

# Guideline on GTJAI Mobile OTP Token & FAQs

For enquiries, please contact:

CS Hotline : 40080 95521 / 852 – 2509 7524

HK Shares Dealing Hotline : 852 – 2250 0898 / 852 – 2250 0899

24-hour Dealing Hotline : 852 – 2509 7526



國泰君安國際  
GUOTAI JUNAN INTERNATIONAL

# Content:

## 1. What is Mobile Token?

## 2. How to Enroll & Register mobile?

- 2.1 – How to Enroll & Register mobile? (Option 1)
- 2.2 – How to Enroll & Register mobile? (Option 2)
- 2.3 – How to Enroll more than one trading account?
- 2.4 – How to Enroll & Register for another mobile?
- 2.5 – Will OTP expired? What is OTP format?

## 3. How to use GTJAI Mobile OTP?

- 3.1 Demonstration – Online Trading , GTJAI Mobile OTP

## 4. FAQs



# 1. What is Mobile Token?



# 1. What is GTJAI Mobile OTP?

- ▶ **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 and not affected by telecommunication service provider to obtain OTP.
- ▶ Client can login to [Online Trading Platform](#) > [Customer Service](#) > [2FA Enrollment](#) for Mobile Token Registration or contact Customer Service Department for issue Enrollment email.

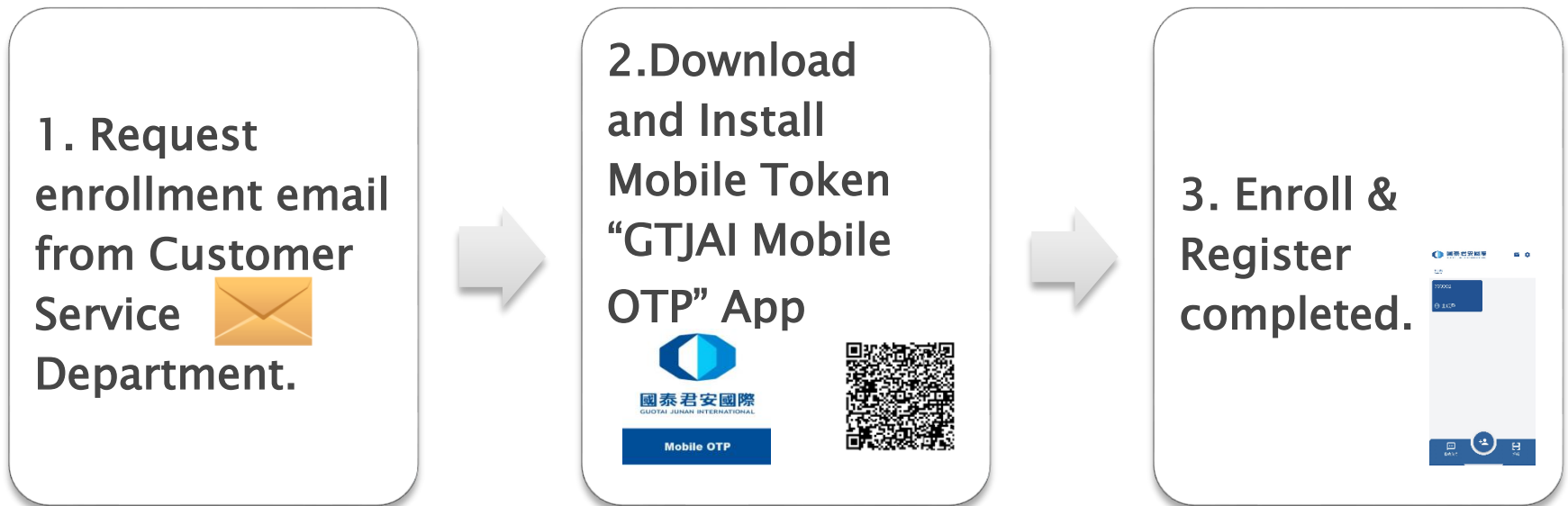


## 2. How to Enroll & Register mobile?



## 2.1 How to Enroll & Register mobile? (Option 1)

**Request enrollment email from Customer Service Department:**





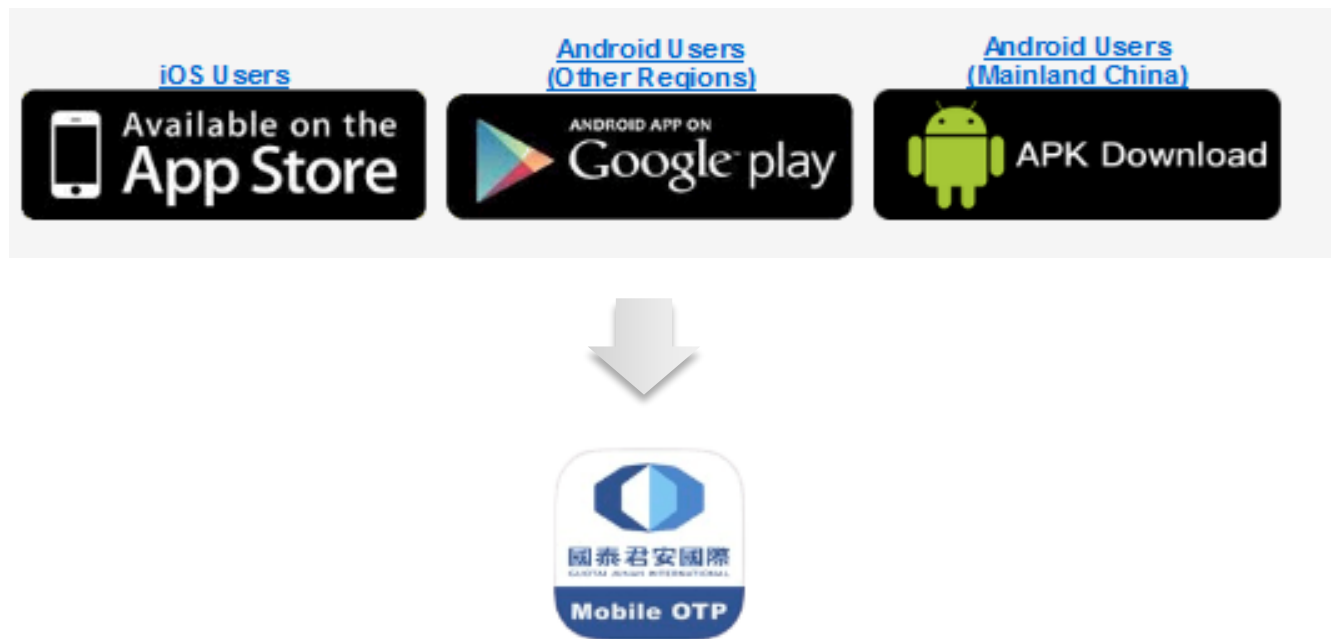
## 2.1 How to Enroll & Register mobile? (Option 1)

1. Request Enrollment email from Customer Service Department. The i) Apps download link, ii) Guideline and iii) QR Code will be included in the enrollment letter.



## 2.1 How to Enroll & Register mobile? (Option 1)

- ▶ **2. Download & Install Mobile Token**  
“GTJAI Mobile OTP” App.





# Attention:

**iOS Users (iPhone & iPad):** 

1) Check your iOS system version and make sure it is already updated to iOS11 or above.

**Android Users:**  

1) Suggest update to Android 5.0 or above

2) Please select “APK Download” if you cannot download GTJAI Mobile App from Google Play

## 2.1 How to Enroll & Register mobile? (Option 1)

- ▶ **3. Enroll & Register Mobile:** Please scan your enrollment QR Code (There is an expiry date showing below the QR Code. If you find the one you have received is already expired, please request a new one.)

### Step 2: Enroll and Register mobile

#### Option A) Scan QR Code


[iOS - Enrollment Guide](#)  
[Android - Enrollment Guide](#)

1. Please click  and scan below QR Code.



#### Option B) Manual Enrollment

[Manual Enrollment Guide](#)

Except enrolling by scanning the enrollment QR Code, client can also use the following information to enroll and register the mobile by the "GTJAI Mobile OTP" manually. Please click "Add account"  button for Manual Enrollment.

Organization:	Securities
Account ID:	700004
Activation Code:	152149

(Attention: Information can only be used in up to 5 Device(s) and will be expired at 2020-09-25 14:00:28)



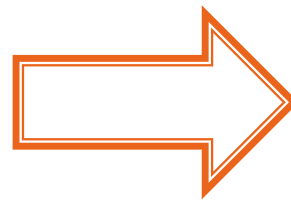
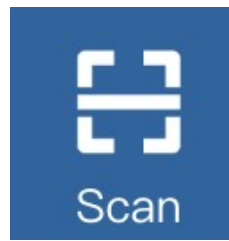
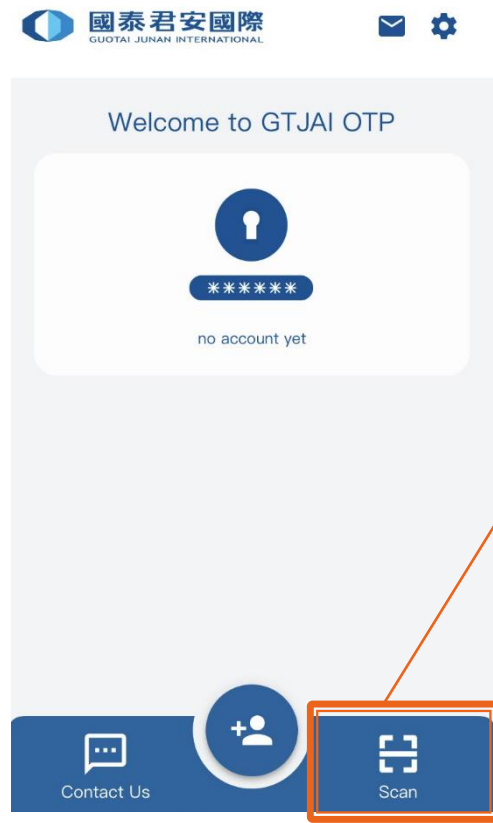
國泰君安國際  
GUOTAI JUNAN INTERNATIONAL

# Enroll & Register Mobile



# 2.1 How to Enroll & Register mobile? (Option 1)

1. Please open GTJAI Mobile OTP and click “Scan” button to scan the Enrollment QR Code.



**(Attention: This is demo QR Code)**

# 2.1 How to Enroll & Register mobile? (Option 1)

**2. Your Account ID and Activate Code would be auto filled by system, please click ➔ button**

Reset PIN

ORGANIZATIONS

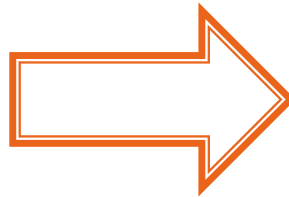
Securities

ACCOUNT ID

700004

ACTIVATE CODE

152149



**3. Please set up 6-20 digits PIN**

Add Account

PIN

PIN \*\*\*\*\*

RE-ENTER PIN

RE-ENTER PIN \*\*\*\*\*

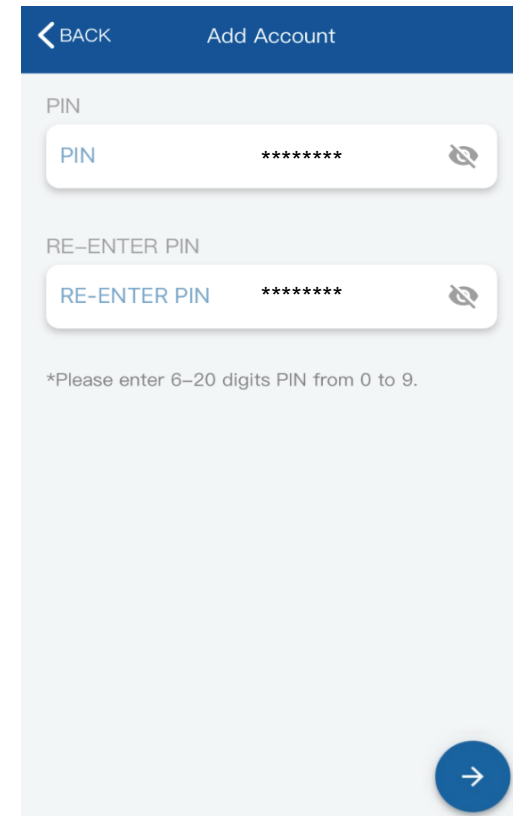
\*Please enter 6-20 digits PIN from 0 to 9.



# 2.1 How to Enroll & Register mobile? (Option 1)

## Attention:

You need to setup your profile PIN only in your first mobile registration, this PIN will be used by “GTJAI Mobile OTP” to verify your identity in each time you want to generate the OTP.



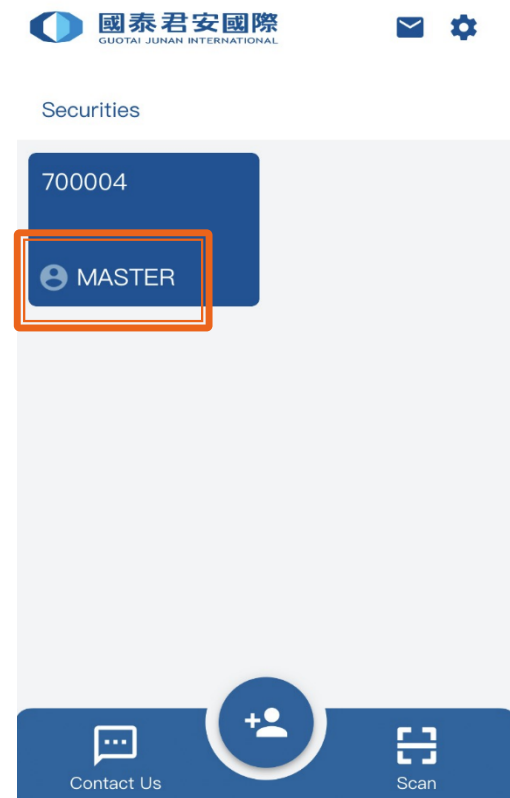
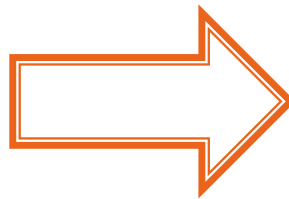
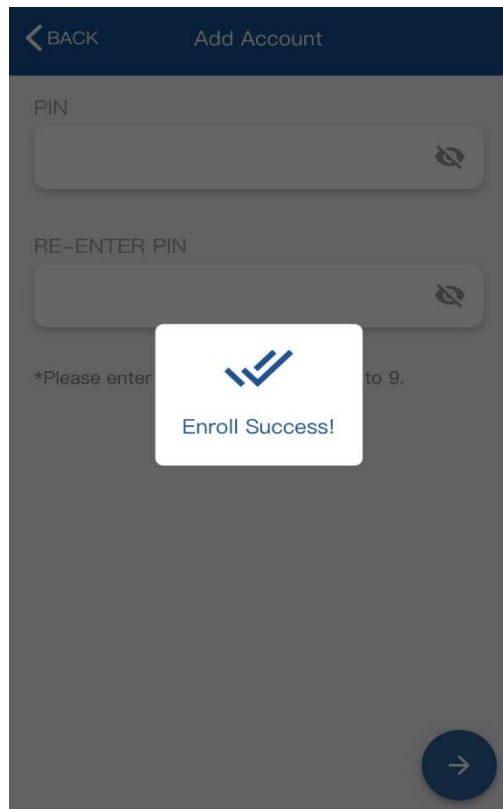
The screenshot shows a mobile application interface for adding an account. At the top, there is a blue header bar with a white left arrow and the text 'BACK' on the left, and 'Add Account' on the right. Below the header, the screen is divided into two main sections. The first section is labeled 'PIN' and contains a white input field with the text 'PIN' on the left, a series of seven asterisks '\*\*\*\*\*' in the center, and a red eye icon on the right. The second section is labeled 'RE-ENTER PIN' and contains a similar white input field with the text 'RE-ENTER PIN' on the left, a series of seven asterisks '\*\*\*\*\*' in the center, and a red eye icon on the right. Below these two sections, there is a small gray text note: '\*Please enter 6–20 digits PIN from 0 to 9.' At the bottom right of the screen, there is a blue circular button with a white right arrow.





## 2.1 How to Enroll & Register mobile? (Option 1)

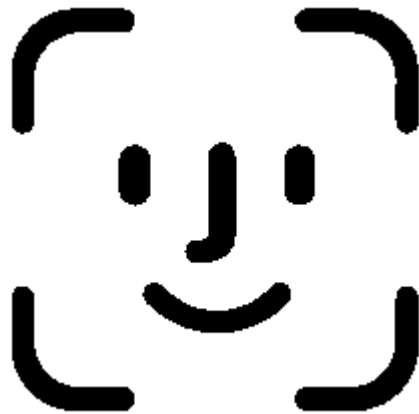
**4. Enroll Success.** If this is your first registration, it will display “MASTER” under the account number.



## 2.1 How to Enroll & Register mobile?

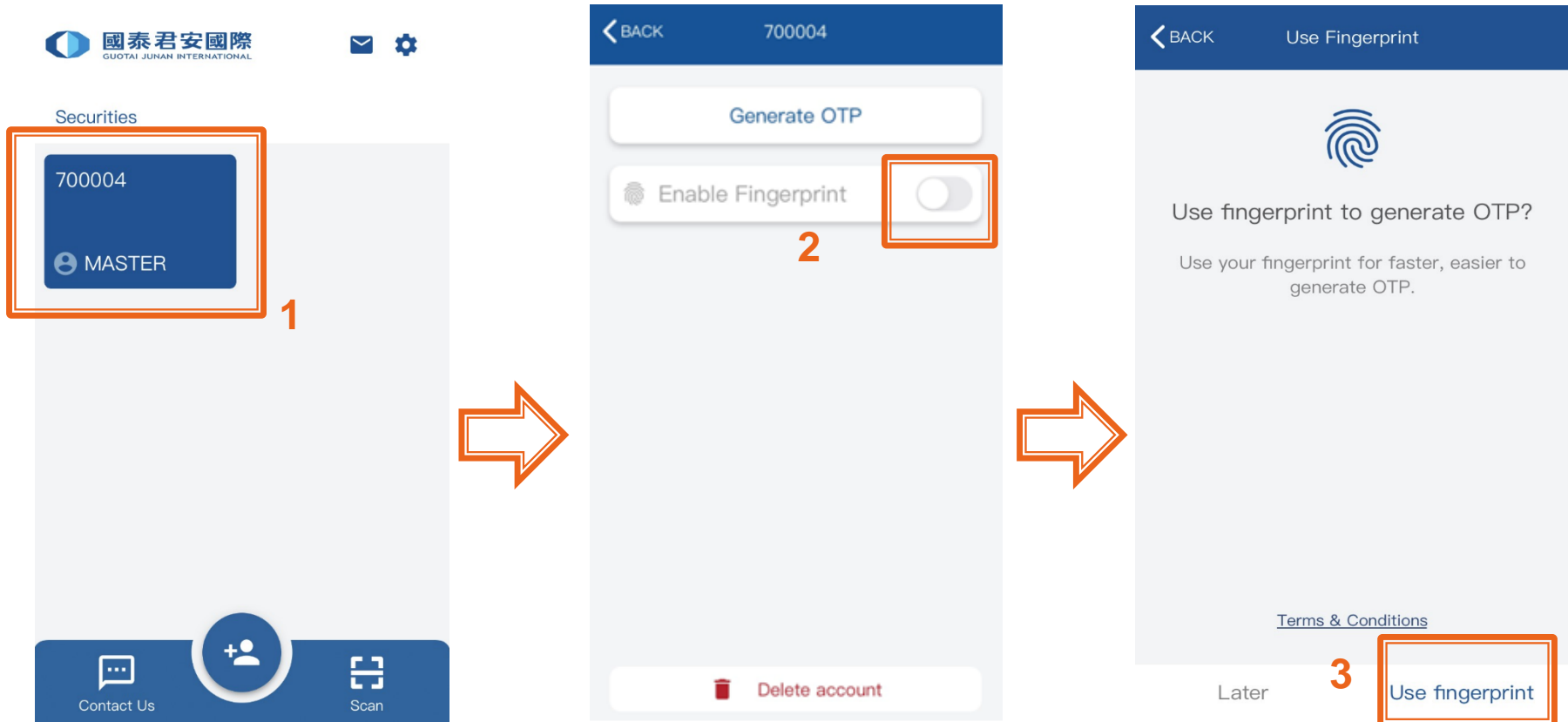
### (Option 1)

**5. You can enable Biometric as your authentication for each registered account in your mobile to obtain OTP at any time (It depends on the biometric authentication of your mobile device, such as fingerprint or face detection).**



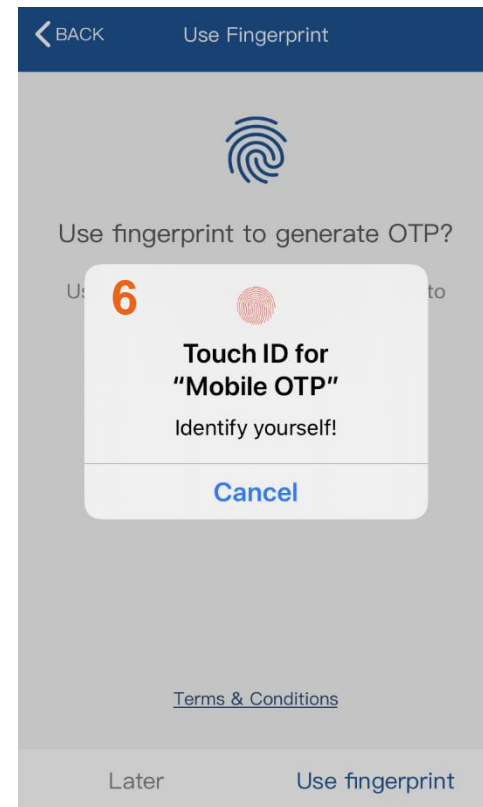
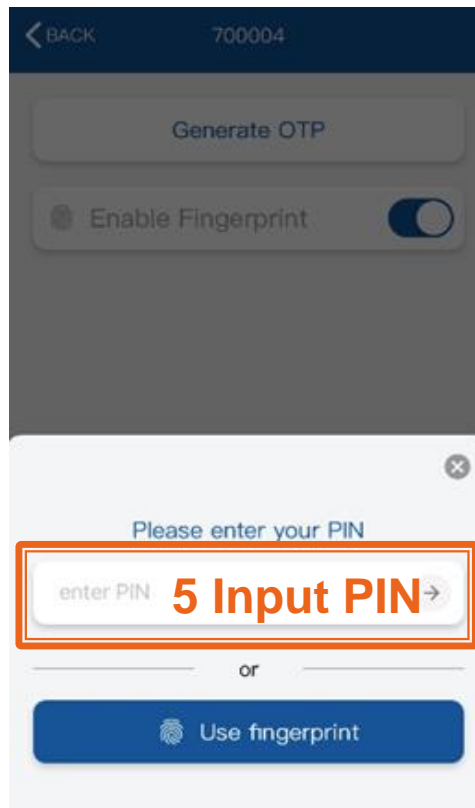
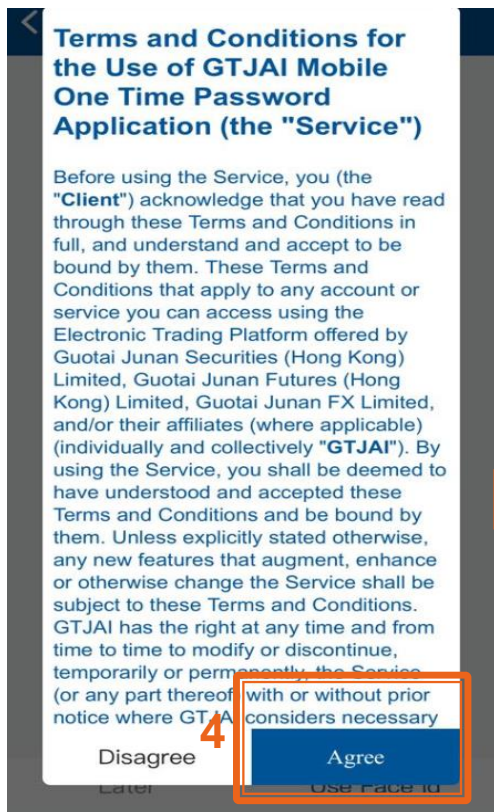
# 2.1 How to Enroll & Register mobile? (Option 1)

## 5.1 Enable Fingerprint



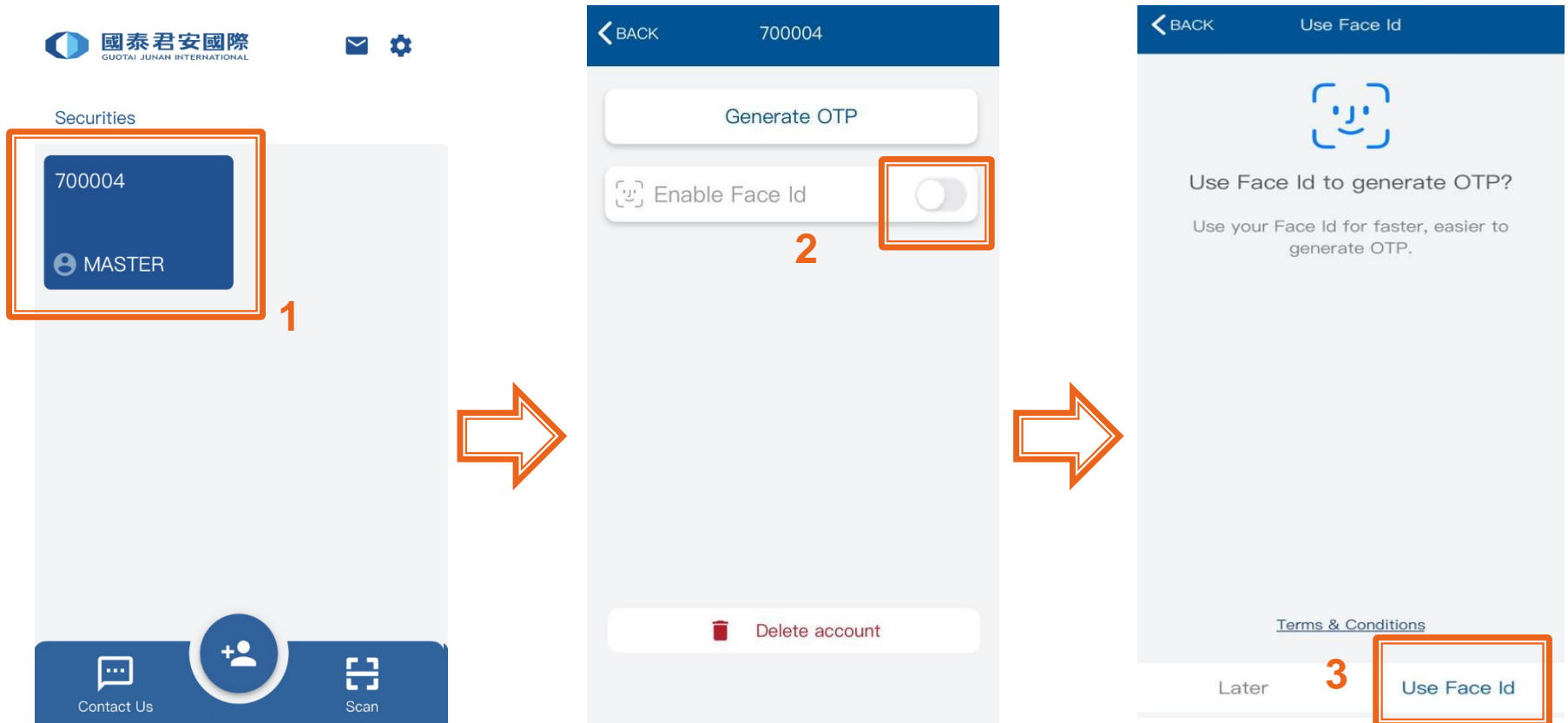
# 2.1 How to Enroll & Register mobile? (Option 1)

## 5.1 Enable Fingerprint



# 2.1 How to Enroll & Register mobile? (Option 1)

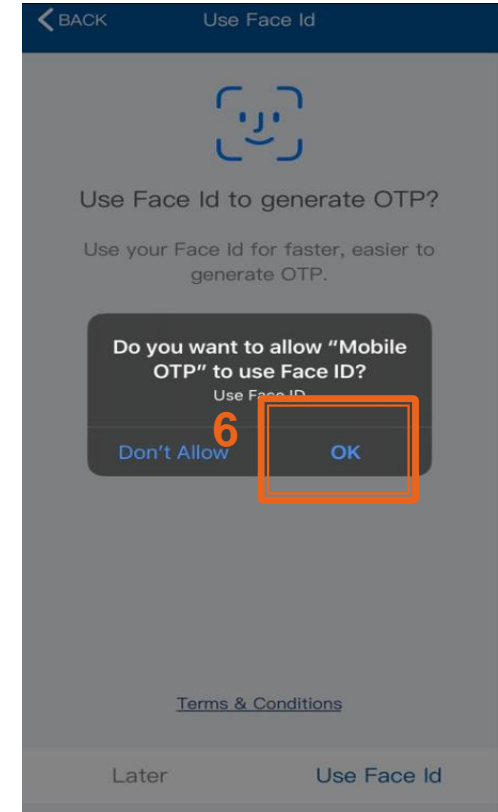
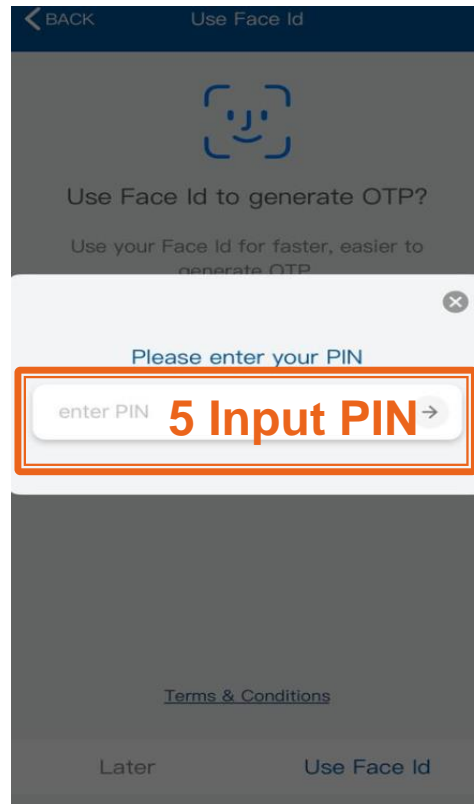
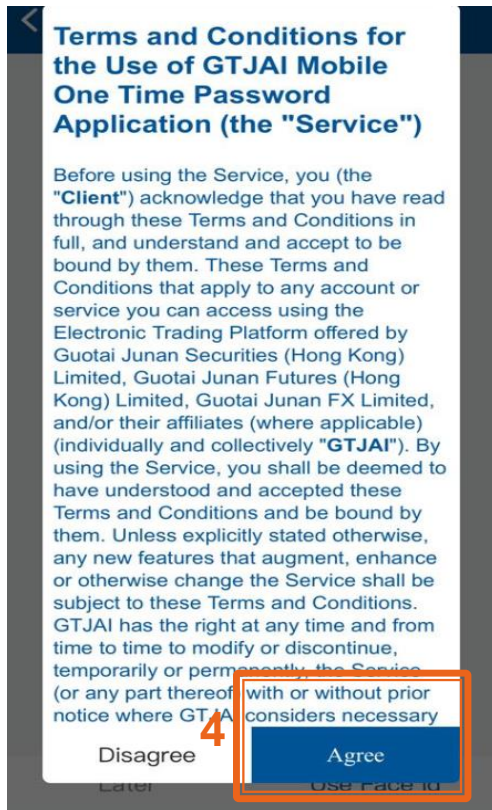
## 5.2 Enable Face ID



# 2.1 How to Enroll & Register mobile?

## (Option 1)

### 5.2 Enable Face ID





## 2.2 How to Enroll & Register mobile? (Option 2)

### **Enroll and Register by Online Trading:**



# 2.2 How to Enroll & Register mobile? (Option 2)

## 1. Login Online Trading account

1. Enter Account No.

2. Enter Login Password

3. Enter Verification Code

4. Click "Client Login"

The screenshot shows the login interface of Guotai Junan Securities (Hong Kong) Limited. The page has a blue header with the company logo and name in Chinese and English. Below the header is a navigation bar with 'TRADE', 'NEWS', and 'HELP' links. A yellow banner at the top contains a message about daylight saving time. The main content area is titled 'Trade Login' and contains three input fields: 'Account No.', 'Login Password', and 'Verification'. The 'Verification' field has a CAPTCHA image showing the number '6873'. Below the input fields is a blue 'Client Login' button. To the right of the login fields, there is an 'Important Notice' section with links to regulations and disclosure statements, and a 'Customer Service Hotline' section with contact numbers. The footer of the page displays the company logo and name again.

國泰君安證券(香港)有限公司  
GUOTAI JUNAN SECURITIES (HONG KONG) LIMITED

TRADE NEWS HELP

Home Welcome to the GTJAS (HK) Online Trading 中文版

Dear Customer: Due to start of daylight saving time in Europe, market open and close will shift 1 hour earlier, (HKT) 3:00PM - 11:30PM begin from 30 Mar 2020.

**Trade Login**

Account No.  [New Client](#)

Login Password

Verification  6873

**Client Login**

**Important Notice:**

- 1. [Latest Regulations for Derivative Products Trading Service](#)
- 2. [Implementing Two-Factor Authentication Service \(2FA\)](#)

If it's your first time to use our online trading system, please read the [Risk Disclosure Statements](#)

If you want to know more information, please read [GTJAS \(HK\) Online Trading](#) first

Should you have any queries, please feel free to contact us:

**Customer Service Hotline**

40080 95521 (852) 2509 7524

**HK Market Dealing Tel**

(852) 2509 7546 / 2509 7548

**B Shares & Overseas Mkts Dealing Tel**

(852) 2509 7526

國泰君安證券(香港)有限公司

# 2.2 How to Enroll & Register mobile? (Option 2)

國泰君安證券(香港)有限公司  
GUOTAI JUNAN SECURITIES (HONG KONG) LIMITED

TRADE NEWS HELP

TRADE Welcome to the GTJAS (HK) Online Trading LOGOUT

Dear Customer: Due to start of daylight saving time in Europe, market open and close will shift 1 hour earlier, (HKT) 3:00PM - 11:30PM begin from 30 Mar 2020.

Buy Order  
Sell Order  
At-Auction Order - Sell Only  
Sell Odd Lot Order  
Modify/ Cancel Order

Real-time Search  
IPO  
Fund Service  
Bank Transfer  
Margin and Securities Borrowing and Lending  
**Customer Service**  
Records Search

**Capital/ Stock**

The Balance of Capital

Currency	Balance of Capital	Capital Available	Market Cap.	Total Asset Balance
HK\$ HKD	0.00	0.00	0.00	0.00
\$ USD	0.00	0.00	0.00	0.00

The Balance of Share

Market	Stock Name	Stock Code	Balance	Operations
--------	------------	------------	---------	------------

**Reminder**

\* Fifteen-minute delayed market price is provided by ET Net Limited [\[Disclaimer\]](#).

Click "Customer Service"

## 2.2 How to Enroll & Register mobile? (Option 2)

**Click “2FA Enrollment”**

☰ Customer Service

Cash Withdrawal

Currency Exchange

Reward Points

Change Password

2FA Enrollment

Change of Client  
Information

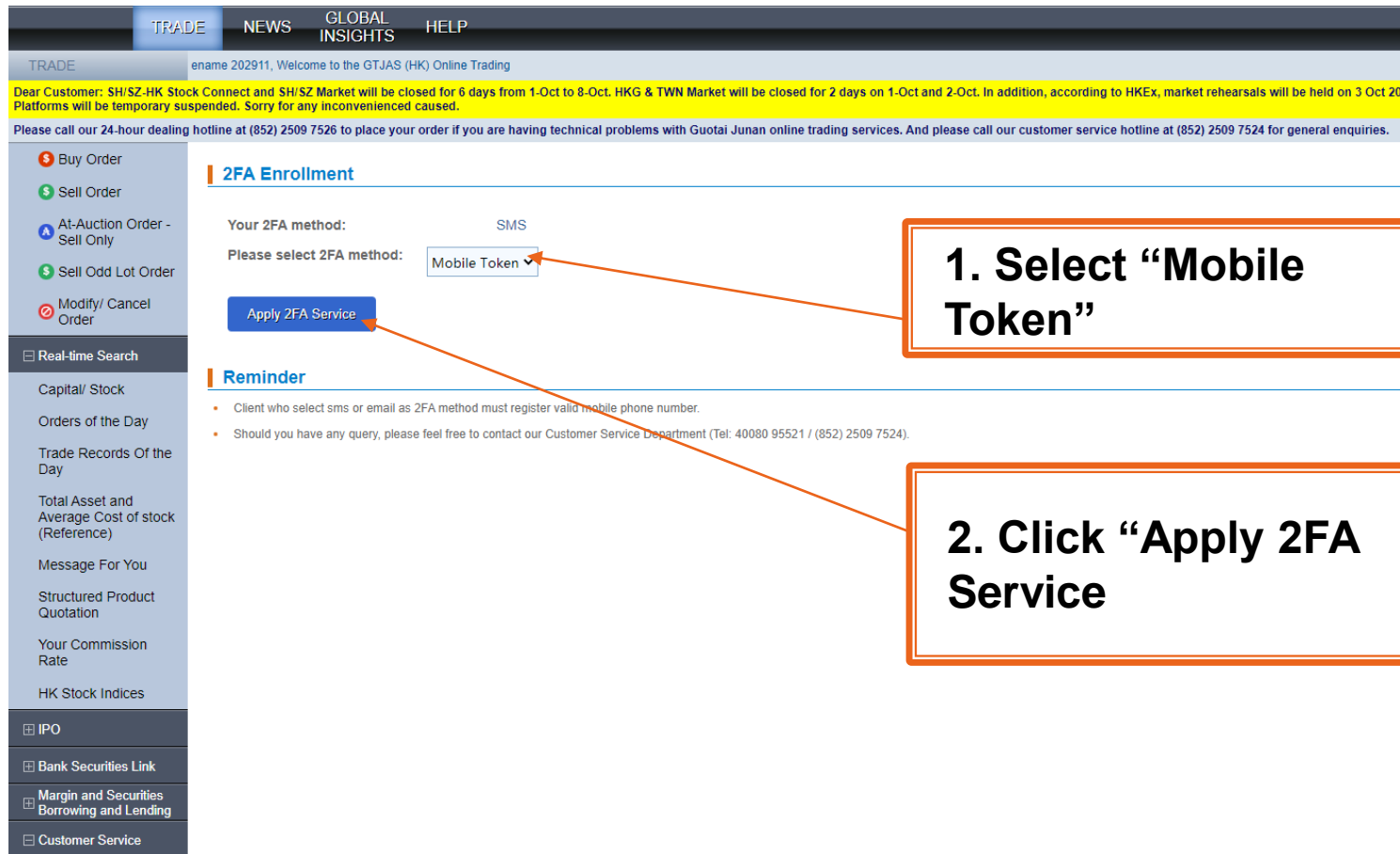
Update of Client Detail

Information of Your  
Account Executive

Get E-Statement



# 2.2 How to Enroll & Register mobile? (Option 2)



TRADE NEWS GLOBAL INSIGHTS HELP

TRADE ename 202911, Welcome to the GTJAS (HK) Online Trading

Dear Customer: SH/SZ-HK Stock Connect and SH/SZ Market will be closed for 6 days from 1-Oct to 8-Oct. HKG & TWN Market will be closed for 2 days on 1-Oct and 2-Oct. In addition, according to HKEx, market rehearsals will be held on 3 Oct 20. Platforms will be temporary suspended. Sorry for any inconvenienced caused.

Please call our 24-hour dealing hotline at (852) 2509 7526 to place your order if you are having technical problems with Guotai Junan online trading services. And please call our customer service hotline at (852) 2509 7524 for general enquiries.

Buy Order  
Sell Order  
At-Auction Order - Sell Only  
Sell Odd Lot Order  
Modify/ Cancel Order

Real-time Search  
Capital/ Stock  
Orders of the Day  
Trade Records Of the Day  
Total Asset and Average Cost of stock (Reference)  
Message For You  
Structured Product Quotation  
Your Commission Rate  
HK Stock Indices

IPO  
Bank Securities Link  
Margin and Securities Borrowing and Lending  
Customer Service

### 2FA Enrollment

Your 2FA method: SMS

Please select 2FA method: Mobile Token

Apply 2FA Service

### Reminder

- Client who select sms or email as 2FA method must register valid mobile phone number.
- Should you have any query, please feel free to contact our Customer Service Department (Tel: 40080 95521 / (852) 2509 7524).

**1. Select “Mobile Token”**

**2. Click “Apply 2FA Service”**

## 2.2 How to Enroll & Register mobile? (Option 2)

### ► **Attention:**

Please ensure browser is allow to pop-up windows before client select Mobile Token as 2FA method.

Internet Explorer 已封鎖來自 \*.gtja.com.hk 的快顯。

允許一次(A)

此網站的選項(O) ▼

x

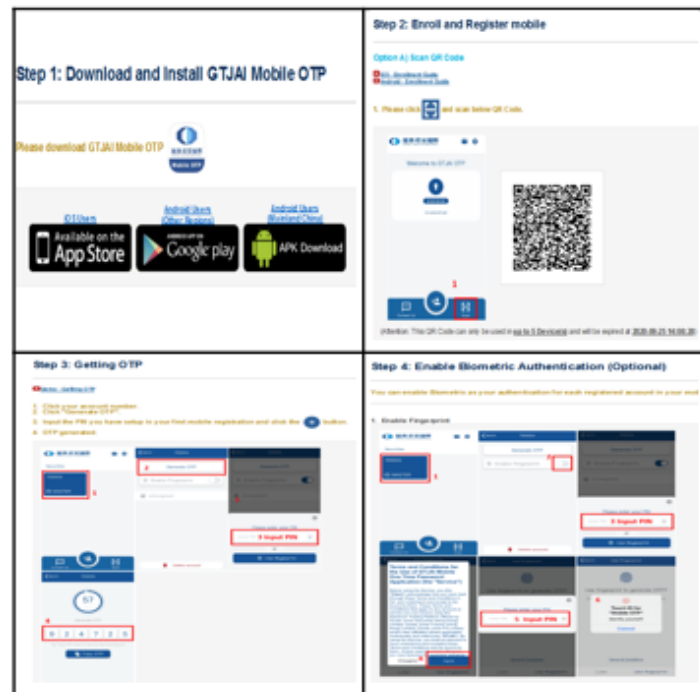


**國泰君安國際**  
GUOTAI JUNAN INTERNATIONAL



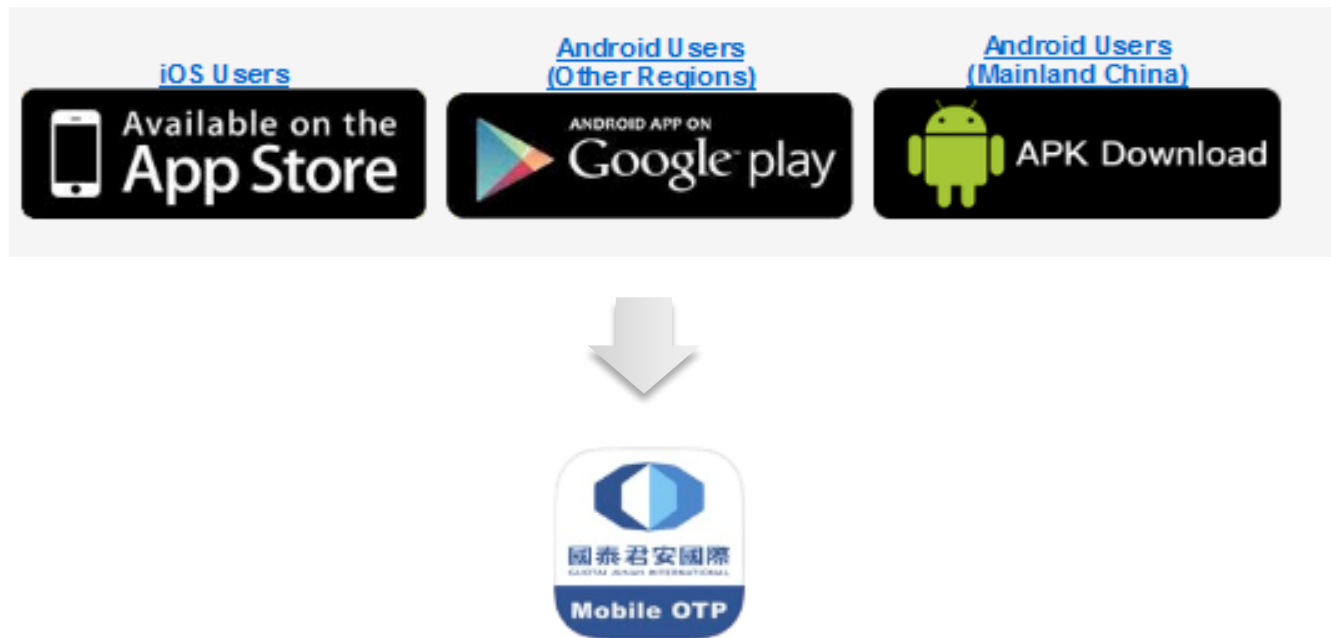
## 2.2 How to Enroll & Register mobile? (Option 2)

Enrollment page with guideline will be opened after you click “Confirm”. The i) Apps download link, ii) Guideline and iii) QR Code will be included in the enrollment letter.



## 2.2 How to Enroll & Register mobile? (Option 2)

- ▶ **2. Download & Install Mobile Token**  
“GTJAI Mobile OTP” App.



## 2.2 How to Enroll & Register mobile? (Option 2)

- ▶ **3. Enroll & Register Mobile:** Please scan your enrollment QR Code (There is an expiry date showing below the QR Code. If you find the one you have received is already expired, please request a new one.)

### Step 2: Enroll and Register mobile

#### Option A) Scan QR Code


[iOS - Enrollment Guide](#)  
[Android - Enrollment Guide](#)

1. Please click  and scan below QR Code.



#### Option B) Manual Enrollment


[Manual Enrollment Guide](#)

Except enrolling by scanning the enrollment QR Code, client can also use the following information to enroll and register the mobile by the "GTJAI Mobile OTP" manually. Please click "Add account"  button for Manual Enrollment.

Organization:	Securities
Account ID:	700004
Activation Code:	152149

(Attention: Information can only be used in up to 5 Device(s) and will be expired at 2020-09-25 14:00:28)

## 2.3 How to Enroll & Register more than one trading account?

Option 1.  
Request  
enrollment email  
from Customer  
Service   
Department.

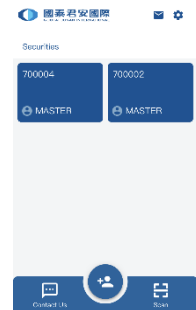
Option 2. Login  
Online Trading  
Platform>2FA  
Enrollment>  
Select “Mobile  
Token”



2. Download and  
install Mobile  
Token “GTJAI  
Mobile OTP”



3. Enroll and  
Register  
completed.



## 2.3 How to Enroll & Register more than one trading account?

- ▶ Client can select Option 1 / Option 2 for Mobile Token registration, and enroll more than one trading account at the same mobile.

### Step 2: Enroll and Register mobile

#### Option A) Scan QR Code


[iOS - Enrollment Guide](#)  
[Android - Enrollment Guide](#)

1. Please click  and scan below QR Code.



#### Option B) Manual Enrollment

[Manual Enrollment Guide](#)

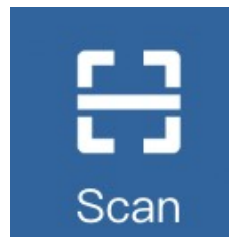
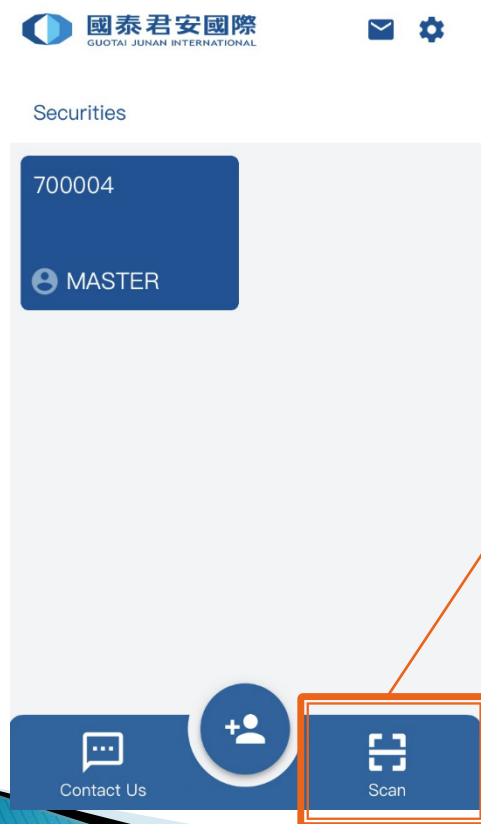
Except enrolling by scanning the enrollment QR Code, client can also use the following information to enroll and register the mobile by the "GTJAI Mobile OTP" manually. Please click "Add account"  button for Manual Enrollment.

Organization:	Securities
Account ID:	700002
Activation Code:	913214

(Attention: Information can only be used in up to 5 Device(s) and will be expired at 2020-09-25 14:00:28)

# 2.1 How to Enroll & Register mobile? (Option 1)

1. Please open GTJAI Mobile OTP and click “Scan” button to scan the Enrollment QR Code.

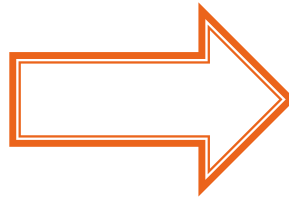
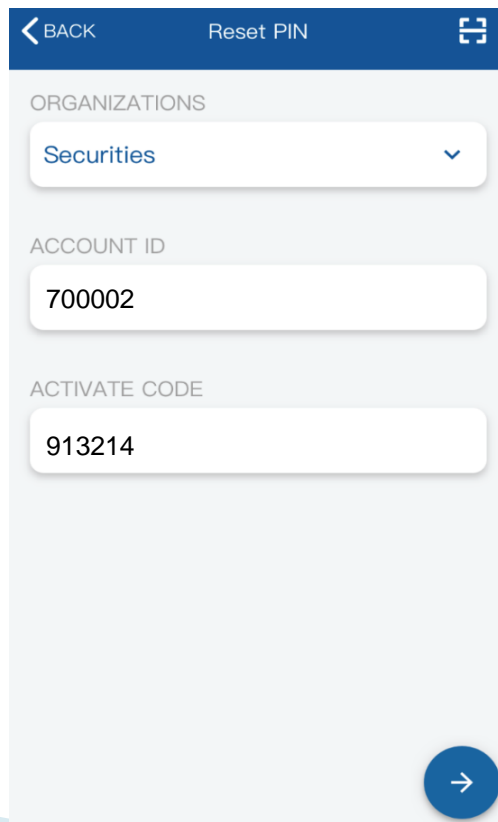


**(Attention: This is demo QR Code)**

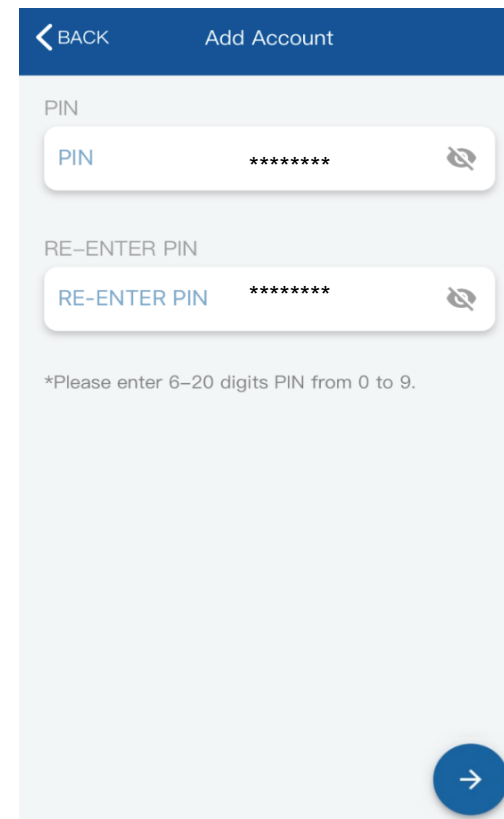


## 2.3 How to Enroll & Register more than one trading account?

2. Your Account ID and Activate Code would be auto filled by system, please click ➔ button



3. Please set up 6-20 digits PIN




## 2.3 How to Enroll & Register more than one trading account?

**4. Enroll Success.** If this is your first registration, it will display “MASTER” under the account number.



## 2.4 How to Enroll & Register for another mobile?

1. Option 1:  
Request  
enrollment email  
from Customer  
Service   
Department.

Or

Option 2: Login  
Online Trading  
Platform> 2FA  
Enrollment>  
Mobile Token



2. Download  
and Install  
Mobile Token  
“GTJAI Mobile  
OTP” App for  
another mobile.

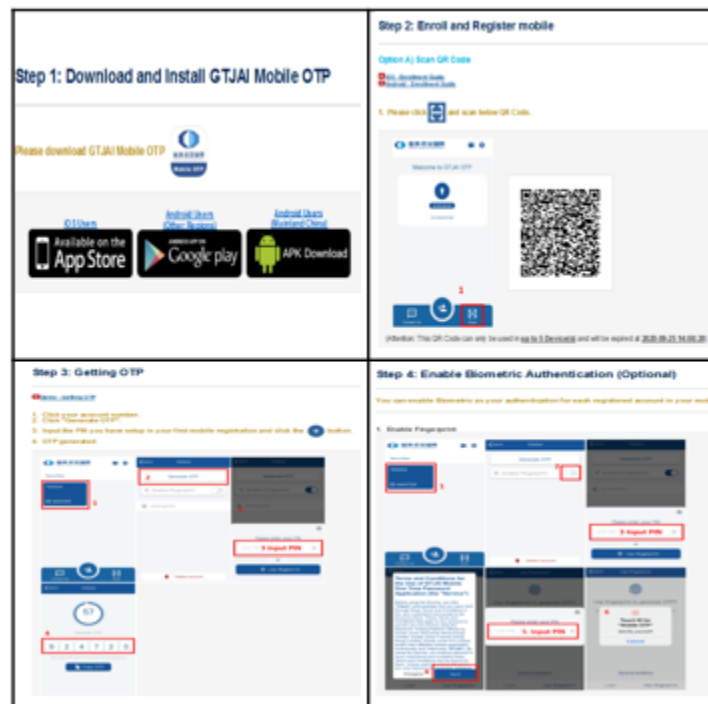


3. Enroll &  
Register  
completed.



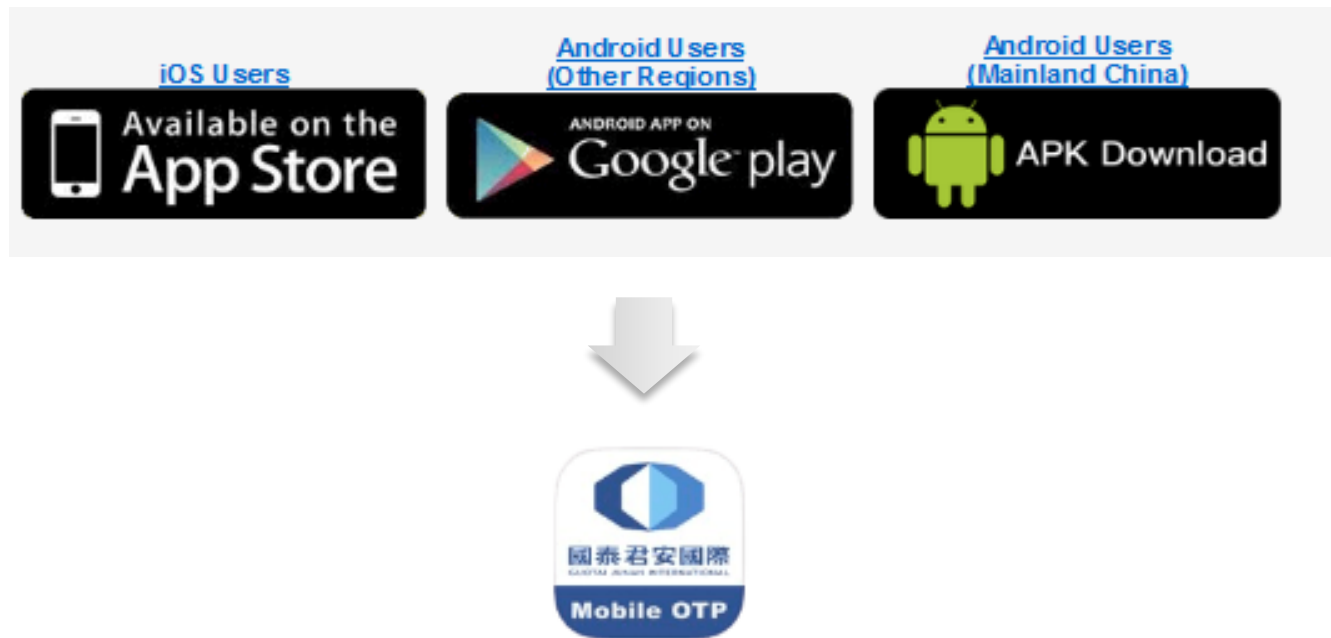
## 2.4 How to Enroll & Register for another mobile?

1. The i) Apps download link, ii) Guideline and iii) QR Code will be included in the enrollment letter.



## 2.4 How to Enroll & Register for another mobile?

- ▶ 2. Download & Install Mobile Token  
“GTJAI Mobile OTP” App for another mobile.



## 2.4 How to Enroll & Register for another mobile?

- ▶ Through Option 1 or Option 2, client can use mobile phone of one registered trading account to register another trading account by scanning the QR Code:

### Step 2: Enroll and Register mobile

#### Option A) Scan QR Code

[iOS - Enrollment Guide](#)  
[Android - Enrollment Guide](#)

1. Please click  and scan below QR Code.



#### Option B) Manual Enrollment

[Manual Enrollment Guide](#)

Except enrolling by scanning the enrollment QR Code, client can also use the following information to enroll and register the mobile by the "GTJAI Mobile OTP" manually. Please click "Add account"  button for Manual Enrollment.

Organization:	Securities
Account ID:	700002
Activation Code:	711118

(Attention: Information can only be used in up to 5 Device(s) and will be expired at 2020-09-25 14:00:28)

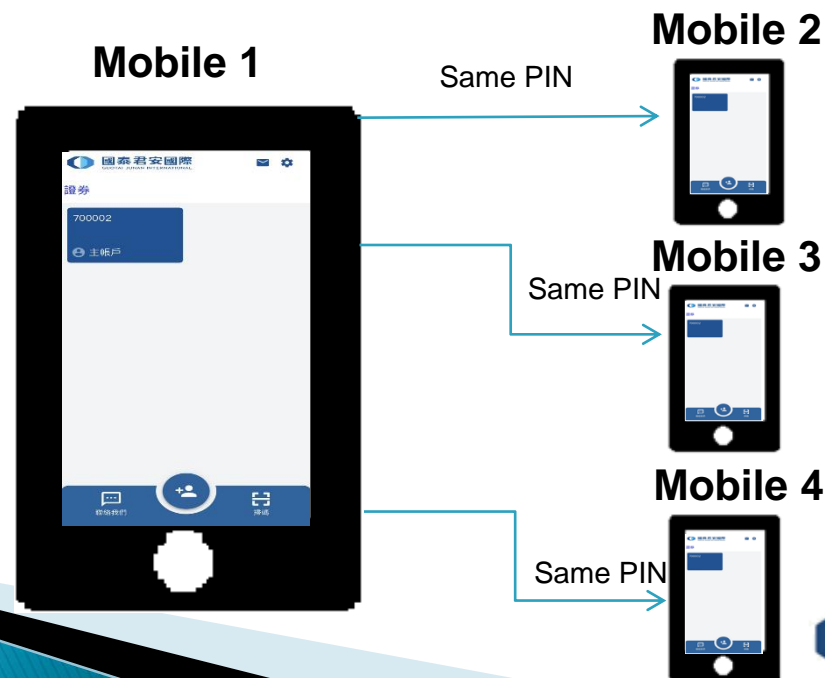


國泰君安國際  
GUOTAI JUNAN INTERNATIONAL

## 2.4 How to Enroll & Register for another mobile?

### Attention:

- ▶ If client trading account enrolled more than one mobile, all mobile have to share the same PIN, which was setup in the first mobile. The enrollment limit for each account is 5 mobile.

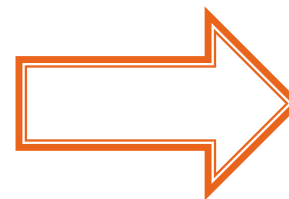
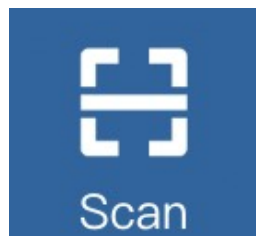
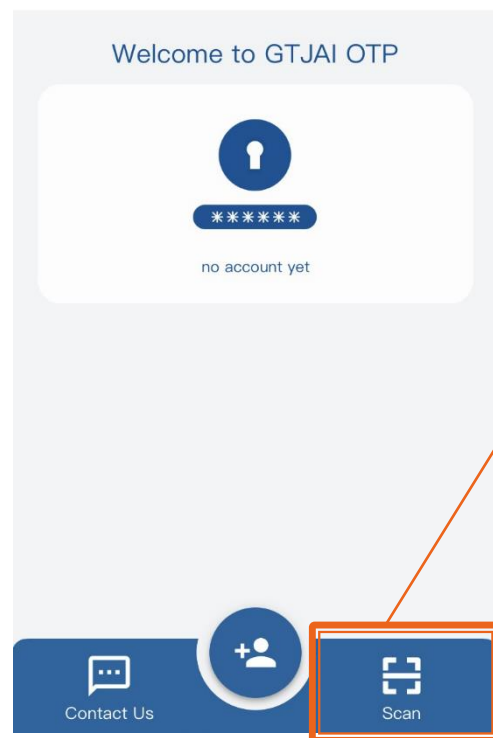


國泰君安國際  
GUOTAI JUNAN INTERNATIONAL



## 2.4 How to Enroll & Register for another mobile?

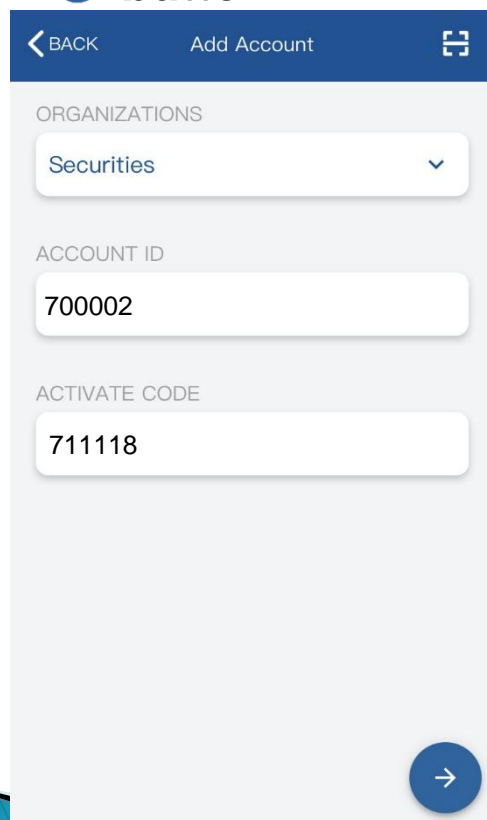
1. Please open GTJAI Mobile OTP and click “Scan” button to scan the Enrollment QR Code.



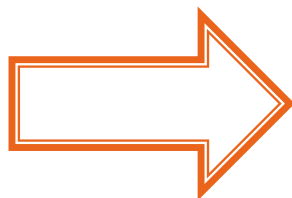
**(Attention: This is demo QR Code)**

## 2.4 How to Enroll & Register for another mobile?

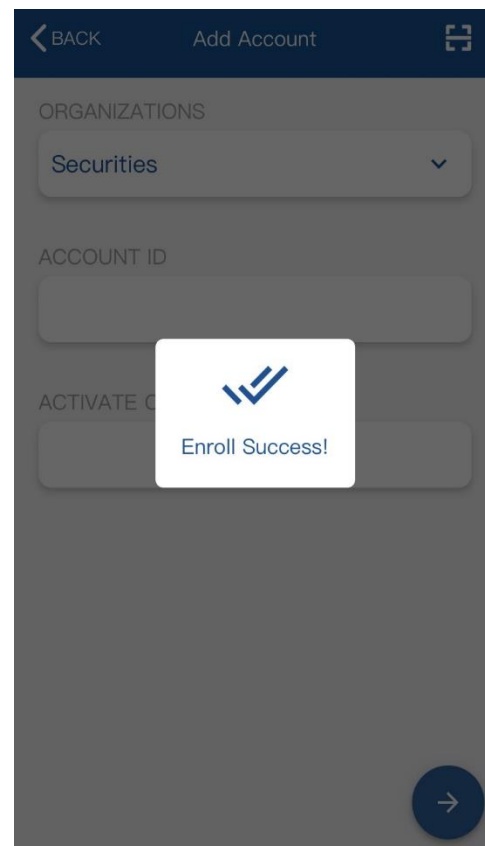
2. Your Account ID and Activate Code would be auto filled by system, please click ➔ button



The screenshot shows the 'Add Account' screen with a blue header containing a back arrow, the text 'Add Account', and a QR code icon. Below the header, there are three input fields: 'ORGANIZATIONS' with a dropdown menu showing 'Securities', 'ACCOUNT ID' with the value '700002', and 'ACTIVATE CODE' with the value '711118'. At the bottom right, there is a blue circular button with a white right-pointing arrow.



3. Enroll Success

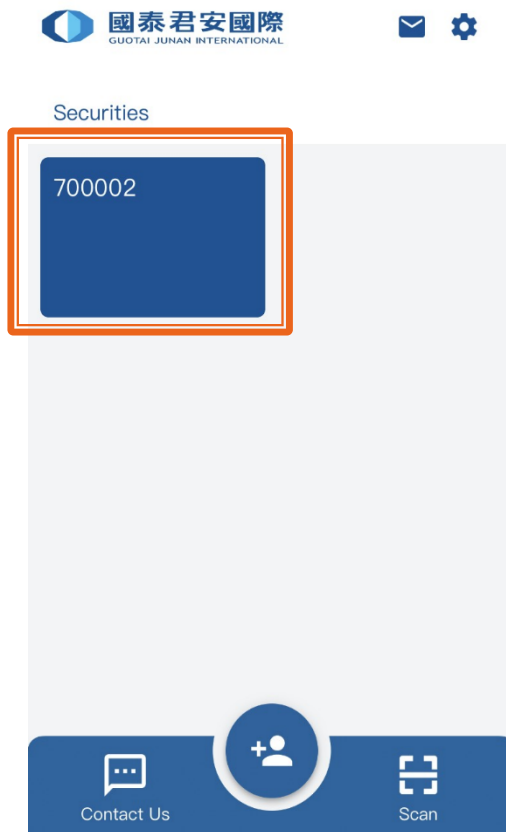


The screenshot shows the 'Add Account' screen with a blue header containing a back arrow, the text 'Add Account', and a QR code icon. Below the header, there are three input fields: 'ORGANIZATIONS' with a dropdown menu showing 'Securities', 'ACCOUNT ID' with the value '700002', and 'ACTIVATE CODE' with the value '711118'. A white modal box with a blue checkmark icon and the text 'Enroll Success!' is overlaid on the screen. At the bottom right, there is a blue circular button with a white right-pointing arrow.



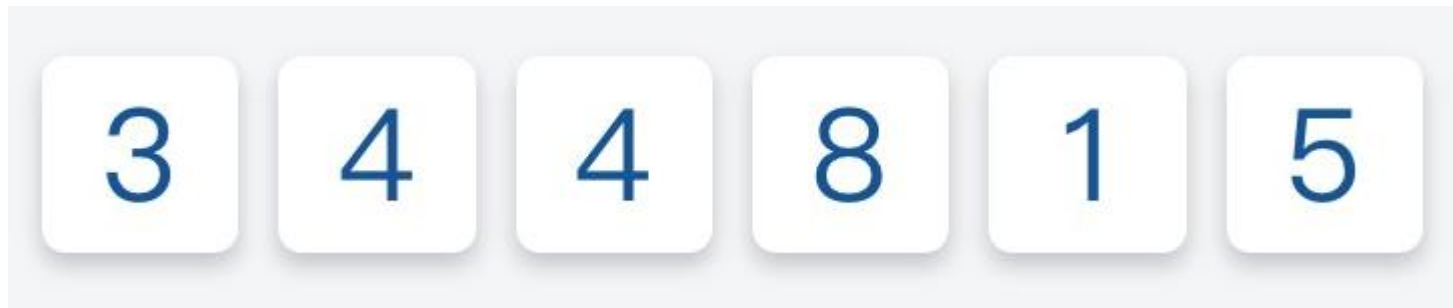
## 2.4 How to Enroll & Register for another mobile?

### 4. Sub-Account enroll successfully



## 2.5 Will OTP expired? What is the format?

OTP is composed of 6 digits and it will be expired in 60 seconds.



# 3. How to use GTJAI Mobile OTP?

Demonstration – Online Trading & GTJAI Mobile OTP



國泰君安國際  
GUOTAI JUNAN INTERNATIONAL

# 3.1 Demonstration Online Trading & GTJAI Mobile OTP

1. Enter Account No.

2. Enter Login Password

3. Enter Verification Code

4. Click "Client Login"

The screenshot shows the login interface of the GTJAS (HK) Online Trading platform. The header includes the company logo and name: 國泰君安證券(香港)有限公司 (GUOTAI JUNAN SECURITIES (HONG KONG) LIMITED). Navigation tabs for TRADE, NEWS, and HELP are present. A yellow banner provides a market update: "Dear Customer: Due to start of daylight saving time in Europe, market open and close will shift 1 hour earlier, (HKT) 3:00PM - 11:30PM begin from 30 Mar 2020." The main section is titled "Trade Login" and contains three input fields: "Account No." (with a "New Client" link), "Login Password", and "Verification" (displaying the code "6873"). A blue "Client Login" button is positioned below the verification field. To the right, an "Important Notice" section lists two items: "1. Latest Regulations for Derivative Products Trading Service" and "2. Implementing Two-Factor Authentication Service (2FA)". Below this, it states: "If it's your first time to use our online trading system, please read the Risk Disclosure Statements", "If you want to know more information, please read GTJAS (HK) Online Trading first", and "Should you have any queries, please feel free to contact us:". Contact information is provided for the Customer Service Hotline (40080 95521 / (852) 2509 7524), HK Market Dealing Tel ((852) 2509 7546 / 2509 7548), and B Shares & Overseas Mkts Dealing Tel ((852) 2509 7526). The footer features the company logo and name: 國泰君安證券(香港)有限公司.

# 3.1 Demonstration Online Trading & GTJAI Mobile OTP

國泰君安證券(香港)有限公司  
GUOTAI JUNAN SECURITIES (HONG KONG) LIMITED

TRADE NEWS GLOBAL INSIGHTS HELP

Home Welcome to the GTJAS (HK) Online Trading 中文版

Dear Customer: SH/SZ-HK Stock Connect and SH/SZ Market will be closed for 6 days from 1-Oct to 8-Oct. HKG & TWN Market will be closed for 2 days on 1-Oct and 2-Oct. In addition, according to HKEx, market rehearsals will be held on 3 Oct 2020 (Sat) 06:00am to 23:59pm. During the period, Internet and Mobile Phone Trading Platforms will be temporary suspended. Sorry for any inconvenience caused.

Please call our 24-hour dealing hotline at (852) 2509 7526 to place your order if you are having technical problems with Guotai Junan online trading services. And please call our customer service hotline at (852) 2509 7524 for general enquiries.

**Trade Login**

Account No.  [New Client](#)

Login Password  [Forgot Password](#)

Verification Code

[Client Login](#)

**OTP (One-Time-Password) Verification**

Please Input OTP

Please input One Time Password generated by Mobile Token (GTJAI Mobile OTP)

[Confirm](#) [Cancel](#)

**Important Notice:**

1. Latest Regulations for Derivative Products Trading Service
2. Implementing Two-Factor Authentication Service (2FA)

[Trading Activities](#)

When using the system, please read the [Risk](#)

Please read [GTJAS \(HK\) Online Trading](#)

free to contact us:

(852) 2250 0898 / 2509 7546

B Shares & Overseas Mkts Dealing Tel

(852) 2509 7526

國泰君安證券(香港)有限公司  
GUOTAI JUNAN SECURITIES (HONG KONG) LIMITED

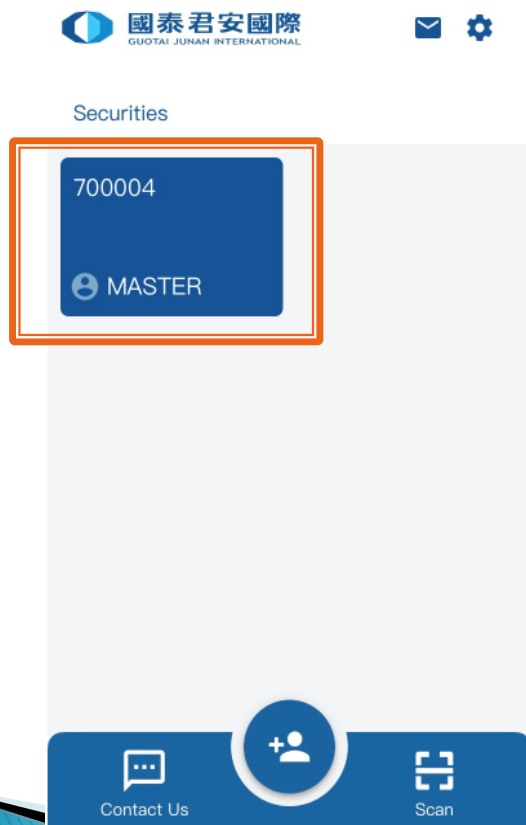
Copyright© 2007-2020 GUOTAI JUNAN SECURITIES (HONG KONG) LIMITED. All Rights Reserved.  
If you have any problems or suggestions to our system, please feel free to [contact us](#)

**System request input 6 digits OTP obtain by Mobile Token (GTJAI Mobile OTP)**

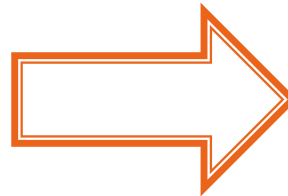
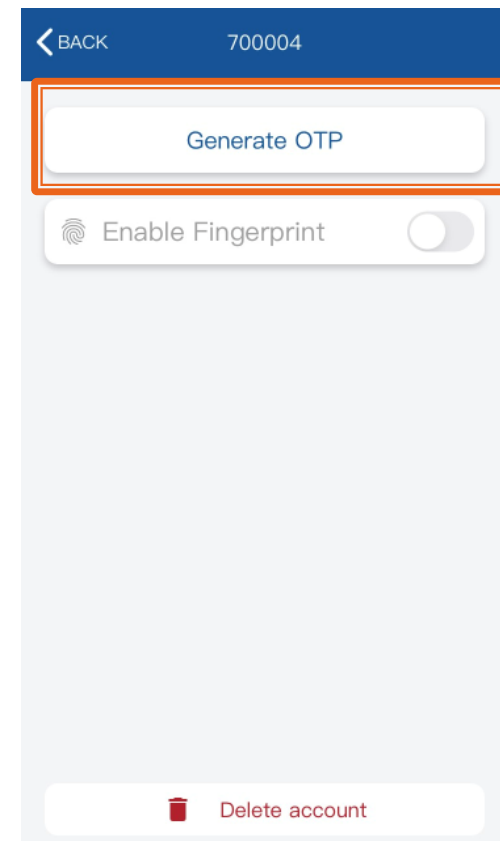


# 3.1 Demonstration Online Trading & GTJAI Mobile OTP


1. Click your account number

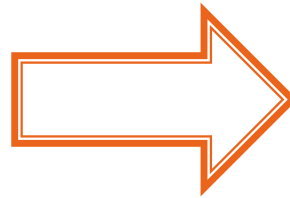
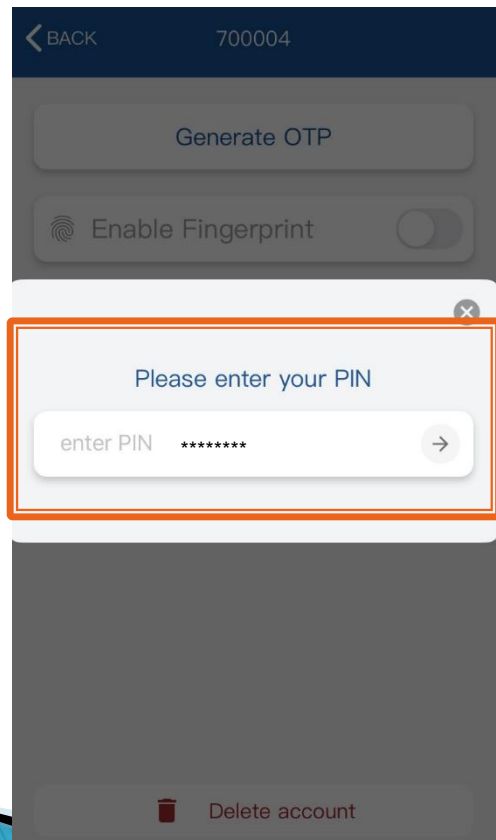


2. Click "Generate OTP".

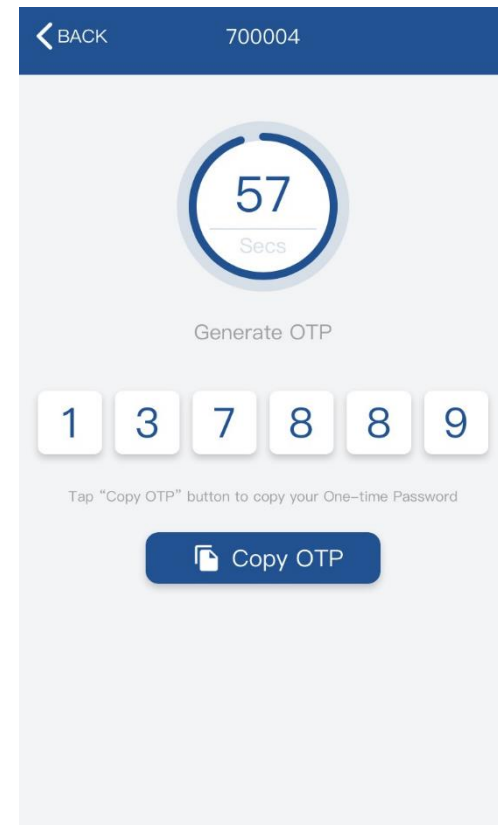


# 3.1 Demonstration Online Trading & GTJAI Mobile OTP

3. Input the PIN you have setup in your first mobile registration and click the  button.



4. OTP is generated



# 3.1 Demonstration Online Trading & GTJAI Mobile OTP

The screenshot displays the Guotai Junan Securities (Hong Kong) Limited website. The header includes the company logo and name in Chinese and English, along with navigation links for TRADE, NEWS, GLOBAL INSIGHTS, and HELP. A banner at the top provides market closure information for SH/SZ-HK Stock Connect and SH/SZ Market. Below the banner, a 'Trade Login' section is visible, featuring fields for Account No., Login Password, and Verification Code, with links for 'New Client' and 'Forgot Password'. A modal window titled 'OTP (One-Time-Password) Verification' is open, prompting the user to 'Please Input OTP'. The input field contains the number '137889'. Below the input field, there is a note: 'Please input One Time Password generated by Mobile Token (GTJAI Mobile OTP)'. At the bottom of the modal, there are 'Confirm' and 'Cancel' buttons. An orange arrow points from the 'Confirm' button to a callout box on the right. The background of the website shows contact information for B Shares & Overseas Mkts Dealing Tel, including phone numbers (852) 2250 0898 / 2509 7546 and (852) 2509 7526.

國泰君安證券(香港)有限公司  
GUOTAI JUNAN SECURITIES (HONG KONG) LIMITED

TRADE NEWS GLOBAL INSIGHTS HELP

Home Welcome to the GTJAS (HK) Online Trading

Dear Customer: SH/SZ-HK Stock Connect and SH/SZ Market will be closed for 6 days from 1-Oct to 8-Oct. HKG & TWN Market will be closed for 2 days of addition, according to HKEx, market rehearsals will be held on 3 Oct 2020 (Sat) 06:00am to 23:59pm. During the period, Internet and Mobile Phone Trading temporary suspended. Sorry for any inconvenience caused.

Please call our 24-hour dealing hotline at (852) 2509 7526 to place your order if you are having technical problems with Guotai Junan online trading service. customer service hotline at (852) 2509 7524 for general enquiries.

**Trade Login**

Account No.

[New Client](#)

Login Password

[Forgot Password](#)

Verification Code

[Client Login](#)

**OTP (One-Time-Password) Verification**

Please Input OTP

Please input One Time Password generated by Mobile Token (GTJAI Mobile OTP)

[Confirm](#) [Cancel](#)

[Important Notice:](#)

1. Latest Regulations for Derivative Products Trading
2. Implementing Two-Factor Authentication Service (2FA)

[Trading Activities](#)

[Risk](#)

[GTJAS \(HK\) Online Trading](#)

[free to contact us:](#)

[\(852\) 2250 0898 / 2509 7546](#)

[B Shares & Overseas Mkts Dealing Tel](#)

[\(852\) 2509 7526](#)

國泰君安證券(香港)有限公司  
GUOTAI JUNAN SECURITIES (HONG KONG) LIMITED

Copyright© 2007-2020 GUOTAI JUNAN SECURITIES (HONG KONG) LIMITED. All Rights Reserved.  
If you have any problems or suggestions to our system, please feel free to [contact us](#)

1. Enter OTP obtained from GTJAI Mobile OTP

2. Click "Confirm"

# 4. FAQs



## 4. FAQs

**Q1. What should client do if account was blocked due to OTP issue?**

**A:** Please contact our Customer Service Department by (40080 95521 / +852-2509 7524) immediately.

**Q2. What should client do if mobile is lost or stolen ?**

**A:** Please contact our Customer Service Department by (40080 95521 / +852-2509 7524) immediately for re-register Mobile Token.

**Q3. Can client receive OTP in Overseas?**

**A:** Yes.

## 4. FAQs

**Q4. Can client enroll the trading account more than one mobile?**

**A:** Yes. Please download and install Mobile Token “GTJAI Mobile OTP” App for every mobile, and scan enrollment QR Code which issued by Customer Service Department at the same time.

**Q5. Can client set different PIN for each mobile of same trading account?**

**A:** No. If client’s trading account enrolled more than one mobile, all mobiles have to share the same PIN, which was setup in the first mobile.

**Q6. Will Enrollment email expired?**

**A:** Yes. There is an expiry date showing below the QR Code. Please complete Enroll & Register procedure within 24hours from the time of email issued. Otherwise, the QR Code will be expired.



## 4. FAQs

### **Q7. What should client do if forgot PIN?**

**A:** Please contact our Customer Service Department by (40080 95521 / +852-2509 7524) immediately for reset PIN.

### **Q8. What should client do if authorized person has been updated?**

**A:** Please contact our Customer Service Department by (40080 95521 / +852-2509 7524) immediately for reset PIN.

### **Q9. What should client do if mobile token show “nonsync” after enrollment?**

**A:** Please input the Profile PIN which client set up in the first mobile registration. If forgot PIN, Please contact our Customer Service Department by (40080 95521 / +852-2509 7524) immediately.



# For enquiries, please contact:

CS Hotline : 40080 95521 / 852 – 2509 7524

HK Shares Dealing Hotline : 852 – 2250 0898 / 852 – 2250 0899

24-hour Dealing Hotline : 852 – 2509 7526



國泰君安國際  
GUOTAI JUNAN INTERNATIONAL