

# **NetTrader User Guide**

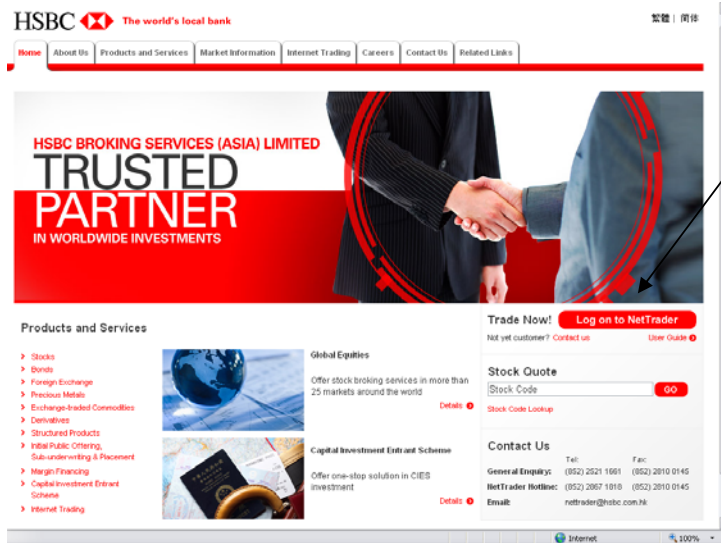
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# 1. NetTrader Log on Procedures

After you have successfully opened a NetTrader Online Account, your NetTrader Customer ID and Password will be mailed to you separately. Once you have received both letters, please call our Customer Service Representative(s) at (852) 2867-1818 to activate your NetTrader Account. Our hotline service hours are from 8:30am to 12:10pm and from 12:50pm to 5:00pm from Monday to Friday (excluding public holidays, typhoons, black rainstorms, and SEHK half-day sessions).

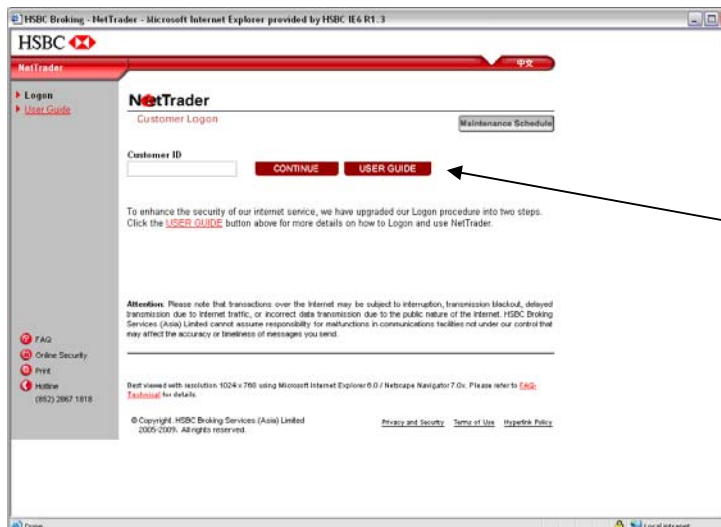
## 1. NetTrader Home Page ([http: www.broking.hsbc.com.hk](http://www.broking.hsbc.com.hk))



Press **“Log on to NetTrader”** to enter NetTrader Online to view:

- 1) Personal account information
- 2) Market information
- 3) Stock Quotations
- 4) IPO subscription
- 5) Stock trading

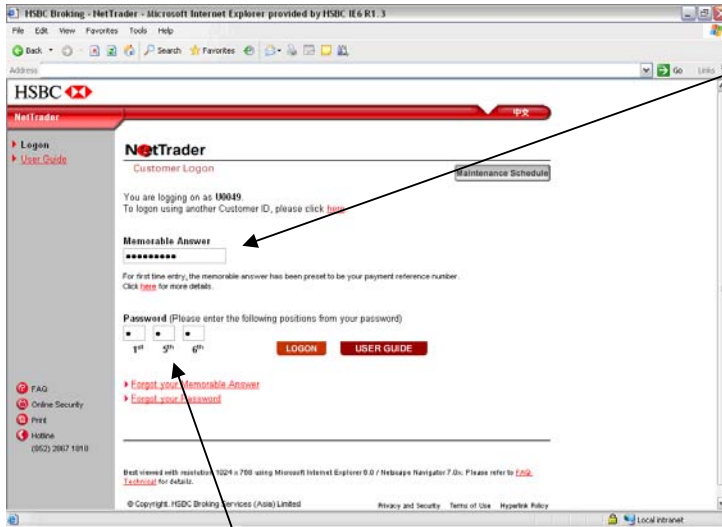
## 2. Customer Log on Page



Input your Customer ID and then press **“Continue”**.

**(Example: ABCD1234)**

### 3. Memorable Answer and Password Input



Your Memorable Answer has been pre-set to be your 12-digit **Payment Reference Number** that can be found on your Collection Service Deposit Card or under “**Customer Deposit**” page after you have successfully logon to NetTrader.

**(Example: 012345678901)**

You can change the **Memorable Answer** after you have successfully logon to NetTrader.

#### Password:

3 random characters from your password will be requested when you logon. Please note that password input is **case-sensitive**.

Example: Your eight characters password: A 6 5 4 b 3 2 1

When NetTrader request:     
1<sup>st</sup> 3<sup>rd</sup> 5<sup>th</sup>

Your password input is:     
A 5 b

#### Please note:

- 1) First time NetTrader users are required to change passwords
- 2) Password must be 8 to 20 characters long containing both letters (case-sensitive) and numbers (with no space or symbols)
- 3) You can change the password after you have successfully logon to NetTrader.
- 4) New password has to be different from your twelve previous passwords

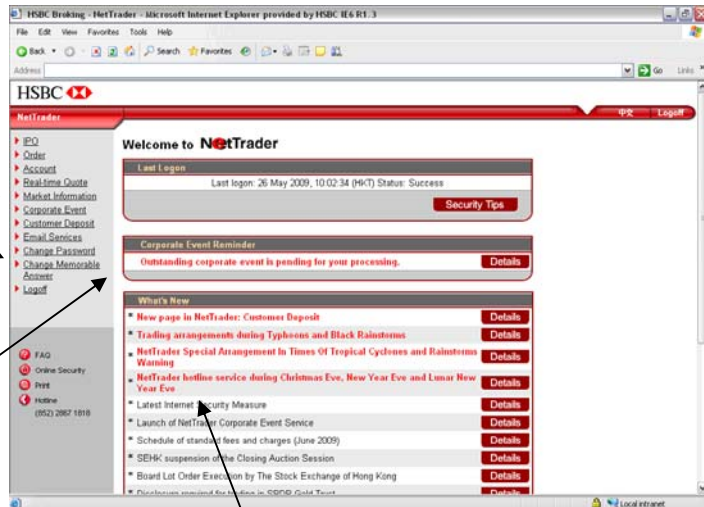
## 2. NetTrader Introduction

### 1. NetTrader Welcome Page

You can contact our Customer Service Representative(s) through “Email Services”.

Press “Change Password” or “Change Memorable Answer” to amend your personal security codes.

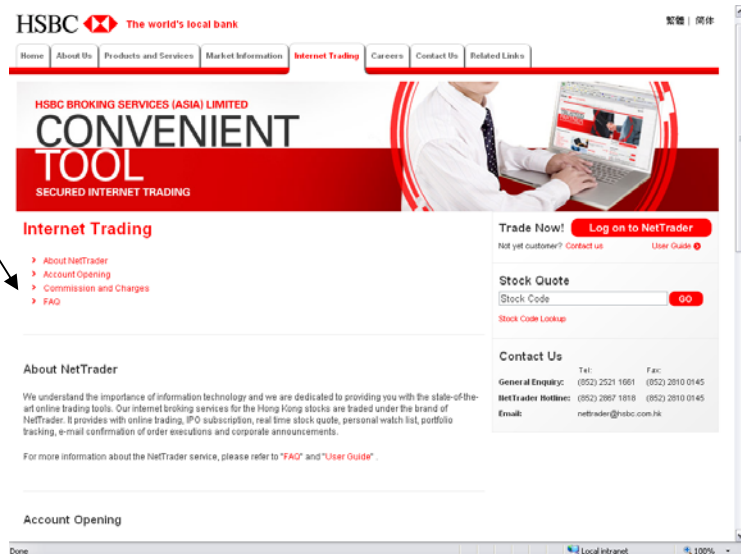
You can press “Details” under “Corporate Event Reminder” to view dividend payment pending for your election.



Refer to “What’s New” for the latest NetTrader updates.

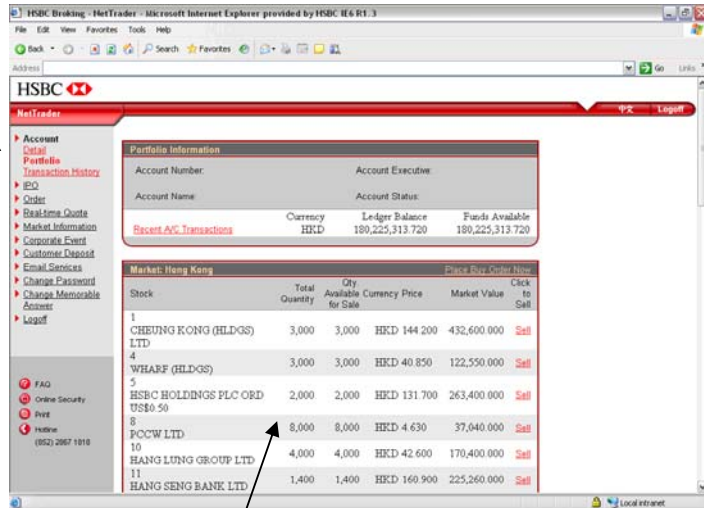
### 2. Frequently Asked Questions

Refer to “FAQ” to learn about NetTrader functions and find answers to questions that may be encountered when using NetTrader.



### 3. Account Portfolio (Funds & Stock Holdings)

To view your account balances and stock portfolio in NetTrader, press “**Account**”, and then “**Portfolio**”.



Press “**Real Time Valuation**” to retrieve the latest market value of your Hong Kong stocks.

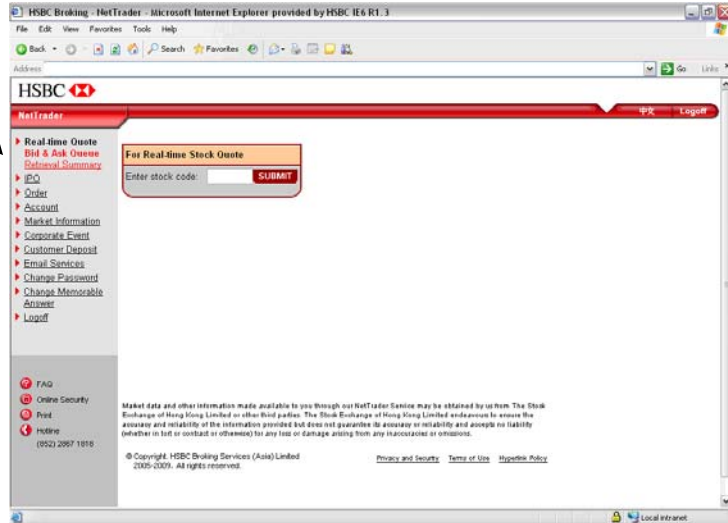
Please note that every time you perform an update request, one retrieval quote will be counted for each stock holding in your portfolio.

Retrievals beyond your free quotes will be charged as per quote basis. For details, please refer to the “**Real-time Stock Quote**” page in “**FAQ**”.

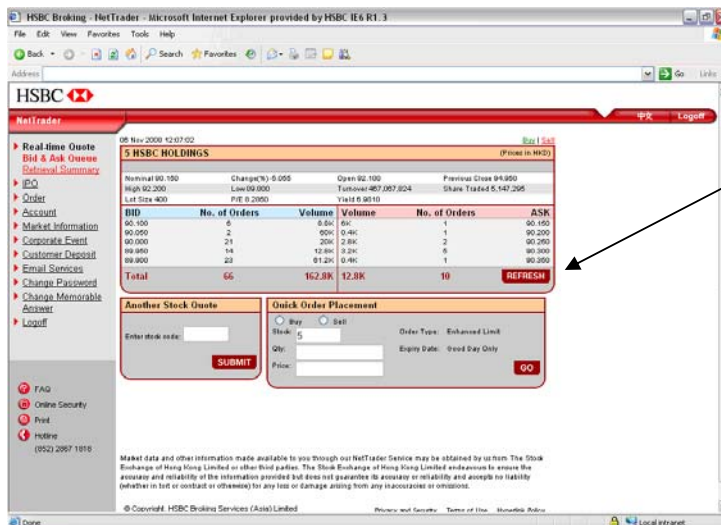
# 3. Market Information

## 1. Real-Time Quotes

Press “Real-Time Quotes” and enter Hong Kong stock quote to view the current market bid and ask prices and volume.



## 2. Stock Price and Volume Quotation

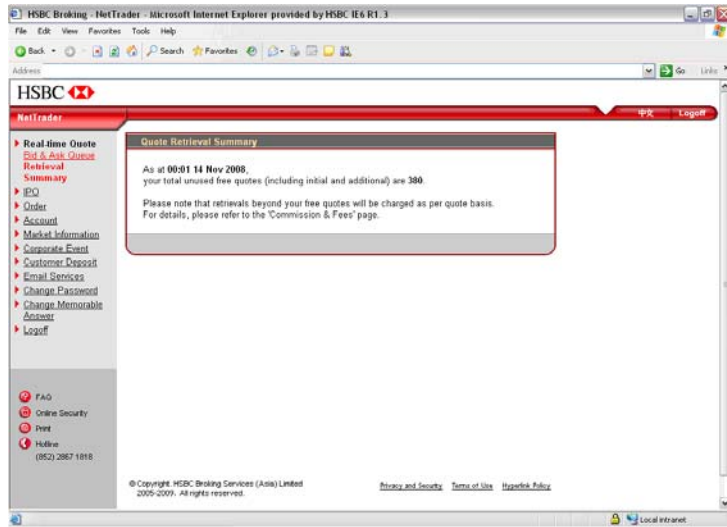


Press “Refresh” to update stock price and volume quotes.

Please note that every time you perform a quote request, one retrieval quote will be counted.

### 3. Retrieval Summary

Press “Retrieval Summary” to view your total unused free quotes. For details, please refer to the “Real-time Stock Quote” page in “FAQ”.



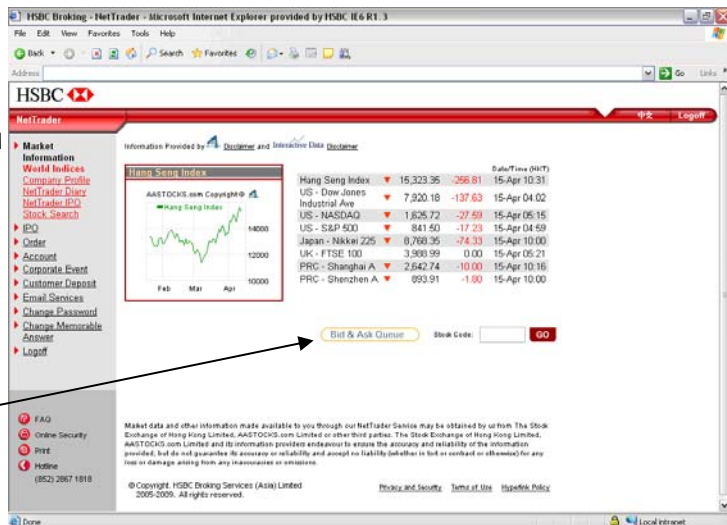
### 4. Market Information

Press “Market Information” to view:

- 1) Major global Indices
- 2) Company Profile
- 3) IPO Events
- 4) Stock Search

Enter Hong Kong stock quotes to view bid and ask prices and volume.

Please note that every time you perform a quote request, one retrieval quote will be counted.



## 4. Buy or Sell Order Placement

### 1. Order Placement

The screenshot shows the 'Buy Order Placement' form in the HSBC NetTrader interface. The form includes the following fields and options:

- Account: (blank)
- Stock Code: 5 [Real Time Quote \(Bid & Ask Queue\)](#)
- Quantity: 400
- Price: 100
- Order Type: Enhanced Limit
- Expiry Date: Good Day Only
- OK button

At the bottom of the form, there is a disclaimer: "Market data and other information made available to you through our NetTrader Service may be obtained to us from The Stock Exchange of Hong Kong Limited or other third parties. The Stock Exchange of Hong Kong Limited endorses to ensure the accuracy and reliability of the information provided but does not guarantee its accuracy or reliability and accepts no liability (whether in tort or otherwise) for any loss or damage arising from any inaccuracies or omissions."

Press **"Order"** and select either Buy or Sell to place stock order.

Press **"Real Time Quotes"** or **"Bid & Ask Queue"** to view the latest stock quotes.

Please note that every time you perform a quote request, one retrieval quote will be counted.

Press **"OK"** to place order to NetTrader.

### 2. Confirm Order

The screenshot shows the 'Buy Order Confirmation' form in the HSBC NetTrader interface. The form displays the following order details:

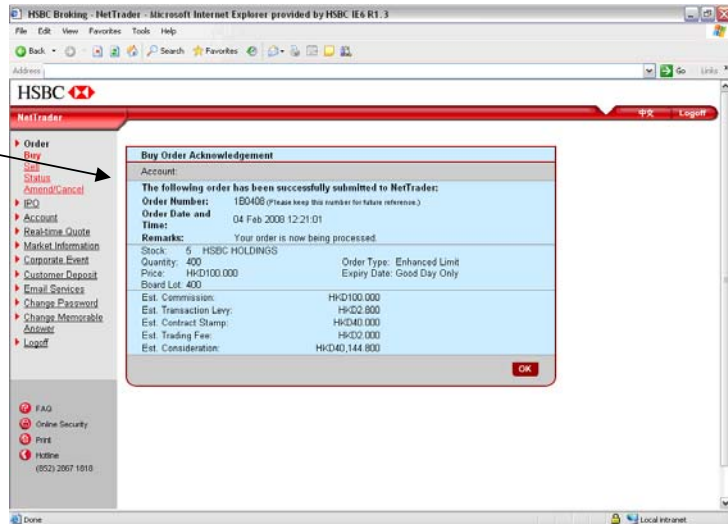
- Account: (blank)
- Please confirm the following order details:
- Stock: 5 HSBC HOLDINGS
- Quantity: 400
- Price: HKD100.000
- Board Lot: 400
- Order Type: Enhanced Limit
- Expiry Date: Good Day Only
- CONFIRM, CHANGE, CANCEL buttons

At the bottom of the form, there is a disclaimer: "Orders placed closed to the Continuous Trading Session closing time at 4:00p.m. (for normal day trading) or at 12:30p.m. (for half day trading) may not be processed on the same day."

Press **"Confirm"** to place order to market after checking that order details are correct. If not, press **"Change"** to amend order or press **"Cancel"** to delete order placement.

### 3. Order Acknowledgement

You will receive an acknowledgement message after your order has been placed to NetTrader.

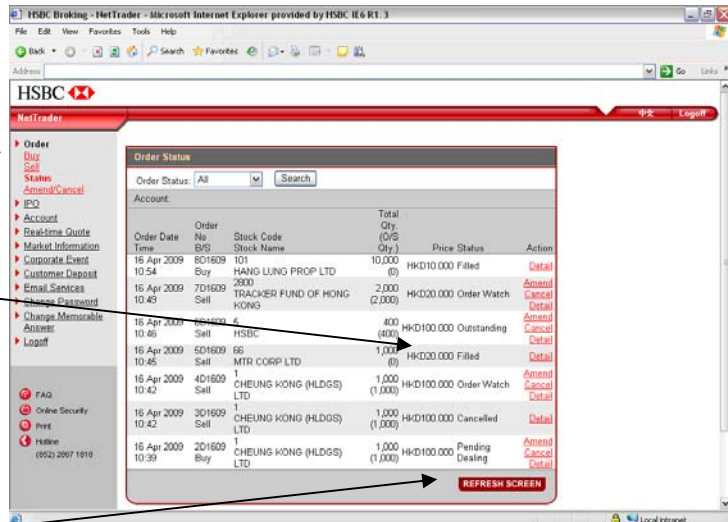


### 4. Order Status

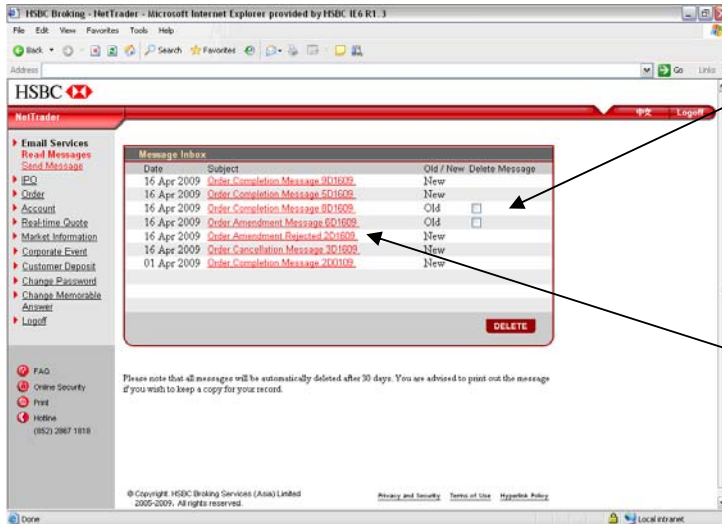
You can view the status of your orders by pressing **“Order”** and then **“Status”**.

Orders fully executed will be shown as **“Filled”**. Orders unexecuted will be shown as **“Outstanding”**.

Press **“Refresh Screen”** to update status of your orders. No retrieval quote will be charged.



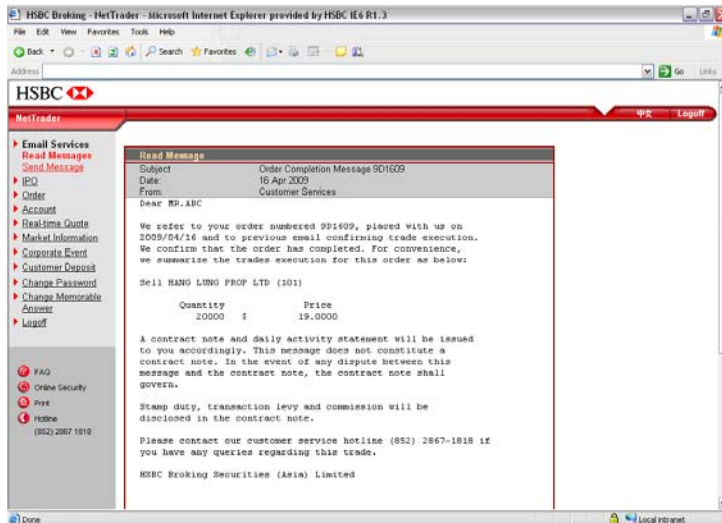
## 5. Email Services Inbox



Once your order is fully executed, you will receive a message in your Email Services Inbox.

Double-click on the headline to open the message.

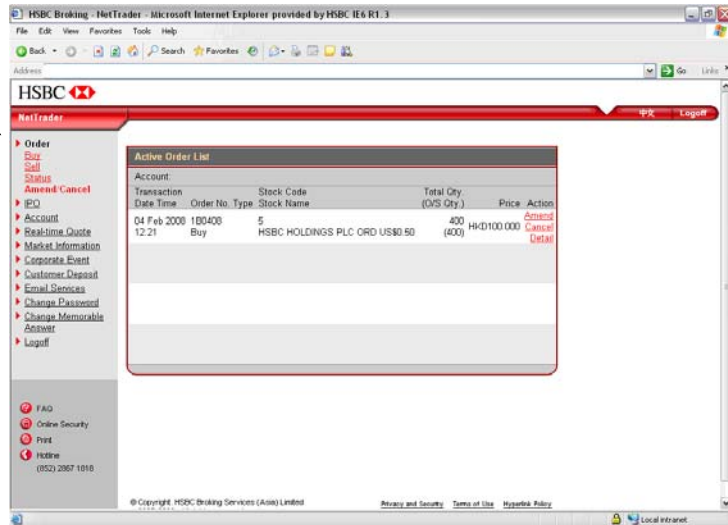
## 6. Order Completion Message



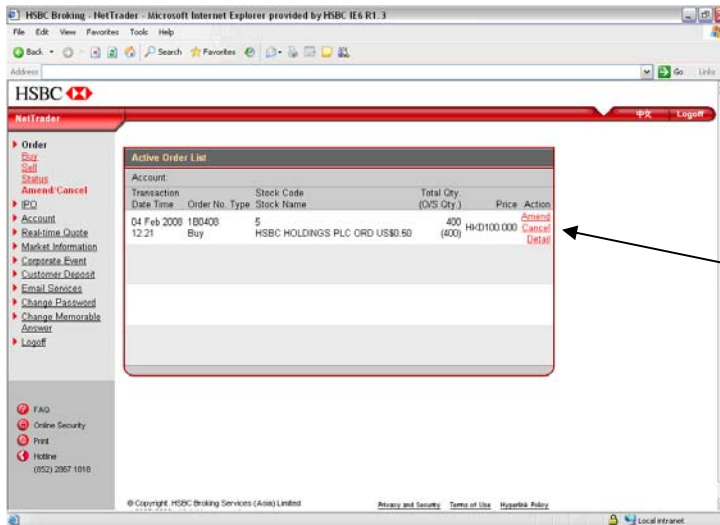
# 5. Order Amendment Procedure

## 1. Active Order List

Press “Order” and then “Amend/Cancel” to view your outstanding orders.



## 2. Select Order for Amendment



Select the outstanding order that you want to amend.

### 3. Input Order Amendment Details

Order Amendment

Account:

Order Number: 100400  
 Transaction Type: Buy  
 Stock Code: 5 *Real Time Quote Bid & Ask Quotes*  
 Stock Name: HSBC HOLDINGS PLC ORD US\$0.50  
 Board Lot: 400  
 Order Type: Enhanced Limit

	From	To
Total Quantity:	400	
Executed Quantity:	0	
Outstanding Quantity:	400	800

Price (H-D): 100.000  
 Expiry Date: Good Day Only    Good Till Year End

OK    CANCEL

Market data and other information made available to you through our NetTrader Service may be obtained by us from The Stock Exchange of Hong Kong Limited or other third parties. The Stock Exchange of Hong Kong Limited endeavours to ensure the accuracy and reliability of the information provided but does not guarantee its accuracy or reliability and accepts no liability (whether in tort or contract or otherwise) for any loss or damage arising from any inaccuracies or omissions.

Enter new order details and press “OK” to send amendment request to NetTrader.

### 4. Order Amendment Confirmation

Order Amendment Confirmation

Account:

Please confirm the amendment of the following order:

Order Number: 100400  
 Transaction Type: Buy  
 Stock Code: 5  
 Stock Name: HSBC HOLDINGS PLC ORD US\$0.50  
 Order Type: Enhanced Limit

	Previous	New
Total Quantity:	400	800
Executed Quantity:	0	0
Outstanding Quantity:	400	800

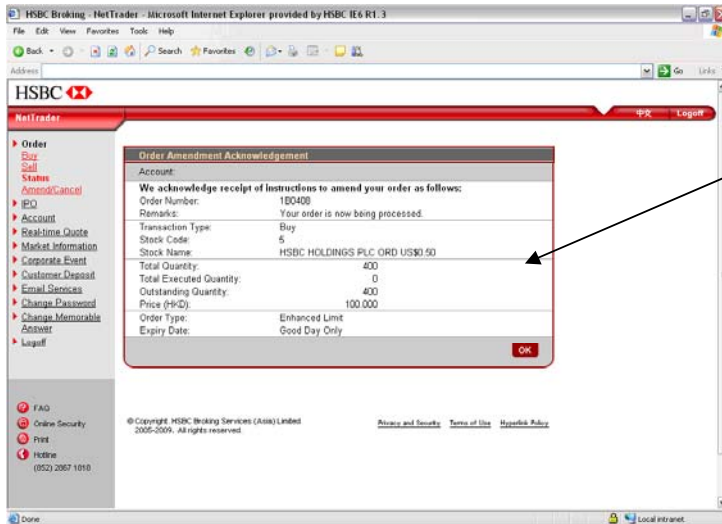
Board Lot: 400  
 Price (H-D): 100.000    110.000  
 Order Expiry: Good Day Only    Good Till Year End

**Warning: Handling of "Good Till Year End" orders is on a best effort basis. Order execution depends on market conditions and a longer processing time may result from a high volume of orders pending for processing, especially at market opening.**

CONFIRM    CHANGE    CANCEL

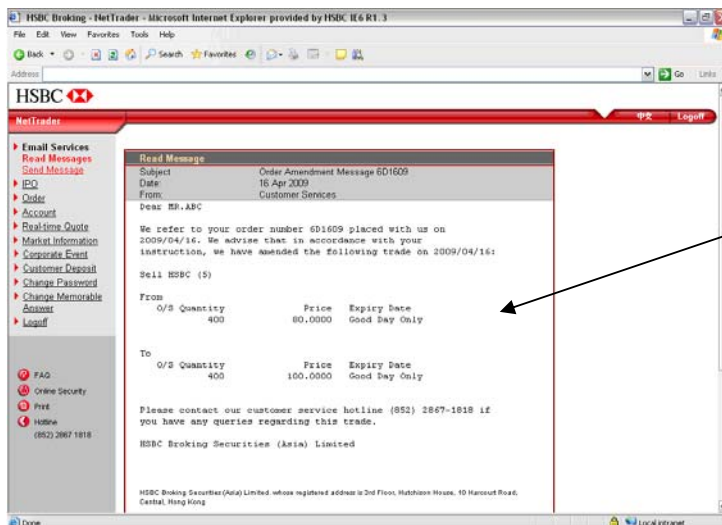
Press “Confirm” after checking that order amendment details are correct. If not, press “Change” to amend order details or press “Cancel” to delete order amendment.

## 5. Order Amendment Acknowledgement



You will receive an acknowledgement message after NetTrader has received your amendment request, pending processing.

## 6. Email Services Inbox - Amendment Processed



You will receive a message in your Email Services Inbox after NetTrader has processed or rejected your amendment.

## 7. Email Services Inbox – Amendment Rejected

The screenshot shows a Microsoft Internet Explorer browser window displaying the HSBC NetTrader website. The browser's address bar shows the URL. The website header includes the HSBC logo and a 'Logout' button. A left-hand navigation menu lists various services such as 'Email Services', 'Read Messages', 'FAQ', and 'Online Security'. The main content area displays an email message with the following details:

**Read Message**  
Subject: Order Amendment Rejected 201609  
Date: 16 Apr 2009  
From: Customer Services

Dear MR. ABC

We refer to your order number 201609 placed with us on 2009/04/16. We advise that in accordance with your instruction, we could not amend the following trade on 2009/04/16 due to this order has been fully or partially executed.

Buy CHEUNG KONG (HLDG) LTD (1)

From	Q/S	Quantity	Price	Expiry Date
		1000	100.0000	Good Day Only

To	Q/S	Quantity	Price	Expiry Date
		2000	80.0000	Good Day Only

Please contact our customer service hotline (852) 2867-1818 if you have any queries regarding this trade.

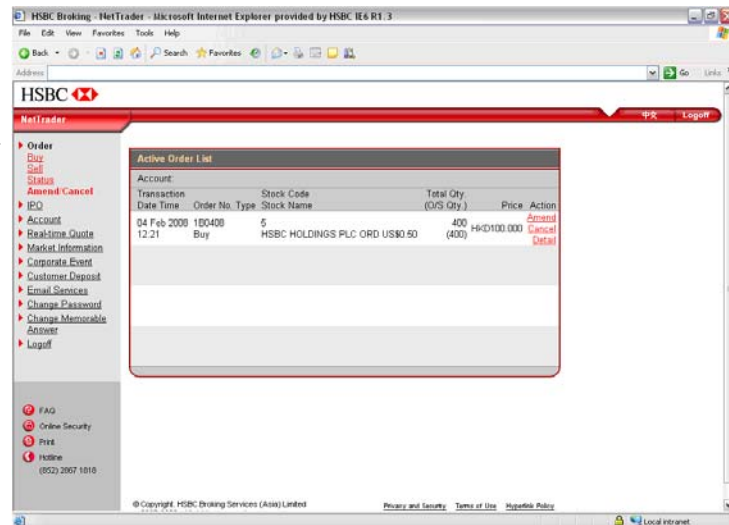
HSBC Broking Securities (Asia) Limited

HSBC Broking Securities (Asia) Limited whose registered address is 2nd Floor, Hutchison House, 10 Macclesfield Road.

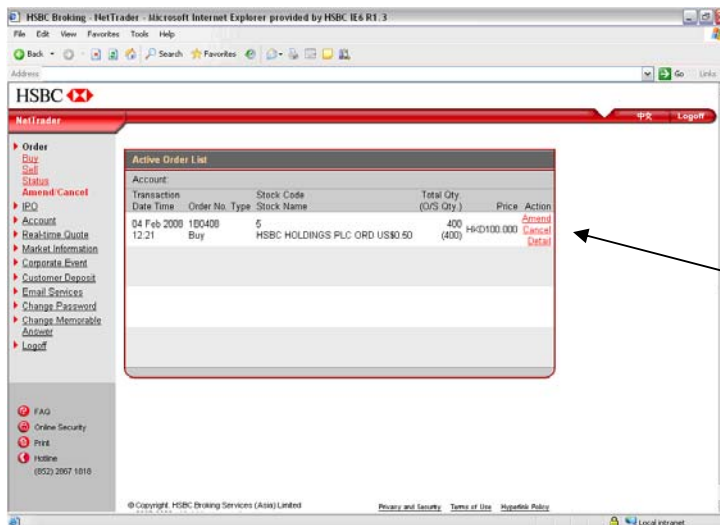
## 6. Order Cancellation Procedure

### 1. Active Order List

Press “Order” and then “Amend/Cancel” to view your outstanding orders.

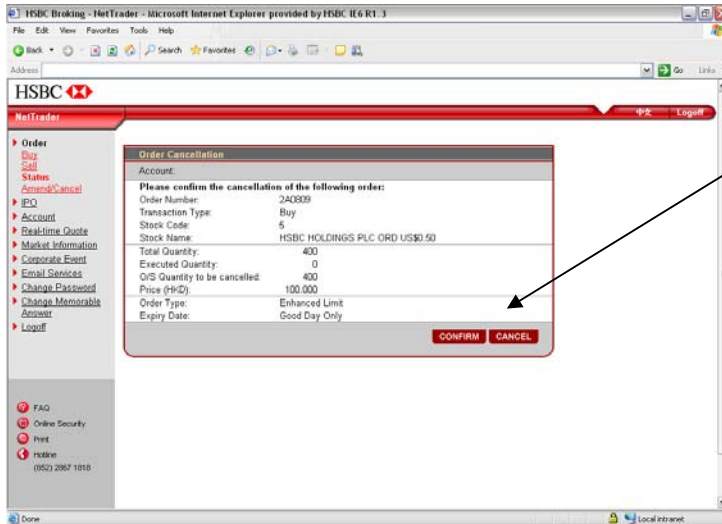


### 2. Select Order for Cancellation



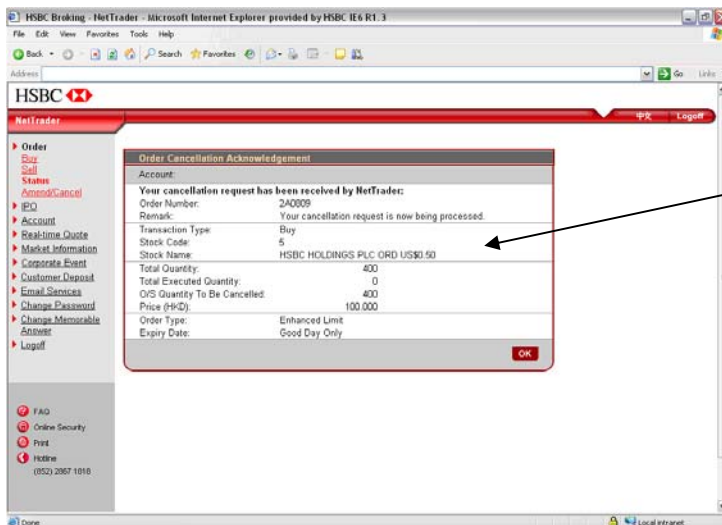
Select the outstanding order that you want to cancel.

### 3. Confirm Order Cancellation



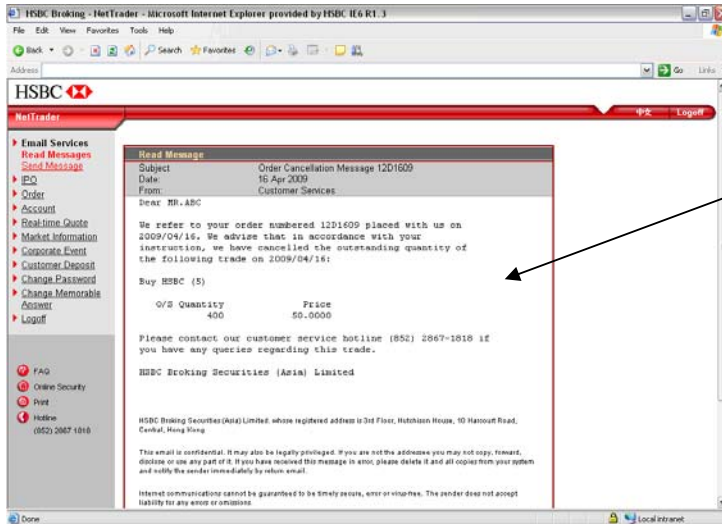
Press “**Confirm**” after checking that you have selected the correct order to cancel. If not, press “**Cancel**” to end cancellation request.

### 4. Order Cancellation Acknowledgement



You will receive an acknowledgement message after NetTrader has received your cancellation request, pending processing.

## 5. Email Service Inbox – Cancellation Processed



You will receive a message in your Inbox when NetTrader has successfully cancelled your order.

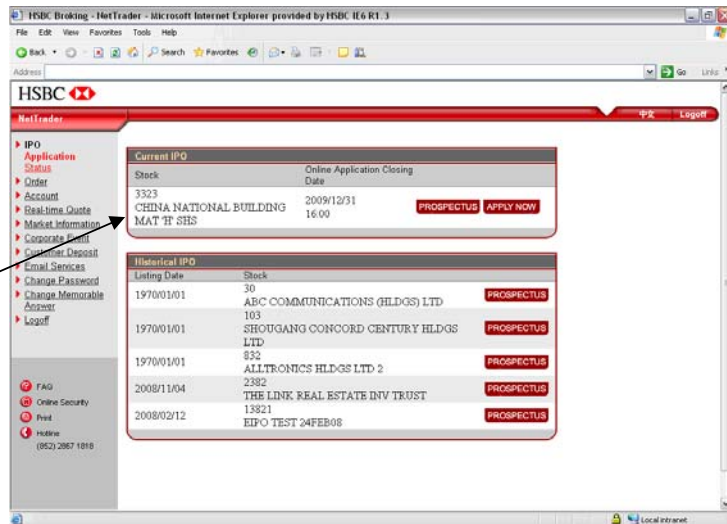
# 7. IPO Subscription

## 1. IPO

Press “**IPO**” to view current and recent Hong Kong IPO events provided by NetTrader.

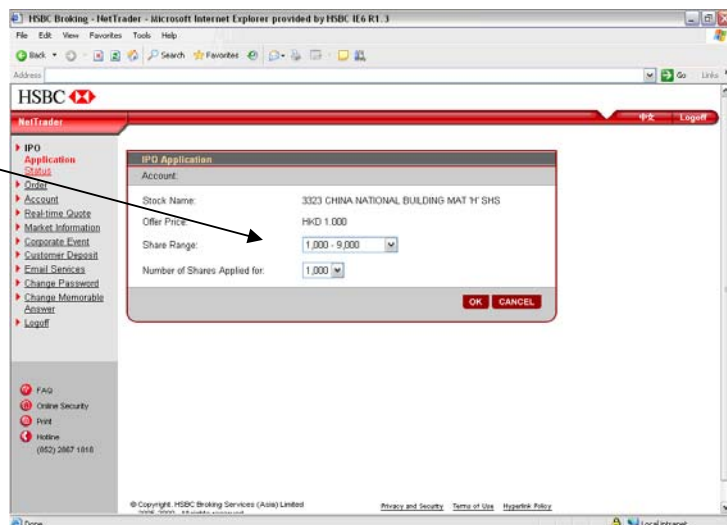
Details of current IPO and application can be accessed in NetTrader. Press “**Apply Now**” to subscribe.

Please note that only fully paid application is accepted.

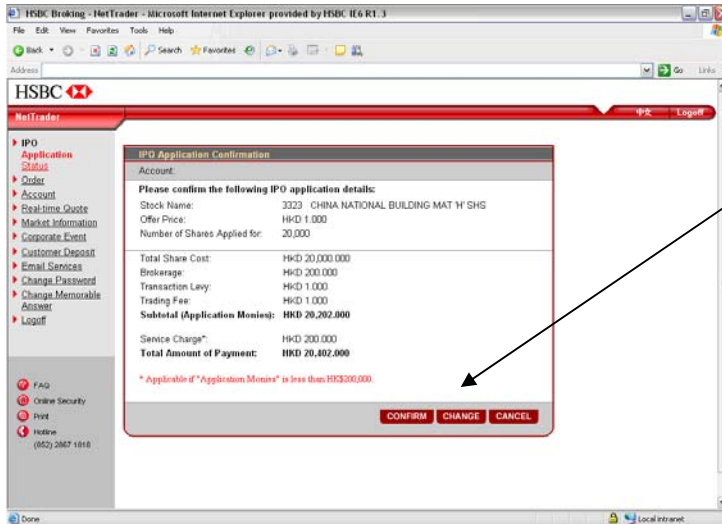


## 2. IPO Application

Indicate the number of shares applied for and press “**OK**” to place application to NetTrader.

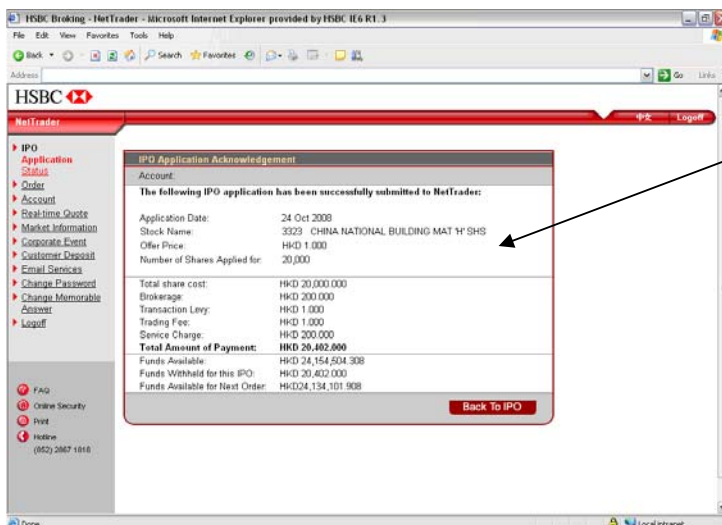


### 3. IPO Application Confirmation



Press "**Confirm**" to place IPO application order to NetTrader after checking that details are correct. If not, press "**Change**" to amend details or press "**Cancel**" to end IPO application.

### 4. IPO Application Acknowledgement

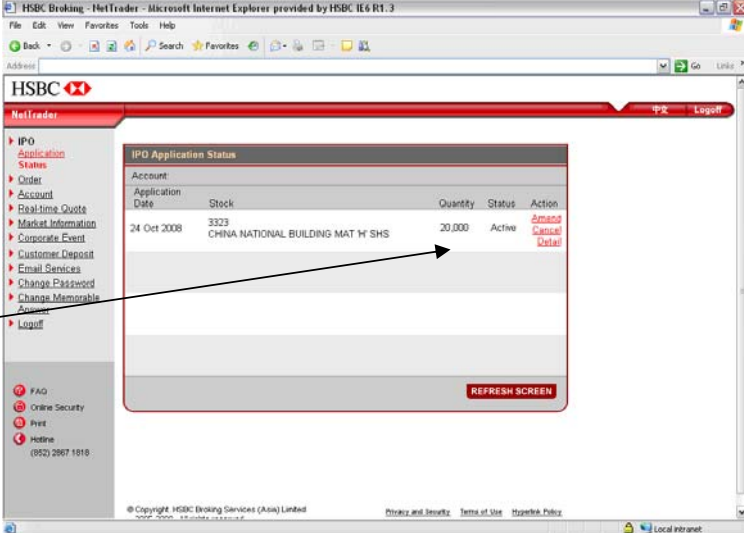


You will receive an IPO Application Acknowledgement from NetTrader after your confirmation.

## 5. IPO Application Status

Press “**IPO**” then “**Status**” to view your IPO Application Status.

You can amend or cancel the outstanding IPO application before the closing date of subscription.



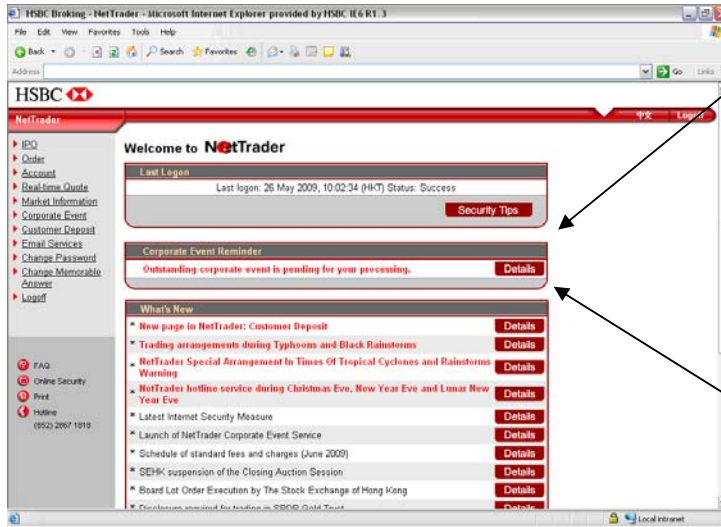
Application Date	Stock	Quantity	Status	Action
24 Oct 2008	3323 CHINA NATIONAL BUILDING MAT HY SHS	20,000	Active	<a href="#">Amend</a> <a href="#">Cancel</a> <a href="#">Detail</a>

Please note that your IPO application is subject to acceptance or rejection by NetTrader in accordance with the different restrictions for each stock offering. You should refer to the prospective of that IPO before you submit an application.

If your application has been rejected by NetTrader, you will receive an application rejection message in your Email Services. If your NetTrader Account is served by an Account Executive, you will be informed by your Account Executive. For further details, please refer to the “**IPO**” page in “**FAQ**” or contact our Customer Service Representative(s) at (852) 2867 1818.

# 8. Corporate Event Service

## 1. Corporate Event Reminder

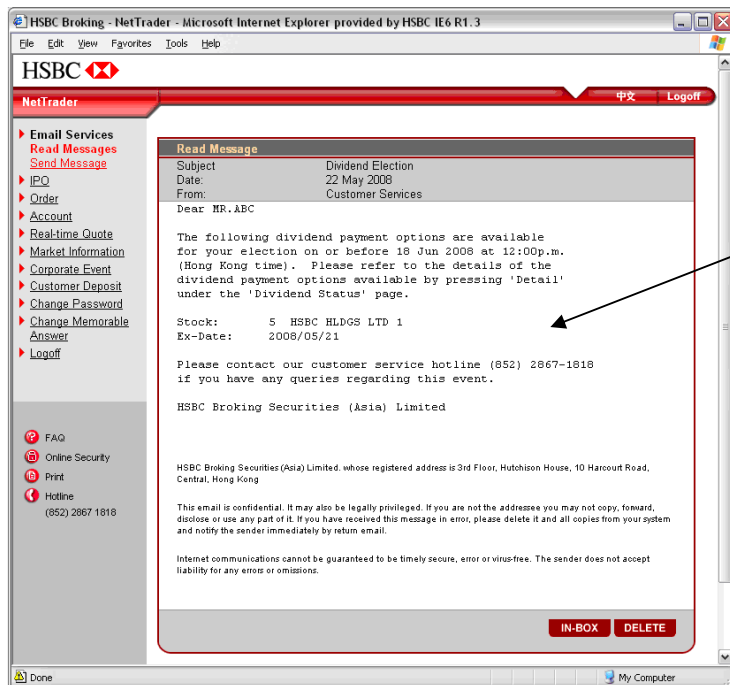


You will receive a reminder on the NetTrader Welcome Page when there is any dividend payment open for election.

For details, please refer to the “Corporate Event Service” page in “FAQ”.

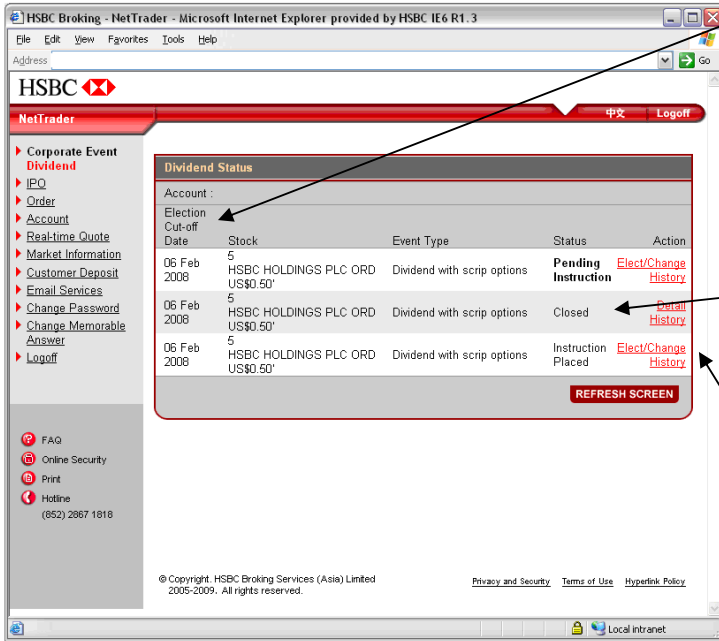
You can press “Details” under “Corporate Event Reminder” to view dividend payment pending your election.

## 2. Email Services Inbox (Dividend Election)



You will also receive a message in your Email Service Inbox when there is any dividend payment open for election.

### 3. Dividend Status (Pending Instruction)

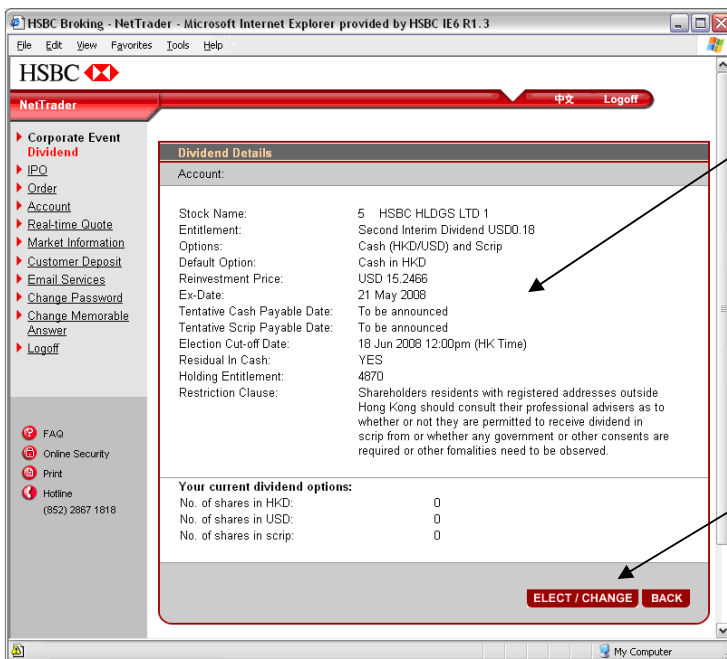


You can submit to NetTrader dividend payment instructions until the specified election cut-off date and time at **12 noon** (Hong Kong time).

Status will be indicated as **“Pending Instruction”** when the dividend payment is pending your election.

Press **“Elect/Change”** to view the dividend payment details and to submit your instructions to NetTrader.

### 4. Dividend Details



Please refer to the dividend payment details before submitting instructions to NetTrader.

For details, please refer to the **“Corporate Event Service”** page in **“FAQ”**.

Press **“Elect/Change”** to proceed to submit your instructions to NetTrader.

## 5. Dividend Election

Account:

Stock Name: 5 HSBC HLDGS LTD 1  
 Entitlement: Second Interim Dividend USD0.18  
 Options: Cash (HKD/USD) and Scrip  
 Default Option: Cash in HKD  
 Reinvestment Price: USD 15.2466  
 Ex-Date: 21 May 2008  
 Tentative Cash Payable Date: To be announced  
 Tentative Scrip Payable Date: To be announced  
 Election Cut-off Date: 18 Jun 2008 12:00pm (HK Time)  
 Residual In Cash: YES  
 Holding Entitlement: 4870

Take Cash Dividend	From	To
No. of shares in HKD:	0	670
No. of shares in USD:	0	0

Take Scrip Dividend	From	To
No. of shares in scrip:	0	4000

OK CANCEL

Input the number of shares in the holding entitlement to receive dividend payment in cash or scrip.

Please ensure that the total number of shares inputted match your holding entitlement.

Press “OK” to proceed to the “Dividend Election Confirmation” page.

## 6. Dividend Election Confirmation

Account:

Please confirm the following corporate event details:

Stock Name: 5 HSBC HLDGS LTD 1  
 Entitlement: Second Interim Dividend USD0.18  
 Options: Cash (HKD/USD) and Scrip  
 Default Option: Cash in HKD  
 Reinvestment Price: USD 15.2466  
 Ex-Date: 21 May 2008  
 Tentative Cash Payable Date: To be announced  
 Tentative Scrip Payable Date: To be announced  
 Election Cut-off Date: 18 Jun 2008 12:00pm (HK Time)  
 Residual In Cash: YES  
 Holding Entitlement: 4870

	From	To
No. of shares in HKD:	0	888
No. of shares in USD:	0	0
No. of shares in scrip:	0	3982

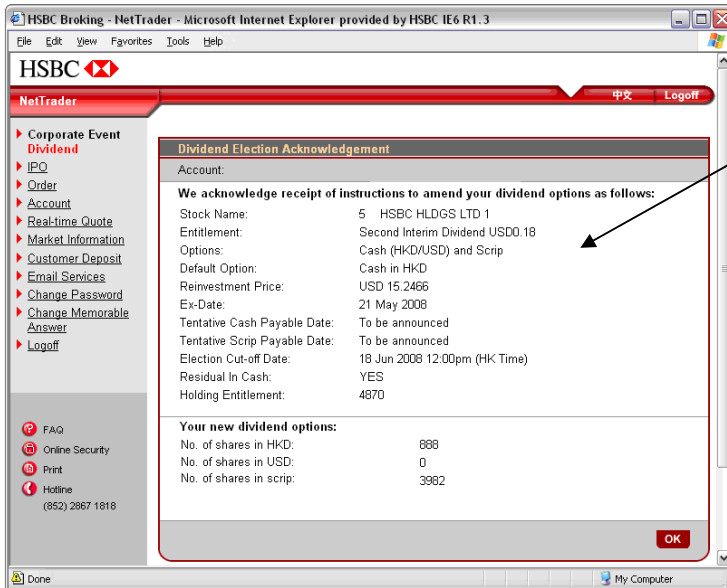
Notes: Since fractions of shares cannot be issued, a rounding method would be applied for all residual dividends, i.e. fraction of one share, to be paid in HKD. As a result, the number of shares entitled for scrip dividend would be rounded down from 4000 to 3982 and the number of shares entitled for cash dividend would be rounded up from 870 to 888. You may choose to accept this rounding or select again the number of shares for which you wish to receive dividend payment in cash and/or scrip.

CONFIRM CHANGE CANCEL

Press “Confirm” to submit the dividend payment instruction to NetTrader after checking that instruction details are correct.

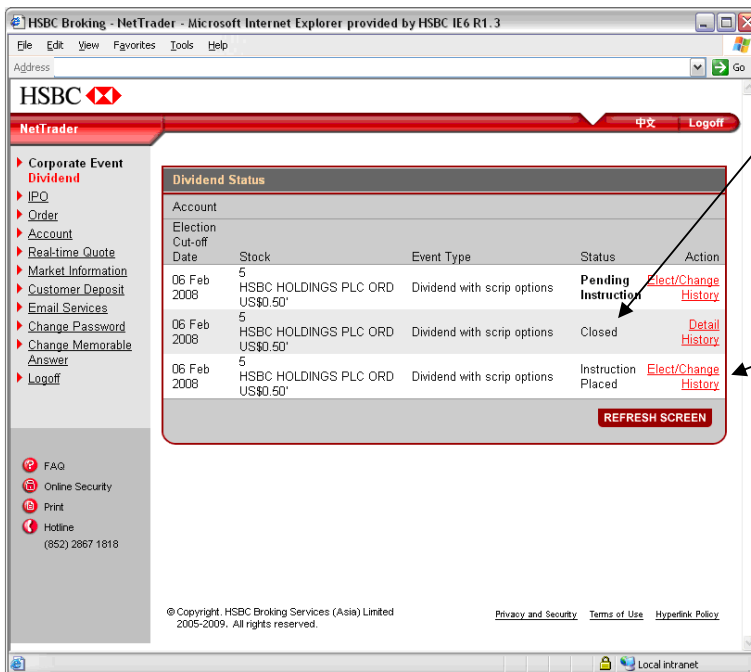
If not, press “Change” to amend instruction or press “Cancel” to delete instruction submission.

## 7. Dividend Election Acknowledgement



You will receive an acknowledgement message after your dividend payment instruction has been submitted to NetTrader.

## 8. Dividend Status (Instruction Placed)



Status will be indicated as **“Instruction Place”** when dividend payment instructions have been submitted.

You can press **“History”** to view details of previously submitted instructions.

## 9. Dividend Election History

Account:

Stock Name: 5 HSBC HLDGS LTD 1  
 Entitlement: Second Interim Dividend US\$0.18  
 Options: Cash (HKD/USD) and Scrip  
 Default Option: Cash in HKD  
 Reinvestment Price: USD 15.2466  
 Ex-Date: 21 May 2008  
 Tentative Cash Payable Date: To be announced  
 Tentative Scrip Payable Date: To be announced  
 Election Cut-off Date: 18 Jun 2008 12:00pm (HK Time)  
 Residual In Cash: YES

Update Time	Holding Entitlement	Dividend Instruction	Instruction Placed By
19 Jun 2008 12:34:45	4870	No. of shares in HKD: 20 No. of shares in USD: 21 No. of shares in scrip: 4029	Account Executive
18 Jun 2008 11:22:33	4870	No. of shares in HKD: 0 No. of shares in USD: 0 No. of shares in scrip: 3982	U0000
09 Jan 2008 12:34:45	4870	No. of shares in HKD: 0 No. of shares in USD: 0 No. of shares in scrip: 0	System

BACK

## 10. Dividend Status (Deleted)

Account :

Election Cut-off Date: 06 Feb 2008

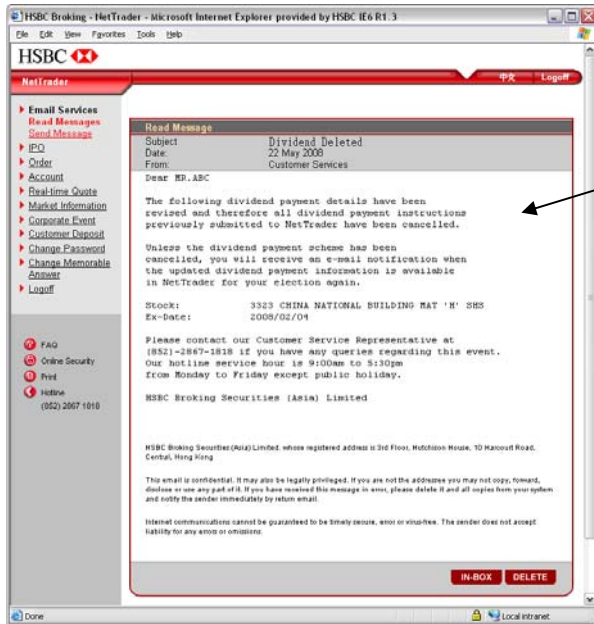
Date	Stock	Event Type	Status	Action
06 Feb 2008	5 HSBC HOLDINGS PLC ORD US\$0.50'	Dividend with scrip options	Pending Instruction	<a href="#">Elect/Change History</a>
06 Feb 2008	5 HSBC HOLDINGS PLC ORD US\$0.50'	Dividend with scrip options	Deleted	<a href="#">Detail History</a>
06 Feb 2008	5 HSBC HOLDINGS PLC ORD US\$0.50'	Dividend with scrip options	Instruction Placed	<a href="#">Elect/Change History</a>

REFRESH SCREEN

Status will be indicated as **“Deleted”** when the dividend payment details have been revised. Please note that all instructions previously submitted will be cancelled.

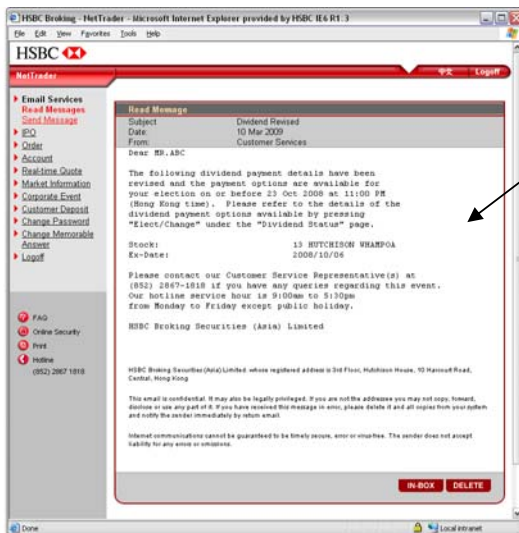
For details, please refer to the **“Corporate Event Service”** page in **“FAQ”**.

## 11. Email Services Inbox (Dividend Deleted)



You will also receive a message in your Email Service Inbox when the dividend payment has been deleted.

## 12. Email Services Inbox (Dividend Revised)



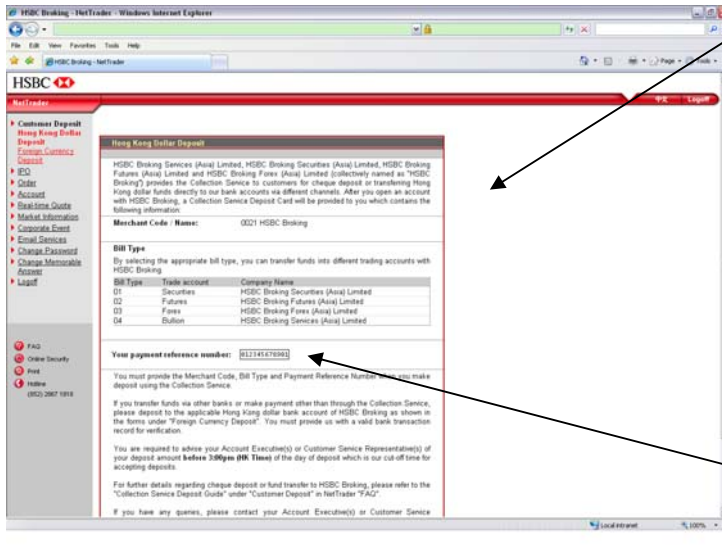
Please note that unless the dividend payment scheme has been cancelled, you would receive a message on your NetTrader Welcome Page and Email Services when the updated dividend payment event is available in NetTrader for your election again.

Please note for dividend payments with no instruction received from you before the election cut-off, cash dividend denominated in the trading currency of the listed company will be the default mode in line with the practice of the Hong Kong Exchange and Clearing Limited. You can press **"Elect/Change"** or **"History"** on the **"Dividend Status"** page to check the default mode in respect of each dividend payment.

For further details or operation of the Service, please refer to the **"Corporate Event Service"** page in NetTrader **"FAQ"** or contact your Account Executive(s) or our Customer Service Representative(s).

# 9. Customer Deposit

## 1. Hong Kong Dollar Deposit



“Customer Deposit” page provides to you information regarding Collection Service and Foreign Currency Deposit.

For further details, please refer to the “Collection Service Deposit Guide” under “Account Information” in NetTrader “FAQ”.

Your 12-digit Payment Reference Number.

## 2. Foreign Currency Deposit

