

		<p><b>Lei Shing Hong Securities Limited (LSHS)</b>  <b>Online Trading Services</b>  <b>Frequently Asked Questions (FAQ)</b></p>
1.	Q:	<p><b>Is there any prerequisite for using the Online Trading Services?</b></p>
	A:	<p>Before using Online Trading Services for trading stocks via the Internet, you have to:  Open an online securities trading account with LSHS. (Please click <a href="https://www.lsh.com/wp-content/uploads/2023/12/AC-Opening_eng-Nov-23.pdf">https://www.lsh.com/wp-content/uploads/2023/12/AC-Opening_eng-Nov-23.pdf</a> for details of the account opening procedures. Alternatively, you can call our hotline at (852) 2978 3251 or email us at <a href="mailto:onlinetrade@lshsecurities.hk">onlinetrade@lshsecurities.hk</a> for assistance.)</p> <p>The following components are also required for your computer.</p> <ul style="list-style-type: none"> <li>• Microsoft Windows 10 or above</li> <li>• Google Chrome/Microsoft Edge</li> </ul>
2.	Q:	<p><b>Is the Online Trading Services the same as LSHS’s trading terminal which can input order directly to the market?</b></p>
	A:	<p>The Online Trading Services provide an alternative whereby you can place a request to buy or sell securities through LSHS, and it is connected directly to LSHS’s trading system, which in turn connects to the Exchange's trading system. However, your instruction to LSHS may be rejected due to its credit policy. Therefore, clicking the mouse is not exactly the same as inputting an order into the Exchange's trading system nor executing a trade. Instruction may be rejected by LSHS and delays can be encountered before your instruction to buy or sell is actually effected.</p>
3.	Q:	<p><b>How do I trade by using the Online Trading Services?</b></p>
	A:	<p>After confirming the submission of your order using the Online Trading Services, your order will be routed to LSHS’s system on a first-come-first-serve basis. Your order may be subject to approval before it is sent to the market for execution. Your order may also be rejected by the trading system due to price variation as a result of market fluctuation.</p>
4.	Q:	<p><b>How can I know if my order instruction has been successfully received by LSHS and submitted to the market for matching? Can I also check the status of my order online?</b></p>
	A:	<p>Once the order has been successfully received by LSHS and submitted to the Stock Exchange, the order status including partially-filled order, fully-filled order and cancelled order for the day will be shown under the “Today’s Order” of the Information Toolbar at the bottom of the screen.</p> <p>Status abbreviations: CAN – Cancelled, FEX - Fully Filled, NEW – Pending, PEX - Partially Filled, PRO – Processing ‘Sending To Exchange’, Q - Queued In Exchange, REJ - Rejected, WA -Waiting For Approval</p>

5.	Q:	<b>Can I modify or cancel my order/request in the Online Trading Services?</b>
	A:	You may modify or cancel an order with either of the following statuses: NEW – Pending, PEX - Partially Filled, Q - Queued In Exchange, WA - Waiting For Approval. However, it is not always possible to cancel or modify an order after it is given as it might have already been executed in the market when the cancellation or modification request is being processed.
6.	Q:	<b>How many order types would be available in the Online Trading Services?</b>
	A:	<p>Basically, there are five types of orders: Limit Orders, Enhanced Limit Orders, Special Limit Orders, At-Auction Orders and At-Auction Limit Orders. Enhanced Limit Orders and Special Limit Orders allow orders to be matched up to ten price queues so that part of the order may be executed at a price that is better than the price that was entered into the Online Trading Services. As market order and matching of more than one price queue are allowed, orders may be executed at a different price from the input order price due to changes in the market price. At-Auction Orders and At-Auction Limit Orders allow trading at auction period during the Pre-opening Session and Closing Auction Session.</p> <p>For details of order types, please click <a href="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</a></p>
7.	Q:	<b>Can I input and check order instructions after trading hours? Will LSHS receive such order instructions?</b>
	A:	The Online Trading Services can support the next trading day order placing after trading hours. Orders input before 4:30 pm will be cancelled automatically by the day-end process. All orders input after 4:30 pm will be treated as the next trading day orders (which is defaulted as Limit Order) or at (Cond order: Expiry date) select an order valid for up to 14 days. If you want to process your order in Pre-opening Session or Closing Auction Session, please change the order type to either At-Auction Order or At-Auction Limit Order.
8.	Q:	<b>How do I check my cash balance and stock portfolio?</b>
	A:	You can check your available cash balance, available limit and stock holding at the bottom left of the “Information Toolbar” by clicking “Portfolio”.
9.	Q:	<b>How to safeguard my account from being used by other person over the Internet?</b>
	A:	<p>The Online Trading Services uses Username and Two-factor authentication to ensure the confidentiality of information.</p> <p>Moreover, it uses 128-bits Secure Socket Layer (SSL) encryption technology to protect the confidentiality and integrity of clients’ data being transmitted over the Internet.</p>

		Note: NEVER DISCLOSE YOUR PASSWORD TO ANYBODY. Please take measures to secure your password and you are recommended to change the password regularly. When you set your password, please avoid the use of surname, name, phone number, birth date or sequential number which can be easily guessed.
10.	Q:	<b>What should I do if I forget or lose my password?</b>
	A:	Simply click “Forgot Password” from the login page, input your User Name, registered email and click Reset Password. A new password will be sent to your registered email by the system.
11.	Q:	<b>Is there any alternative to place order when the Online Trading Services is not available?</b>
	A:	You can place your order by phone at (852) 2978 3251 in case the Online Trading Services are interrupted or unavailable.
12.	Q:	<b>What can I do if I encounter problem in using the Online Trading Services?</b>
	A:	You can call our hotline at (852) 2978 3251 or email us at <a href="mailto:onlinetrade@lshsecurities.hk">onlinetrade@lshsecurities.hk</a> for assistance.
13.	Q:	<b>How do I deposit cash into my securities account?</b>
	A:	You may deposit funds into our bank accounts or through the FPS. Please click <a href="https://www.lsh.com/wp-content/uploads/2023/12/Trading-Settlement_eng-Nov-23.pdf">https://www.lsh.com/wp-content/uploads/2023/12/Trading-Settlement_eng-Nov-23.pdf</a> for details of “Funds Deposit”.
14.	Q:	<b>How do I withdraw funds from my securities account?</b>
	A:	You can notify LSHS by calling our settlement department at (852) 2307 6188 Please click <a href="https://www.lsh.com/wp-content/uploads/2023/12/Trading-Settlement_eng-Nov-23.pdf">https://www.lsh.com/wp-content/uploads/2023/12/Trading-Settlement_eng-Nov-23.pdf</a> for details of “Funds Withdrawal”.