

< Important Notice for Clients - Securities Account & Other Services >

1. Cash/Margin Account

- 1.1 Chong Hing Securities Limited (CHS) provides various Trading Channel including:
- The designated phone sets for securities order placing at all CHS branches;
 - Order placing hotline: 3768 9111 (For stock quote enquiries, please call: 3768 9888);
 - Electronic Trading Channels # including:
 - ◆ Web Stock Trading Service (“i-web”) (www.chsec.com.hk);
 - ◆ Chong Hing Securities Mobile Application (“CHS APP”).

Prior application is required and only listed securities denominated in Hong Kong Dollar or in Renminbi can be traded.

Money Settlement for all securities transactions executed via CHS will be settled through the designated accounts maintained with Chong Hing Bank Ltd. (CHB) and recorded in Combined Statement and Contract Note (“Daily Statements”) and Monthly Statements, physically or electronically, issued by CHS for client verification. The Daily Statements will record details of all securities transactions of the same trading day and will be sent out on the next trading day after those transactions. Clients who have not received the Daily Statements for more than 3 trading days after their transactions should immediately inform CHS. Please note that CHS will never request clients to give cash or cheques payable to any staff personally to settle any transactions.

- 1.2 While making inquiries or placing securities dealing orders by phone, clients have to provide their Account Numbers, Account Names & their Personal Identity Numbers to us for identification (please kindly refer to “Important Notice for the use of Personal Identity Number (PIN)” for details). Other personal information (e.g. ID Number, address, telephone number, etc.) and the information about the account transaction history and status may be required for further identification whenever necessary. When placing securities dealing orders, clients are also required to provide us the followings:
- whether the order is a “New Order”, “Modify Order” or “Cancel Order” (without prior notice, every order will be deemed as “New Order”);
 - whether the order is a “BUY Order” or “SELL Order”;
 - the “Stock Code” for the shares to be traded;
 - the “Stock Price” and “Quantity” to be traded.

Our staff will repeat the order details for client’s confirmation. Clients are obliged to listen carefully and rectify any discrepancies at once. Otherwise, the order will be executed according to the repeated details which shall be used to conclude final decision for any enquiries or disputes regarding the order thereafter. After placing orders, clients are advised to leave the phone number for further contact and welcome to check the status of their orders by phone whenever needed within the office hours. No particular notice will be given for any unsuccessful order.

- 1.3 *(Only Applicable to Cash Account)* Any purchase order without sufficient available fund in the client’s designated settlement bank account maintained with CHB (“settlement bank account”) may be rejected. After receiving a client’s purchase order, we have the absolute right, but not an obligation, to hold the full or partial or none of transaction amount with the related transaction fees (“the amount”) in the designated settlement bank account. Clients are still solely responsible for performing their own personal financial management with the settlement bank accounts and none of any parties should depend on or take reference to the fund holding action while performing their own financial management. In all circumstances, clients are obliged to fully settle their securities dealing orders. The amount for securities purchase(s) will be put on hold at the same time of order placing.
- If a buy order is filled, the amount will be held till T+2 days for settlement.
 - If a buy order is unfilled, the amount will be released no later than the immediate midnight.
- 1.4 *(Only Applicable to Cash Account)* The execution of a buy order of HKD/RMB denominated securities does not necessarily indicate that there is sufficient available fund in the client’s HKD/RMB settlement bank account. Therefore, customers should review and handle their other financial arrangements related to the settlement bank account (such as automatic transfer payment arrangements of other institutions, etc.) by themselves, and customers should prepare required fund for settlement of the completed Hong Kong dollar/RMB denominated securities bought transaction before the T+2 settlement day. Any unsettled transactions by T+2 settlement day will result in interest and penalties according to our prevailing “Service Charge Schedule”. Generally, we will not accept partial settlement for any trades. For an account with buy order(s) and sell order(s) on the same day, only the net amount will be settled on the T+2 settlement day. When the payment has become due, under the 《Cash Client Agreement》 the company reserve the rights to sell or transfer the Securities purchased upon such terms and conditions and at such price as the company may in its absolute discretion consider appropriate.
- 1.5 *(Only Applicable to Margin Account)* In respect of each purchase of Securities under a margin account, the Company has the right but not an obligation to hold the Initial Margin in the client’s designated settlement account maintained with CHB. (“settlement bank account”). Clients are still solely responsible for performing their own personal financial management with the settlement bank accounts and none of any parties should depend on or take reference to the fund holding action while performing their own financial management. In general:
- For each successful purchase order, the Initial Margin will be held until the market closed. Then the Company will hold a new Initial Margin based on the aggregate Factored Value of the Deposited Securities. Due to the market fluctuation, the Company will calculate and hold the actual Initial Margin after the market closed on next trading day and settle the amount on the T+ 2 settlement day.
 - The Initial Margin for unsuccessful purchase orders will be released no later than the immediate midnight.
- 1.6 *(Only Applicable to Margin Account)* Each purchase order of a margin account is defaulted as using margin trading facilities. A client has to notify our staff in case of he/she would like to settle the purchased securities as full payment. Clients may be requested to provide the Company an additional margin (known as “margin call”) in the event of market fluctuation. Therefore, clients have to inform the Company promptly of any change of personal information. The Company shall have the right to sell the Securities or any of them in such manner and at such price without notice to client(s) and without his/her/ their consent.
- 1.7 *(Only Applicable to Margin Account)* For an account with buy order(s) and sell order(s) on the same day, only the net amount will be

settled on the T+2 settlement day.

- 1.8 While investing in any securities denominated in the currencies other than Hong Kong dollar, clients should take into account the additional risk factors associated with currency fluctuation and convertibility. Also, clients should consider that depending on the nature of the product and investment objectives, there may be other risks specific to the product. Clients should always read the risk factors as set out in the relevant documents and seek professional advice where necessary before making any investment decision.
- 1.9 We do NOT offer “Short Selling” service and all selling instructions are deemed as not “Short Selling” orders.
- 1.10 Physical share certificates can be sold only after 12 trading days from the time they are credited to the clients’ securities accounts. Clients should receive temporary receipts issued by CHS while depositing Physical share certificates and the Daily Statements after those shares are credited to their securities accounts. Clients who have not received the Daily Statements for more than 3 trading days after their share deposit should immediately inform CHS.
- 1.11 Restricted by the trading system of The Hong Kong Exchange & Clearing Limited, all “At-auction Limit Orders (ALO)” placed during 09:00 am to 09:20 am ~ 09:22 am cannot be modified or cancelled within the pre-opening session during 09:15 am to 09:20 am ~09:22 am “No Cancellation Period” and “Random Matching Period” (please refer to the website of HKEx for details).
- 1.12 Clients are solely obliged to take notice of the company announcements for their holdings. The announcements of listed companies can be searched and downloaded from the web-site: www.hkexnews.hk/index.htm. Clients who desire to receive correspondences from the listed companies directly are required to fill up and sign the form of “Notice of Corporate Communication Event Recipient” and return it to us. If a client wants to exercise any rights / convertible securities, or to vote or to attend a shareholder meeting, the client is required to contact us and complete the related procedures by the relevant deadlines.
- 1.13 For the details of our service charges (e.g. brokerage, custody fee, duplicate copy of Transaction & Monthly Statement and others services provided), please refer to our prevailing “Service Charge Schedule”. Clients can receive the Schedule and this Notice during the time of their securities account opening, and get the latest version of them at any branches of CHB or CHS or by downloading from our web-site: www.chsec.com.hk.
- 1.14 Our “e-Alert Service” will be automatically apply for every new open securities account subjected that client has provided a valid email address. All alert messages will be sent to the provided email address. However, the e-Alert service will not be activated if the email address is invalid (each account should provide one email address only).
- 1.15 Under all circumstances, we have the absolute rights to reject any orders.

2. Trading and Settlement of Listed Renminbi-denominated Securities

- 2.1 For subscription or trading of listed renminbi-denominated securities (“listed RMB denominated securities”), clients have to sign the “Power of Attorney” with version used on or after 11 April, 2011 in order to give CHS rights to withdraw, to deposit and/or to hold fund from their RMB accounts in CHB, furthermore, clients have to sign the related “Risk Disclosure Statement” for acknowledgement and confirmation that he/she/they know, understand the risks involved in listed renminbi-denominated securities subscription and/or trading. While investing in any non-Hong Kong dollar based securities, clients should take into account the additional risk factors associated with currency fluctuation and convertibility. Also, the Client should consider that depending on the nature of the product and investment objectives there may be other risk factors specific to the products.
- 2.2 The sale proceeds of the listed RMB denominated securities will be deposited to CHS bank account from CCASS after 5:00 pm at T+2 settlement day, thus clients will get the relevant sale proceeds in the clients’ designated RMB settlement bank account on or before 5:00 pm at the business day next to the T+2 settlement day.
- 2.3 In case of insufficient fund in the designated RMB settlement bank account in T+2 settlement day, CHS has the rights but no duties or responsibilities to purchase sufficient RMB on behalf of the client based on the RMB exchange rate applies to corporate customers (CNY exchange rate) quoted by CHB. For this special exchange service, CHS will charge “Handling Charge of Exchange for Settlement” and “late charge” according to our prevailing “Service Charges Schedule”. Due to the settlement rule of CNY exchange market, the CNY exchange against HK dollars done in T+2 settlement day will be completed in 2 foreign exchange trade days (exclude Saturday、Sunday and public holidays), thus clients have to pay interest on the amount owed to CHS hereunder at the higher of the rate 6% per annum above the prime rate charged from time to time by CHB for the period from T+2 settlement day to the completion day of the foreign exchange. All required amount (include the purchase proceeds and all expenses arising from the overdue settlement) will be withdrawn from the clients’ designated settlement bank account directly. The amount of Hong Kong dollars in client’s securities account which is used to convert to RMB for settlement purpose will not entitle any interest.

If we cannot withdraw sufficient Hong Kong dollars from the clients’ designated settlement bank account on T+2 settlement day (“HK\$ overdue payment”) , we reserves the rights but no duties and responsibilities to sell the unsettled listed RMB denominated securities (“unsettled securities”) on the trading day next to T+2 settlement day. On the settlement day of the sale of unsettled securities, CHS will convert this sale proceeds to Hong Kong dollars based on the CNY exchange rate quoted by CHB after the deduction of “Handling Charge of Exchange for Settlement” to pay the HK\$ overdue payment. In such case, client(s) have to pay interest on the HK\$ overdue payment from the trading day to the settlement day of the sale of unsettled securities hereunder at the higher of the rate 6% per annum above the prime rate charged from time to time by CHB.

In case of clients who would like to sell his/her/their Hong Kong dollars based securities to settle the HK\$ overdue payment, the client(s) also have to pay interest on the HK\$ overdue payment from the trading day to the settlement day of the sale of Hong Kong dollars based securities hereunder at the higher of the rate 6% per annum above the prime rate charged from time to time by CHB.

In case of clients who would like to sell his/her/their listed RMB denominated securities to settle his/her/their other Hong Kong dollars overdue payment, the RMB sale proceeds after deduction of “Handling Charge of Exchange for Settlement” will be converted to Hong Kong dollars based on the CNY exchange rate quoted by CHB to settle the amount owed to CHS. The amount includes the interest owed to CHS hereunder at the higher of the rate 6% per annum above the prime rate charged from time to time by CHB for the period from the trading day to the settlement day of the sale of the listed RMB denominated securities . The amount of RMB in client’s securities account which is used to convert to Hong Kong dollars for settlement purpose will not entitle any interest.

3. Trading in SSE and SZSE Securities

Information on Stock Connect

The Shenzhen-Hong Kong Stock Connect or the Shanghai-Hong Kong Stock Connect (together “Stock Connect”) is a securities trading and clearing links program developed by the Stock Exchange of Hong Kong Limited (“SEHK”), the Shanghai Stock Exchange (“SSE”), Shenzhen Stock Exchange (“SZSE”), Hong Kong Securities Clearing Limited (“HKSCC”) and China Securities Depository and Clearing Corporation Limited (“ChinaClear”) for the establishment of mutual market access between Hong Kong and Shanghai/ Shenzhen.

- Chong Hing Securities Limited (CHS) only provides Northbound Trading (trading SSE/SZSE securities under Stock Connect), Nominee Services and Corporate Actions.
- CHS does not provide margin financing, short selling, and stock borrowing and leading for trading SSE/SZSE securities.

All trading must be conducted on SSE/ SZSE, i.e. no over-the-counter (OTC) or manual trades are allowed. Also, clients are prohibited from naked short selling in SSE/SZSE Securities and are not allowed to participate in any securities lending on the Mainland.

For clients who want to invest those securities listed and traded on SSE/ SZSE which may be traded by Hong Kong and overseas investors under the Stock Connect (“SSE/SZSE Securities”), are obliged to realize all relevant market practices such as the trading and settlement procedures, the related custodian charges, service fees, various levies and taxation and the trading rules and regulations. For more details, please refer to the official website of Hong Kong Exchange and Clearing Limited (“HKEx”) (www.hkex.com.hk/chinaconnect).

The information of Stock Connect would be updated from time to time, please refer to the HKEX for the news.

Investment Quota

RMB52 billion of Daily Quota on Northbound trading of Shenzhen-Hong Kong Stock Connect and the Shanghai-Hong Kong Stock Connect separately. The daily quota is applied on a “net buy basis”. The remaining balance is calculated as below:

Daily quota balance = Daily quota – Buy orders + Sell trades + Adjustments*

* Daily quota balance will be increased when

- (i) a buy order is cancelled; (ii) a buy order is rejected by the other exchange; or (iii) a buy order is executed at a better price.

The Northbound daily quota balance is updated each time when a Northbound order is received and executed. Once the Northbound daily quota balance drops to zero or the daily quota is exceeded during a continuous auction session (continuous trading), no further buy orders will be accepted for the remainder of the day, and new buy orders will be rejected. However, please note the following:

- Sell orders will not be affected. SEHK will resume services for Northbound buy orders on the next trading day.
- As order cancellation is common during opening call auction, the Northbound daily quota balance may resume to a positive level before the end of the opening call auction. When that happens, SEHK will again accept Northbound buy orders.
- Unused daily quota will not be carried over to next trading day’s daily quota.
- Buy orders already accepted will not be affected by the daily quota being used up and will remain on the order book of SSE unless otherwise cancelled by the relevant exchange participants

Eligible stock

Shanghai / Shenzhen A Shares –

Stocks listed on SSE/SZSE that satisfy the eligibility criteria at any regular review will be accepted as eligible shares. For the eligibility criteria, please refer to the website of HKEx.

Shanghai / Shenzhen Exchange Traded Funds (“ETFs”) –

ETFs listed on SSE/SZSE that satisfy the eligibility criteria at any regular review will be accepted as eligible ETFs. For the eligibility criteria, please refer to the website of HKEx.

Excluding SSE/SZSE – listed shares which are not traded in RMB or which are included in the “risk alert board” or under delisting arrangement under the SSE/ SZSE Listing Rules.

Initially, only institutional professional investors (as defined under paragraph 15.2 of the Code of Conduct for Persons Licensed by or Registered with the SFC, being a person falling under paragraphs (a) to (i) of the definition of “professional investors” in section 1 of Part 1 of the Securities and Futures Ordinance (Cap. 571, the Law of Hong Kong)) may trade the stocks listed on the STAR Market of SSE and the ChiNext Board of SZSE which are eligible for trading under SSE and SZSE Northbound Trading. Therefore, Chong Hing Securities Ltd. does not provide the service of trading the stocks listed on the STAR Market of SSE and the ChiNext Board of SZSE.

The list of eligible stocks for Northbound Trading is available on HKEx’s website.

The eligible stocks may become sell-only stock, please refer to the website of HKEx for details.

Trading arrangement

- 3.1 For trading in SSE/SZSE Securities, clients must accept and agree the risks concerned in Northbound trading, including but not limited to being liable or responsible for breaching the SSE and SZSE Listing Rules, SSE and SZSE Rules and other applicable laws and regulations.

- 3.2 The trading hours of SSE/SZSE Securities are listed below:

The trading hours of SSE/SZSE Securities are listed below:			
Trading session	SSE Trading Hours	SZSE Trading Hours	Time for SEHK Exchange Participants to input Northbound orders
Opening Call Auction	09:15 – 09:25		09:10 – 11:30
Continuous Auction (Morning)	09:30 – 11:30		
Continuous Auction (Afternoon)	13:00 - 14:57 (For A shares) 13:00 – 15:00 (For ETFs)	13:00 – 14:57	12:55 – 15:00
Closing Call Auction	14:57 - 15:00 (Only for A shares)	14:57 – 15:00	

- CHS Northbound Trading Hotline: 3768-9808. (No services relating to Northbound Trading will be provided via 3768-9888 & 3768-9111);
- During the period from 09:20 to 09:25 of a trading day , SSE will not accept order cancellation (for A shares and ETFs);

- c. During the period from 14:57 to 15:00 of a trading day, SSE will not accept order cancellation (for A shares);
 - d. During the period from 09:20 to 09:25 and 14:57 to 15:00 of a trading day, SZSE will not accept order cancellation (for A shares and ETFs);
 - e. During the following periods of 09:10 - 09:15, 09:25 - 09:30 and 12:55 - 13:00, SSE and SZSE does not execute or accept new orders and order cancellations. Order cancellations placed in those periods cannot be processed immediately and may eventually fail to be executed in the following SSE/SZSE Trading Session because the original orders have been filled;
 - f. Orders that are not executed during the Opening Call Auction Session will automatically enter the Continuous Auction Session. Any buy or sell orders not executed during the continuous auction session will automatically enter the closing call auction session.
- 3.3 The trading board lot size of SSE/SZSE securities is 100 shares per lot with RMB 0.01 as a Tick unit for A shares and RMB 0.001 as a Tick unit for ETFs. SSE and SZSE Securities trading accepts odd-lot sale orders which are being transacted at the same platform of the purchase orders of the same stock, the final quantity of SSE Securities purchased for a buyer may eventually result in odd-lot number although the purchase order is not an odd-lot order.
- 3.4 There is a general price limit at SSE and SZSE of $\pm 10\%$ (ie ST and *ST stocks) in the risk alert board) based on previous closing price. All orders input for eligible SSE/SZSE-listed Main Board securities/ETFs must be at or within the price limit. Any orders with price beyond the price limit will be rejected by the SSE/SZSE (but not affect trading).
- 3.5 Referring to the rules of trading in SSE/SZSE Securities, only "Limit Orders" and "Order Cancellations" are accepted. Besides, all SSE/SZSE Securities to be sold should have been ready in the clients' securities accounts before the market opens on a trading day.
- 3.6 No "Day Trading" (i.e. Selling the SSE/SZSE Securities purchased on the same trading day) is allowed. Furthermore, the sale proceeds of RMB-denominated securities listed in SEHK cannot be used to settle the same day purchases of SSE/SZSE Securities.
- 3.7 All SSE and SZSE Securities are issued in scripless form and no physical deposits and withdrawals of SSE and SZSE Securities into/from the CCASS Depository is available and the settlement arrangement of Northbound Trading is as follows:
- a. Securities are settled on the transaction day ("T day")
 - b. Money settlement is completed by the following trading day ("T+1 settlement day").
- 3.8 HKEx may upon SSE/SZSE's request, require CHS to reject orders from the client. Also, SSE/SZSE may request HKEx to require CHS to issue warning statements (verbally or in writing) to their clients, and not to extend Northbound trading service to their clients.
- 3.9 In addition to paying trading fees and stamp duties in connection with SSE/SZSE Securities trading, the Client carrying out Northbound trading may also bear any new portfolio fees, dividend tax and tax concerned with income arising from stock transfers which would be determined by the relevant authorities.

Severe Weather Conditions

- 3.10 On or before 22 September 2024, if Typhoon Signal Number 8 (or above) is issued in Hong Kong after SSE/SZSE market has opened, all outstanding orders remaining in SSE's and SZSE's trading system are still valid but starting from 15 minutes after the signal being issued, no new orders will be accepted and only order cancellations by electronic means (i.e. via i-web or CHS APP for all CHS clients) can be placed as no hotline services will be available. Also CHS shall have the right to cancel client's outstanding orders without prior notice in case of contingency such as hoisting of Typhoon Signal Number 8.

Settlement arrangement

- 3.11 The acceptance and/or execution of an order of purchasing SSE/SZSE Securities do not necessarily indicate that there is sufficient available fund in the client's RMB settlement bank account. Clients are still solely responsible to perform their own personal financial management with the RMB settlement bank accounts and prepare sufficient RMB for settlement before T+1 settlement day. Generally, no partial settlement for any trade will be accepted. All overdue payment is required to pay interest on the overdue amount at the rate 6% per annum above the prime rate charged from time to time by CHB. In addition, when the payment has become overdue, under the "Client Agreement", CHS reserves the rights to sell or transfer the Securities purchased upon such terms and conditions and at such price as the company may in its absolute discretion consider appropriate.
- 3.12 CHS may not be able to deliver client's order cancellation requests in case of contingency such as when HKEx loses all its communication lines with SSE/ SZSE, etc. and client should still bear the settlement obligations if the orders are matched and executed.
- 3.13 CHS, HKEx, SEHK, SEHK Subsidiary[§], SSE and SSE Subsidiary[§], SZSE and SZSE Subsidiary[§] and their respective directors, employees and agents shall not be responsible or held liable for any loss or damage directly or indirectly suffered by the clients arising from or in connection with Northbound trading or the order routing system (China Stock Connect System (CSC)).
- [§]**SEHK Subsidiary** refers to SEHK's wholly-owned subsidiary to be incorporated in Shanghai for Shanghai-Hong Kong Stock Connect. **SSE Subsidiary** refers to SSE's subsidiary incorporated in Hong Kong for Shanghai-Hong Kong Stock Connect. **SZSE Subsidiary** refers to SZSE's subsidiary incorporated in Hong Kong for Shenzhen -Hong Kong Stock Connect.

Disclosure obligation and compliance with the applicable laws in Mainland

- 3.14 Under Shanghai-Hong Kong and Shenzhen-Hong Kong Stock Connect, A-shares listed companies and trading in SSE/SZSE Securities are subject to market rules and disclosure requirements of the A-share market. Any changes in laws, regulations and policies of the A-share market or rules in relation to Shanghai-Hong Kong Stock Connect and Shenzhen-Hong Kong Stock Connect may affect share prices. The Client should also take note of the foreign shareholding restrictions and disclosure obligations applicable to A-shares. The Client will be subject to restrictions on trading (including restriction on retention of proceeds) in A-shares as a result of its interest in the A-shares. The Client is solely responsible for compliance with all notifications, reports and relevant requirements in connection with its interests in A-shares. Under the current Mainland rules, once an investor holds up to 5% of the shares of a company listed on the SSE or SZSE, the investor is required to disclose his interest within three business days and during which he cannot trade the shares of that company. The investor is also required to disclose any change in his shareholding and comply with related trading restrictions in accordance with the Mainland rules. According to existing Mainland practices, Hong Kong and overseas investors as beneficial owners of A-shares traded via Stock Connect cannot appoint proxies to attend shareholders' meetings on their behalf. CHS should have the right to force-sell client's shares upon receiving the forced-sale notification from HKEx.

- 3.15 CHS may forward the client's identity to HKEx which may on-forward to SSE/SZSE for surveillance and investigation purposes. If the SSE/SZSE Rules are breached, or the disclosure and other obligations referred to in the SSE/SZSE Listing Rules or SSE/SZSE Rules are breached, SSE/SZSE has the power to carry out an investigation, and may, through HKEx, require CHS to provide relevant information and materials and to assist in its investigation.

4. The Use of Personal Identity Number (PIN)

- 4.1 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/their own securities account, the caller is required to provide the following information:
- Securities Account Number
 - Name of the Account Holder
 - Person Identity Number (PIN)

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

- 4.2 There is only one PIN for one securities account no matter the account is an individual account, a joint account or a company account.
- 4.3 For protection of personal interests, customers are suggested to change their PIN via our website at www.chsec.com.hk on a regular basis, for example, at every 20 or 30 days. To reset the PIN, a client needs to submit the designated form named as "Application Form of Reset PIN of Securities Account", which is available for download from our website or at any branch of Chong Hing Bank Limited or our company. For enquiries, please call our customer service offers 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".)
- 4.4 For a client forgetting the PIN, verification of the information (e.g. ID Number, address, telephone number, etc.) of the account holder and of the account status or transaction history will be employed for customer authentication before we execute order(s) or reply any enquiry about the related account.
- 4.5 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.
- 4.6 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.

5 Notes for Using e-Alert Service

The "e-Alert Service" is an electronic notification service provided by Chong Hing Securities Ltd. ("CHS") for clients to receive notifications related, without limitations to login and trading instructions (including but not limited to orders placed, filled, modified and rejected) via email. Please read carefully and acknowledge the following terms and conditions before using the e-Alert Service. Once you registered to use the e-Alert Service, you accept and agree to be bound by the following terms and conditions.

- You are required to provide CHS a valid email address, appropriate internet and telecommunications services, equipments (including mobile phones, laptop computers, desktop PCs and any other electronic media and/or equipment, "Equipments") in order to receive e-Alert emails from CHS. You agree to respond to the security of your Equipments and shall take all reasonable precautions to prevent unauthorized access thereof. You also agree to bear any fees, charges or expenses which may be imposed by your telephone service provider or any telecommunications company (regardless designated by CHS or not) so as to provide and serve you the telecommunications or internet services in connection with our e-Alert Service.
- When you have already registered your email address, we will send you a notification to your designated email address. Please read and follow the notification in order to confirm your email address is correct.
- We will send you an initiate password after you completed the required actions mentioned above by ordinary mail. Please follow the instruction to activate the e-Alert Service.
- You agree and undertake to keep the password and email address registered with CHS for e-Alert Service secure and confidential all the time and not to disclose them to any third party.
- You understand and accept all possible risks involved in receiving the e-Alert messages by email including but not limited to the message details being intercepted, monitored, amended, tampered with or being sent or disclosed to other parties without your authorization. You undertake to inform CHS as soon as possible if there is any unusual phenomenon during the use of our e-Alert Service.
- We will only send the alert messages once. It is your sole responsibility to check your email account for such alert messages. If you delete the message which we have sent you, the message cannot be sent again.
- Any notification sent by us is one-way and you are not required to reply to such notifications.
- You understand any message received by you under the e-Alert Services is for reference only. You should not take it as conclusive evidence of the matter to which it relates.
- You may change your email address provided that you have submitted another email address after log in to the e-Alert Service and completed the required procedures accordingly.
- You may terminate the e-Alert Service at any time by completing the required procedures on our website. We will send a confirmation letter to your corresponding address after completion. You can apply the e-Alert Service again subject to complete the required procedures in advance.
- You acknowledge and agree that in no circumstances shall CHS be liable or in any way be responsible for any loss, damages or expenses

that you shall incur (including but not limited to any loss or damage caused to your data or Equipments) arising out of or in connection with your use of the e-Alert Service except they are caused solely and directly by CHS negligence or willful misconduct.

- 5.12 You acknowledge and agree that neither CHS, any of its affiliates, nor any of the telecommunications companies designated by CHS (if any) for the purposes of providing the e-Alert Service shall be liable to or responsible for any failure or delay in providing the e-Alert Service or any error or failure in the e-Alert Service except due to negligence or willful default on the part of CHS, any of its affiliates, or such telecommunications companies. In particular, neither CHS, any of its affiliates, nor any such telecommunications companies shall be liable to or responsible for the consequences arising from any cause beyond the reasonable control of CHS, its affiliates, or such telecommunications companies, including but not limited to failure of the Equipments to receive the e-Alert for whatever reason, any telecommunications breakdown, mechanical failure, path failure, malfunction, technical breakdown, interruption or inadequacy of equipment or installation.
- 5.13 CHS may amend, vary and add to these Terms and Conditions from time to time with reasonable notice (except in the circumstances beyond CHS reasonable control). You acknowledge that CHS may, in its sole discretion and with or without notice to you (and without any liability) including, without limitation: (a) modify and supplement any part or all of these Terms and Conditions; and (b) suspend, modify, withdraw, cancel, discontinue or terminate the e-Alert Service.
- 5.14 You acknowledge and agree that these Terms and Conditions are in addition and supplemental to the terms and conditions of CHS's Client Agreement, privacy policy and any other applicable terms and conditions in force from time to time. In the case of and to the extent of any conflict/discrepancy of these Terms and Conditions with other terms and conditions referred to above, these Terms and Conditions shall prevail.
- 5.15 These terms and conditions shall be governed by and construed in accordance with the laws of Hong Kong Special Administrative Region of the People's Republic of China ("Hong Kong") and you hereby irrevocably submit to the non-exclusive jurisdiction of the Hong Kong courts in connection with any claim, demand, action, arbitration or proceeding arising out of or in connection with these Terms and Conditions.

6 Notes for Using i-Web and CHS APP Stock Trading Service

Electronic Trading Channels("the System") of Chong Hing Securities Limited ("the Company") includes i-Web Stock Trading Service ("i-Web"), Chong Hing Securities Mobile Application ("CHS APP") for the customers to perform securities trading and self-checking of their own accounts. Before adopting "the System", you must carefully read and fully understand, realize and accept the following practices and arrangements.

- 6.1 **Securities Transaction Charges:** For all orders placed via the CHS APP, the brokerage is 0.15% (Min. HK\$60 for general securities or RMB¥60 for RMB-Denominated Securities) only; for all orders placed via the i-Web, the brokerage is 0.18% (Min. HK\$80 for general securities or RMB¥60 for RMB-Denominated Securities). The special offer of the brokerages apply only if an order is placed and modified (if applicable) via the same channel (i-Web or CHS APP respectively) solely. Buy orders or sell orders for single securities will be combined into a contract according to the channel through which they are placed. Buy orders or sell orders for single securities placed via different channels (i-Web or CHS APP or orders placed by phone call) will be separated into different contracts with independent cost charging. For all orders placed by phone, the brokerage is calculated on 0.25% (Min. HK\$80 for general securities or RMB¥60 for RMB-Denominated Securities) basis.

If a customer calls the Company by phone to modify a buy order or sell order which is originally placed via the i-Web or the CHS APP, the modified portion of the original order will be deemed as a new order placed by phone and grouped to the contract with other buy orders / sell orders (if any) placed by phone on the same day and the brokerage thereon will be calculated on 0.25% (Min. HK\$80 for general securities or RMB¥60 for RMB-Denominated Securities) basis.

On the other hand, if a customer modifies an order which is originally placed by phone via the i-Web or the CHS APP, the order will still be deemed as placed by phone and the brokerage will still be calculated on 0.25% (Min. HK\$80 for general securities or RMB¥60 for RMB-Denominated Securities) basis. To enjoy the lower brokerage of the i-Web or the CHS APP, customers should cancel the order and place a new order by the i-Web or the CHS APP respectively. For details of other charges, please refer to our updated 《Service Charge Schedule》.

- 6.2 Real Time Quote Services:

Arrangement of Regarding Real Time Stock Quote Reward

- Customers who have been rewarded free quotes from the trading via "CHS APP" will only applicable in the "CHS APP" within the same calendar month;
- Customers who have been rewarded free quotes from the trading via "i-Web" will only applicable in the "i-Web" within the same calendar month;
- All free stock quotes (including basic and extra reward) generate in "CHS APP" and "i-Web" will be calculated independently and cannot offset each other;
- No free quote will be granted from the trading via telephone hotlines;

a. The Snapshot Real Time Quote Service

	Securities list on SEHK	SSE/SZSE Securities
Per Snapshot real time quote	HK\$0.15 (No Max Charge Applied))	RMB¥0.15 (No Max Charge Applied)
Remark:	a. Customers can check the quantities of the consumed Snapshot Real Time Quote for the current calendar month after logging in. The monthly usage and the fee of the real time quote service for each securities account is conclusively based on the records of the Company. The action of adopting such service means that the customer agrees and accepts such arrangement.	

	b. The definition and fee charging practice of "Real Time Quote" are the same as defined by HKEx、SSE and SZSE, including in the "Trading" page or "Watch" page with no maximum charges limited. For example, if 9 stocks are set in the "Watch" page, 9 real time quotes will be updated and counted at the same time for every enquiry. The same principle applies for the cases with different number of stocks in the "Watch" page.	
	c. The handling fee of issuing a detailed report about the real time quote usage for a securities account in a calendar month is HK\$200.	
Special offers	a. For every securities account adopting the System 80 free real time quotes will be first given in each calendar month. b. An extra 100 FREE real time quotes will also be granted for every HK\$10,000 monthly turnover.	a. For every securities account adopting the System 100 free real time quotes of SSE or SZSE Securities totally will be granted in each calendar month. b. An extra 50 FREE real time quotes of SSE or SZSE Securities will also be granted for every RMB ¥50,000 turnover monthly.
<p>Remark: 1. All free Snapshot Real Time Quotes granted are valid only for the same calendar month in which the securities transactions are executed. All free real time quotes accumulated in a calendar month will expire after that calendar month.</p> <p>2. Real Time Quote Service of SSE/SZSE Securities is only for clients who are entitled to trading in listed Renminbi-denominated Securities (SSE/SZSE Securities included).</p>		

b. (i-Web) **HSI & HSIF Real-time Quote Service**

The basic monthly fee of this service is HK\$65 per calendar month. During the promotional period, for a securities account subscribing this service, if the total commission charged for transactions executed via the i-Web in a calendar month is equal to or more than HK\$500, the monthly fee of this services for the same calendar month will be fully rebated. This additional service requires separate application.

c. (i-Web) **HSI Real Time Quote Service**

The basic monthly fee of this service is HK\$25 per calendar month. During the promotional period, for a securities account subscribing this service, if the total commission charged for transactions executed via the i-Web in a calendar month is equal to or more than HK\$200, the monthly fee of this services for the same calendar month will be fully rebated. This additional service requires separate application

d. (i-Web) **"Automatic Refreshing i-Web Streaming Quotation Service"** (non applicable for SSE/SZSE Securities)

The basic monthly fee of this service is HK\$398 per calendar month. However, the Company offers an attractive monthly fee rebate scheme as follows. In each calendar month, if customers execute securities transactions via the i-Web with total commission fees in one single securities account accumulated up to:

- i) HK\$500, then that account will receive a rebate of HK\$100 for that calendar month;
- ii) HK\$1,000, then that account will receive a rebate of HK\$200 for that calendar month;
- iii) HK\$1,500 or above, then that account will receive a rebate of HK\$398 for that calendar month.

Remarks: The rebate is valid only for the same calendar month in which the securities transactions are executed.

This streaming quotation service is for the i-Web only. For subscribing this service, customers are required to submit the "Application / Termination Form for Streaming Online Stock Quote Service" form.

e. (CHS APP) **"Automatic Refreshing CHS APP Streaming Quotation Service"** (non applicable for SSE/SZSE Securities)

The basic monthly fee of this service is HK\$398 per calendar month. However, the Company offers an attractive monthly fee rebate scheme as follows. In each calendar month, if customers execute securities transactions via the CHS APP with total commission fees in one single securities account accumulated up to:

- i) HK\$500, then that account will receive a rebate of HK\$100 for that calendar month;
- ii) HK\$1,000, then that account will receive a rebate of HK\$200 for that calendar month;
- iii) HK\$1,500 or above, then that account will receive a rebate of HK\$398 for that calendar month.

Remarks: The rebate is valid only for the same calendar month in which the securities transactions are executed.

This streaming quotation service is for the CHS APP only. For subscribing this service, customers are required to submit the "Application / Termination Form for Streaming Online Stock Quote Service" form.

f. Lite version - (CHS APP) **"Automatic Refreshing CHS APP Streaming Quotation Service"** (non applicable for SSE/SZSE Securities)

The basic monthly fee of this service is HK\$88 per calendar month. However, the Company offers an attractive monthly fee rebate scheme as follows. In each calendar month, if customers execute securities transactions via the CHS APP with total commission fees in one single securities account accumulated up to:

- i) HK\$300, then that account will receive a rebate of HK\$50 for that calendar month;
- ii) HK\$500 or above, then that account will receive a rebate of HK\$88 for that calendar month.

Remarks: The rebate is valid only for the same calendar month in which the securities transactions are executed.

This Lite version - streaming quotation service is for the CHS APP only. For subscribing this service, customers are required to submit the "Application / Termination Form for Streaming Online Stock Quote Service" form.

6.3 Orders Placed during Pre-opening Session (not applicable for SSE/SZSE Securities): During the period from 9:00 am to 9:20 am ~ 9:22 am of Pre-opening Session, if a customer wants to place an At-auction Limit Order (ALO) for participating the opening price auction, the customer should select "ALO" as the "Order Type" for his/her order, or he/she may place an At-auction Order (AO) by phone (3768-9111). All At-auction Limit Orders placed after 9:20 am ~ 9:22 am "Random Matching Period" will be rejected. Orders of other types (e.g. "ELO") placed during Pre-opening Session will be sent to the market only after the securities market opens.

- 6.4 **Orders Placing during Closing Auction Session (CAS) (applicable for securities under the List of CAS Securities only, not applicable for SSE/SZSE Securities):** During the period from 16:00 to 16:10 (Full Day Trading) or from 12:00 to 12:10 (Half Day Trading, i.e. Eves of Christmas, New Year and Lunar New Year) of CAS, if a customer wants to place an At-auction Limit Order (ALO) for participating the closing price auction, the customer should select "ALO" as the "Order Type" for his/her order. During the No Cancellation Period (i.e. from 16:06 to 16:08 (Full Day Trading) or from 12:06 to 12:08 (Half Day Trading)), new ALO can input. However, the new order must be between the lowest ask & highest bid recorded at the end of Order Input Period (i.e. recorded at 16:06 (Full Day Trading) or 12:06 (Half Day Trading)), and no orders can be amended or cancelled. During the Random Closing Period (i.e. from 16:08 to 16:10 (Full Day Trading) or from 12:08 to 12:10 (Half Day Trading)), the order rules from the No Cancellation period apply and the market closes randomly within two minutes. For further details, please refer to the website of HKEx (www.hkex.com.hk/eng/market/sec_tradinfra/vcm_cas/vcm_cas.htm).
- 6.5 **Housekeeping Period:** Due to the housekeeping of the trading system during 16:30 - 18:00 on each trading day, orders placed during the day shall be cleared from the "Order Status" page while the filled amount and quantity will not be included by the account position and stock holding until the process completed.
- 6.6 **Customers' Obligations:** After inputting their orders, customers are obliged to check the actual statuses of their orders on the Order Status Page. The word "pending" displayed in the status column of an order means that the order is still waiting for the feedback signal from the AMS trading system of the Exchange. The "rejected" status means the order has already been rejected by the AMS trading system and the customer is required to input the order again. The Company reserves the absolute right to reject orders from the client even though the securities account has sufficient funding or shares on hand. All clients are fully obliged to settle all filled transactions once they place the orders. Any unsettled transaction by the designated settlement day will be handled under the Company's policy. Clients should bear all cost, damage and responsibility (whether in tort or contract or otherwise) arising from any unsettled transaction.
- 6.7 **Fund Holding Arrangement:** At any time after receiving a customer's purchase orders, the Company has the absolute right, but not an obligation, to hold the full or partial or none of transaction amount with the related transaction fees ("total transaction amount") in the customer's designated settlement account maintained with Chong Hing Bank Limited ("settlement bank account"). Please note that customers are still solely responsible to perform their own personal financial management with their settlement bank accounts and none of any party should depend on or take reference to the fund holding action of the Company while performing his/her own financial management. Under all circumstances, the Company has the absolute right to or not to hold fund for any one of customers' securities purchases.
- 6.8 **Disclaimer:** Chong Hing Securities Limited is the wholly-owned subsidiary of Chong Hing Bank Limited and an exchange participant of The Stock Exchange of Hong Kong Limited, the SFC Central Entity Number of the Company is AAA806. HKEx and/or its subsidiaries ("Hong Kong Exchange") and the Company endeavour to keep the information accurate and reliable, but all on-line trading services including the System involve lots of portions or parts which are actually out of the control of Hong Kong Exchange and the Company. Therefore, Hong Kong Exchange and the Company does not guarantee the completeness, accuracy and/or reliability of any kind of information and the performance of the System and accept no liability, whether in tort or contract or otherwise, for any loss or damage arising from any inaccuracies or omissions and/or related with any securities transactions or instructions. Transactions or communications via the System may be subject to the risks including but without limitation to interruption, transmission blackout, delayed transmission and/or incorrect data transmission due to various reasons, losses or damages due to any system errors or malfunctions in communication facilities as well as the risks that your login password and/or information transmission may be read, lost or stolen and used by third parties without valid authorization (the "Network Risk"). The Company shall not be liable for any loss and/or damage arising out of the Network Risk whether in tort or contract or otherwise. Customers should fully understand and accept all risks involved before logging in or using the System. For their own benefits, customers are suggested to change their passwords via the System on a regular basis, for example, at every 20 or 30 days. The Company has the absolute explanation right of this Notice. Please contact us via 3768-9818 to clarify any doubt before adopting the System. The action of you to adopt the System means you are acknowledge and accept all the practices and arrangements mentioned above and read our Notices before entering to the trading login page.

7 Notes for Using e-Statement Service

Terms and Conditions:

- 7.1 This "e-Statement Service" is exclusively for customers who have adopted the i-Web Stock Trading Services ("i-Web") and Chong Hing Securities Mobile Application ("CHS APP") of Chong Hing Securities Limited ("Company").
- 7.2 An "e-Statement" consists of only the "Combined Statement of Account & Contract Notes" and the "Monthly Statement" ("Statements").
- 7.3 For those accounts for which the Client has opted to receive e-Statements, paper Statements will no longer be provided. All requests for such paper Statements will be charged in accordance with the prevailing Service Charge Schedule of the Company.
- 7.4 Customer adopting the e-Statement Service is obliged to provide a correct and updated e-mail address to the Company for receiving electronic messages, including but not limited to e-Statement.
- 7.5 The download period for "Combined Statement of Account & Contract Notes" and "Monthly Statement" are 3 calendar months and 24 calendar months from their respective dates of issuance. For examples, the "Combined Statement of Account & Contract Notes" of 1 December, 2019 will be available for download up to (and including) 28 February, 2020 and the "Monthly Statement" of Dec 2019 will be available for download up to (and including) 30 November, 2021. No e-Statement after those respective periods shall be available for download.
- 7.6 You agree that all e-Statements shall be deemed to be delivered to you at the time they are uploaded to the e-Statement Service and made available for you to download, irrespective of whether you will have read or downloaded such e-Statements. You are urged to check your e-Statement Service on a regular basis.

- 7.7 All e-mails and other electronic messages shall be deemed to be delivered to you at the time when they are, according to our record, successfully sent or re-sent to your designated e-mail addresses.
- 7.8 You confirm that you have assessed and analysed and so understand, acknowledge and accept all possible risks involved in having electronic messages sent to the designated e-mail addresses including, without limitation, the electronic messages being intercepted, monitored, amended, tempered with or being sent or disclosed to other parties without your prior consent, knowledge or authorisation.
- 7.9 You agree to open, read or access and carefully review and examine all e-Statements in a timely manner and advise the Company as soon as possible, of any errors, discrepancies, unauthorised transactions or other irregularities arising from whatever cause, including, without limitation, forgery, fraud, lack of authority or your own negligence or negligence of any other person(s) ("Errors"). In addition, you also agree that you are obliged to inform the Company of any discrepancies about the transaction details as set out in the e-Statements within 3 calendar days after the day on which e-Statements are made available for the Customers to read and/or download via the e-Statement Service.
- 7.10 You acknowledge and agree that in no circumstances shall CHS be liable or in any way be responsible for any loss, damages or expenses that you may incur (including but not limited to any loss or damage caused to your data or equipments) arising out of or in connection with your use of the e-Statement Service, save and except where such loss, damages or expenses are caused solely and directly by the gross negligence or willful misconduct on the part of CHS.
- 7.11 You acknowledge and agree that neither CHS, any of its affiliates, nor any of the telecommunications companies designated by CHS (if any) for the purposes of providing the e-Statement Service shall be liable to or responsible for any failure or delay in providing the e-Statement Service or any error or failure in the e-Statement Service except due to gross negligence or willful default on the part of CHS, any of its affiliates, or such telecommunications companies. In particular, neither CHS, nor any of its affiliates, nor any such telecommunications companies shall be liable to or responsible for the consequences arising from any cause beyond the control of CHS, its affiliates, or such telecommunications companies, including but not limited to failure of the equipments to receive the e-Statement for whatever reason, any telecommunications breakdown, mechanical failure, path failure, malfunction, technical breakdown, interruption or inadequacy of equipment or installation.
- 7.12 CHS may amend, vary and add to these Terms and Conditions from time to time with reasonable notice (except in the circumstances beyond CHS' control). You acknowledge that CHS may, in its sole discretion and with or without notice to you (and without any liability): (a) modify and supplement any part or all of these Terms and Conditions; and (b) suspend, modify, withdraw, cancel, discontinue or terminate the e-Statement Service.
- 7.13 You acknowledge and agree that these Terms and Conditions are in addition and supplemental to the terms and conditions of CHS's Terms and Conditions for Securities Trading, Personal Information Collection Statement, CHS Mobile Application Terms and Conditions and any other applicable terms and conditions in force from time to time. In the case of and to the extent of any conflict/discrepancy of these Terms and Conditions with other terms and conditions referred to above, for the purposes of the provision of the e-Statement Service, these Terms and Conditions shall prevail; for all other purposes, the other terms and conditions referred to above shall prevail (as the case may be).
- 7.14 These Terms and Conditions shall be governed by and construed in accordance with the laws of Hong Kong Special Administrative Region of the People's Republic of China ("Hong Kong") and you hereby irrevocably submit to the non-exclusive jurisdiction of the Hong Kong courts in connection with any claim, demand, action, arbitration or proceeding arising out of or in connection with these Terms and Conditions.
- 7.15 These Terms and Conditions are prepared in Chinese and English. In case of any inconsistency between the Chinese version and the English version, the English version shall prevail.

Important Notes:

(e-Statement Service Application):

- 7.16 Appropriate hardware and software, internet access and a specific e-mail address provided and designated by you for receiving e-mail from our Company are required for using the e-Statement Service. The Company shall not be responsible for any failure to use or assess the e-Statement Service as a result of inadequate hardware, software or internet access on the part of the Customers.
- 7.17 For successful application, the Company will send an "e-mail of acknowledgement" to your designated e-mail address. It takes 30 calendar days for the e-Statement Service to be effective.
- 7.18 In order to avoid missing notifications, if there is any change, please fill in the 《Change of Contact Information》 Form (UCHS/UI-01) and submit to the Company to inform the Company to update the record immediately.
- 7.19 For information security, the Company will not deliver e-Statements to you by e-mails directly, but "reminders" will be sent to your designated e-mail addresses so as to remind them to read and download the e-Statements.
- 7.20 For Customers adopting this e-Statement Service, irrespective whether they have received corresponding e-mail reminders, "Combined Statement of Account & Contract Notes" will be available for download not later than the end of the second business day after the date of that statement and "Monthly Statement" for each month will be available for download not later than the end of the seventh business day after the end of that month.
- 7.21 Your computer or electronic device shall have Acrobat Reader 7.0 or above versions installed to view the "e-Statement" files. You are also recommended to update the version of the Acrobat Reader installed in your computer or electronic device from time to time to ensure the e-Statements can be viewed properly.
- 7.22 No previous statement is available for download for periods before the e-Statement Service becomes effective. Customers are required

to pay a charge for:

- a. obtaining a copy of e-Statement that is no longer available for access and downloading through the Company's website and mobile application; or
- b. requesting the Company to provide the relevant statement to the Customer, in addition to the request for the e-Statement Service, by other means

7.23 You should be aware that the Internet, e-mail, SMS and other electronic information services may be subject to certain IT risks and disruption.

7.24 All e-mails sent by the Company to your e-mail addresses are uni-directional. You should not reply or send back any e-mail to that sender's e-mail address.

(e-Statement Service Termination):

7.25 You can submit the termination online in 「i-Web」 / 「Chong Hing Securities Mobile Application」 or complete and submit this form (please tick on Terminate e-Statement Service) to our Company in advance for the termination of the e-Statement Service ("Termination").

7.26 It takes 5 business days for the Termination to be effective upon receiving the Termination. The Company will send out an "e-mail of acknowledgement" to your designated e-mail address to inform you the "e-Statement Service Termination Date".

7.27 e-Statements will be sent out for all securities transactions executed before the "e-Statement Service Termination Date" and you are required to download them from our i-Web system and CHS APP.

7.28 From the "e-Statement Service Termination Date", all "Combined Statement of Account & Contract Notes" ("Daily Statements") and the "Monthly Statement" will no longer be available from our system. Please download all required e-Statements before the e-Statement Service Termination Date.

7.29 Physical copies of "Daily Statements" for all securities transactions executed on or after the "e-Statement Service Termination Date" will be sent out by mail for verification by Customers. Customers who have not received the Daily Statements for more than 3 trading days after he carrying out of a transaction should immediately inform the Company.

8 Arrangement on Severe Weather Trading

8.1 To correspond the announcement made by Hong Kong Exchanges and Clearing Limited (HKEX) for the implementation of Severe Weather Trading (SWT) of Hong Kong Securities and Derivatives Markets starting from 23 September 2024, Chong Hing Securities Limited (CHSL) will provide the following services under severe weather condition.

Services	Arrangement under severe weather condition starting from 23 Sept 2024
All customer services handled at CHS Securities Centers, including but not limited to: (1) Face-to-face account opening; (2) Deposit or Withdrawal of Physical Scrip; (3) Settlement Instruction (SI) ; (4) Investor Settlement Instruction (ISI) (5) Registration for attending the AGM and Voting; (6) other enquiries related to securities services	All securities centers will be closed and NO on-site services at securities center
The services provided via CHS E-Channel which refers to CHS iWeb Services and CHS Mobile App Services: (1) Securities Trading Services; (2) Application for Initial Public Offering Shares; (3) Corporate Action Services; and (4) Other Online Services	Remain Normal
Securities Dealing Hotline (3768 9111)	Limited Services (subject to actual situation)
Other Hotlines for IPO Application and other services (3768 9888 / 3768 9818 / 3768 9802)	
Wealth Accumulation Plan (i.e. Monthly Stock Saving Services)	If severe weather condition starts after 9:00a.m., the related stock purchases will be operated as normal. If severe weather condition starts before 9:00a.m., the related stock purchases will be deferred to the normal trading day immediately after the severe weather trading day.
Corporation Action and Other Securities Services	Limited Services (subject to actual situation)

8.2 Starting from 23 September 2024, the settlement procedure for all securities transaction via HKEX will no more be deferred for severe weather condition. Customers should pay particular attention to the influence caused by severe weather condition on cash settlement for the purchase of securities.

8.3 To facilitate customers to identify the phone calls coming from CHSL, under severe weather condition, only the following 6 phone numbers: 37689888, 37689688, 37689988, 62577551, 63074115 and 66237941 will be adopted for our dialing the customers.