

**Q1. How do I get real-time quotes and market information for free on UTRADE online trading platform?**

a) From 1 February 2012, clients of UTRADE online trading accounts enjoy 500 real time quotes for free. The snapshots are only valid for maximum 2 months. Unused snapshots cannot be carried forward. For new clients, the 500 real time snapshots entitled are valid from the account opening day to the last day of the following month. For example, the account opening date is 15 February 2012, the expiry date of the snapshots offering will be 31 March 2012.

b) Clients are awarded free snapshots by any online contracts executed in HKEx market. One real time snapshot will be given for every HKD 1.5 commission by any online contracts executed in HKEx market. The number of FREE real-time quotes will be credited based on the commission paid for trading Hong Kong stocks between 26th of the month preceding the previous month and 25th of the previous month. The free snapshots will be available at your meters on the first business day of the current month.

**Q2. Can I purchase extra snapshots after I have used up the free snapshots?**

Clients may purchase the real time snapshots which at HKD 25 for 200 snapshots. Clients are reminded that the snapshots can only accumulated to maximum 3000 in total. For details, please contact (852) 2826 4868.

**Q3. What is the service charge of IQ streaming provided by ETNET?**

The monthly fee is HKD 388. Clients will be debited on a monthly basis on the first business day of each month. For example, clients start the service in February 2012, the service charge will be debited in client's accounts on the 1 February 2012.

**Q4. How can I redeem the monthly fee of the streaming service?**

Online commission equal or more than HKD 2680 (commission paid for trading Hong Kong stocks between 26th of the month preceding the previous month and 25th of the previous month). The paid monthly fee will be redeemed on the first working day of the current month.

**Q5. How long does it take for the application process of the streaming service?**

Please allow at least 2 working days for the activation of streaming service on your account.

**Q6. If my subscription is activated in the middle of the month, will I be billed for the entire month?**

Yes, charges for streaming service are on a monthly basis. If your subscription is activated in the middle of the month, you will be billed for the entire month.

Example: If your subscription starts on 22 April 2012, you will be billed for the entire month of April 2012.

**Q7. Will there be any refund if I terminate the real time streaming service within the month?**

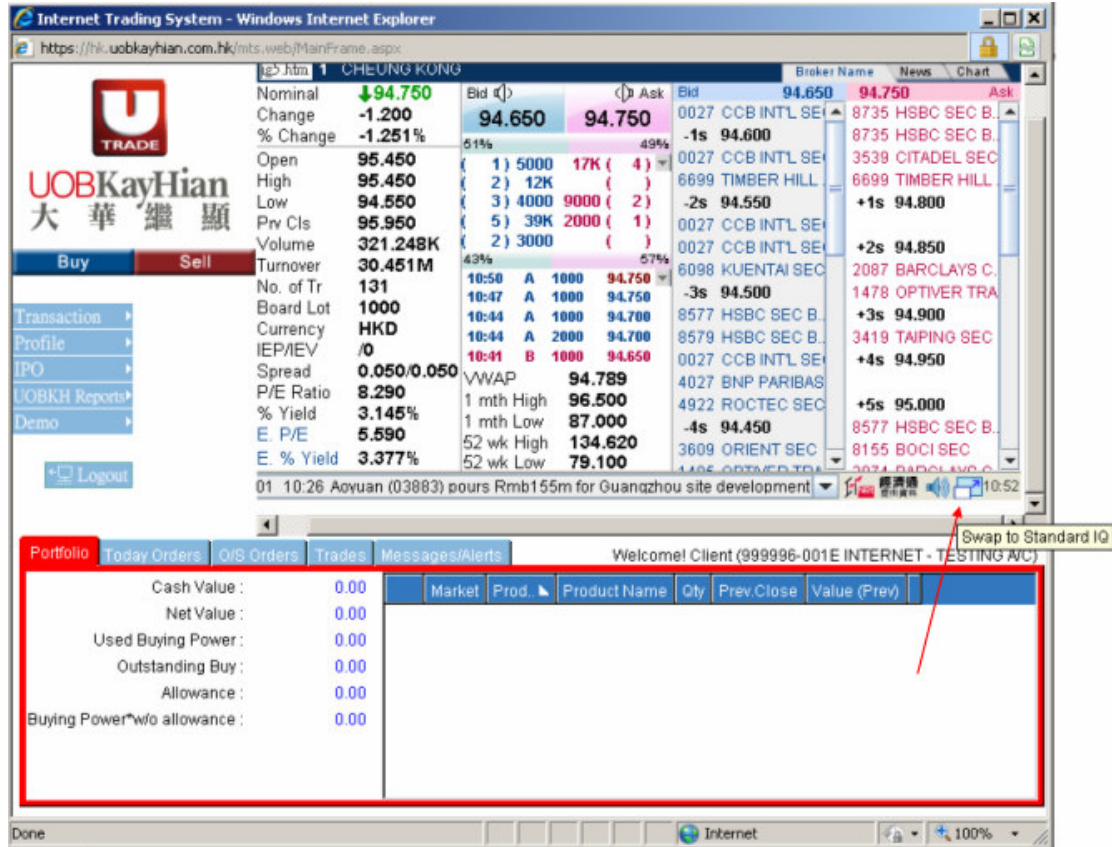
No, there will be no refund if you terminate the streaming service within the month.

**Q8. Do I need to install any programs or software for the running of real time streaming service?**

Processors:	Central Processor Unit 2GHz or above
Memory:	1GB or above
Network Connection:	Broadband installed
Operating system:	Microsoft window XP or above MAC OS 10.4 version or above
Browsers:	Internet Explorer 7.0 or above Mozilla Firefox 3.0 or above Google Chrome 6.0 or above
JRE versions:	Java 1.6 or above
Firewall:	If a firewall is set at the network , TCP / IP port 80 and 443 must be opened
Proxy Servers:	Support various Proxy Servers

**Q9. How can I view the standard version of IQ Streaming?**

Click on the “Swap to Standard IQ” button, at the bottom right of the screen.



**Q10. Can I change the User ID for system login?**

Yes. The user ID can be up to 20 digits which include letters (upper letters or lower letters) and numeric digits.

**Q11. How can I change the password for system login?**

- 1) Go to “Profile”, select “Password”. “Change User Password” window will pop up.
- 2) Input the old password and new password respectively.
- 3) Make sure that “New Password” and “Retype Password” must be the same.
- 4) Click “Update Login Password” to confirm.

Password must contain at least:

- 1 Special Character (e.g.!, @,#,\$,%,&,\*)
- 1 Lower Case Letter
- 1 Upper Case Letter
- 1 Numeric Digit

**Q12. What can I do if I forget the login password or have trouble access to the system?**

Please contact the client service hotline (852) 2826 4868. If you have forgot the password, we will re-send a new password to you by mail.

**Q.13. If there are any comments or suggestion for the service, how can I contact you?**

You are welcome to contact us at our client service hotline (852) 2826 4868 or email to [clientservices@uobkayhian.com.hk](mailto:clientservices@uobkayhian.com.hk).