

Telematic Stock Trade Service - Trading Hotline

Order Placement, Amendment and Cancellation:

Monday to Friday
9:00a.m. – 12:00noon
1:00p.m. – 4:00p.m.

Telematic Stock Trading Hotline 2333 6988

1. Language Selection

- | | |
|-----------|---|
| Cantonese | 1 |
| English | 2 |
| Mandarin | 3 |

2. Phone Banking PIN Verification*

- Step 1: Please enter Telematic Code
Step 2: Please enter PIN

3. Select Service

- | | |
|--|---|
| Place Order^ | 1 |
| 1 Buy Order | |
| 2 Sell Order | |
| Order Status and Last Executed Order Enquiry | 2 |
| 1 Order Status Enquiry | |
| 1 Enquiry by Order Number | |
| 2 Enquiry by Stock Code | |
| 2 Last Executed Order Enquiry | |
| 3 Pending Order Enquiry | |
| Reduce Order | 3 |
| Cancel Order | 4 |

* Telematic Code and PIN will be used for Telematic Stock Trade Service. You can change your PIN through the Telematic Banking Service (Tel: 2815 5211).

^ All orders submitted through Telematic Stock Trade Service would be traded as Enhanced Limit Order Type.

Telematic Stock Trade Service - Enquiry Hotline

Order Placement, Amendment and Cancellation:

Monday to Friday
9:00a.m. – 12:00noon
1:00p.m. – 4:00p.m.

Telematic Stock Enquiry Hotline 2383 2992

1. Language Selection

Cantonese	1
English	2
Mandarin	3

2. Select Service

Share, Warrants Price and Hang Seng Index Enquiry# Customer can inquire at most 3 stock / warrant prices at one time. Please press * after each stock code and press # to process	1
Order Placement#	2
Fax-on-Demand Service	3
1 Telematic Stock Trade User Guide	
Talk to Customer Service Officer	0

You are required to enter your Telematic Code and PIN.

Important Notes

- Trading order for stocks of all odd lots and NASDAQ would not be accepted via “Telematic Stock Trade Service”.
- You will not receive any personal call to confirm your buy / sell / reduce / cancel orders. Please use the “Status Enquiry” function to check the status of your trading order. Or you can subscribe to our “eAlert” service to receive SMS notifications of executed orders via mobile phone.
- Trading order placed via “Telematic Stock Trade Service” will be automatically cancelled after market close in case it cannot be put on the market or executed within the same trading day.
- You can sell those unsettled stocks or stocks which have been duly transferred under the name of “OCBC Wing Hang (Nominees) Limited”. Unsettled funds trading service are also available.
- To reduce the quantity of order, please include the quantity of stocks executed in the new quantity.

Disclaimer

OCBC Wing Hang Bank Limited, The Stock Exchange of Hong Kong Limited and all related parties endeavor to ensure the accuracy and reliability of the information provided but do not guarantee its accuracy or reliability and accept no liability (whether in tort or contract or otherwise) for any loss or damage arising from any inaccuracies or omissions.