



1. How do I get started with UOB Kay Hian Futures (Hong Kong) Limited?

Prospective clients are required to complete Futures Account Application Form and the Client Information Statement. The completed statement must be attached with a copy of the following documents:

- a) Hong Kong Identity Card (For Hong Kong Residents)/ Valid Official Identity Document or Passport (For Overseas Clients)
- b) Address Proof (e.g. Utilities bill, Bank Statement, etc., dated within 3 months)
- c) Financial Status Proof if required by UOB Kay Hian (Hong Kong)
- d) Fill in the W-8BEN form (Applicable for Global Futures Account)

The application forms and supporting documents can be submitted either in person to Client Services Department or through their Account Executive.

2. I already have a futures account with UOB Kay Hian Futures (Hong Kong). How do I apply the UTRADE Futures Online Trading Platforms?

Account holders who wish to apply an online access UTRADE Futures Online Trading Platforms on top of their existing futures trading account can visit our office in person at:

UOB Kay Hian Futures (Hong Kong) Limited.
15/F, China Building,
29 Queens Road, Central,
Hong Kong.

Alternatively, clients can download the “Application for Internet Futures Trading Access” form from our website under "Forms" or contact Client Services Hotline at (852) 2136 1818 to have the application forms sent to you.

Clients need to complete the forms and submit them back to Client Services Department either in person, or pass to their Account Executive.

3. What is the trading hour for Futures?

For local futures: Pre-market opening session is from 8:45am to 9:13am; Morning session is from 9:15am to 12:00pm; Afternoon pre-market opening session is from 12:30pm to 12:58pm; Afternoon session is from 1:00pm to 4:15pm. Please refer to the



details in www.hkex.com.hk.

For global futures: Please refer to the Table of Global Futures Contract Specification.

4. What kind of Futures products can I trade via UTRADE Futures Online Trading Platform?

For local futures: Hang Seng Index Futures, Mini-Hang Seng Index Futures, H-shares Index Futures, Mini H-Shares Index Futures, HSI Dividend Point Index Futures (HSI Dividend Futures), HSI Volatility Index Futures, HSCEI Dividend Point Index Futures (HSCEI Dividend Futures), Hang Seng Index Options, Mini-Hang Seng Index Options and H-shares Index Options.

For global futures: Index Futures, Currency Futures, Energy Futures, Agricultural and Metal Futures. Please refer to the Table of Global Futures Contract Specification.

5. Can I place an At-Auction order through UTRADE Futures Online Trading Platform?

You can place At-Auction order for Hang Seng Index Futures, Mini-Hang Seng Index Futures, H-shares Index Futures and Mini H-Shares Index Futures via UTRADE Futures.

Global futures products are not applicable.

6. How do I know if my orders have been sent and executed?

After placing an order, you will receive a message about receipt of the order. And the order will be shown in "Order Status" page. There is a unique order number for each order. Meanwhile, you can check the latest status in the field "Status" and make order amendment or cancellation instructions whenever necessary. If the order is filled, the order with information like executed time, quantity and price will be shown by pressing the "Ref No.".

7. How to oversee my account balance?

You may go to "Position" and "Account Enquiry" for a full view of account balance and position.

8. What is the liquidation policy of UTRADE Futures Online Trading Platform?

Whenever the NAV is less than Maintenance Margin Level, AE will notify client of the margin call amount and the time period to fulfill the margin requirement. Even



though client cannot be reached, UOB Kay Hian Futures (Hong Kong) Limited reserves the right to liquidate positions under adverse and volatile market conditions

9. Executed order will be cancelled or voided by HKEx?

It is possible for HKEx to cancel or void executed orders whenever necessary in accordance to the relevant rules and regulations. It is recommended to read the terms and conditions and the rules and regulations from HKEx before trading. In addition,

Please pay attention to the announcement of HKEx.

10. What should I do if I encounter technical problems with UTRADE Futures Online Trading Platform?

Please check if your connection has any problem in “Connection Status”. If problem cannot be solved, please contact your Account Executive or call our Client Services hotline at (852) 2136 1818 for assistance.

24 hour Global Futures hotline support: (852) 2826 4898 and Local Night Futures hotline support: (852) 2826 4888.