

March 7, 2011

Important Notice for the use of Personal Identity Number (PIN)

1. Since the Personal Identity Number (PIN) is used to verify the identity of a person who place order(s) by phone (including those phones at securities counters), and/or any enquiry for his/her own securities account, the caller is required to provide the following information:
 - a. Securities Account Number
 - b. Name of the Account Holder
 - c. Personal Identity Number (PIN)

Remark: Please do not provide your PIN whenever you are not enquiring or placing order(s) by phone.

2. There is only one PIN for one securities account no matter the account is an individual account, a joint account or a company account.
3. Clients can change their PIN through our website at www.chsec.com.hk (i-Web) at any time. To reset the PIN, a client needs to submit the designated form named as "Reset Securities Account (Phone Order Hotline) PIN Application Form", which is available for download from our website or at any branch of Chong Hing Bank Limited. For enquiries, please call our customer service officers at 3768-9888. (N.B.: For a joint account, the required number of account holders to sign is strictly in accordance with the standing instruction stated on the "Declaration As To Instructions" of the "Client Agreement".)
4. For a client forgetting the PIN, verification of two or more personal information (e.g. ID Number, address, telephone number, etc.) is employed for identification of the caller before we execute order(s) or reply any enquiry about the related account.
5. Please pay attention to the fact that the PIN is different from the password of our i-Web Stock Trading Service. While the PIN cannot access the account through internet, the online service password is not an authentication measure for the telephone services either.
6. Clients should not disclose the PIN to their relatives, friends or other unauthorized persons for placing order(s) or making enquiries about information of their accounts. Please be reminded that the PIN serves as a way for identification of a telephone caller and anyone who can provide us the account number, the name of the account holder and the PIN, the caller shall be deemed as the account holder. All orders from that caller are also deemed as those made by the account holder who shall have the absolute responsibilities for settling all the related transactions and other liabilities incurred by the caller.