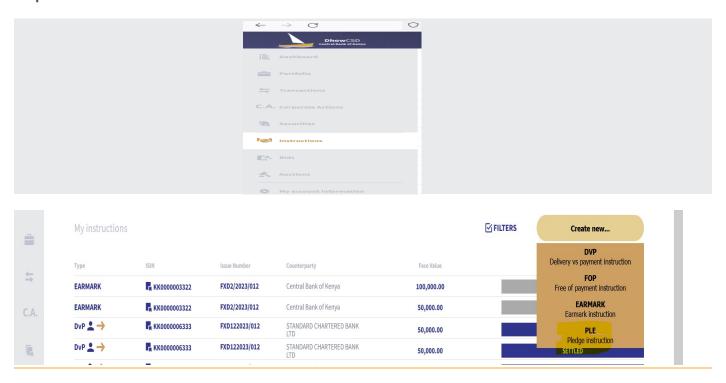
Step5: Instructions sent to CSD for approval by CBK Admin

5.4 Pledge Instructions

Pledging is when a borrower (pledgor) of funds uses securities as a form collateral to secure the funds it borrows or takes from the Lender (Pledgee.)

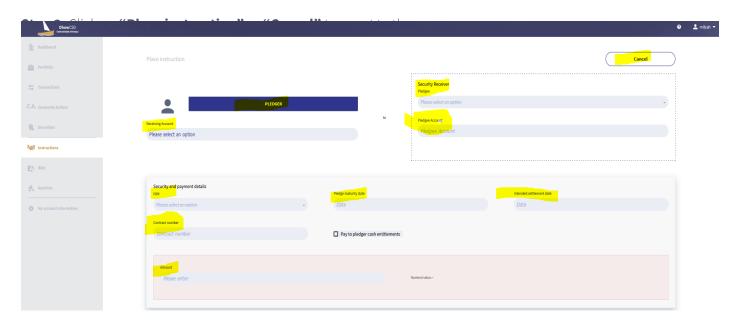
CBK clients will be sending pledger instructions through IP through the following steps.

Step 1: Click on "Instructions".

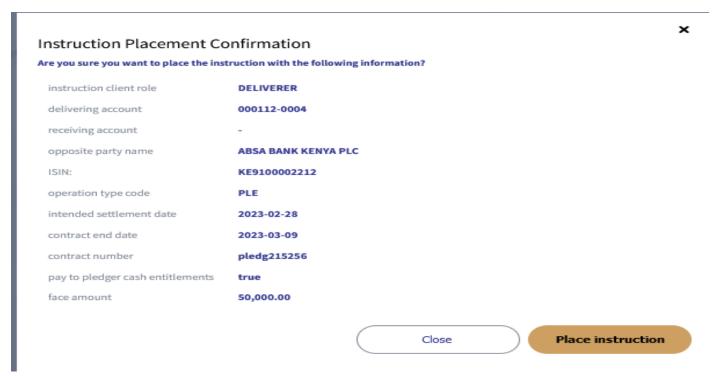


Step2: Select "Pledge instruction" from the drop-down menu under "Create new".

Step2: Input the relevant fields: Select receiving account (from the drop-down menu), Select security Receiver, Pledgee (from the drop-down menu), Input Pledgee account (Not mandatory), Select ISIN (from the drop-down menu), Input Pledge maturity date, intended settlement date, contract number. Tick 'Pay to pledger cash entitlement' and Amount.



Step 4: Click on "Place instruction" again to submit to CSD for CBK admin for approval or "Close" to go back to input page.



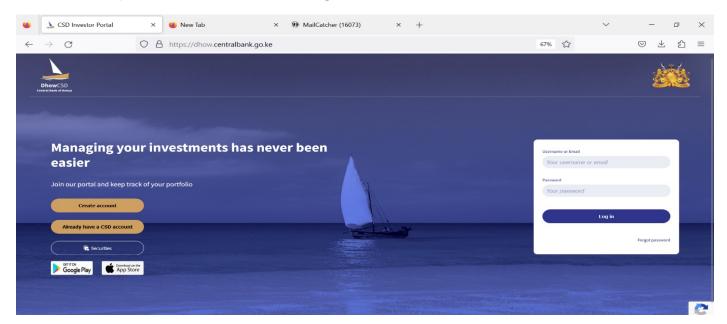
Step5: Instructions sent to CSD for approval, status changes from **"Sending to CSD"** to **"Waiting CSD approval"** to **"Not matched".** Once the pledgee sends instructions, the status changes to **"Settled".** Pledge instructions effected.



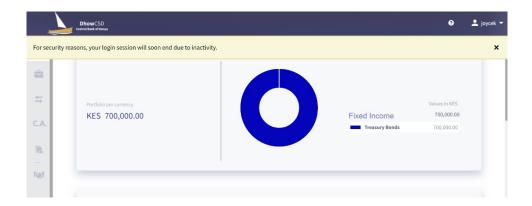
6.0 CORPORATE ACTIONS

6.1 Viewing Corporate actions (Redemptions and Interest payments)

Step1: Investor opens the Investor Portal link and logs in as shown below.



Investor will see the Dashboard as shown below:



Step 2: To view Corporate Actions (Redemptions and Interest payments) the investor clicks on the **"C.A Corporate Actions"** link and a list of upcoming, Past and All CA are displayed as shown below:



Step 3: To view more details on a CA, Investor opens it by clicking on the **ISIN** (KR0000004448) and the CA opens to indicate the Legacy ID and Amount as shown below:



Step 4: To view the actual amount that was remitted to investor's commercial bank and withholding tax deducted on value date, the investor clicks on "**Transactions**" to view the amounts.



7.0 REPORTS

The Dhow CSD provides various reports under the Dashboard Menu.

7.1 Portfolio

Step 1: Under the Dashboard Menu, the system provides "Portfolio Statement" tab that allows the CBK Clients to query for their statements.

Step 2: To generate the statement: Click on the **filter's icon**, chose **date**, select the **securities**, select the **security type** to generate a statement for either bills and bonds or both. Click on **"Apply"**.

Step 3: Export the portfolio statement as CSV, Excel, or PDF.



7.2 Transactions

The investor Portal allows CBK clients to view their transactions in detail.

- Step 1: To view the transaction statement, click on the Dashboard Menu "Transactions".
- Step 2: Filter by choosing the date range, Securities and Click "Apply".
- **Step 3:** Export the portfolio statement as CSV, Excel, or PDF.

ANNEXES

Link to IP

dhowcsd.centralbank.go.ke

Link to terms and conditions

