

## << Securities Trading Hotline User Guide >>

Securities Trading Hotline 2287 6088

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① Cantonese      ② Putonghua      ③ English  
Enter Account Number And PIN To Access Hong Kong Securities Trading Service

### Hong Kong Securities Trading Service

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| <p><b>1 Check Stock Prices, Hang Seng Index/ Sub-indexes And Price Alert Service</b></p> <ul style="list-style-type: none"> <li>① Check Stock Prices</li> <li>② Check Hang Seng Index And Market Turnover</li> <li>③ Check Hang Seng Sub-indexes</li> <li>④ Price Alert Service</li> <li>* Other Services</li> </ul> <p><b>2 Order Placement/Amendment#</b></p> <ul style="list-style-type: none"> <li>① Buy Order</li> <li>② Sell Order</li> <li>③ Conditional Order</li> <li>④ Good Till Date Order</li> <li>⑤ Trigger Order</li> <li>⑥ Order Amendment</li> <li>⑦ Order Cancellation</li> <li>⑧ Market Order</li> <li>* Other Services</li> </ul> <p><b>3 Order Status Enquiry</b></p> <ul style="list-style-type: none"> <li>① For enquiry on individual order Today</li> <li>② For enquiry on all orders Today</li> <li>③ For enquiry on individual order in last Two Trading Days</li> <li>④ For enquiry on all orders in last Two Trading Days</li> <li>* Other services</li> </ul> | <p><b>4 Securities Portfolio and Market Valuation Enquiry</b></p> <ul style="list-style-type: none"> <li>① For enquiry of particular stock portfolio and market valuation</li> <li>② For enquiry of securities portfolio and total market valuation</li> <li>* Other Services</li> </ul> <p><b>5 Securities Trading Statement Request</b></p> <ul style="list-style-type: none"> <li>① Apply Statement</li> <li>* Other Services</li> </ul> <p><b>6 Balance Enquiry</b></p> <p><b>7 Fund Transfer Services</b></p> <p><b>9 Choose Other Market</b></p> <ul style="list-style-type: none"> <li>① Shanghai-Hong Kong Stock Connect Service</li> <li>② Shenzhen-Hong Kong Stock Connect Service</li> <li>③ Hong Kong Securities Trading Service</li> </ul> <p><b>0 Contact Customer Service Officer#</b></p> |
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### Shanghai-Hong Kong Stock Connect Service

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| <p><b>1 Check Stock Prices for Shanghai-Hong Kong Stock Connect, Shanghai Composite Index</b></p> <ul style="list-style-type: none"> <li>① Check Stock Prices</li> <li>② Check A-Shares index and Market Turnover</li> <li>③ Check SSE 180 index</li> <li>④ Check SSE 380 index</li> <li>* Other services</li> </ul> <p><b>2 Order Placement/Amendment#</b></p> <ul style="list-style-type: none"> <li>① Buy Order</li> <li>② Sell Order</li> <li>⑦ Order Cancellation</li> <li>* Other Services</li> </ul> <p><b>3 Order Status Enquiry</b></p> <ul style="list-style-type: none"> <li>① For enquiry on individual order Today</li> <li>② For enquiry on all orders Today</li> <li>③ For enquiry on individual order in last Two Trading Days</li> <li>④ For enquiry on all orders in last Two Trading Days</li> <li>* Other services</li> </ul> | <p><b>4 Securities Portfolio and Market Valuation Enquiry</b></p> <ul style="list-style-type: none"> <li>① For enquiry of particular stock portfolio and market valuation</li> <li>② For enquiry of securities portfolio and total market valuation</li> <li>* Other Services</li> </ul> <p><b>5 Securities Trading Statement Request</b></p> <ul style="list-style-type: none"> <li>① Apply Statement</li> <li>* Other Services</li> </ul> <p><b>6 Balance Enquiry</b></p> <p><b>7 Fund Transfer Services</b></p> <p><b>9 Choose Other Market</b></p> <ul style="list-style-type: none"> <li>① Hong Kong Securities Trading Service</li> <li>② Shenzhen-Hong Kong Stock Connect Service</li> <li>③ Shanghai-Hong Kong Stock Connect Service</li> </ul> <p><b>0 Contact Customer Service Officer#</b></p> |
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### Shenzhen-Hong Kong Stock Connect Service

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| <p><b>1 Check Stock Prices for Shenzhen-Hong Kong Stock Connect, Shenzhen Market Index</b></p> <ul style="list-style-type: none"> <li>① Check Stock Prices</li> <li>② Check Shenzhen component index</li> <li>③ Check Shanghai and Shenzhen 300 Index</li> <li>* Other Services</li> </ul> <p><b>2 Order Placement/Amendment#</b></p> <ul style="list-style-type: none"> <li>① Buy Order</li> <li>② Sell Order</li> <li>⑦ Order Cancellation</li> <li>* Other Services</li> </ul> <p><b>3 Order Status Enquiry</b></p> <ul style="list-style-type: none"> <li>① For enquiry on individual order Today</li> <li>② For enquiry on all orders Today</li> <li>③ For enquiry on individual order in last Two Trading Days</li> <li>④ For enquiry on all orders in last Two Trading Days</li> <li>* Other services</li> </ul> | <p><b>4 Securities Portfolio and Market Valuation Enquiry</b></p> <ul style="list-style-type: none"> <li>① For enquiry of particular stock portfolio and market valuation</li> <li>② For enquiry of securities portfolio and total market valuation</li> <li>* Other Services</li> </ul> <p><b>5 Securities Trading Statement Request</b></p> <ul style="list-style-type: none"> <li>① Apply Statement</li> <li>* Other Services</li> </ul> <p><b>6 Balance Enquiry</b></p> <p><b>7 Fund Transfer Services</b></p> <p><b>9 Choose Other Market</b></p> <ul style="list-style-type: none"> <li>① Hong Kong Securities Trading Service</li> <li>② Shanghai-Hong Kong Stock Connect Service</li> <li>③ Shenzhen-Hong Kong Stock Connect Service</li> </ul> <p><b>0 Contact Customer Service Officer#</b></p> |
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# Service only available at designated time

Service hours - Automated Phone Banking System: 24 Hours

- Customer Service Officer: Please browse the "Contact Us" on the CNCBI Website at cncbinternational.com for service hours.