



## **1 BEA SmarTrade Mobile App**

### **1.1 Login**

#### **1.1.1 I have EAS securities account. How should I first time log in for BEA SmarTrade Mobile App?**

If you have already applied for the Cybertrading Service and installed BEA SmarTrade Mobile App, you may tap "Login" at top left corner on BEA SmarTrade Mobile App, then you may log in by using your securities account number and PIN in East Asia Securities Cybertrading Service and follow the instruction to complete login.

#### **1.1.2 What should I do if I have forgotten my PIN? How can I reset?**

You can contact our trading desk on (852)2308 8200 or customer service hotline on (852) 3608 8021 for requesting a new PIN.

#### **1.1.3 Why do I receive a one-time password (OTP) when I log in to the BEA SmarTrade Mobile App?**

To enhance the protection of your securities account, on top of using login PIN of Cybertrading Service as first level authentication, you are required to input one-time password (OTP) for second level authentication in order to access BEA SmarTrade Mobile App.

You may also activate SmarTrade i-Token as alternative authentication method.

#### **1.1.4 If I have not yet activated the BEA SmarTrade i-Token, can I still use BEA SmarTrade Mobile App?**

You need to input your securities account number and PIN and one-time password to log in to the BEA SmarTrade Mobile App.

#### **1.1.5 How can I activate biometric authentication to log in to BEA SmarTrade Mobile App?**

To enable the biometric authentication, it is required to activate the BEA SmarTrade i-Token first. You can enable biometric authentication during the SmarTrade i-Token activation process or enable later at "Settings".

Steps:

1. Go to BEA SmarTrade Mobile App Settings"
2. Tap "Biometric Login"

#### **1.1.6 Can I activate SmarTrade i-Token on multiple mobile devices?**

Yes. You can activate SmarTrade i-Token on a maximum of three mobile devices .

#### **1.1.7 I have EAS securities account. Can I use BEA SmarTrade Mobile App if I have not yet activated East Asia Securities Cybertrading Service?**

No. You are required to activate East Asia Securities Cybertrading Service first before using BEA SmarTrade Mobile App.

#### **1.1.8 Can I skip to enable biometric authentication during SmarTrade i-Token activation process?**

Yes, you can activate SmarTrade i-Token without enabling biometric authentication. After successfully activation of SmarTrade i-Token, you can simply input the SmarTrade i-Token PIN to log in to BEA SmarTrade Mobile App.

#### **1.1.9 Can I change the SmarTrade i-Token PIN via BEA SmarTrade Mobile App?**

Yes, you may change SmarTrade i-Token PIN via the following steps.

1. Go to "Settings"
2. Tap "Change SmarTrade i-Token PIN"

### **1.2 East Asia Securities Cybertrading Service Functions**

#### **1.2.1 What are the features and functions that East Asia Securities Cybertrading Service provides?**

1. Markets

BEA SmarTrade Mobile App and East Asia Securities Cybertrading Service provide you a one-stop solution to trade HK stocks and A shares listed in 2 stock markets.

## 2. Real-Time-Streaming Quotation Subscription Services

You may go to "Settings" > "Real-time Streaming Quotation Services" to subscribe real-time streaming quotation services on BEA SmarTrade Mobile App or stock trading function on East Asia Securities Cybertrading Service to enjoy real time streaming for HK stock market.

Once you have subscribed, the Real-time Streaming Quotation Services can be performed and shared across BEA SmarTrade Mobile App or East Asia Securities Cybertrading Service. Customers can monitor stock trends anytime, anywhere.

For subscription and termination, instruction will be effective on 1<sup>st</sup> working day of next month.

## 3. Watchlist

You can customize watchlists for monitoring purpose on both BEA SmarTrade Mobile App and East Asia Securities Cybertrading Service.

The 1st watchlist is named as "Position" by default, it contains all the stock holdings under your portfolio. You can also customize a maximum of 3 watchlists with your preferred stocks with a limit of 50 stocks for each watchlist.

BEA SmarTrade Mobile App has one specific watchlist at pre-login page for your easier tracking of your favorite stocks. This watchlist will only be stored at one mobile device and it will be sync up timely and automatically every time you log in and log out to display your last updated watchlist.

Please note: if you uninstall BEA SmarTrade Mobile App, this watchlist will be removed and cannot be retrieved again.

## 4. News

You may view updated market news and news display according to your portfolio under "News" section. You can save particular article and review them anytime under "Saved News". You can also forward news to friends with share function.

Remarks: Only Chinese version of news is available at the moment.

## 5. Calculator

This function can be used across HK stocks and A shares stock markets. It

helps you to calculate the estimated payable and receivable amount for buy and sell orders. You can simply input the stock code, price and quantity to obtain the figures.

You can access the function from below:

**BEA SmarTrade Mobile App**

"Home" > "Quick links" > "Calculator"

**East Asia Securities Cybertrading Service**

"Settings" > "Calculator"

## 6. E-Statement

You can view up to latest 120 days of daily e-statement and monthly e-statement of past 24 months.

You can access the function from below:

**BEA SmarTrade Mobile App**

"Home" > "Quick Links" > "E-Statement"

**East Asia Securities Cybertrading Service**

"E-Statement" on navigation bar

## 7. Market and Stock Picker

BEA SmarTrade Mobile App and East Asia Securities Cybertrading Service provide multi-market indices of HK Stocks and A shares. You can also sort out stocks by using different stock picker:

- New 52-Week High
- Quarterly Top Gainers
- Volume Surged
- Dividend Yield
- Warrants & CBBCs

You can access the function from below:

**BEA SmarTrade Mobile App**

"Home" > "Market Indices" tap "More" > "Market Information" or "Watchlist" > "Market Information"

**East Asia Securities Cybertrading Service**

"Watchlists" > "Markets" > "Market Information"

## 8. Price Alert

Price Alert function supports HK Stock, A Share & US stock Market. You can set up notification for specific stock price movement or percentage change. The notification will be sent by email and push notification on mobile device.

You can access the function from below:

### **BEA SmarTrade Mobile App**

"Home" > "Quick Links" > "Price Alert" or "Settings" > "Price Alert"

### **East Asia Securities Cybertrading Service**

"Settings" > "Price Alert"

## 9. e-Forms

You may now submit the following e-forms / consent with e-signature:

### HK

Acknowledgement of Consent under Hong Kong Investor Identification Regime, OTC Securities Transactions Reporting Regime and Fast Interface for New Issuance ("FINI")

### A-Shares

Application for Northbound Trading under Shanghai-Hong Kong Stock Connect and Shenzhen-Hong Kong Stock Connect Trading Services

You can access the function from below:

### **BEA SmarTrade Mobile App**

"Settings" > "E-forms"

### **East Asia Securities Cybertrading Service**

"Settings" > "E-forms"

\*Not applicable to Joint-account holders

\*If you have already signed before, you can review related documents by visiting

"Quick Links" > "Important Info" at BEA SmarTrade Mobile App or "Important Information" at East Asia Securities Cybertrading Service.

## 10. IPO

You can now submit eIPO subscription application through East Asia Securities Cybertrading Service. You can also find the allotment record and result at under "IPO Subscription Record". Notification of subscription and allotment result will be sent by

email and SMS.

You can access the function from below:

**East Asia Securities Cybertrading Service**

"IPO" on navigation bar

11. Corporate action

You can view the latest corporate action, download and submit the instruction via BEA SmarTrade Mobile App and East Asia Securities Cybertrading Service. Corporate action related notifications will be sent by email, you may also view and trace the submission history under Corporate Action History.

You can access the function from below:

**BEA SmarTrade Mobile App**

"Home" > "Quick Links" > "Corporate Action"

**East Asia Securities Cybertrading Service**

"Corporate Action" on navigation bar

12. Price Quote Color

You can customize your preference for quote and chart display with the following 2 options:

- Rise Red Fall Green
- Rise Green Fall Red

You can access the function from below:

**BEA SmarTrade Mobile App**

"Settings" > "Price Change Color"

**East Asia Securities Cybertrading Service**

"Settings" > "Price Change Color"

### 13. Order History

You can view up to 90 days of transaction history.

You can access the function from below:

#### **BEA SmarTrade Mobile App**

"Trade" > "History"

#### **East Asia Securities Cybertrading Service**

"Trade" on Navigation bar > "Order History"

## **1.3 HKIDR & OTCR & FINI**

### **1.3.1 What is the Hong Kong Investor Identification Regime (HKIDR) and the Over-the-Counter Securities Transaction Reporting Regime (OTCR)?**

The HKIDR is a real name measure used for trading securities on the trading system of the Stock Exchange of Hong Kong ("SEHK"). Broker is required to disclose to SEHK a Broker-to-Client Assigned Number ("BCAN") which includes relevant identifying information of the client at the time of submission of the client's trading transactions in accordance with SEHK's rules.

Under the OTCR, broker has to: (1) report the Client Identification Data ("CID") of clients, including the transferee and/or transferor of shares, to the Securities and Futures Commission ("SFC") when the broker, whether as principal or agent for clients, makes the relevant transfer; or (2) report the CID of clients to the SFC when the broker, whether as principal or agent for clients, deposits or withdraws physical share certificates.

HKIDR and OTCR were launched on 20 March 2023 and 25 September 2023 respectively.

### **1.3.2 Will my personal data be sent to the SEHK and the SFC under the HKIDR and the OTCR?**

With the express consent of the customer, the customer's personal data will be submitted to the SEHK and the SFC. The information submitted will be used by the regulators for market surveillance and monitoring purposes only and will not be made available for public inspection.

### **1.3.3 What is Client Identification Data? What information do I need to update?**

For individual, client identification data includes the full name of the customer in English and Chinese, the issuing country or jurisdiction of the identity document, the identity document type and the identity document number.

The SFC has specific requirements for verifying the identity of an individual client and the following priority should be observed for the collection of Client Identification Data.

- (1) Hong Kong Identity Card; or
- (2) National Identification Document; or
- (3) Passport.

Therefore,

- Hong Kong residents are required to submit their Hong Kong Identity Card
- China residents must submit their Chinese Identity Card (neither the Exit-Entry Permit for Travelling to and from Hong Kong and Macao nor the Exit-Entry Permit for Travelling to and from Hong Kong and Macao will be considered as CID-related documents)
- Macao residents must submit their Macao Identity Card

Simply put, if you open a securities account with a Hong Kong Identity Card and has not changed personal information (e.g. name), you do not need to update your identification information with us. However, if your identification information has been changed or if the account is not opened with the above identification documents in accordance with the mentioned priority, you are required to bring the original identity document to our office to update your identity record with us.

If you fail to provide the specific identification documents in order of priority within the specified time, we can only provide limited service to you after the implementation of HKIDR, i.e. only sell orders to sell your securities holdings.

### **1.3.4 Will the implementation of the Hong Kong Investor Identification Code Regime affect my participation in the trading of securities listed on the Stock Exchange of Hong Kong?**

You must expressly agree to authorize us to submit your personal information (i.e., submit the broker client assigned code together with your Client Identification Data to the SEHK and the SFC) in order to continue trading after the implementation of the HKIDR, otherwise you can only place sell orders to sell your securities holdings.



### **1.3.5 How can I submit my consent for HKIDR on BEA SmarTrade Mobile App or East Asia Securities Cybertrading Service?**

Submission of consent via online channels is very simple. When you log in to BEA SmarTrade Mobile App or East Asia Securities Cybertrading Service, you can locate the online consent form "Acknowledgement of Consent under Hong Kong Investor Identification Regime, OTC Securities Transactions Reporting Regime and Fast Interface for New Issuance ("FINI")" under the "Portfolio" page or "Settings" > "E-forms" to sign up. If you agree to the relevant terms, click the "Confirm" button to complete the signing. Please note that the consent will take effect at least four trading days after submission (excluding Saturdays, Sundays, and public holidays).

### **1.3.6 Do I need to provide separate express consent for each individual for Joint-account?**

Yes, you must provide express consent for all your securities accounts to us. For joint account, all joint account holders have to provide their consents.

Submission of express consent via mobile application or online trading platform is only available to individual who hold a Hong Kong Identity Card and does not authorize a third party to operate the account. For joint account and individual account with third party authorization, submission via paper consent form is required. Please visit BEA branches for submission.

### **1.3.7 What will happen if I do not provide my consent to submit my personal data after the implementation of HKIDR?**

After the implementation of the HKIDR, you are no longer be able to place buy orders on the SEHK and only able to sell your securities holdings. And the normal trading services will be resumed after we have received your consent and completely updated your client identification data (CID).

Please note: HKIDR was launched on 20 March 2023.

### **1.3.8 Why did I receive a notification requesting new identification documents?**

As required by the SFC, client identification document need to be kept relevant and up-to-date. So when we conduct regular customer due diligence, and find that your identification document is outdated or do not meet the requirements, we will contact you to request for new identification document. If you fail to provide new identification documents within the specified period, we can only provide limited service to you after the deadline, i.e., only sell orders to sell the securities holding.

## **1.4 China Stock Connect**

### **1.4.1 Can I trade Northbound Stock Connect in Hong Kong?**

You need to fulfil the definition of investor eligibility under the SSE/SZSE and have an activated securities account and multi-currency account maintained in BEA for settlement. You can simply apply for the northbound trading service in person by signing up the online consent through BEA SmarTrade Mobile App or EAS Securities Cybertrading Service (only individual) or visit any BEA branch.

### **1.4.2 What is the settlement currency for the Shanghai-Hong Kong Stock Connect or Shenzhen-Hong Kong Stock Connect service?**

All Shanghai / Shenzhen A-shares transactions will be settled in renminbi ("RMB"). Please be ensured you have sufficient RMB maintained in your settlement account at the time you place the buy order; otherwise, it will be rejected.

### **1.4.3 Can I sell odd lot Shanghai / Shenzhen A-shares through BEA SmarTrade Mobile App and East Asia Securities Cybertrading Service?**

Yes. Odd lot sell orders are accepted by BEA SmarTrade Mobile App and East Asia Securities Cybertrading Service. However, the quantity of the sell order should be equal to all the odd lot shares you hold.

### **1.4.4 Why can't I sell the Shanghai / Shenzhen A-shares I've purchased on the same day?**

Day trading is not allowed for Northbound Trading. Therefore, you can only sell on or after T+1 day.

### **1.4.5 Can I make use the selling fund from Shanghai / Shenzhen A-shares to buy Hong Kong- listed RMB-denominated securities before settlement?**

Yes. Since the settlement cycles of the Shanghai / Shenzhen and Hong Kong market are different, you can use the funds from selling Shanghai / Shenzhen A-shares to buy Hong Kong- listed RMB-denominated securities before settlement. Conversely, you cannot use the funds from selling Hong Kong-listed RMB-denominated securities to buy Shanghai / Shenzhen A-shares.

### **1.4.6 Where can I obtain more information about the Shanghai-Hong Kong Stock**

## **Connect or Shenzhen-Hong Kong Stock Connect?**

Please visit the HKEX website at [www.hkex.com.hk](http://www.hkex.com.hk) for more information.  
[https://www.hkex.com.hk/Mutual-Market/Stock-Connect?sc\\_lang=en](https://www.hkex.com.hk/Mutual-Market/Stock-Connect?sc_lang=en)

### **1.5 Trade**

#### **1.5.1 What securities market I can trade?**

You can trade all HK-listed securities and China A-shares through the Shanghai or Shenzhen-Hong Kong Stock Connect.

#### **1.5.2 What is Good Till Date Order? (HK stock market applicable)**

The good-till-date order is applicable to HK stock market.

The good-till-date order is valid for up to 30 trading days (includes the order placement day and excludes public holidays). When the good-till-date order is valid, it will be automatically executed. However, a good-till-date order instruction for HK market can only be placed for At- auction Limit Order, Enhanced Limit Order and Session Order.

If the order is not triggered, cancelled or rejected on a trading day before the expiry date, it will be automatically carried forward to next trading day until the end of the expiry date. If the order has been partially executed on or before the expiry date, the unexecuted portion of the order will be cancelled on the same day. In other words, the order will not be carried forward to the end of the expiry date.

#### **1.5.3 What is Good Till Cancel Order? (HK stock market applicable)**

The good-till-cancel order is applicable to HK stock market.

The "good-till-cancel order" is valid for up to 30 trading days (includes the order placement day and excludes public holidays). When the "good-till-cancel order" is valid, it will be automatically executed. However, a good-till-cancel order instruction for HK market can only be placed for At-auction Limit Order, Enhanced Limit Order and Session Order.

When a "good-till-cancel order" has been placed and accepted successfully, the system will calculate the total estimated transaction amount or securities that is needed to be held up for that order until expiry after the good till date or cancelled by customers. Transaction fees and taxes for partially executed during the good-till-date period will be settled on the same day and the unexecuted portion of the order

will be carried forward to the end of the expiry date.

#### **1.5.4 What order type I can submit?**

Both BEA SmarTrade Mobile App and East Asia Securities Cybertrading Service support the following order types:

- HK Stock: Session order, Enhanced limit order, At-auction order, At-auction limit order, Market order, Odd lot, Trigger order, Good-till-date order (valid for up to 30 trading days) and Good-till-cancel order (valid for up to 30 trading days)
- China Stock Connect: Limit order

#### **1.5.5 What is the settlement cycle? (HK & A Stock market applicable)**

HK Stock: Executed transactions will be settled on the 2nd settlement day after the trade day (T+2 settlement).

China Connect Stock: Northbound trades will follow the settlement cycle of SSE/SZSE, i.e. securities are settled on the trading day ("T day") while money is settled on T+1 day.

### **1.6 Trade (HK)**

#### **1.6.1 What HK securities I can trade?**

You can trade the securities listed in HKEX including HK stocks, CBBC, warrants and ETP etc.

#### **1.6.2 When the order will be sent to Stock Exchange for queuing up?**

Only orders within 20 spreads of the current market bid/offer prices will be sent to Stock Exchange and queuing up.

#### **1.6.3 When the HK stock transactions will be settled?**

Executed transactions will be settled on the 2nd settlement day after the trade day (T+2 settlement).

**1.6.4 Why my At-auction Limit Order instruction is rejected, is there any limitation on the price?**

We adopt the price limit set by HKEX during the Pre-opening Session. Instructions that out of the price limit range will be rejected.

**1.6.5 Why my Enhanced Limit Order instruction is rejected, is there any limitation on the price?**

We only accept Enhanced Limit Order within 100 price spreads of the nominal price. Instructions that out of the spread will be rejected.

**1.6.6 Why my Session Order instruction is rejected, is there any limitation on the price?**

The system will automatically determine the submitted order (At-auction Limit Order or Enhanced Limit Order) to an appropriate order type according to the current or next trading session and dispatch the order to the market for matching and execution. Instructions that out of the price limit range will be rejected.

**1.6.7 Why my order instruction is rejected, is there any limitation on the lot size?**

Instruction of lot size exceeds 3,000 will be rejected.

**1.6.8 What is the Pre-opening Session (POS)?**

The POS is an additional trading session of 30 minutes which takes place before the Morning Trading Session. It allows orders to be entered into the trading system,

OTP-C, for a single price auction. It also allows manual transactions concluded before the commencement of the Morning Trading Session to be reported by Exchange Participants.

- Order Input Period (9:00am - 9:15am): In the first period (a 15-minute Order Input Period), at- auction orders and at-auction limit orders within  $\pm 15\%$  of the previous closing price can be entered for POS Securities. Orders can also be amended or cancelled during this period.
- No-cancellation Period (9:15am - 9:20am): Starting from the second period (a 5-minute No- cancellation Period), the allowable price limits are tightened, and the prices of new at-auction limit orders that aim to be executed in the POS must be between the highest bid & lowest ask

recorded at the end of Order Input Period (i.e. recorded at 9:15am).

In order to build an order book with deeper liquidity after the market opens, passive at-auction limit orders will still be accepted provided that these orders are within  $\pm 15\%$  from the previous closing price. However, these passive orders will not be matched during the POS.

Both at-auction orders and at-auction limit orders can be entered during the No-cancellation Period, but no orders can be amended or cancelled.

- **Random Matching Period (9:20am - up to 9:22am):** In the third period (Random Matching Period which is up to two minutes in length), the order rules from the No-cancellation Period apply, and order matching takes place randomly within the two-minute period. The Random Matching Period will end immediately upon the start of order matching.
- **Order Matching (at a random time between 9:20am and 9:22am):** At the end of the Random Matching Period, orders for all POS Securities are matched at the final Indicative Equilibrium Price (IEP). Order matching is based on order type (at-auction orders first and then at-auction limit orders), price and then time priority. In cases where the final IEP cannot be established during the POS, no order matching will occur.

**Blocking Period (after order matching - 9:30am):** Once order matching is completed, the Blocking Period starts immediately and continues until 9:30am. Orders can no longer be entered, amended or cancelled during the Blocking Period.

### 1.6.9 How does Closing Auction Session (CAS) work?

CAS would last for about 8 to 10 minutes and consists of a Reference Price fixing period, an order input period, a no-cancellation period and a random closing period.

- In the first period (Reference Price Fixing Period, 4:00-4:01 pm), a Reference Price, which sets the allowable price limit of CAS ( $\pm 5$  per cent from the Reference Price), is calculated for each CAS Security. The Reference Price is determined by taking the median of 5 nominal prices in the last minute of the CTS and the system would take 5 snapshots on the nominal prices at 15-second interval starting from 15:59:00.
- In the second period (Order Input Period, 4:01-4:06 pm), at-auction orders and at-auction limit orders within the  $\pm 5$  per cent price limit could be entered, amended or cancelled on CAS Securities.
- Starting from the third period (No-Cancellation Period, 4:06-4:08 pm), at-

auction orders and at-auction limit orders could be entered. However, the prices of new at-auction limit orders must be between the lowest ask and highest bid of the order book, and no orders could be amended or cancelled.

- In the last period (Random Closing Period, 4:08-4:10 pm), the order rules from the No- Cancellation period apply and the market closes randomly within two minutes.

After the random closing period, there is order matching for all CAS Securities at the final IEP. In cases where no final IEP is established during CAS, the Reference Price would be treated as the final IEP for order matching and would become the closing price of the CAS Security. This price would also be used for order matching based on matching priority, i.e. by order type, price and then time.

#### **1.6.10 How does the Volatility Control Mechanism (VCM) model work in the securities market?**

HKEX has adopted a dynamic price limit VCM model, which would trigger a cooling-off period in case of abrupt price volatility detected at the instrument level.

The VCM is only applicable for board lot order input during the Continuous Trading Session (CTS), but not for any orders input during the Pre-opening Session (POS) and the CAS.

- During the CTS, the potential trade price of a VCM security will be continuously checked against a dynamic price limit of  $\pm 10\%$ ,  $\pm 15\%$  and  $\pm 20\%$  for Hang Seng Composite LargeCap, MidCap and SmallCap Indexes constituent stocks respectively based upon the reference price which is the last traded price 5 minutes ago.
- The VCM is triggered if a stock is  $\pm 10\%$ ,  $\pm 15\%$  and  $\pm 20\%$  away (for Hang Seng Composite LargeCap, MidCap and SmallCap Indexes constituent stocks respectively) from the last traded price 5-min ago; A 5-min cooling-off period will start.
- Normal trading and VCM monitoring will resume on the VCM-triggered instrument after the cooling-off period.

### **1.7 Settlement Arrangement for Multi-counter Eligible Securities**

#### **1.7.1 When will this Enhancement take effect? What is the scope of the Enhancement?**

Hong Kong Securities Clearing Company Limited ("HKSCC") is going to implement the Enhancement of Settlement Arrangement for Multi-counter Eligible Securities – Adoption of Single Tranche Multiple Counter Arrangement on 30 June, 2025.

The current settlement arrangement requires clearing and settlement separately for each trading counter under the Dual Tranche Dual Counter ("DTDC") model. In order to enhance the existing settlement arrangement, Central Clearing and Settlement System ("CCASS") is going to introduce the Enhancement with the benefits of eliminating the need for the manual inter-counter transfer of Multi-counter Eligible Securities in CCASS. Multi-counter Exchange Traded Products ("ETP") with RMB and/or USD counter(s) will also be migrated to this new settlement arrangement.

### **1.7.2 Are there any changes to the existing trading arrangements?**

After the Enhancement, there is no change in trading arrangements. Multiple trading currency counters will still be available on the trading front per stock as per existing trading arrangement. However, trades of different currency counters will only be reflected under one currency counter which will be designated as the domain settlement counter. In other words, market contracts for the multiple trading counters of the same Multi-counter Eligible Security will only be reflected under the domain settlement counter (i.e. normally the trading counter in HKD) for subsequent post-trade processing.

### **1.7.3 What is domain settlement counter?**

The stock code of the trading counter in HKD (or in the case where a Multi-counter Eligible Security has no such trading counter, the stock code of other trading counter as designated by HKSCC from time to time) will be used as the domain stock code for recording the activities and holdings in relation to such Multi-counter Eligible Security in CCASS after the implementation of the Enhancement.

For example, where the domain settlement counter for shares in Hong Kong Exchanges and Clearing Ltd. is stock code 388, then settlement for trades executed under HKD (Stock code: 388) and RMB counter (Stock code: 80388) will be settled under stock code 388.



#### **1.7.4 What are the difference in clearing and settlement after the Enhancement?**

Trades executed in different trading counters will only be reflected and recorded in CCASS and CCASS reports under the domain settlement counter for clearing and settlement purpose after trade execution. For example, trades executed under HKD counter (388) and RMB counter (80388) will be reflected under 388 for clearing and settlement.

There will be no change in money settlement arrangement and money positions of different currencies will not be offset against each other and will be maintained and settled separately. Therefore, Clearing Participants are required to prepare money settlement by currency.

#### **1.7.5 What is the change on stock settlement fees calculation?**

Currently stock settlement fee is calculated at 0.0020% of the gross value of an Exchange Trade in HKD equivalent, subject to a minimum fee of HKD2 and a maximum fee of HKD100 per trade.

With effect from 30 June 2025, the stock settlement fee is to be restructured as follows:

Existing Stock Settlement Fee Structure	New Stock Settlement Fee Structure
0.0020% of gross value of an Exchange Trade, subject to a minimum fee of HK\$2 and a maximum fee of HK\$100 per side per trade	0.0042% of gross value of an Exchange Trade in the Eligible Currency of such Exchange Trade and removal of the minimum and maximum boundary per side

#### **1.7.6 Will dividends be paid in HKD or RMB for Multi-counter Eligible Securities?**

Neither SEHK nor HKSCC imposes any mandatory requirement on an issuer's dividend policy. An issuer may decide to pay dividends in any currency. The Enhancement will not impair the shareholders' rights or interests in any event.

#### **1.7.7 What will be the arrangement for bonus issue and/or scrip shares under the Enhancement?**

Clearing Participants will receive securities in the domain settlement counter, based on the shareholding of the domain settlement counter as of the relevant shareholding date in CCASS.

**1.7.8 How can Clearing Participants submit corporate action instructions under the Enhancement?**

Clearing Participants are required to submit corporate action instructions through the domain settlement counter, based on the shareholding of the domain settlement counter as of the relevant shareholding date in CCASS.

**1.7.9 Any special deposit and/or withdrawal arrangement applicable to the Enhancement?**

Only domain settlement counter will be maintained under the Enhancement. Under normal circumstances, HKD counter is the domain settlement counter, physical certificate deposit and withdrawal services will then be available for HKD counter to Clearing Participants, which is in line with the existing practice.

**1.8 Trade (China Stock Connect)**

**1.8.1 What kind of A-Share I can trade?**

You can trade Shanghai (SSE) / Shenzhen (SZSE) A-share.

**1.8.2 When the A-Share transactions will be settled?**

Northbound trades will follow the settlement cycle of SSE/SZSE, i.e. securities are settled on the trading day ("T day") while money is settled on T+1 day.

**1.8.3 Can I use the fund from selling the SSE/SZSE securities to buy another SSE/SZSE securities on the same day?**

Day trading is not allowed for Northbound Trading. Therefore, you can only sell the shares on and after T+1 day. Besides, you can use the fund from selling the SSE/SZSE securities to buy another SSE/SZSE Securities on the same day.

#### **1.8.4 Can I amend or cancel my order?**

Order amendment is not allowed for Northbound Trading. If you want to amend your trading order, you have to cancel the order first and place a new order after successfully cancelled.

#### **1.8.5 What is trading hours for HK & China Stock Connect?**

HK Stock: Trading is conducted on Monday to Friday (excluding public holidays). The trading hours are divided into Pre-opening Session, Continuous Trading Session and Closing Auction Session.

- Pre-opening Session: 9:00 a.m. - 9:30 a.m.
- Continuous Trading Session: 9:30 a.m. - 12:00 noon and 1:00 p.m. - 4:00 p.m.
- Closing Auction Session: 4:00 p.m. to a random closing between 4:08 p.m. and 4:10 p.m.

China Connect Stock: Trading is conducted on Monday to Friday (excluding non-Northbound Trading days). The trading hours are divided into Opening Call Auction, Continuous Auction (Morning), Continuous Auction (Afternoon) and Closing Call Auction.

- Opening Call Auction: 9:15 a.m. - 9:25 a.m.
- Continuous Auction (Morning): 9:30 a.m. - 11:30 a.m.
- Continuous Auction (Afternoon): 1:00 p.m. - 2:57 p.m.
- Closing Call Auction: 2:57 p.m. - 3:00 p.m.

#### **1.8.6 How can I modify or cancel order(s) on BEA SmarTrade Mobile App?**

You can go to "Trade" > "History" to locate specific order to modify and cancel.

#### **1.8.7 Is "Order" page updating automatically on BEA SmarTrade Mobile App?**

You can scroll down at "History" > "Orders" page to refresh and update order status.

### **1.9 Quote**

#### **1.9.1 Can I get real-time price quotes?**

We provide two types of real-time price quote services for you to choose from: real-time streaming ("Continuous Access") and real-time snapshot ("Per Quote Access"). For details of the service fee, please refer to our [Fees and Charges Disclosure Sheet for Hong Kong Securities Transactions on BEA SmarTrade Mobile App and East Asia Securities Cybertrading Service](#).

Remarks: Real-time Streaming Quotation Services is only applicable to Hong Kong Stock.

### **1.9.2 How real-time quote quota is counted?**

Detailed quote enquiry through BEA SmarTrade Mobile App and East Asia Securities Cybertrading Service on stocks trading day from market open (including Pre-Opening Session) to 15 minutes after market close of each trading session, will be counted as real-time price quotes.

### **1.9.3 Can I enjoy the real-time price quote services immediately after logging in for the first time?**

HK Stock: You can enjoy the Basic Market Price (BMP) service immediately after logging in for the first time, and can enjoy the real-time snapshot price quote services (view detailed quote) on the next working day after completing the first time login and accepting the relevant Terms and Conditions. The real-time streaming price quote services will take effect on the first working day of the following month after you successfully subscribe.

A Shares: You can enjoy the real-time snapshot price quote services (view detailed quote) on the next working day after completing the first time login and accepting the relevant Terms and Conditions. The real-time streaming price quote services is not applicable to A Shares.

## **1.10 IPO**

### **1.10.1 What is Fast Interface for New Issuance (FINI)?**

The Hong Kong Exchanges and Clearing Limited ("HKEX") have introduced a new Initial Public Offering ("IPO") settlement platform – FINI on 23 November 2023. Investors can subscribe for shares in either the public offer tranche (EIPO or "e-White" channels) or the international offer tranche of a Hong Kong IPO via

FINI.

#### **1.10.2 Are there any requirements for the eIPO service?**

As long as you hold an AIO securities sub-account, you are eligible for the eIPO service.

#### **1.10.3 When an IPO is listed, when can I subscribe to the IPO through the eIPO service?**

The eIPO application service generally will be available from 2:00 p.m. on the first day that IPO applications are accepted, until 11:59 p.m. on the day before the IPO's closing date.

#### **1.10.4 How can I settle payment for an eIPO subscription?**

The payment will be debited from your designated securities settlement account directly. Please ensure that sufficient funds (Available Balance, not Buying Power) are available in your account at least one day before the IPO closing date else your application will be cancelled. Notification will be sent by email and SMS.

#### **1.10.5 When will the payment for my eIPO subscription through EAS Cybertrading Service be deducted from my account?**

The subscription payment will be deducted at 7:00 a.m. on the IPO closing date. Please ensure that sufficient funds are available in your designated securities settlement account to settle your eIPO subscription. Otherwise, your application will be deemed invalid.

#### **1.10.6 How can I check my eIPO allotment result?**

You will receive a notification regarding allotment result by email and SMS on the announcement day.

1.11.1.

### **1.11 Corporate Action**

**Can I submit the corporate action instruction through BEA SmarTrade Mobile App or East Asia Securities Cybertrading Service anytime?**

Service hour for Online Corporate Action service:

Monday to Friday	8:00 am – 7:00 pm
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## 1.12 Order History

**How can I check the transaction record for the orders I have placed?**

### **BEA SmarTrade Mobile App**

"Trade" > "History"

1.12.1.

### **East Asia Securities Cybertrading Service**

"Trade" on Navigation bar > "Order History"

## 1.13 Notifications

### 1.13.1 How can I manage "Push Notifications" of BEA SmarTrade Mobile App?

You may log in BEA SmarTrade Mobile App and go to "Settings" > "Push Notifications" to manage your preference.

### 1.13.2 Why do I receive email notification when I log in to stock trading platforms?

To enhance your online security, you will receive an email notification at your registered email address on East Asia Securities Cybertrading Service when you log in to BEA SmarTrade Mobile App and East Asia Securities Cybertrading Service.

You are required to provide email address to us in order to access to stock trading platform and receive notifications. You can register your email at "Settings" > "Personal Information" at East Asia Securities Cybertrading Service.

## 1.14 Contact Us

### 1.14.1 How can I contact EAS if I encounter any problem regarding BEA SmarTrade Mobile App and East Asia Securities Cybertrading Service?

You may call our EAS Hotline below for any enquiries regarding BEA SmarTrade Mobile App and East Asia Securities Cybertrading Service.

Service Hours	Hotline Number
Monday to Friday: 9:00 am to 5:30 pm	(852) 2308 8111

#### 1.14.2 For further enquiry, who should I contact?

Please refer to the information provided by related parties:

Securities and Futures Commission (SFC)

<https://www.sfc.hk/en/faqs/Investor-identification-and-OTC-securities-reporting>

Hong Kong Exchanges and Clearing Limited (HKEX)

[https://www.hkex.com.hk/Services/Trading/Securities/Overview/Trading-Mechanism?sc\\_lang=en](https://www.hkex.com.hk/Services/Trading/Securities/Overview/Trading-Mechanism?sc_lang=en)

### 1.15 System Maintenance Schedule

#### 1.15.1 Is there any regular system maintenance for BEA SmarTrade Mobile App and East Asia Securities Cybertrading Service?

Please refer to the regular system maintenance schedule of BEA SmarTrade Mobile App and East Asia Securities Cybertrading Service as below:

Time and Date	Services to be Suspended
Everyday 03:00 am to 06:00 am	Login and all services after login

Please note that all times given are Hong Kong time.

EAS reserves the right to change its maintenance schedule without prior notice.