NOMURA

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豊かな社会を実現する
We aspire to create a better world by
harnessing the power of financial markets

Nomura Wealth Management ePlatform Soft Token

Nomura Wealth

November 2025

Table of Content

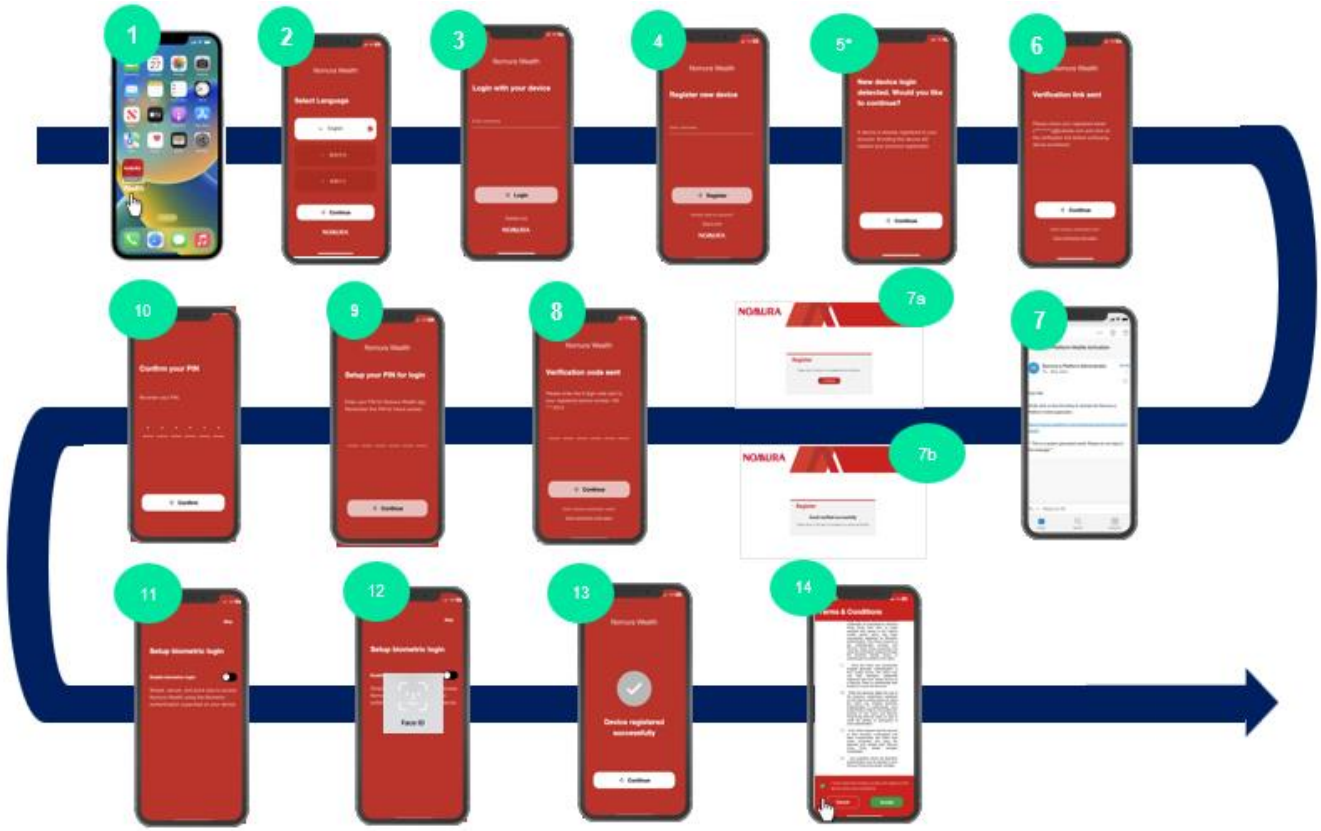
1. New device enrollment (Mobile)

1. Open the **Nomura Wealth** mobile application
2. Select preferred language
3. Tap the “Register Now” link on the home screen
4. Key in your “Username“ and click “Register”
5. If another enrolled device is detected , selects “Continue”

   *Note: This step appears only when you already has an enrolled device. Proceeding to complete the enrollment process shall automatically remove your previously enrolled device from the system.
6. An enrollment link will be sent to your registered email address. The verification link will expire in 10 minutes.
7. Check your email and click on enrollment link

   a. Email verification page will be opened in your device“s browser. Click “Continue”.

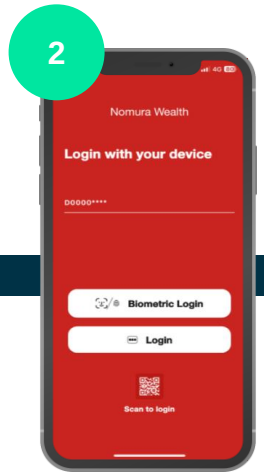
   b. Email verified successfully.
8. Open **Nomura Wealth** mobile app and enter the 6-digit SMS OTP sent to your registered mobile number and click “Continue”
9. Set up your 6-digit PIN.
10. Confirm your 6-digit PIN.
11. Register for biometric login (recommended).
12. Follow the instructions to register your biometric details.
13. You have successfully registered your device.
14. Please read and accept the Terms & Conditions to use the service.



Notes
- Always Enable Allow Notifications.

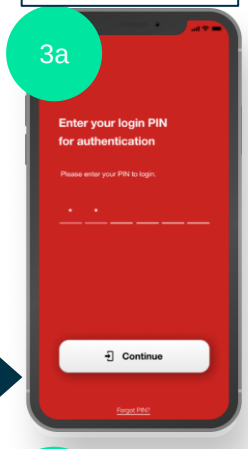
2. Mobile Login- Primary Device

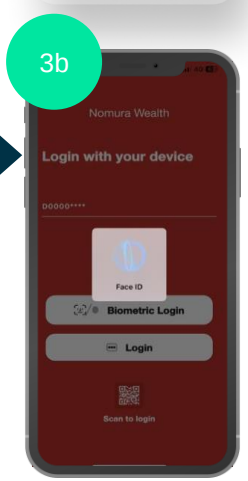
1.Open **Nomura Wealth** mobile application.



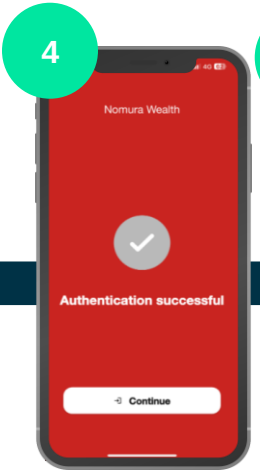
2. Home Screen:
- Click on “Biometric Login” to use biometric authentication.
- Click the “Login” button for login using PIN.

3a. Enter PIN and click on Continue.



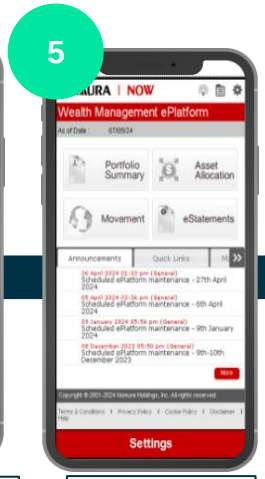


3b. Use biometric details (face or fingerprint).



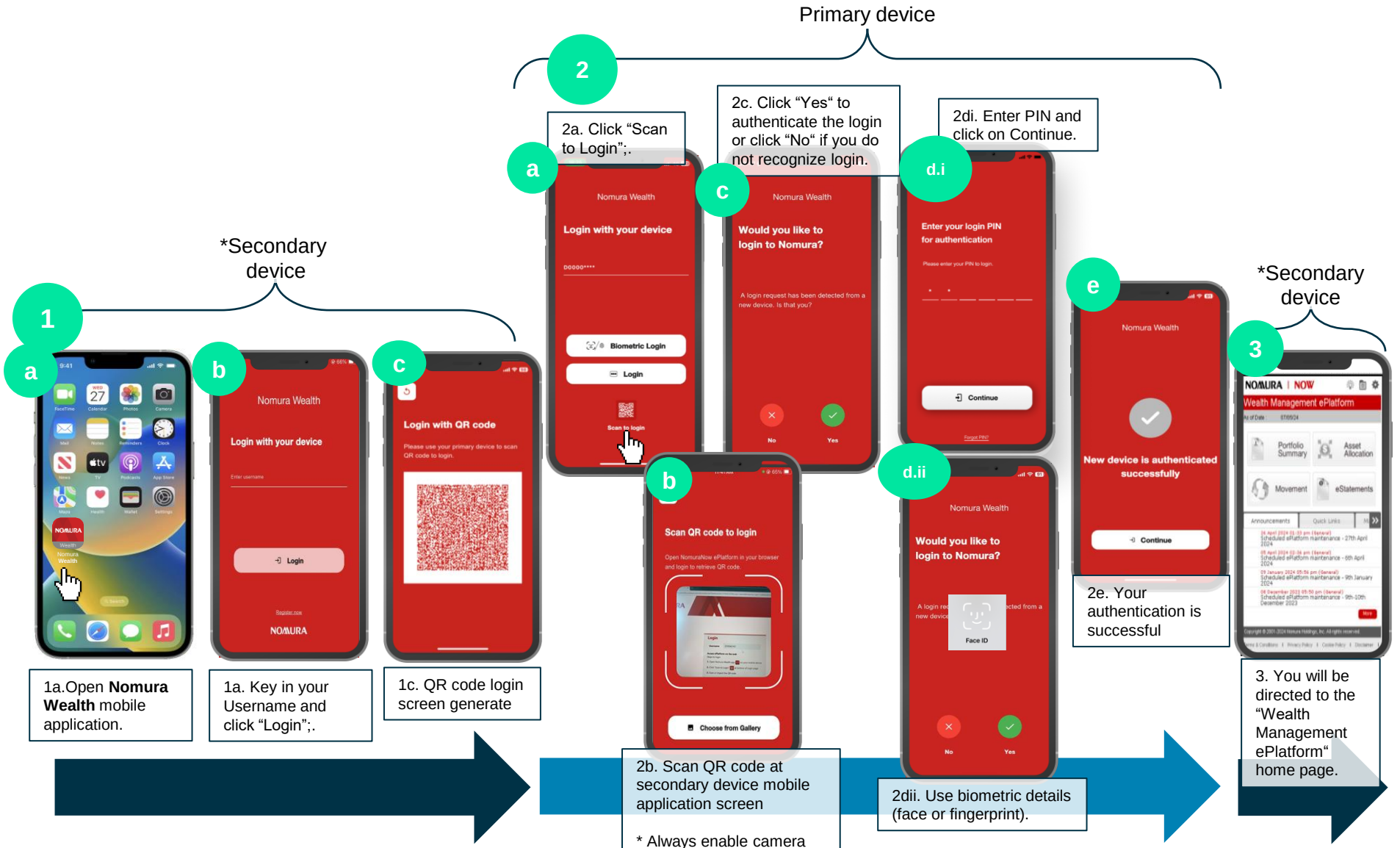
4. Your authentication is successful

*If you skipped acceptance of T&C during registration/ device enrollment, you will be asked again after this screen



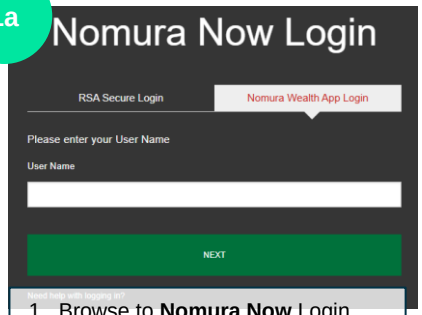
5. You will be directed to the “Wealth Management ePlatform“ home page.

3. Mobile Login – Secondary Device



4. Website Login

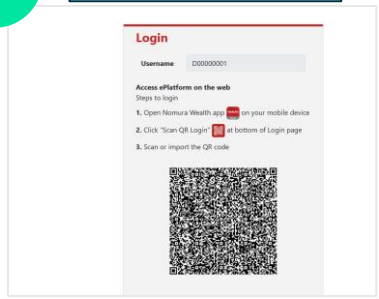
1a



1. Browse to **Nomura Now** Login page to key in your Username and select “NEXT” button.

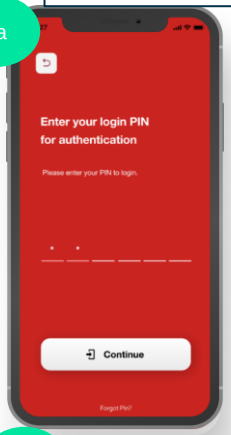
1b

1b. QR code login screen generate

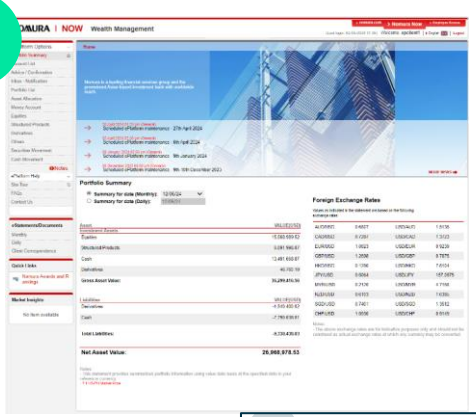


5a

5a. Enter PIN and click on Continue.

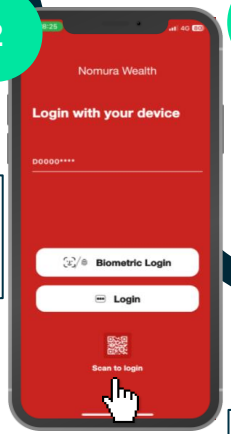


7



7. Your Login page will be directed to the “Wealth Management ePlatform“ home page.

2

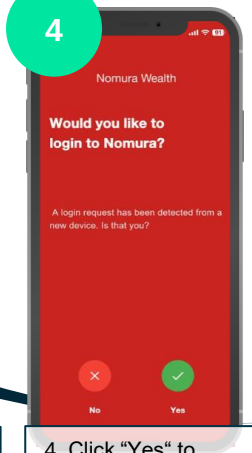


2. Open **Nomura Wealth** mobile app and click “Scan to login”.

3

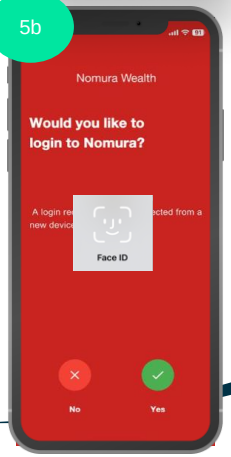
3. Scan the QR code displayed at the Nomura Now web page.

4



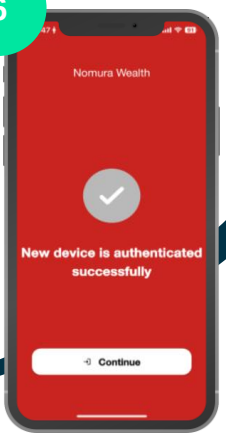
4. Click “Yes“ to authenticate the login or click “No“ if you do not recognize login.

5b



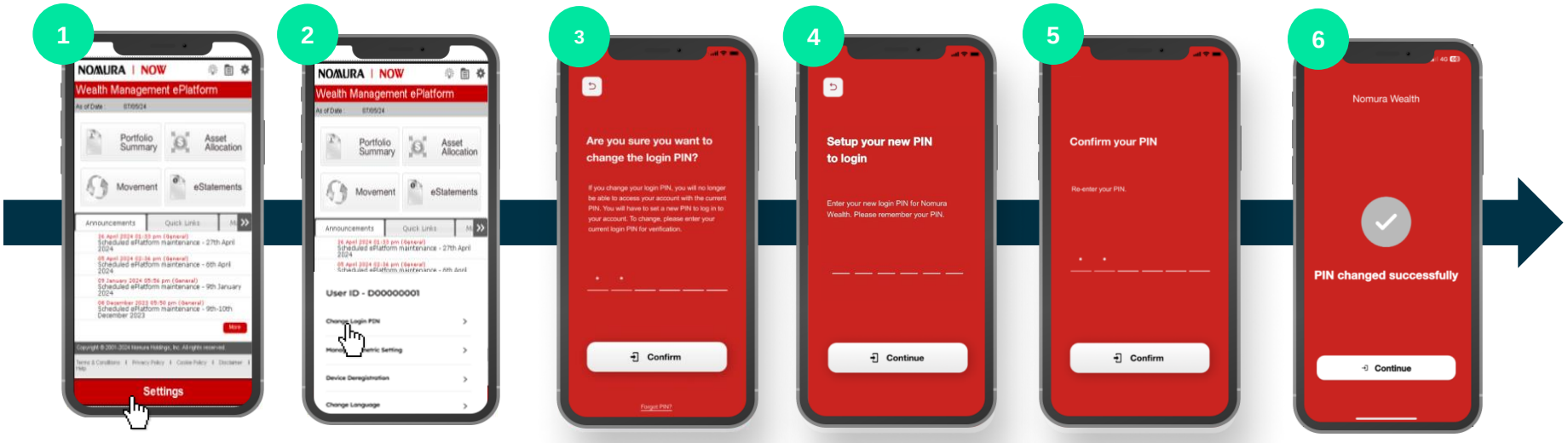
5b. Use biometric details (face or fingerprint).

6



6. Your authentication is successful

5. Settings: Change Login PIN



1. Click the “Settings” at the bottom panel of **Nomura Wealth** mobile application.

2. Select “Change Login PIN”

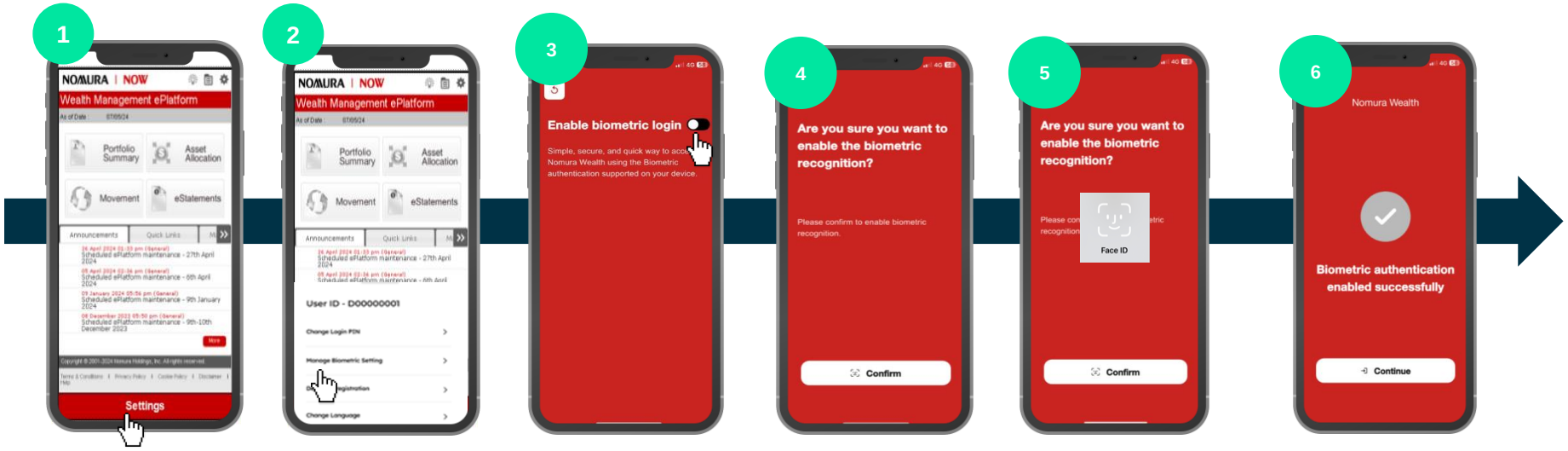
3. Key in your current PIN and click “Confirm”.

4. Input new PIN and click “Continue”.

5. Key in the same new PIN for the second time and click “Confirm”

6. You have successfully changed your login PIN. Click on “Continue“ to go back to “Wealth Management ePlatform“ home page.

6. Settings: Enable biometric login



1. Click the “Settings” at the bottom panel of **Nomura Wealth** mobile application.

2. Select “Manage Biometric Setting”

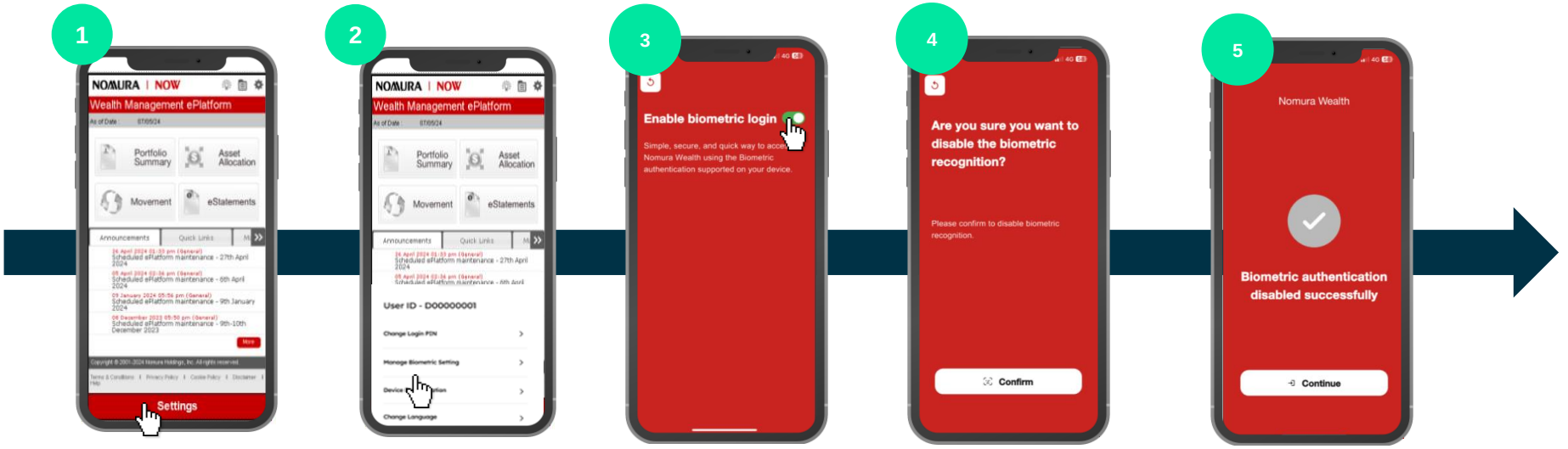
3. Slide “Enable biometric“ radio button to the right to enable.

4. Click on “Confirm“ to proceed.

5. Set up your biometric details (face or fingerprint).

6. You have successfully enabled biometric login. Click on “Continue“ to go back to “Wealth Management ePlatform“ home page.

7. Settings: Disable biometric login



1. Click the “Settings” at the bottom panel of **Nomura Wealth** mobile application..

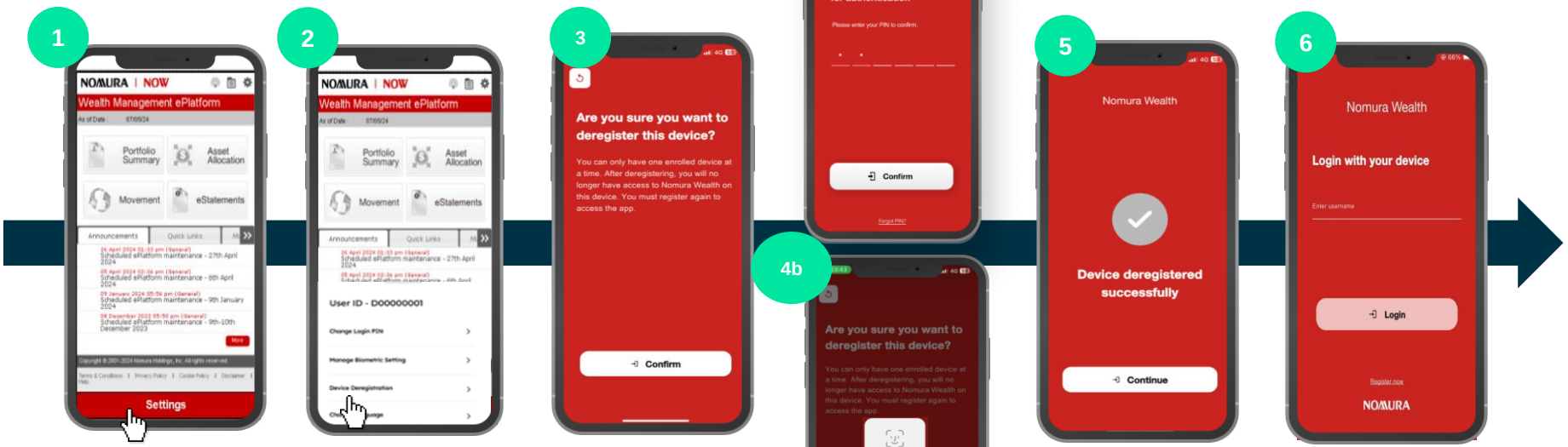
2. Select “Manage Biometric Setting”

3. Slide “Enable biometric“ radio button to the left to disable it.

4. Click on “Confirm“ to proceed.

5. You have successfully disabled biometric login. Click on “Continue“ to go back to “Wealth Management ePlatform“ home page.

8. Settings: Device Deregistration



1. Click the “Settings” at the bottom panel of **Nomura Wealth** mobile application.

2. Select “Device Deregistration”

3. Click “Confirm” to continue with your device deregistration

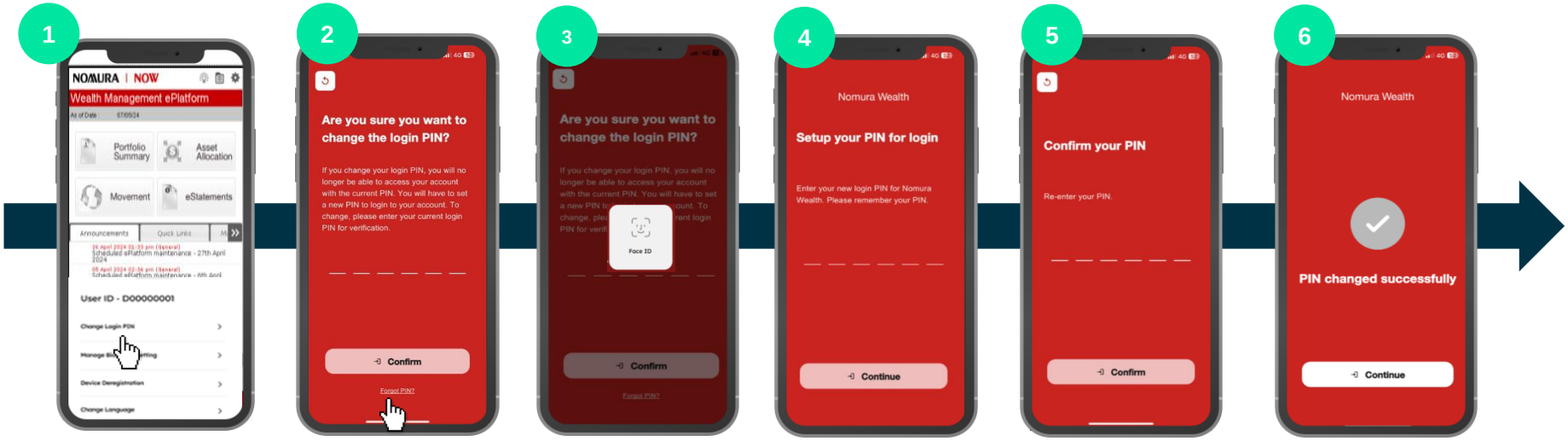
4a. Enter PIN and click on Continue.

4b. Use biometric details (face or fingerprint).

5. You have successfully deregistered the device.

6. You will be directed back to the login screen.

9. Forgot PIN: Biometric login reset



1. Select “Change Login PIN”

2. Click the “Forgot Pin?“ link at the bottom of the screen.

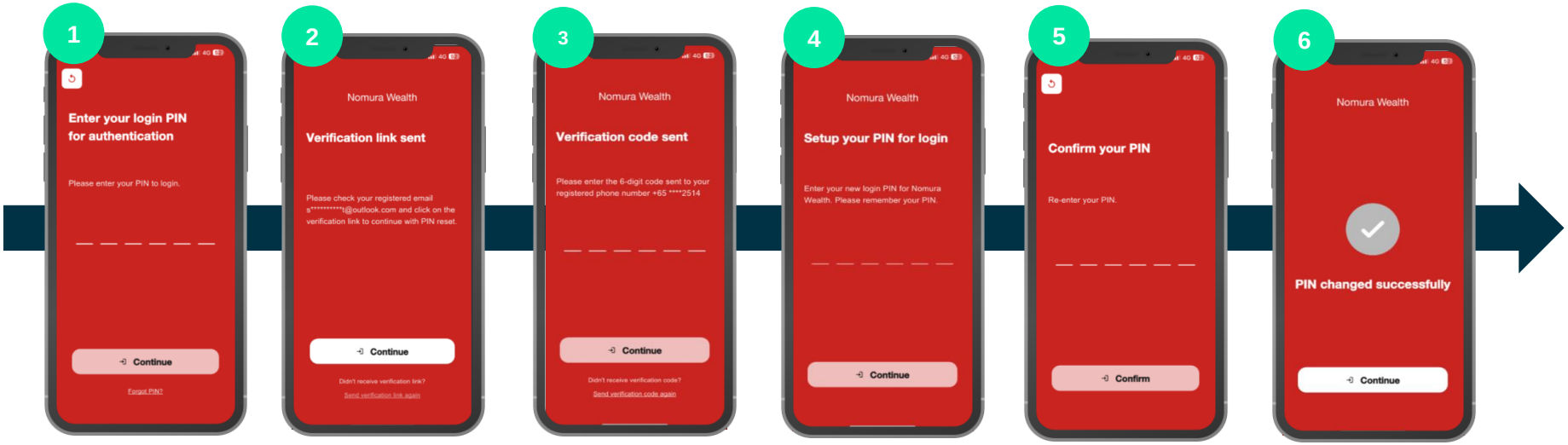
3. Log in using your biometrics (face or fingerprint).

4. Input new PIN and click “Continue”.

5. Key in the same new PIN for the second time and click “Confirm”

6. You have successfully reset your login PIN. Click on “Continue“ to go back to “Wealth Management ePlatform“ home page.

10. Forgot PIN:Re-enrollment



1. Click the “Forgot Pin?“ link at the bottom of the screen.

2. A verification link will be sent to your registered email address. This link will expire in 10 minutes. Check your email and click on the verification link. Click “Continue“ once verification is successful.

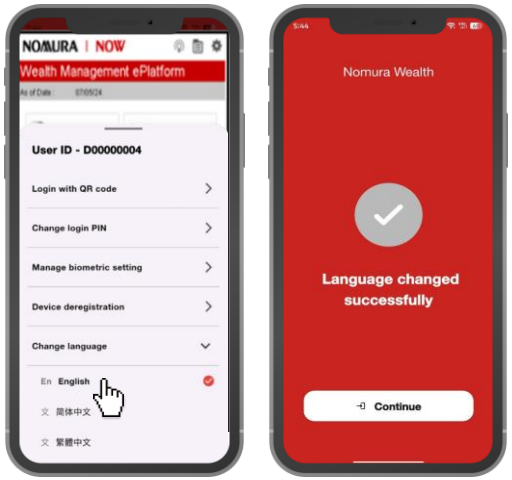
3. Enter the 6-digit SMS OTP sent to your registered mobile number and click “Continue“

4. Input new PIN and click “Continue”.

5. Key in the same new PIN for the second time and click “Confirm”

6. You have successfully reset your PIN. Click on “Continue“ to go back to login page.

11. Change language - Settings



1. Click the “Settings” at the bottom panel of **Nomura Wealth** mobile application.

2. Select “**English**” for English language.

1. Click the “Settings” at the bottom panel of **Nomura Wealth** mobile application.

2. Select “**繁體中文**” for Chinese Traditional language.

1. Click the “Settings” at the bottom panel of **Nomura Wealth** mobile application.

2. Select “**简体中文**” for Chinese Simplified language.

12. FAQ – Mobile application and website version support

#	Question	Response
1	Where can I download the **Nomura Wealth** mobile app?	**Nomura Wealth** can be downloaded form the Android (Google Play) and iOS (App Store).
2	What are the supported operating systems for **Nomura Wealth**?	▪ Android – version 13, API level 33 or later ▪ iOS – version 14 or later
3	Which iPhone/iPad models support **Nomura Wealth**?	iPhone: ▪ Models with installed system software versions of iOS 14 or later. iPad: ▪ Models with installed system software versions of iOS 14 or later.
4	Which Android devices support **Nomura Wealth**?	Models with installed system software versions (or equivalent) of API level 33 or later.
5	Which browsers support **Nomura Wealth**?	Google Chrome, Microsoft Edge
6	What types of biometric authentication will **Nomura Wealth** support?	The app can support biometric authentication enabled by your specific device model, e.g., Touch ID or Face ID for Apple devices.
7	Can **Nomura Wealth** be accessed without internet (Wi-Fi or mobile data)?	No. Internet connection is needed to access the application.
8	Why can“t I download the app?	Check if the error is related to network issues. If so, please resolve the network issue and try again. Check if minimum requirements have been met (e.g. iOS version) in item 3 above on this page. If the device does not meet the requirements, please change to a device that does If you are still unable to download the app, please contact your wealth manager.
9	Can I use **Nomura Wealth** globally?	Due to the reliance on Google service, some app features (e.g. Web browser login/ Secondary device login), may be interrupted in regions where services are restricted, and downloading via Google Play may not be possible

13. FAQ – Mobile application: Registration

#	Question	Response
1	Can I access the Nomura “Wealth Management ePlatform“ without the soft token?	No. You will need to register for the soft token to access and log in to the Nomura “Wealth Management ePlatform“.
2	How do I apply for access to **Nomura Wealth**?	Please contact your wealth manager. You will need to provide a unique mobile number and a unique email address to start the registration process.
3	How long will the email verification link be active for?	10 minutes. After the link expires, please request for a new verification link by clicking “Send verification link again“.
4	How long will the OTP be active for?	5 minutes. After the OTP expires, please request for a new OTP by clicking “Send verification code again“.
5	What action do I take if I don“t receive the email verification link?	Please contact your wealth manager.
6	What action do I take if I don“t receive the OTP on the mobile device?	Please contact your wealth manager.
7	Can I use biometric authentication (Touch ID or Face ID) to register?	Yes. **Nomura Wealth** allows biometric authentication registration.
8	Is biometric authentication mandatory while registration ?	No. Biometric authentication can be skipped, but we recommend enabling it as it is more secure.

14. FAQ – Mobile application: Primary device login

#	Question	Response
1	How do I change my username?	Username cannot be changed.
2	How do I change my PIN?	To change your PIN, please use change login PIN in the “Settings” menu (Page 9) ▪ Must be a 6-digit PIN. ▪ Should not contain personal ID number, birthday, telephone number or any personal information.
3	How do I enable/disable biometric authentication after login?	To enable/disable biometric authentication, click manage biometric setting accessed through the “Settings” menu (Page 7 & 8).
4	I have forgotten my User ID	Please inform your wealth manager to reshare your credentials.
5	I have forgotten my PIN	Please refer page Forgot PIN: biometric login/reset or forgot PIN: Re-enrollment to reset PIN (Page 10 & 11).

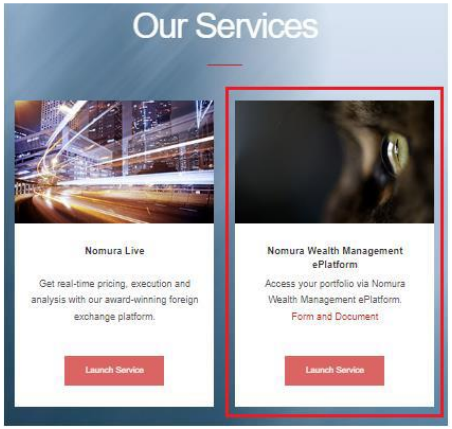
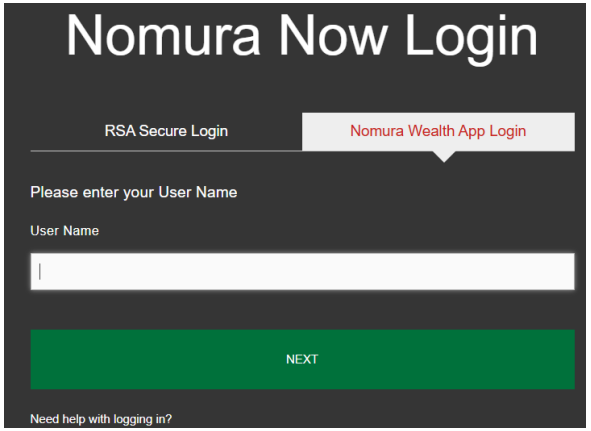
15. FAQ – Mobile application: Secondary device login

#	Question	Response
1	Can I register the soft token on multiple devices?	No. **Nomura Wealth** soft token can only be registered on one device. If you register the soft token on a second device, the primary device will lose its access.
2	Can I log in with the soft token on multiple devices?	Yes. You can log in to the Nomura “Wealth Management ePlatform“ through multiple devices or web browsers by scanning a QR Code. Once authenticated on the registered device, you will be able to access the Nomura “Wealth Management ePlatform“ **(Page 5 & 6)**. Kindly ensure that you enable camera function on the device.
3	How can I scan a QR code if my device doesn't support QR scanning?	You can save the QR code as an image and use the "Choose from Gallery" option as an alternative scanning method.
4	How low will the QR be active for?	The QR Code will be active and valid for 3 minutes.

16. FAQ – Mobile application: Others

#	Question	Response
1	Can I change to a new primary device?	Yes, you can change to a new device. Please follow the instructions as per “Device Deregistration“ in “Settings“ **(Page 12)**. This does not mean your Nomura account is terminated. After deregistering, you will need to re-register on a new device to access the Nomura “Wealth Management ePlatform.“
2	What should I do to change my mobile number or email address?	You can change your mobile number or email address. Please contact your wealth manager.
3	If the primary device is out of battery or switched off, can I still access the ePlatform?	You will not be able to access the ePlatform if the primary device is out of battery or switched off. Authentication on this device is required for login.
4	What should I do if I lose my device that is registered with the soft token?	Please inform your wealth manager. Your account access will be temporarily blocked until your new device is registered.
5	What should I do to terminate access to the Nomura “Wealth Management ePlatform?“ Please inform your wealth manager to process service termination and resume physical mailing.	Please inform your wealth manager to process service termination and resume physical mailing.

17. FAQ – Website trouble shooting

#	Action	Process screenshot
1	Clear cache and cookies from your browser	• Open a web browser on your computer. • At the top right, click the ellipsis ":" and select "Clear browsing data". • Choose the time range (e.g. last hour or all time). • Select the type of information you want to remove and click "Clear data".
2	Login to the Nomura "Wealth Management ePlatform	• Click the "Launch Service" button. • Enter login details.  

18. FAQ – Security precautions

#	Question	Response
1	What are the general security precautions and practices applicable to **Nomura Wealth**?	• Do not use an untrusted device for online banking. • Do not enter your personal login information on untrusted, little-known or suspicious websites. • Avoid downloading or installing any files or programs from unknown sources on your mobile device. • You are advised to go through the Terms & Conditions before using the Nomura “Wealth Management ePlatform.“
2	Why should I always log out?	• It ends your ePlatform session and prevents any unauthorized access to your data. • **Nomura Wealth** automatically logs you out after 5 minutes of inactivity to prevent unauthorized access.
3	Why should I update **Nomura Wealth**?	Update **Nomura Wealth** proactively to ensure your device has the latest version installed.
4	What should I do if my email address/ mobile number is hacked?	• Do not click on the enrollment link or forward the SMS OTP to anyone. • Contact your wealth manager immediately.
5	What should I do if my account is hacked?	• Change your PIN through the “Settings“ as soon as possible. • Contact your wealth manager immediately.
6	Who do I contact if I have issues with **Nomura Wealth**?	Please reach out to your wealth manager for assistance.

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