

Implementing Two-Factor Authentication Service (2FA) & GTJAI Mobile OTP Video Guide

Implementing Two-Factor Authentication Service (2FA)

In response to the guidelines of cyber security announced by the Securities and Futures Commission of Hong Kong, as well as providing more secure and reliable online trading for our clients. We have launched 2FA Service as an extra security protection by requiring a combination of two different types of authentication.

Currently, clients are required to receive "One-Time Password (OTP)" through **registered mobile phone number**# or use our Mobile Token – "GTJAI Mobile OTP" mobile app for the implementation of 2FA, clients must enter valid account number, login password and OTP when login to an account. Client must be required to use 2FA for accessing online trading, otherwise only phone trading is allowed.

#Please note that, starting from 25 Apr 2018, SMS will be as default 2FA method if no selection is made.

Accurate Mobile Number

Please ensure your mobile number is valid and accurate to receive OTP anytime. If you wish to update correspondence details, please apply via our online trading platform or complete Form "[Update of Client's Information](#)" and return to Customer Service Department by (i) Email: customer.service@gtjas.com.hk, (ii) Fax: (852) 2509 7787, (iii) By hand or (iv) Post

■ **Guideline on Two-Factor Authentication (2FA):** [Click Here](#)

Suspension of Email OTP Method

In order to further comply with Cyber Security requirements of SFC, starting from 1 April 2021, the OTP received by email will be suspended. Please choose to use the GTJAI Mobile OTP APP or SMS as a Two-Factor Authentication method to login to online trading account as soon as possible. If you need any further assistance, please contact our Customer Service Department.

GTJAI Mobile OTP Video Guide

Mobile Token is one of the Two-factor authentication ("2FA") method which client can generate One-Time Password ("OTP") by mobile app "GTJAI mobile OTP" randomly. Client can enroll more than one trading account at the same mobile device and not affected by telecommunication service provider to obtain OTP.

■ **GTJAI Mobile OTP Video Guide:** [Click Here](#)

■ **Guideline on GTJAI Mobile OTP Token & FAQs:** [Click Here](#)

For enquiries, please contact our Customer Services Department (CS Hotline: 40080 95521 / (852) 2509 7524) / HK Share Dealing Hotline: (852) 2250 0898 / (852) 2250 0899 /
24-hour Dealing Hotline: (852) 2509 7526