

Online Trading System FAQ:

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1. Forgot your account number?

A: If you have forgotten your account number, please contact your Relationship Manager or our Customer Service Department at 40080 95521 / (852) 2509 7524 to verify your personal information and retrieve your account number.

2. Forgot your password?

A: If you have forgotten your password, you can click "[Forgot Password](#)" on the login page to access the password reset page and enter your personal/company information registered with us for verification. After verification, you can reset your password by entering the OTP sent to your registered mobile phone number or email address.

3. How do I unlock my account if it has been locked after repeatedly entering an incorrect password?

A: If you have entered the wrong password more than the maximum number of times, your account will be locked for online services to protect the security of your account. To unlock your account, please call our Customer Service Hotline at 40080 95521 / (852) 2509 7524 to verify your personal

information.

If you have forgotten your password, you can click "[Forgot Password](#)" on the login page to access the password reset page and enter your personal/company information registered with us for verification. After verification, you can reset your password by entering the OTP sent to your registered mobile phone number or email address.

4. What should I do if the information entered during the password reset does not match the system records?

A: Please check whether the information you have entered is the original information registered with us. If you still cannot pass the verification, you can contact our Customer Service Department at 40080 95521 / (852) 2509 7524 to unlock your account and reset your password.

5. What should I do if I have entered the wrong information too many times when resetting my password?

A: You need to contact your Relationship Manager or our Customer Service Department at 40080 95521 / (852) 2509 7524 to unlock your account and reset your password.

6. What should I do if I have verified my account too many times?

A: If you have failed to complete the authentication process after repeated attempts, you may need to contact your Relationship Manager or our Customer Service Department at 40080 95521 / (852) 2509 7524 to verify your personal information before the restriction can be lifted.

7. What should I do if I have verified the Mobile Security Device application too many times?

A: If your Mobile Security Device Application account has been locked due to excessive Mobile Security Device Application validation, you should contact your Relationship Manager or our Customer Service Department at 40080 95521 / (852) 2509 7524 to verify your personal information and the restriction will be lifted.

8. What should I do if my account status is invalid?

A: You need to contact your Relationship Manager or our Customer Service Department at 40080 95521 / (852) 2509 7524 to check the status of your account.