

## South Africa FAQs

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#### **What is the Minimum Deposit Amount?**

The minimum amount you can fund your wallet with is \$10, so the amount in Rand would be dependent on the exchange rate at the time.

Your account can be funded with either local/international cards.

As far as the minimum investment amount, you can buy a fraction of stock with as little as \$10. This is because Bamboo offers a service called Fractional Investing which means you can buy parts of any stock based on how much you want to invest.

#### **What is the Minimum Investment Amount?**

The minimum investment amount for South Africa is \$10. This has been made possible as Bamboo supports fractional investing. This means you can buy a part or a fraction of any stock from the US stock market based on how much you want to spend or invest, no matter how much the stock costs!

So even if you don't want to buy 1 whole share, you can buy less. You can buy any stock with any amount you wish to, regardless of the share price.

Even if a stock costs \$2000 per share, for example, you can decide to buy \$5 worth of it and get the shares equivalent to that \$5.

### **Minimum and Maximum Withdrawal Amount.**

The Minimum withdrawal to a South African account is R20. At the moment, there is no maximum withdrawal amount. Also, the minimum withdrawal amount to a USD account is \$500.

### **What are the deposit fees?**

Please see the deposit charges below:

- Local cards: 2.5%
- International cards: 3.5% (excluding AMEX, Google Pay & Apple Pay which have a fee of 3.80%)

### **What payment options are available?**

Here are the deposit options available:

- **Local cards:** You can make a deposit into your ZAR wallet and your USD wallet using your local cards. The deposit charge for the local card payment option is 2.5%.
- **International cards:** This payment option can only be used to fund your USD wallet at this time. The deposit charge for the international card payment option is 3.5% (excluding AMEX, Google Pay & Apple Pay which have a fee of 3.80%).
- **Automated Clearing House** - 1.5%
- **Payout** - 10 R

### **Fees & Charges**

Deposit Charges

**Local cards:** The charge for card deposits is 2.5%.

**International cards:** The charge for this deposit option is 3.5% (excluding AMEX, Google Pay & Apple Pay which have a fee of 3.80%).

Automated Clearing House

### **Trade Fees**

We charge a 0.2% commission when you buy or sell stocks on the U.S. stock markets and 0.3% clearing and admin fees. You can hold stocks for as long as you like and you will not be charged for holding stocks or leaving funds in your Bamboo wallet.

## **Withdrawal Fee**

There is a withdrawal fee of 11 ZAR to a Rand bank account and \$45 to USD bank accounts.

For USD withdrawals, all withdrawals below \$8,000 have a flat fee of \$45; withdrawals above \$8,000 have a fee of 0.5% of the withdrawn amount, with a minimum fee of \$45.

If you deposited from a Rand payment option, you can only withdraw in Rand using your bank account. If you deposited from a USD payment option, you can only withdraw to a USD account. The minimum withdrawal amount to a USD account is \$500

## **Withdrawal Timeline**

### **For South Africa**

Withdrawals take 2-3 business days to reflect in your Rand account and 5-7 business days to reflect in USD/foreign bank account. (For USD/foreign accounts, this timeline may be longer depending on your bank).

## **What is the ZAR Wallet?**

After signing up to Bamboo and activating your wallet by completing your identity verification, you will have a USD wallet and a wallet in your local currency.

Your ZAR wallet enables you to easily deposit on Bamboo in your local currency. Funds in your ZAR wallet can be easily used to purchase stocks.

You can move funds from your brokerage account (such as dividends, the money gotten from stock sales, etc.) to your ZAR wallet if you wish to withdraw in Rand.

You can also transfer money from your ZAR wallet to your USD wallet.

### ***How can I transfer money from my ZAR wallet to my USD wallet?***

1. Please click any of the wallet options you want to transfer from
2. Click 'Transfer'
3. Type the amount to be transferred then click 'Continue'
4. Enter your Transaction PIN and complete the process
5. The funds will be transferred successfully to your selected wallet

If you are experiencing any issues with your transaction PIN, kindly follow the steps below:

- Click on your name at the top left of your screen then scroll down and click on 'Manage Transaction PIN'.
- Click on 'Forgot PIN' then enter your login password.
- Click on 'Proceed' and follow the instructions to complete the process.

### **What is the USD Wallet?**

After signing up to Bamboo and activating your wallet by completing your identity verification, you will have a USD wallet and a wallet in your local currency.

Your USD wallet enables you to easily deposit on Bamboo in USD (depending on the payment options available for your country), or in your local currency which is converted to USD at the deposit exchange rate on the Bamboo app at the time of deposit.

Funds in your USD wallet can be easily used to purchase stocks.

You can move funds from your brokerage account (such as dividends, the money gotten from stock sales, etc.) to your USD wallet if you wish to withdraw in USD.

You can also transfer money from your USD wallet to your Rand wallet by following the steps [here](#).

### **Deposit Timeline**

Direct deposits, USD Credit/Debit card deposits, and ZAR Credit/Debit card deposits reflect instantly in your ZAR wallet but may take up to 10 minutes.

Deposits using the brokerage account funding option reflect in your buying power in 1-4 business days.

### **What is the Maximum Deposit Amount?**

Here are the current deposit limits per transaction:

- \$5,000 on Dollar card transactions for South Africa. (Your bank limits also apply).
- Local cards.

## About Us

Bamboo is an investment platform that gives you real-time access to a stream of global and local investment options from your mobile phone.

Bamboo also gives real-time access to invest in or trade over 3,500 stocks listed on the U.S. stock market.

With a market cap of over \$31 trillion, the U.S. stock market makes up over 85% of all dollars that go into the global markets. Users can fund their dollar or local currency balance almost instantly and start buying shares in just a few taps.

Bamboo uses bank-level security and all brokerage accounts are held at top-tier local and U.S. brokerages; each Bamboo brokerage account is protected by the SIPC. Please click [here](#) for more information on this. Invest Bamboo (Pty) Limited is an authorized financial services provider (FSP 47614) regulated by the Financial Sector Conduct Authority.

## What if Bamboo closes down?

Our US-traded securities are provided to Bamboo users by DriveWealth LLC, a regulated member of FINRA/SIPC. More information can be found at <https://www.sipc.org/>.

In the unlikely event that Bamboo no longer exists, stocks can be claimed at any time with our US partner - DriveWealth LLC.

You can download and print a trade confirmation document from our app after each successfully settled trade and this serves as your proof of stock ownership.

Here's how to get the trade confirmation:

- On the app, click on your name on the top left corner of the homepage
- Click 'Trade Confirmations'
- Click on the particular trade you need evidence for and this will display your trade transaction document
- You can proceed to save or print this page

**Does Bamboo offer stocks from other exchanges apart from the US stock exchange?**

Bamboo only offers US stocks listed on NASDAQ and NYSE at this time.

**When does the US Stock Market open and close?**

The US stock market is open Monday to Friday from 3:30 pm to 10 pm South African time.

You can place a buy or sell order for a stock when the stock market is closed.

If you buy or sell a stock when the market is closed, the order can only be executed when the market opens.

The order will also be executed at the market opening price which may be different from the price you ordered at.

You will get an email notification once the order is executed, and this email will include details of the execution price.

**What Exchange Rate is used on Bamboo?**

Our payment partner sources for the dollars before it can be converted from Rand for you.

The rate you see on the app at each point in time is usually the best rate our payment partners were able to source at the time, which is close to the parallel market rate.

We will continue to source for the best possible rates and update them as they change.

**How to deposit?**

Please follow the steps below to make a deposit:

1. On the homepage, scroll down to 'Bamboo Wallets'
2. Choose which of your 'Bamboo Wallets' you wish to deposit into: USD Wallet or ZAR Wallet.

3. Type in the amount depending on the currency selected then click the 'Deposit icon'.  
There is a \$10 minimum per deposit. The equivalent of this in your local currency will be dependent on the exchange rate at the time of depositing.
4. Choose your preferred funding option and follow the on-screen instructions.
5. You will receive an email notification once the deposit is reflected in your wallet.
6. Please check the homepage and scroll down to your 'Bamboo Wallets' to view the funds deposited.

If you have any questions please don't hesitate to contact us at  
[support@investbamboo.co.za](mailto:support@investbamboo.co.za)

### **How to sign up?**

Will update this later.

We're so excited that you want to begin your investment journey on Bamboo!

Here is how to sign up for a Bamboo account:

Please visit your Android or iOS app store, search for 'Bamboo: Invest. Trade. Earn.' and download the app.

Once downloaded, open the app and click 'Start Building Wealth' to sign up and follow these steps:

- Choose your country
- Fill out all the required information and you're all done. s (full name, gender, phone number and email address)
- Enter the Verification Code that has been sent as an SMS to your phone number

Once signed in to the app, please complete your KYC status as part of your registration account verification:

- Tap on your name in the top left corner of the app



- Tap on KYC Status and follow the prompts.

Kindly note that it can take 24-48 business hours for the appropriate team to review your submitted information.

If you have any questions please don't hesitate to contact us at [support@investbamboo.co.za](mailto:support@investbamboo.co.za)

### **Is My Money Safe With Bamboo?**

Please be assured that your assets are safe on Bamboo and that you will always have easy access to your funds and assets on the Bamboo Platform.

By opening a Bamboo brokerage account, you have also opened an account with our US broker partner, DriveWealth. DriveWealth is licensed by the U.S. Securities and Exchange Commission and is also a member of the Financial Industry Regulatory Authority ([FINRA](#)) and the U.S. Securities Investor Protection Corporation ([SIPC](#)).

If you have any questions please don't hesitate to contact us at [support@investbamboo.co.za](mailto:support@investbamboo.co.za)

Once again, thank you for your continued faith and trust in us. We will continue to do our best to serve you.

### **How will I know if I am committing a Good Faith Violation?**

A simple way to know if you are going to get a Good Faith Violation is this:

Let's say you sold company A's shares of \$300 then used \$100 from this money to buy company B's shares and went on to buy \$200 of company C's shares.

Now you want to sell your company B shares. Is the \$300 from the company A sale still in your unsettled cash? If it is, then you will get a Good Faith Violation if you sell company B shares.

What does it mean for someone when they get restricted for having 3 GFVs?

If you sell a stock, you cannot use the money from that sale to buy another stock immediately. You will have to wait for 2 business days. After 2 business days, you can use the money from the sale to buy another stock or withdraw it. After 90 days, you will be able to go back to using the money from sales to buy another stock immediately instead of waiting for 2 business days

### **What Is A Good Faith Violation?**

If a security purchased in your account is sold before you've paid for it with settled funds in the account, a good faith violation has occurred. The reason it is called a good faith violation is that your trade activity indicates that you will not make a good faith effort to deposit additional cash into your account.

To avoid good faith violations, please do not sell from any stock from which you have bought some shares with unsettled cash until after 2 full business days have passed and the cash is settled.

Accounts with three good faith violations in a 12-month period will be restricted to purchasing securities with settled cash only for a period of 90 days.

Good faith violation example 1:

Cash available to trade = \$0.00

- On Monday morning, a customer sells company A' stock for \$5,000
- On Monday afternoon, the customer buys company B' stock for \$5,000.

- If Company B's stock is sold before the money from Company A's sale has settled, a good faith violation would be charged as Company B's stock is not considered fully paid for prior to the sale.

Good faith violation example 2:

Settled cash = \$5,000

- On Monday morning, a purchase is made for \$5,000 of Company A's stock.
- On Monday mid-day, the customer sells Company A's stock for \$5,500.
- Near market close, the customer purchases \$5,500 of Company B's stock.
- At this point, no good faith violation has occurred because the customer had sufficient funds for the purchase of Company A's stock.
- If Company B's stock is sold before it's been paid for (settlement of Company A's sale) then a good faith violation will have occurred.

Good faith violation example 3:

Cash available to trade = \$10,000; Unsettled cash = \$5,000 (proceeds from a sale of stock on the prior Friday – trade settles on Tuesday)

- On Monday morning, customer purchases \$15,000 of Company A's stock.
- A good faith violation occurs if this customer sells Company A's stock on Monday.
- The purchase is not considered fully paid for because the \$5,000 proceeds are not considered sufficient funds until they are settled on Tuesday.

*Please note:* To also avoid good faith violations, please do not sell any position from a stock on which a purchase with unsettled cash was made, until after 2 full business days when the cash is settled. This affects previously purchased shares in that position including those bought with settled cash.

Good faith violation example 4:

Cash available to trade = \$0.00

- A customer has 3 of Company A's shares bought with settled cash last month.
- On Monday morning, the customer sells Company B's stock for \$5,000.

- On Monday afternoon, the customer buys 10 Company A shares for \$5,000, bringing his total number of Company A shares to 13.
- If any quantity of Company A shares is sold before the money from Company B sale has settled, a good faith violation would be charged as Company A's stock is not considered fully paid for prior to sale. For example, selling 1 Company A share or 11 Company A shares would result in a good faith violation.

Good faith violation example 5:

Imagine if you have unsettled cash of \$100 and use the amount to buy Company A shares, and then you buy another 3 Company A shares before making a third purchase of 2 additional Company A shares.

If you sell all 9 Company A shares in one single trade before the original \$100 in unsettled cash is settled in your wallet, you would have made 3 good faith violations.

### **My Good Faith Violations have expired**

The 90-day restriction on your account due to Good Faith Violations starts counting from the day the last violation occurred on your Bamboo account.

Here is what to do if your Good Faith Violations have expired:

1. Reconfirm that it has indeed been 90 days since the time you incurred your last Good Faith Violation.
2. If the 90 days have indeed elapsed and you are still unable to purchase stocks with unsettled cash, please reach out to us at [support@investbamboo.co.za](mailto:support@investbamboo.co.za) for further assistance.

You can read more about Good Faith Violations [here](#).

## **What is Unsettled Cash?**

'Unsettled cash' is money from recent sell orders that have not settled yet.

You can re-invest this money immediately if you wish to (Be careful of [Good Faith Violations](#)).

However, if you wish to withdraw it instead, you will need to wait for it to settle first.

In line with U.S. SEC regulations, these funds take 2 business days to settle after your sale is executed.

## **What is a Brokerage Account?**

Your brokerage account on Bamboo is your stock trading account that enables you to buy and sell U.S. stocks.

Before you can start trading on Bamboo, your stock trading account must first be reviewed and this usually takes a maximum of 2 working days. You will receive a notification once it's approved.

With this brokerage account, you can also access everything that has to do with stocks and your stock portfolio such as your dividends, the performance of stocks you own, etc.

When you sell stocks, the funds go to your brokerage account. Additionally, in the event that you attempt to buy stocks with money in your Bamboo wallet and the order is cancelled or not executed, the funds also go to your brokerage account.

You can also make dollar deposits directly to your brokerage account by selecting the Brokerage Account Funding option on the app. The funds are credited to your brokerage account which you can use to buy stocks.

To view the breakdown/details of your brokerage account, please follow the steps below:

- On the Bamboo homepage, click on 'US Stocks' then click on 'Breakdown'. You will be able to see the following:
- Portfolio return: Total gain or loss you have recorded on the stocks in your portfolio.
- Buying power: The cash in your brokerage account that you can buy stocks with.
- Withdrawable cash: The cash in your brokerage account that you can withdraw.
- Good faith violations: You can read more about this [here](#).
- Current value: The present value of your stocks.
- Cost basis: The total amount you have spent buying the stocks in your portfolio.
- Unsettled cash: The money from your recent sales which is not yet withdrawable. This amount takes 2 business days to settle and become withdrawable in line with U.S. SEC regulations.

To see the breakdown/details for each stock you own, click on 'Current value'. This will show a list of each stock you own with a toggle on the right side of each, which gives you the option to view either of the following:

- The last price
- The percentage change
- Your Equity
- Today's return
- The cost basis
- The total return since you bought it

You can also watch our video about tracking your stock returns [here](#).

### **What is Freeriding?**

When you buy or sell a stock it typically settles in two working days. Freeriding refers to buying shares and then selling them before the purchase has settled. Freeriding is a violation of the [Federal Reserve Board's Regulation T](#) and may result in a suspension of your account on Bamboo.

How does Freeriding affect me on Bamboo?

To prevent a Freeriding violation, you will not be able to sell a stock or ETF you bought on Bamboo with the new deposit until it settles in 1-2 working days.

**When will I get the money from my sale?**

When you sell shares, it takes 2 business days for the money from the sale to settle.

Before the money settles, you can actually use the unsettled cash right away to buy another stock if you wish to.

Be careful of good faith violations when you do this.

However, if you wish to withdraw the money instead of reinvesting it, you will have to wait for 2 business days so the money can settle and become available for withdrawal in line with U.S. SEC regulations.

**How do I sell my stocks on Bamboo?**

Here's how to sell a stock:

1. Click on 'US Stocks' on the app homepage then click on the particular stock you wish to sell under the 'My Stocks' section.
2. Tap the 'Sell' button to complete the sale.
3. Select your preferred sell option.
4. Input your sell details.
5. Tap Review Order.
6. Tap Sell.
7. The money from the sale will be available in your Buying Power immediately the sale is executed to enable you reinvest it. Please be careful of good faith violations! Read about that by clicking [here](#).

If you wish to withdraw the money instead, it will settle and be available for withdrawal within 2 business days. Once it is available, you can withdraw it by following the steps [here](#).

### **What does “Sell When Price Increases” mean?**

When you are about to place an order to sell a stock you have the option to sell when the stock price increases. You will then be asked to set a specific stock price. This means your order will only be executed when the price of the stock you are about to sell is at or above the amount you specified.

This type of order is called a Limit Order. Limit Orders are only good for the day; this means that if that stock does not cross the price you set by the close of the stock market that day, the order will be cancelled.

### **Limit/Stop orders**

When you are about to place an order to sell a stock you have the option to sell when the stock price increases.

You will then be asked to set a specific stock price.

This means your order will only be executed when the price of the stock you are about to sell is at or above the amount you specified.

This type of order is called a Limit Order - Limit Orders are only good for the day; this means that if that stock does not cross the price you set by the close of the stock market that day, the order will be cancelled.

When you are about to place an order to sell a stock you have the option to sell when the stock price decreases. You will then be asked to set a maximum amount you are willing to pay. This means your order will only be executed when the price of the stock you are about to sell is at or below the amount you specified.

This type of order is called a Stop Order.



## **I invest with Bamboo but I don't live in the US. Do I pay taxes?**

If you are a non-resident of the US and the only business you have in the U.S. are investments, you are subject to the following tax guidelines.

### **Capital Gains**

Profits made from selling your stocks are called capital gains.

Your profits on Bamboo are not subject to U.S. capital gains tax. However, if you pay taxes elsewhere, you will likely have to declare this income and pay tax in your home country.

### **Dividends**

If a U.S. company pays you a dividend, there is a 30% tax on the dividend amount.

This 30% tax will be deducted before you receive the dividend, so you do not have to worry about it. Any dividends you receive after the tax deduction are all yours.

## **Why Does Bamboo Need My Identification Information?**

Bamboo is committed to upholding the highest standards of security.

For regulatory purposes, we must verify all users before opening their Bamboo accounts. For South Africa, we verify users using their National Identity Card. However, proof of address will also be required if you are depositing above \$5000.

We need this information to verify that you are who you say you are. Bamboo does not share your information with any third-party entity, nor do we use the information on your means of identification for anything other than identity verification.

### **What is an ETF (Exchange Traded Fund)?**

ETF stands for 'Exchange Traded Fund', where a group of securities/stocks is traded like a single stock.

ETFs can be made of stocks, bonds, commodities, or currencies and are typically designed to track the performance of a specific index, like the S&P 500 index for stocks, the US Dollar versus the Euro for currencies, or the price of gold for commodities.

Through ETFs, an individual can gain exposure or invest in a variety of asset classes or sectors within a particular asset class with the ease of transacting in a single security/stock. So instead of buying a dozen or hundreds of individual US technology stocks, for example, investors can decide to invest in the US technology sector with a single ETF.

### **What countries is Bamboo available in?**

Bamboo is currently available in South Africa, Nigeria, and Ghana.

If you own a South African National Identity Card, you can use the Bamboo app from anywhere in the world!

We are working hard to expand to other countries soon and hope to reach as many countries as possible in the near future.

### **How long can I hold my investments with Bamboo?**

You can hold on to your US assets on Bamboo for as long as you want. You can sell off your stocks on Bamboo anytime you decide to.

### **Is my Bamboo Brokerage Account Insured?**

By opening a Bamboo brokerage account, you have also opened an account with our US broker partner, DriveWealth. DriveWealth is licensed by the U.S. Securities and Exchange Commission and is also a member of the Financial Industry Regulatory Authority ([FINRA](#)) and the U.S. Securities Investor Protection Corporation ([SIPC](#)).

You can also verify DriveWealth's SIPC membership [here](#).

### **What is Fractional Investing?**

Bamboo supports fractional investing for trading the U.S. stock market. This means you can buy a part or a fraction of any stock from the US stock market based on how much you want to spend or invest, no matter how much the stock costs!

So even if you don't want to buy 1 whole share, you can buy less. You can buy any stock with any amount you wish to, regardless of the share price.

Even if a stock costs \$2000 per share, for example, you can decide to buy \$10 worth of it and get the shares equivalent to that \$10.

However, you will need to have money in your Bamboo wallet with which you can start buying stocks. The minimum amount you can deposit in your wallet is \$10 for South Africa.

### **Contact our Support Team**

Is there an issue or inquiry you need to talk to us about?

Other users typically find that our Bamboo Help Centre has all the answers they need so we usually suggest that you explore it first by clicking [here](#).

If you don't find the answers you need there, then feel free to contact us:

Email: [support@investbamboo.co.za](mailto:support@investbamboo.co.za)

There are two primary ways to earn money from investing on Bamboo:

- When you buy shares and you sell at a higher price than when you bought. This is known as capital appreciation. For example, if you buy shares at \$209, and the share price goes up to \$250 and you sell the shares, you have made \$41.

- When a company whose shares you have bought, distributes dividends (a company may distribute profits to its shareholders by declaring partial or full dividends). Companies pay dividends from the profit they make within a period, or when they sell an asset. Not all companies pay dividends.

Making profit is dependent on the rise and fall of share prices on the stock market.

You also earn 0.05% interest annually on money in your brokerage wallet which you have not used to buy shares.

### **What does “Buy Now” mean?**

When you are about to place an order to purchase a stock you have the option to buy now. This means that you are about to purchase the stock at the current price.

If the stock market is closed at the time of the order, it will be executed when the stock market opens and at the price that stock is at the time of eventual execution.

This type of order is called a Market Order.

You can decide to use Bamboo’s fractional investment feature to purchase any percentage of a stock you are willing to buy. You can also buy an entire share or multiple shares.

### **How do I transfer my shares from another platform to Bamboo?**

Transferring your shares and cash from another brokerage platform to Bamboo is very easy.

First of all, you must have/create a Bamboo account in the same name you used on your current broker.

Fractional shares cannot be transferred, you have to sell them on your current broker and move the cash to Bamboo.

Once this is completed, please fill out the [ACAT Transfer Form](#) and share it with [support@investbamboo.co.za](mailto:support@investbamboo.co.za)

When we receive your completed ACAT Transfer Form, we will then initiate the transfer on your behalf with our brokerage partner - DriveWealth.

Please note that DriveWealth charges a fee of \$65 for transfers from other platforms powered by DriveWealth to Bamboo. As such, you'll be expected to have this amount in the brokerage account you are transferring from to cover this fee.

This process takes about 7-10 business days to be completed after the request has been submitted to DriveWealth.

### **What determines the return on shares?**

Returns earned on shares are determined by two factors: dividend payout and capital appreciation. Dividend payout is how much a company pays as dividends, while capital appreciation is the increase in a company's share price.

Have more questions? You can email us at [support@investbamboo.co.za](mailto:support@investbamboo.co.za)

### **What is Bamboo?**

Bamboo is an investment platform that helps you access smarter investment options and earn returns. We make investing simple, accessible, and affordable.

With Bamboo, you can invest in the U.S. stock market: Buy shares and become a part-owner of global companies such as Apple, Microsoft, and many more.

### ***What is the Stock Market?***

The stock market is where companies go to sell parts of their total value to the general public.

By joining Bamboo, we give you the ability to purchase a part of these companies and become a part-owner!

We help our customers bypass the whole stress of dealing with brokers directly as we are the link between you - the investor, and the broker.

We simplify and make the process more efficient for all parties involved.

We currently have over 3,000 stocks available.

### ***How much do I need to start investing?***

The minimum investment amount for South Africa is \$10.

Bamboo allows you to buy shares in fractions so even if you don't want to buy 1 whole share, you can buy less. You can buy any stock with any amount you wish to, regardless of the share price.

### ***How do I get started on Bamboo?***

If you don't have the app yet, please visit your Android or iOS app store, and search for 'Bamboo: Invest. Trade. Earn.' and download the app.

Alternatively, please click on either of the links below to download the app depending on which device you use:

- [Android](#)

- [iOS](#)

Once downloaded, open the app and click 'Start Building Wealth' to sign up.

After signing up, you can deposit money in your Bamboo wallet to get started with your investment journey.

### ***How do I make profit from investing on Bamboo?***

There are two primary ways to earn money from investing on Bamboo:

#### **1. Capital Appreciation**

When you buy shares and you sell the shares at a higher price than when you bought them. This is known as capital appreciation. For example, if you buy shares at \$209, and the share price goes up to \$250 and you sell the shares, you have made \$41. Making profit

is dependent on the rise and fall of share prices on the stock market.

## **2. Dividends**

When a company whose shares you have bought, distributes dividends (a company may distribute profits to its shareholders by declaring partial or full dividends). Companies pay dividends from the profit they make within a period, or when they sell an asset. Not all companies pay dividends.

Some helpful resources:

- For how to buy a stock, click [here](#).
- For how to sell a stock, click [here](#).

### **What happens if a customer dies?**

Upon the demise of a customer, the beneficiary designate can contact us regarding next steps. He/she would need to produce the appropriate legal documents and the account number attached to the deceased's account.

An email with this information should be sent to [settlements@investbamboo.com](mailto:settlements@investbamboo.com) with [compliance@investbamboo.com](mailto:compliance@investbamboo.com) copied in the email.

### **Can I own multiple assets on Bamboo to diversify my portfolio?**

Absolutely. You can invest in several stocks to diversify your portfolio.

For now, you can only buy US Stocks but will update you once additional products are available.

### **Is Bamboo a scam?**

Bamboo is 100% real!

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Your account with Bamboo is secured with bank-level encryption.