



FAQ

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Document History

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1. What is GoIPO?

GoIPO is a digital platform developed by NCB Merchant Bank Ltd, that facilitates the electronic submission of Public Offerings, such as Additional and Initial Public Offering (APO/IPO) applications to the Broker and ultimately The Trinidad and Tobago Central Depository (TTCD). This provides the client with an avenue to submit their application easily and conveniently (24/7 access during the period of an Offer) without the hassle of going into your Broker and waiting in line to fill out a physical form.

2. How do I access GoIPO?

To access the portal, prospective investors may simply type 'GoIPO' in their browser (preferably [Google Chrome](#)) or visit the site at <https://goipo.jncb.com/>

3. How do I know I have selected the correct region?

To select the correct region, users should select the Trinidad & Tobago flag at the top of the web page.



4. Why should I use the GoIPO portal?

The GoIPO portal provides the below conveniences to clients:

- No need to visit your broker to submit an application.
- No waiting in line to complete your application.
- Submit your IPO application anywhere, anytime.
- We keep you informed every step of the way via emails.

5. Will I still need to provide a physical application form?

No. Prospective investors using GoIPO will no longer be required to submit physical application forms.

6. What is required to apply?

All you need is a valid TTCD number (your account can be with ANY Broker).

Have clear copies of the following documents ready:

- Valid government-issued Photo ID (inclusive of all joint holder IDs in the case of jointly held accounts.)
- TTCD Account Number confirmation (statement or otherwise.)
- Bank Account Number confirmation (statement or otherwise.)
- Source of Funds declaration, if investment amount is TT\$50,000 or more. (Only applicable if client broker is NCBMBTT, otherwise, client must complete application with their broker if investment exceeds TT\$50,000.)

For Company accounts, in addition to the above documents, have clear copies of the following ready:

- Company registration/Date of Incorporation.
- Board note stating the company's intention to apply in IPO and authorized signatories.
- Valid government-issued Photo IDs of the company's authorized signatories.

7. Will I be able to participate if I am new to the IPO process?

To participate in an IPO, prospective investors are required to be a holder of an existing TTCD (Trinidad and Tobago Central Depository) account with any broker. If you do not have a TTCD account, please contact us at ncbgfsales@jncb.com or ncbmbttinvestmentbanking@jncb.com.

8. What is a TTCD account?

A TTCD account is an electronic account for holding securities on behalf of an investor at the TTSE. A TTCD account can be opened through any broker. For more information, contact us at ncbgfsales@jncb.com or ncbmbttinvestmentbanking@jncb.com.

9. Can I make a request to open a TTCD account via the online platform?

Not at this time. To open your TTCD account, please contact us at ncbgfsales@jncb.com or ncbmbttinvestmentbanking@jncb.com or call (868) 622-4234 for more information.

10. Can I use a TTCD account from a Broker other than NCB Merchant Bank?

Yes. Clients have the option of using any of their active TTCD accounts.

11. If I have a joint account, can I apply using GoIPO?

Yes, you can. In Step 1 of the application, select “**Personal**” and under the field “**Do you have Joint Holders on this account?**”, select “**Yes**”. You may then proceed to fill in the required details of the joint holders.

12. Can companies apply using GoIPO?

Yes, they can. In Step 1 of the application, select “**Corporate**”. You may then proceed to fill in the required company details. (N.B: The company’s/seal stamp must be affixed on the provided Signature Document, in the “Affix Company Seal/Stamp” section.)

13. Will I need to visit my Broker/Advisor?

Once clients submit their applications via the GoIPO portal, there will be no need to visit your broker or Wealth Advisor. However, clients wishing to participate in the offer should ensure that payments are made immediately after submitting their application.

14. How do I fund my IPO application?

Note your Application Reference Number(s) and other required information upon submission of your application. You may then use your Online Banking or otherwise to transfer to:

Bank: **First Citizens Bank Ltd.**

Branch: **Maraval Road, Port of Spain**

Bank account #: **1891408**

Account Name: **NCB MERCHANT BANK (TRINIDAD AND TOBAGO) LIMITED**

Please send confirmation of payment to GOIPOTT@jncb.com along with your Application Reference Number(s).

If we are unable to verify that our account has been credited within 2 business days after the submission of your application, you will be notified and your application will be rejected.

15. [How do I track my application?](#)

Upon submission of an electronic application, clients will be given an Application Reference Number. This reference number can be used to track the status of the application by selecting the option to track an application on the GoIPO Portal.



16. [Can I cancel an active order via the GoIPO Portal?](#)

No. Currently the GoIPO Portal does not allow for order cancellations. However, clients may contact us directly at (868) 622-4234 or GOIPOTT@jncb.com or ncbmbttinvestmentbanking@jncb.com for further assistance.

17. [What if I made a mistake in my application? / Can I edit my application?](#)

Before submission of your application, you may go back to the previous steps to make changes/edits if you have noticed an error or omission in your application.

However, if you need to edit your application *after* submission, you will need to contact support for further assistance at (868) 622-4234 or GOIPOTT@jncb.com.

18. [Are all account holders required to give consent to participate?](#)

Yes. All account holders including joint account holders are required to give consent.

- Account holders provide consent by affixing their signature on the Signature Document provided during the application process.

19. [How can I avoid cancellation of my application?](#)

To avoid cancellation, clients are required to complete all areas of the application and ensure the following:

- An accurate TTCD number is provided.
- Valid, clear copies of each account holder's government-issued Photo IDs are provided.
- Signatures are affixed to the Signature Document provided during the application process.

- Applications are funded **immediately** after submission to allow for bank processing and validation.

20. What can I expect after I apply and within what timeline?

After the successful submission of your digital application, you can track your application on GoIPO using the reference number provided. The timelines outlined in the Prospectus should be noted and followed as this gives specific dates regarding the Offer. You can also contact your Broker directly.

21. Who do I contact if I have further questions/feedback?

You may contact our support teams via the following:

Email: goipott@jncb.com or ncbcapinfo@jncb.com

Phone: 1-868-622-4234 or 1-876-960-7108