CITIC Securities Wealth Management (HK)
– Security Hub User Manual

Introduction

The web and mobile trading platform of CITIC Securities Wealth Management (HK) now adopt Two-Factor Authentication. A set of security code, complementing with your password are required for identification when you login to either web or mobile platform.

The Security Code is generated through the Security Hub App of CITIC Securities Wealth Management (HK). Please kindly download the app with your mobile devices before login to the platform.

This manual will walk you through the steps to download the app, its functions and applications.

Content

Downloading the Security Hub App

The Security Hub App is only available on IOS and Android system. You can download the App via three methods with appropriate devices.

- **Google Play™ / App Store™**
  Please Search "CSB Security Hub" in Google Play™ or App Store™;

- **Download through Website of CITIC Securities Wealth Management (HK)**
  Android users can download the App on our website
  http://www.citics.com.hk/SCAuthDownload.php directly.

- **Scan the QR Code**
  Scan the QR code with your mobile phone or tablet, then you will be redirected to download the app.

When download completed, you can find the Security Hub App in your "Application list".

Installing the Security Hub App

Set/Change Your Protection Pin of Security Hub App

To kick start the Security Hub App, you are requested to set a 6-digit protection pin. The protection pin is equivalent to the password every time you login to the App. If your mobile device supports Biometric Authentication, you could login to the app by using your unique biometric credential(s), (eg. fingerprint or facial map) instead of entering protection pin.

Please follow the instructions to enter and confirm the protection pin. You may refer to the figures below:
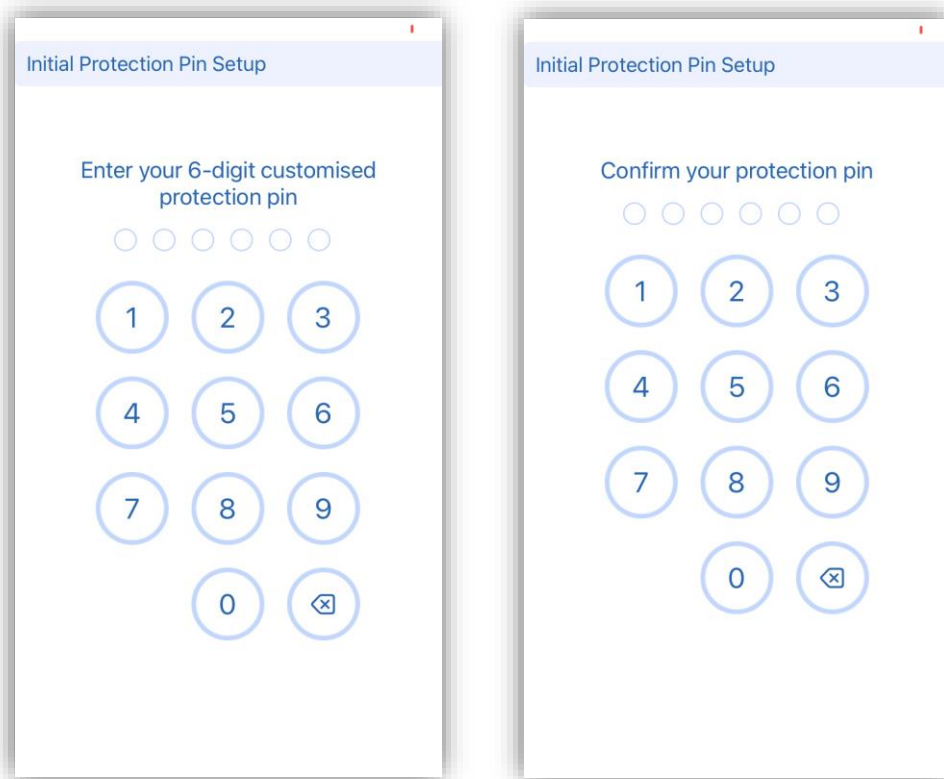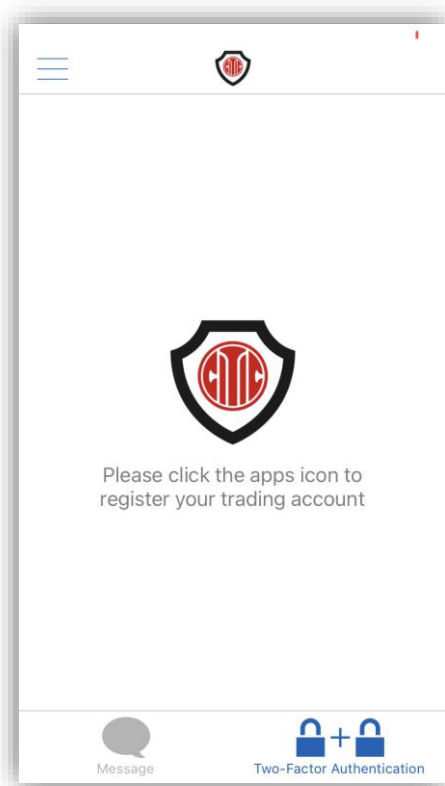
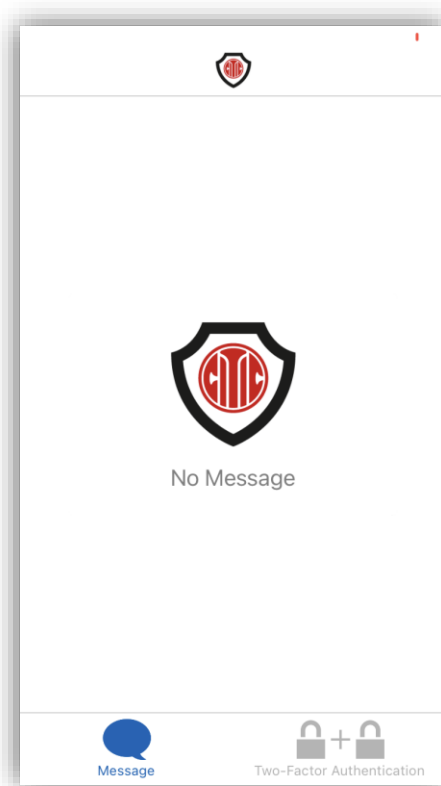| Initial Protection Pin Setup	Protection Pin Confirmation

Please keep in mind your customized protection pin.

To change the protection pin, you can click " ≡ " on the top left of the main screen to open the list, and then choose "Change Pin".

CSIWM Security Hub App Homepage

Two-Factor Authentication Screen

Message Screen

Registering Security Hub App

Account Registration

Under the "Two-Factor Authentication" page, you may click the icon in the center or click "+"on the upper right to register a new account. The registrations of "Individual / Joint account" and "Corporate /Institution account" are different, please access the appropriate page. You can click "Individual / Joint" or "Corporate /Institution" on top to switch pages.

- **Individual / Joint account**
  Please enter your info according to the order below:
  1. Account Number
  2. Birthday (yyyymmdd)
  3. ID Number(Last 4 Letters and Numbers)
  4. Registered Mobile Number

  Then press Submit.

  For Joint Account, please enter the birthday and ID Number of principal account holder.

If you have any questions, please contact your account manager.

Individual / Joint Account   Corporate /Institution Account

▪ **Corporate /Institution account**

Please enter your info in order below:

1. Account Number
2. BR or COI Number (Last 4 Letters and Numbers)
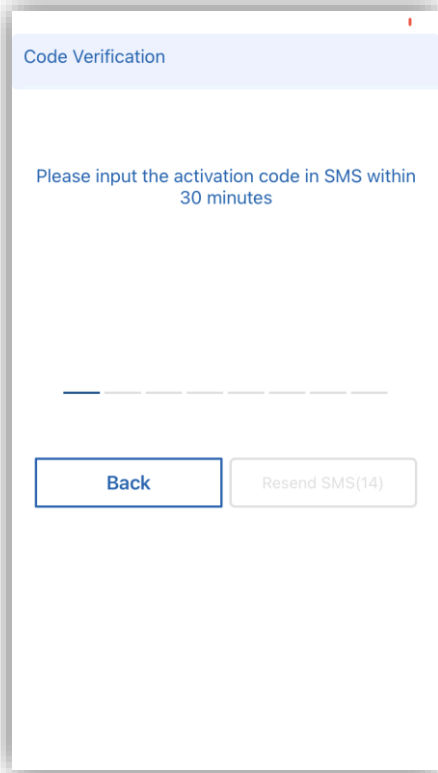3. Registered Mobile Number

Then press Submit.

Attention: Data input must align with the registered data.

Activation Code

After your information has been submitted, a system-generated SMS confirmation will be sent to your registered mobile. The SMS includes a one-time 8-digit activation code that is only valid for 30 minutes; enter the activation code and complete the registration. Activation code will be automatically confirmed for Android users if SMS were sent to the same device.

Code Verification

Please input the activation code in SMS within 30 minutes

Back   Resend SMS(14)

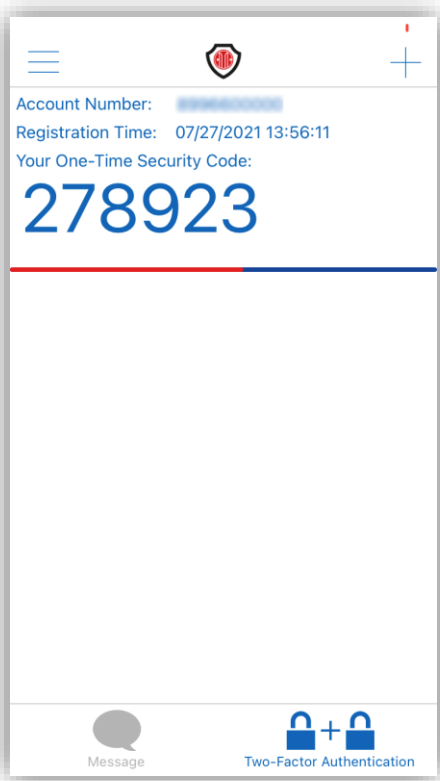Enter the SMS Activation Code

Please note only one security hub can be registered per account.

Usages of the Security Hub App

Main Page

After registration, click "Two-Factor Authentication" on the bottom right, a 6-digit security code will be displayed. Every security code is only valid for 30 seconds, whilst the security code will be updated every 30 seconds.
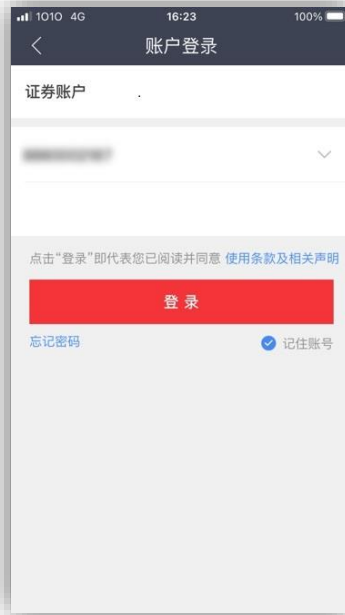

Main page after registration

All our trading platforms support Two-Factor Authentication. Security code is essential for verification when login to trading platforms, change and reset password. Please refer to the screenshots of mobile app XeT International as below:
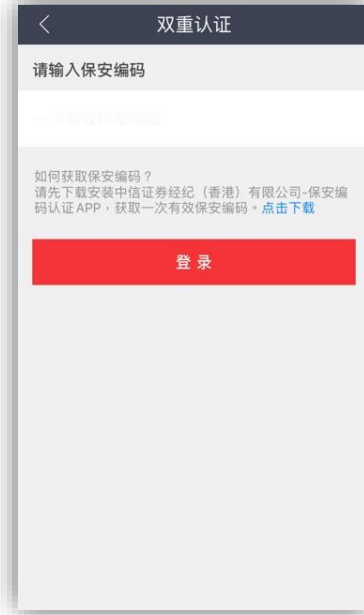
XeT International login process

1. Click login

2. Enter account number and password

3. Enter security code

4. Finish ID verification and enter security code again

5. Enter old password and create a new one


6. Done

"Forgot Password" Reset Function

"Forgot Password" function is now available on our trading platforms. You can reset password on your own once the function is activated. Below are the introduction of this function using mobile app XeT International.

After log in to XeT International, please click the button on the bottom right, then choose "Set Up Security Question" on the list, you will be redirected to the page of Reset Password Question.
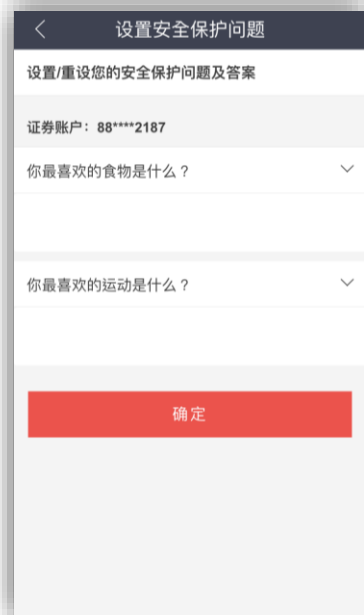
You can select two from the default questions to set and submit your customized answers. If you forgot your password, you might reset your password by using "forgot password" function.

1. Choose "set up security question" after login
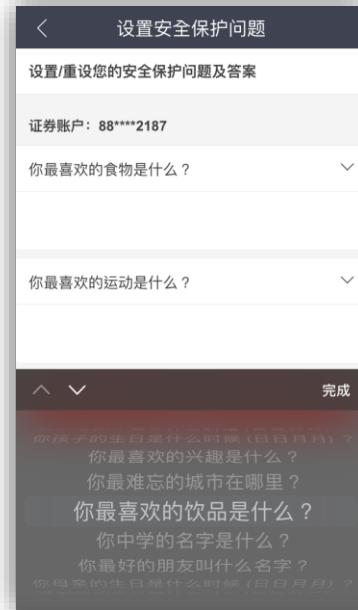
2. Choose two questions among the default question list

3. Set up answers for the questions

4.Done

Other Features for Security Hub App

Receive Messages

Security Hub App will receive notification messages for any account updates. Notifications of login account, reset password, and execution transaction could be accessed through the App.


Message page
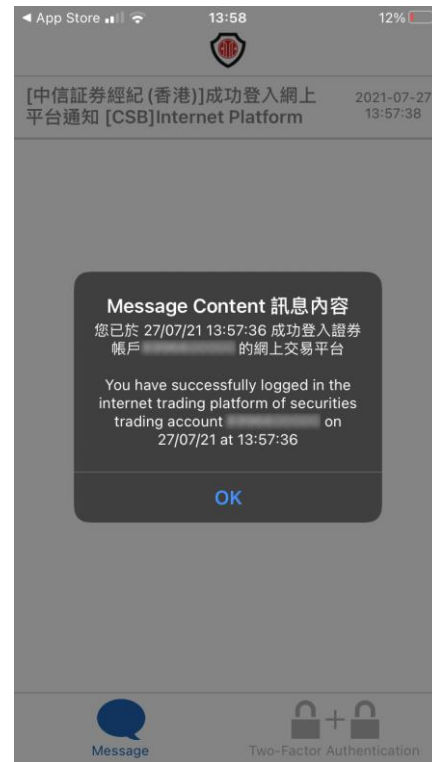
Message Content page

Browse Message

To check inbox messages, click the "Message" button at the bottom left. You can click the message for more details whilst click and hold to delete it.

Deleting the Registration of Account

Delete your Registration

Press and hold the security code if you want to delete the selected account. Click "Delete" button at the top right, confirm and the account registration will be cancelled.
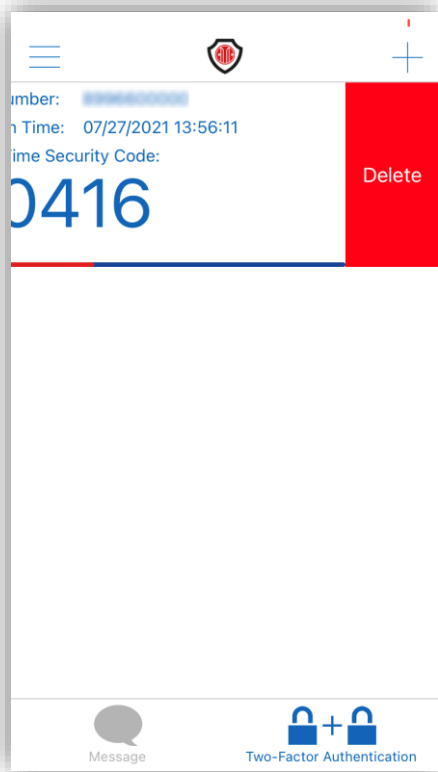
Delete account registration
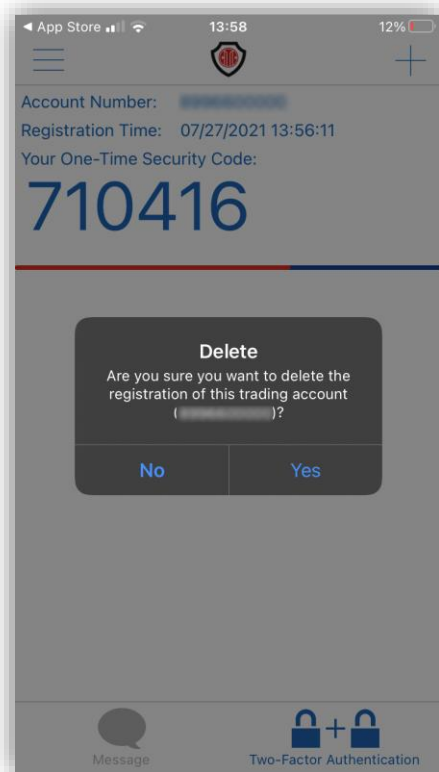
Confirm & Delete

Account Reregistration

Only one Security Hub App is supported for each account, if you register again with other mobile devices, the former registration will be replaced by the latest one.

Q&A

- **What if I forgot the protection pin?**

  - ✓ We cannot reset the protection pin for you. You have to delete, reinstall and register the Security Hub App again.

- **What if I forgot account password?**
  - ✓ If you have initiated the "Forget password" function on mobile app XeT International, you can reset your password through the platform on your own.
  - ✓ You could also call customer service to reset your password. New password will be sent to your registered email.

- **Why the registration still not completes after I have entered my personal data?**
  - ✓ Please ensure that the information entered match with the registered data
  - ✓ Please check data format, such as birthday should be in the format of "YYYYMMDD"
  - ✓ Please note only the last four letters and numbers are needed for the ID verification.

- **What if I updated my registered information?**
  - ✓ Please send data amendment form to update your information to prevent transactions being affected. Information update normally takes 1-2 working days.

- **What if I didn't receive the SMS with activation code?**
  - ✓ Please confirm the mobile number is registered.
  - ✓ Please confirm good signal.
  - ✓ Please confirm your SMS box is available to receive new message.

- **What if I changed my mobile phone?**
  - ✓ If your mobile number remains unchanged, please download and register Security Hub App again on your new phone.
  - ✓ If your mobile number changes, please contact customer service to update, and reregister Security Hub App on your new mobile.

- **What if I lost my registered mobile phone?**
  - ✓ Successfully reregister Security Hub App will replace the former one.
  - ✓ You could call our customer service hotline to invalidate the existing Security Hub App.

- **What if I don't want to receive message?**
  - ✓ You cannot terminate the message receiving function of the App.

✓ You can suspend receiving transaction information via email by filling in a form. Messages about login and reset of password could not be suspended due to regulatory concerns.

▪ **What can I do if I received login, reset password and transaction message when I didn't instruct to do so?**

✓ Please check with your account co-owner and account authorizer ensuring no instructions are issued on your behalf

✓ If confirmed no such instruction is issued, please change your password, and contact your account manager or the customer service team immediately.

▪ **How to contact?**

✓ Please call customer service hotline (852)22379338/400 818 0338

✓ Or email to csi-callcentre@citics.com.hk