

## FAQ

1. How can I search the UTRADE mobile app?

UTRADE HK Mobile on iOS and Android is available in the App store and Google Play as “UTRADE HK Mobile”, it’s compatible with iOS 5.0/Android 2.3 or later.

2. Is the mobile app accessible to trade for both HK Shares and A Shares? Do I need to proceed extra application?

UTRADE HK Mobile is accessible to trade for both HK and A Shares. You can log in with one account if you are an existing UTRADE user without any extra application.

If you are not UTRADE user, please contact the Client Services Hotline: (852) 2136 1818 or download the application form from <http://www.utrade.com.hk/en/help/faq/forms>. The name of the form is “Application for Internet Trading Access”.

If you are non-client, please contact the Client Services Hotline: (852) 2136 1818 or fill in online open account form at <http://www.utrade.com.hk/en/open-an-account/overview> to open account.

3. Any HK Shares data feed services for the mobile app?

Yes. There are 3 types of HK Shares data feed services. 1. HK Stocks Real Time Streaming service. 2. HK Stocks Real Time Snapshots which users can view the Real Time Quotes at the counter located at top right corner. 3. HK Shares 15-min Delayed Quotes. The data feed services are provided as they are on UTRADE Web.

4. What are the services charges for HK Shares data feed services?

### HK Stocks Real Time Streaming

HK Stocks Real Time Streaming Service is HKD 388 per month. The charge will be debited on a monthly basis on the first business day of each month. For example, for clients who start the service in May 2015, the service charge will be debited from their accounts on 1 May 2015. For clients who generate online commissions of at least HKD 2,680 (for HK online transactions executed between the 26th of the previous month and the 25th of the current month), they will enjoy free real time streaming service from the first working day of the following month.

#### HK Stocks Real Time Snapshots

New UTRADE clients will be offered 500 HK Stocks Real Time Snapshots. The snapshots are only valid for maximum 2 months. Unused snapshots cannot be carried forward.

Besides, 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 snapshots will be credited based on the commission paid for trading Hong Kong stocks between 26th of the previous month and 25th of the current month. The free snapshots will be available from the first business day of the following month.

#### HK Stocks Delayed Quotes

HK Stocks 15-min Delayed Quotes is free of charge.

5. Any A Shares data feed services for the mobile app?

Yes. A Shares data feed services included A Shares Real Time Streaming and A Shares Real Time Snapshots.

6. What are the services charges for A Shares data feed services?

#### A Shares Real Time Streaming

Client must apply for HK Stocks Real Time Streaming in order to apply for the A Shares Real Time Streaming. HK Stocks Real Time Streaming costs HKD 338 per month, A-Shares Real Time Streaming costs HKD 380 per month, and in total it will cost HKD 718. The charge will be debited on a monthly basis on the first business day of each month. For example, for clients who start the service in May 2015, the service charge will be debited from their accounts on 1 May 2015. For clients who generate online commissions of at least HKD 5,680 (for HK online transactions executed between the 26th of the previous month and the 25th of the current month), the charged monthly fee HKD 718 will be fully rebated to the clients on the first day of the month.

#### A Shares Real Time Snapshots

A Shares Real Time Snapshots is free of charge.

7. How long to apply the data feed services?

Please allow at least 2 working days for the activation of streaming service on your account, except the free of charge services.

8. Can I change the password via UTRADE HK Mobile?

No. You could not change the password via the mobile app, please login UTRADE Web to change the password.

9. How do I ensure I have logged off UTRADE HK Mobile?

Closing your app or switching off your phone will not necessarily log you off, we recommend that you always click the Logout button from inside the app.

10. What can I do if I forget the login password or have trouble access to the mobile app?

Please contact the Client Service Hotline (852) 2136 1818. If you have forgotten the password, we will re-send a new password to you by mail or email.

11. How to access UTRADE HK Mobile?

iOS user please refer to User Reference Guide

<http://www.utrade.com.hk/hk/uob/doc/user-guide-y2015-iOS-cn.pdf>

Android user please refer to User Reference Guide

<http://www.utrade.com.hk/hk/uob/doc/user-guide-y2015-android-en.pdf>

12. What are the commissions?

For the enquiry of commissions, please contact your Account Manager or Client Services Hotline: (852) 2136 1818.

13. Can I have margin financing trading via UTRADE HK Mobile?

Yes. UTRADE HK Mobile provides online margin financing services of more than 400 A Shares, which enjoy margin trading with extra capital up to 80% of the prevailing marketing value of the stocks holding.

To view the SSE A shares margin ratio

<http://www.utrade.com.hk/en/products-services/ah-margin-financing>

14. How to know more about A Shares trading?

Please visit the page of SH-HK Stocks Connect page at below link:

<http://www.utrade.com.hk/en/special-promotions/shanghai-hong-kong-stock-connect>