

## Frequently Asked Questions (“FAQ”) – Hong Kong Market

- ◆ [Electronic Securities Trading Service](#)
- ◆ [Internet Securities Trading Service](#)
- ◆ [Mobile Securities Trading Service](#)
- ◆ [Securities Trading](#)
- ◆ [Settlement](#)
- ◆ [Stock Quote Service](#)
- ◆ [Listed Renminbi-denominated Securities Service](#)

### Electronic Securities Trading Service (“ESTS” or “Electronic Channels”)

#### 1. How will I benefit from the ESTS?

Our ESTS provides you with the ability and convenience to place orders to the Stock Exchange of Hong Kong (“SEHK”) via the internet (“Internet Channel”) or via our mobile application (“Mobile Channel”). All successful transactions placed with the Internet Channel and/or the Mobile Channel are automatically updated in your portfolio, allowing you to view your updated stock portfolio immediately.

#### 2. How do I apply for the ESTS?

You can apply for ESTS upon securities account opening or afterwards. In both cases, you should visit any of our branches in person to complete and sign an [Instruction Form for Securities Services](#).

#### 3. If I have applied for the ESTS, can I still place orders through channel which is manned by your securities dealers?

Yes, you can still call our Securities Trading Hotline (852) 2544-9911 which is manned by our securities dealers (“Telephone Channel”) to place your orders. However, different brokerage rates will be charged accordingly. Please refer to our prevailing [Service Charges on Investment Services](#) for details.

#### 4. Does the ESTS apply to all types of securities account?

ESTS is currently available to Cash Securities Account and Margin Securities Account.

#### 5. How will I be protected in using your Electronic Channels?

We adopt the following measures to ensure your personal information and transaction details are secured when you are using the Electronic Channels:-

- (a) [Two Factor Authentication \(“2FA”\)](#)  
Customer will be required to use 2FA to access the Electronic Channels. After customer has inputted the Login ID, Login Password and Verification Code, a One-Time Password (“OTP”) will be delivered to customer’s registered mobile phone number in form of Short Message Service (“SMS”) for system login. The OTP will lapse in 100 seconds and customer can press the Re-send button to receive and input a new OTP.
- (b) [Enhanced User Authentication](#)  
Verification Code Authentication is implemented whereby customer is required to input a displayed-to-the-user-only Verification Code apart from Login ID and Password upon login to the Electronic Channels.
- (c) [Concurrent Login Prohibited](#)  
There can only be one log-on at any time to the Electronic Channels. The 2nd log-on session will automatically log out the previous log-on session.
- (d) [Invalid Login Attempts](#)  
Your Internet Channel and Mobile Channel will both be disabled after an aggregate of 3 consecutive unsuccessful login attempts by either one or both channels.
- (e) [Automatic Time Out](#)  
If the log-on screen is idle for 30 minutes, it will trigger an automatic log-out. This prevents the unauthorized access by someone without your knowledge.
- (f) [Secure Socket Layer & Strong Encryption \(up to 256 bits\)](#)  
Secure Socket Layer and up to 256 bits encryption are employed to ensure confidentiality. Data transmission between your computer or mobile device and our web server is encrypted.
- (g) [2nd Layer of Firewall](#)  
The trading system database is separated from web server and stored inside the 2nd layer of firewall for stronger protection.

6. What should I do if I forget my Login Password and/or Login ID for ESTS?

You should request for re-issuance of Login Password and/or reset of Login ID by visiting any of our branches in person. Alternatively, you can download the [Instruction Form for Securities Services](#) from our website at <http://www.publicbank.com.hk>, complete and return it to a nearby branch.

7. I have been prompted that my Electronic Channels have been disabled after 3 consecutive unsuccessful login attempts. What should I do?

You should request for re-issuance of Login Password and/or reset of Login ID by visiting any of our branches in person. Alternatively, you can download the [Instruction Form for Securities Services](#) from our website at <http://www.publicbank.com.hk>, complete and return it to a nearby branch.

8. What precautions should I take to avoid unauthorized access to my Electronic Channels?

You are strongly advised to read and adopt our [Security Tips](#) before using ESTS.

If you suspect any unusual or unauthorized accesses to your ESTS, please promptly report to us by calling our Securities Service Hotline at (852) 2581-1468 or visit any of our branches to immediately suspend your ESTS.

9. What can I do if I am not able to access to the Electronic Channels?

If you encounter any connection problems, please feel free to call our Securities Service Hotline at (852) 2581-1468 during office hours.

10. How do I ensure receipt of the OTP?

You must provide a valid and accurate mobile phone number to us for registration for the purpose of receipt of OTP and ensure that no SMS-forwarding service has been set up. You should also make prior arrangement before travel abroad when you may not be able to use your registered mobile phone number for communication.

11. How do I ensure receipt of security notifications?

You must provide a valid and accurate email address to us for registration for the purpose of receipt of security notifications and ensure that no auto-forwarding has been set up. You should also make prior arrangement before travel abroad when you may not be able to access your email account.

12. What should I do if I cannot receive the OTP or the security notifications?

Please check if it is the problem of your telecommunication or electronic devices or telecommunication network service. If it is not, please call Securities Services Hotline at (852) 2581-1468 during office hours for assistance.

13. How do I update my registered mobile phone number and email address?

You can update your registered mobile phone number and email address by visiting any of our branches in person. Alternatively, you can download the [Instruction Form for Securities Services](#) from our website, complete and return it to a nearby branch.

## Internet Securities Trading Service (“ISTS” or “Internet Channel”)

14. What functions do your ISTS provide?

You can register for the ISTS, perform online subscription of real-time stock quote service, stock trading, modify or cancel your orders, check transaction history and order status, enquiry on stock portfolio and account balance, view real-time snapshot stock quotes or real-time streaming stock quote (if applicable), set up watch list and price alert etc. Please refer to [View Demo](#) for details.

15. How long does it take to activate my ISTS?

Under normal circumstances, you can activate the ISTS using your securities account number and the PIN acknowledged receipt by yourself the next working day after successful service application.

16. What is the recommended computer system requirement to run the ISTS?

The recommended requirements are:-

- Pentium 4 or above processor
- A monitor capable of displaying a resolution of 1024 x 768 in high colors or more
- 1GB of RAM or more
- Internet access with 1.5Mbps or faster broadband
- Operating System: Microsoft Windows 8.1 Update, Windows 10 or Windows 11
- Browser: Microsoft Edge, Chrome or Mozilla Firefox at latest version

17. Is there an alternative channel for trading should the Internet Channel fail?

In case of failure of the Internet Channel, you can continue to conduct trading via the Mobile Channel (if available) and/or the Telephone Channel.

## Mobile Securities Trading Service (“MSTS” or “Mobile Channel”)

18. What is MSTS?

MSTS is a Native App which provides you with a fast, convenient and secured stock trading platform and up-to-date market information through mobile devices (currently iPhone and Android smartphones). Being a Native App which runs directly in mobile devices, such that market information and data are updated without downloading of the whole website information, hence minimizes data usage. You may enjoy faster and more stable service.

19. What functions do your MSTS provide?

You can get information such as market news, market information and delayed quotes, information and messages of the Bank, before login to MSTS. After login, you can perform stock trading, modify or cancel your orders, check transaction history and order status, enquiry on stock portfolio and account balance, view real-time snapshot stock quotes or real-time streaming stock quote (if applicable), set up watch list and price alert etc. Please refer to [View Demo](#) for details.

20. How do I get the MSTS?

Our MSTS is free for download. Please download our mobile app from the official application distribution platform operated by the owner of the mobile operating system (i.e. Apple App Store or Google Play Store). Please note that the mobile app will be stored in the internal memory of your mobile device by default.

21. How can I be eligible for the MSTS?

Customers who have applied for our ESTS and activated the ISTS, downloaded and installed our mobile trading app to at least one mobile device, can login to the MSTS with the login information for ISTS to experience the various functions it provides.

22. Can I use more than one mobile device to login to the MSTS?

You can download and install the mobile app to more than one mobile device to use our MSTS. However, there can only be one log-on at any one time to the Electronic Channels.

23. What are the recommended mobile device requirements to run the MSTS?

The recommended requirements are:-

	<u>Android</u>	<u>iOS</u>
Processor	Minimum: Dual-core 1.2 GHz Suggested: Quad-core 1.4 GHz	Minimum: 1 GHz Suggested: Dual-core 1.3 GHz
Internal Memory	Minimum: 512 MB RAM Suggested: 1 GB RAM	Minimum: 512 MB RAM Suggested: 1 GB RAM
Screen resolution	Supported: 480 x 320 800 x 400	Supported: 480 x 320 960 x 460

	960 x 540 1280 x 720 1920 x 1080 2560 x 1440	1136 x 640 1334 x 750 2208 x 1242
Operating System	Supported: 2.3.3 – 6.0.1	Supported: 6.1.6 – 9.3.4
Data	Wifi or HSPA	Wifi or HSPA

24. What should I do if I cannot access to MSTs?

Please check whether the network signal is normal. If signal is not normal, change location or use other internet connection method. If you cannot access even with normal network signal, you are recommended to submit the trading instruction via the Internet Channel or the Telephone Channel. For assistance, please call Securities Service Hotline at (852) 2581-1468 during office hours.

25. Is there an alternative channel for trading should the Mobile Channel fail?

In case of failure of the Mobile Channel, you can continue to conduct trading via the Internet Channel (if available) and/or the Telephone Channel.

## Securities Trading

26. What are the trading hours of the SEHK?

The SEHK operates from Monday to Friday (except on Saturday, Sunday and Public Holidays) with the following [trading sessions](#):-

- Pre-opening Session
- Continuous Trading Session
  - Morning Session
  - Afternoon Session
- Closing Auction Session

There is no Afternoon Session and CCASS settlement service on the eves of Christmas, New Year and Lunar New Year.

27. When can I place my order in the Internet Channel or the Mobile Channel?

You can place your order through the Internet Channel or the Mobile Channel at any time during the trading sessions of SEHK. Order will be sent to the SEHK immediately if the input price is within the price range prescribed by the Bank or SEHK. If the input price is out of the prescribed range, order will be monitored by the system and sent to the SEHK once it falls within the range. Order will be rejected if it deviates from the prescribed price range while sending to SEHK.

28. Can I place an order for the next trading day after market close in the Internet Channel or the Mobile Channel?

No, you can only place orders in the Internet Channel or the Mobile Channel during the trading hours of the SEHK.

29. What order types are available on your Internet Channel or the Mobile Channel?

The following [order types](#) are available:-

- Limit Order
- Enhanced Limit Order
- At-auction Limit Order

30. Can I place a buy order immediately if I deposit a cheque or bank draft?

No, you can place a buy order only when you have sufficient buying power i.e. sufficient available funds in your settlement account; or sufficient available funds or margin value in your Margin Securities Account.

31. How do I increase my buying power?

You can increase your buying power by depositing funds into your settlement account using the following methods:-

- (a) visit any of our branches in person; or
- (b) fund transfer from other bank accounts maintained with our Bank via net banking; or
- (c) fund transfer from bank account of other banks via online service.

You may also consider depositing [marginable shares](#) in physical scrip or via CCASS into your Margin Securities Account to increase the margin value.

32. Can I use the proceeds of a sell order immediately to buy other shares?

Yes, once your sell order has been fully or partially executed, the proceeds can be used immediately to buy shares (as long as buying power is sufficient).

33. Under what circumstances will my order be rejected by the Internet Channel or the Mobile Channel or SEHK?

Your order will be rejected if you:-

- input an invalid stock code or price;
- input an invalid quantity i.e. not a multiple of 1 board lot;
- input an odd lot order i.e. less than 1 board lot;
- input a quantity exceeding 3,000 board lots which is the maximum number of lot per trade according to the SEHK;
- amend the price of an order which deviates from the price range prescribed by the Bank or SEHK;
- you do not have sufficient quantity of stock in your securities account for selling in case of a sell order;
- you do not have sufficient buying power in case of a buy order.

34. Can I sell physical stocks through the Internet Channel or Mobile Channel?

No, physical stocks must be deposited into your securities account successfully prior to selling via the Internet Channel or Mobile Channel.

35. Can I sell odd lots of shares through your Internet Channel or the Mobile Channel?

No, odd lots of shares can only be sold through the Telephone Channel. You should contact our Securities Trading Hotline at (852) 2544-9911.

36. Can I amend or cancel mobile orders via the Internet Channel or vice versa?

Yes, you can amend or cancel mobile orders via the Internet or vice versa by clicking the respective button under "Order Status". You should bear in mind that (1) the brokerage rate will be charged according to the initial channel that the order is placed; (2) only the unfilled portion of an order can be amended; and (3) you can maintain your position in the queue only if you amend an order by lowering the number of shares.

37. Can I amend or cancel my internet orders or mobile orders via the Telephone Channel?

You can cancel, but not amend, the unfilled portion of an internet order or mobile order via the Telephone Channel.

38. How can I monitor the status of my orders?

You can view the status of all orders placed via the Internet Channel, Mobile Channel and the Telephone Channel under "Order Status".

39. How long will my orders be valid?

Your orders will be valid for the current trading day only. Outstanding orders will be automatically cancelled after market close.

40. What will happen if a buy order is only partially filled?

If a buy order is partially filled, the number of shares filled will be deposited into your securities account and a purchase amount calculated on the filled quantity will be debited from your settlement account (for Cash Securities Account) or Margin Securities Account two trading days with CCASS settlement service after trade day ("T+2"). The remaining unfilled portion will be automatically cancelled and will not be carried forward to the next trading day.

41. What will happen if a sell order is only partially filled?

If a sell order is partially filled, the number of shares unfilled will remain in your securities account while a sale proceed calculated on the filled quantity will be credited into your settlement account (for Cash Securities Account) or Margin Securities Account on T+2. The remaining unfilled portion will be automatically cancelled and will not be carried forward to the next trading day.

42. How will my orders of the same stock filled at different prices on the same day be treated?

All filled orders will be amalgamated into one contract showing the total filled quantity and the average price according to the following conditions:-

- Buy trades of the same stock via the Internet Channel
- Sell trades of the same stock via the Internet Channel
- Buy trades of the same stock via the Mobile Channel
- Sell trades of the same stock via the Mobile Channel
- Buy trades of the same stock via the Telephone Channel
- Sell trades of the same stock via the Telephone Channel

43. What is Daily Trading Limit?

For security protection, customer has an option to select a preset amount to limit the daily trading volume that can be performed over customer's account. This limit will bind the daily turnover of the Securities Account (being the aggregate of order consideration and charges in HK\$ equivalent for all buy & sell orders placed via the Telephone Channel and/or Internet Channel and/or Mobile Channel and accepted by the Bank for sending or waiting to be sent to SEHK on the same day). Withheld amount for orders that have been rejected and/or cancelled will be released for further trading. Order placement exceeding the Daily Trading Limit will normally be rejected and acceptance of customer's request (provided there is sufficient buying power) for temporary excess will be at the Bank's sole discretion.

We append below an example based on a Daily Trading Limit of HK\$3,000,000 with orders that have been accepted by the Bank for your easy understanding:-

<u>Order Ref</u>	<u>Channel</u>	<u>B/S</u>	<u>Order Status</u>	<u>Consideration</u>	<u>Charges</u>	<u>Order Amount</u>	<u>Remaining Limit</u>
1	Internet	Buy	Executed	500,000	1,550	501,550	2,498,450
2	Internet	Sell	Queued	500,000	1,550	498,450	2,000,000
3	Telephone	Buy	Waiting to be sent	500,000	1,800	501,800	1,498,200
4	Telephone	Sell	Executed	500,000	1,800	498,200	1,000,000
5	Mobile	Buy	Queued	500,000	1,550	501,550	498,450
6	Mobile	Sell	Executed	499,000	1,547	497,453	997
Turnover						2,999,003	

To place another new order or amend a pending order (i.e. order that has not been executed) which triggers an excess of the limit of HK\$3,000,000, customer has the following options:-

- Place the instruction via the Telephone Channel and request for temporary excess of the Daily Trading Limit; or
- Reduce the size of other pending order (i.e. change to smaller quantity and/or lower price); or
- Cancel any pending order.

44. How can I detect any unusual or unauthorized account activities?

Customer should check the securities confirmation notes and statements regularly to identify any unusual transactions. Users of ESTS should also check the Bank's security notifications delivered to your registered email address after you have performed certain activities (e.g. notification on each new order that you place via any trading channel which has been accepted by the Bank for sending or waiting to be sent to SEHK consisting of essential order details but excluding order status as this is not an order confirmation service) to timely detect any unusual or unauthorized account activities. The notification will serve as a security alert and customer should report to the Bank immediately should there be any suspicion.

## Settlement

45. For successful buy orders, when will money be deducted from my account?

For successful buy orders, although trade amount is immediately held from available balance of your settlement account (for Cash Securities Account) or Margin Securities Account, the money is actually deducted from the relevant account on T+2.

46. For successful sell orders, when will money be credited into my account?

For successful sell orders, sale proceeds will be credited into your settlement account (for Cash Securities Account) or Margin Securities Account on T+2.

47. Will I get written confirmation of the transactions that have been executed?

You will receive (1) a Confirmation Note for each buy/sell transaction per stock per trading channel, (2) a Daily Statement of Account showing stock & cash movement and the latest portfolio summary, and (3) a Monthly Statement of Account showing the monthly activities and the latest portfolio summary.

48. How can I deposit physical stocks into my securities account?

You should visit any of our branches or Shares Operations Dept at 11/F Public Bank Centre, 120 Des Voeux Road Central, Hong Kong bringing along the share certificate(s) during office hours to complete and sign a [Deposit Order for Physical Stock](#) form.

49. How can I withdraw physical stock from my securities account?

You should visit any of our branches or Shares Operations Dept at 11/F Public Bank Centre, 120 Des Voeux Road Central, Hong Kong during office hours to complete and sign a [Deliver Order for Physical Stock](#) form.

## Stock Quote Service

50. How can I get real time stock price and market information?

We provide the following real-time stock quote services:-

- Real-time Snapshot Stock Quote Service which captures the stock price and related information of a particular stock at the enquired moment. The information will remain static and will not be updated automatically.
- Real-time Streaming Stock Quote Service which provides you with more comprehensive stock price information, including broker quotes, transaction log, technical analysis data and other tools i.e. charting, etc. The stock price and related information of the particular stock enquired will be updated automatically and continuously as and when there are any changes.

Please refer to [Real-time Stock Quote Service](#) for more details.

51. How can I subscribe for the real time stock quote services?

You can subscribe online via the Internet Channel for the Real-time Snapshot Stock Quote Service or Real-time Streaming Stock Quote Service at any time. Please refer to [View Demo](#) for demonstration.

52. When can I start using Real-time Streaming Stock Quote Service after subscription?

The Real-time Streaming Stock Quote Service will commence after successful payment of service fee and run for 1 month. If the Real-time Streaming Stock Quote Service first commences on 12<sup>th</sup> of a month, the 11<sup>th</sup> of each subsequent month will be the last day of the service.

The Real-time Streaming Stock Quote Service will be auto-renewed for another month if no unsubscribe instruction is received by the Bank before 6:00 pm on the last day of the service or the trading day immediately preceding it if the last day falls on a non-trading day. Please refer to [View Demo](#) for demonstration.

53. Can I subscribe to view my Real-time Streaming Stock Quote Service in both the Internet Channel and Mobile Channel?

Yes, there are two different viewing options for Real-time Streaming Stock Quote Service with different service fee applied. You can subscribe to view the service on the ISTS only, or on either the ISTS or MSTs. You can change to the other viewing option if the Bank receives your instruction for change of service prior to the Month-End Date of your current viewing option. Please refer to [View Demo](#) for demonstration.

## Listed Renminbi-denominated Securities Service

54. Can I trade listed Renminbi-denominated securities via the Internet Channel or Mobile Channel?

Yes, you can now trade listed Renminbi-denominated securities via the Internet Channel or Mobile Channel as well as the Telephone Channel. Prior to such trading, you will need to maintain a Renminbi bank account as the settlement account for settlement of purchase amount, sale proceeds and relevant fees & charges etc.

55. What are the key risks of trading in listed Renminbi-denominated securities?

You will generally be exposed to:

- Risk of securities trading – the price of listed Renminbi-denominated securities, like other securities, may move up or down;
- Currency risk – Renminbi is a restricted currency and subject to exchange controls;
- Exchange rate risk – like any currency, the exchange rate of Renminbi may rise or fall; and
- Liquidity risk – there may not be regular trading or an active secondary market for listed Renminbi-denominated securities.

56. Is the listed Renminbi-denominated securities traded on all types of securities account?

You can only trade listed Renminbi-denominated securities on cash basis i.e. in the Cash Securities Account. Individual customer should ensure there is sufficient buying power in the RMB settlement account for purchase of listed Renminbi-denominated securities.

57. In what currency are the brokerage and trading related charges for listed Renminbi-denominated securities collected?

Brokerage and trading related charges for listed Renminbi-denominated securities are quoted in HKD as per our prevailing [Service Charges on Investment Services](#) and collected in RMB equivalent converted at the official exchange rate published by the SEHK on each trading day.

58. How do I trade my existing counter of securities listed under the Dual Tranche Dual Counter (DTDC) model (i.e. shares of same class issued by the same issuer listed and traded in 2 different currencies of HKD and RMB) in another currency?

You will need to transfer your existing counter into the other currency counter (i.e. from HKD-counter to RMB-counter or vice versa). Trading is allowed only upon completion of transfer of counter. Hence, no intra-day cross-counter trading is available.

59. How do I transfer the HKD-counter into RMB-counter or vice versa?

You should complete and sign a [Multi-Counter Transfer Instruction](#) at any of our branches. You can check whether the transfer has been effected by calling our Securities Service Hotline at (852) 2581-1468 or online via the Internet Channel or Mobile Channel.



60. Can the receivable funds of selling a RMB-counter or HKD-counter be utilized to purchase any stock that is not denominated in its currency?

No, the receivable funds will be pooled into the buying power balance of the respective currency. You can enquire the buying power for respective trading currency from "Account Balance" of the Internet Channel or the Mobile Channel.

61. How will dividend distributed in RMB be handled?

Dividend will be credited into your RMB settlement account. If you do not maintain a RMB settlement account, dividend will be converted into HKD at the Bank's prevailing exchange rate and credited into your HKD settlement account.

In the case of RMB dividend received for securities held in the Margin Securities Account, dividend will be converted into HKD at the Bank's prevailing exchange rate and credited into your Margin Securities Account.