

eDDA Electronic Direct Debit Authorization

A faster and more convenient payment method

FAQ – eDDA (Electronic Direct Debit Authorization)

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1. What is eDDA?

- eDDA is a value-added service of FPS launched by the Hong Kong Monetary Authority. It supports clients to authorize banks to transfer funds from designated bank accounts to our company according to the instructions issued by CITIC Securities Brokerage Hong Kong (hereinafter referred to "the company").

After successful authorization, you can directly initiate an electronic direct debit instruction (eDDI) via our mobile app XeT International, online trading platform iTrade or mobile app (general version). We will send the instruction to the bank on your behalf. After successful fund transfer from the bank to the company, the money will be deposited into your securities account immediately allowing you to enjoy the speedy deposit service.

2. Where can I set up eDDA?

- You can set up eDDA via our mobile app XeT International, online trading platform iTrade or mobile app (general version).

3. How to set up eDDA? How do I know if the authorization is successful?

- At present, you can register for eDDA in our mobile app XeT International, online trading platform iTrade or mobile app (general version):

- log in to XeT International, iTrade or mobile app (general version) with a trading account of CSB;
- XeT International: "Fund Management"> "eDDA" > "Add eDDA account" , iTrade: select "Management" > "Fund Management" > "eDDA"; mobile app (general version): select "Fund Management" > "eDDA";
- Enter bank account information and select currency before you submit the application;
- If you choose HSBC, you will receive a "Debit Authorization Confirmation Passcode" after your submission. Enter the passcode in XeT International, iTrade or mobile app (general version) to confirm the authorization.

If your eDDA application is accepted by the bank, you can see the application marked as "Approved" in "Fund Enquiry" > "eDDA".

* The payment bank account should be the same as your bank account (HKD) of a licensed bank in HK. The account holder's name and ID number must be consistent with our company's record. No joint account application is accepted.

4. Can I register eDDA for multiple designated bank accounts?

- You can register multiple designated bank accounts. However, you can apply for only one bank account each time when you set up eDDA. If you would like to apply for another bank account, you have to enter bank account information and select currency again in XeT International "Fund Management"> "eDDA" > "Add eDDA account", iTrade "Management" > "Fund Management" > "eDDA" or in mobile apps (general version) "Fund Management" > "eDDA", then click "Submit".

5. Which banks support eDDA? How long does it take to process the authorization?

- Below licensed banks in Hong Kong support eDDA, including: HSBC, Hang Seng Bank, Bank of China (Hong Kong) Limited, Industrial and Commercial Bank of China (Asia) Limited, Standard Chartered Bank (Hong Kong) Limited, China Construction Bank (Asia) Corporation Limited, Nanyang Commercial Bank, CMB Wing Lung Bank Limited, China Merchants Bank, China CITIC Bank International Limited, Bank of East Asia and Citibank N.A. The time required for each bank to process the eDDA authorization is different, ranging from within one minute to more than ten days.

*If your designated bank account is from Bank of China, please note that our company only accepts Bank of China accounts starting from the account number "012" temporarily.

6. Do I need to change the settings in the bank in advance?

- You do not need to change the settings in the bank in advance. The entire eDDA process only needs to be done in XeT International, iTrade or mobile app (general version).

7. Is there any charge for eDDA service?

- We do not have any additional service charge for eDDA.

* Please note whether your bank has additional transfer fees. Please also make sure your bank account has sufficient funds before submitting instructions. Insufficient funds will lead to fund transfer failure which your bank may charge handling fee.

8. My eDDA authorization is rejected. What should I do?

- Bank System will compare the consistency of your personal information registered with your bank and those registered with us or inputted by you during the authorization. In case of rejection, please check below information and make amendment with your bank or us if necessary.
 - ID Type and Number: The inputted information must match with bank's records;
 - Bank Account Number: Card number and bank account number may not be the same. Bank code will be generated automatically and need not be entered. Some banks require adding a branch number to complete the account numbers. It is recommended to make reference to the bank statement and instructions;
 - Bank Account Type: Must be a single HKD account. Integrated bank account user is suggested to use the HKD account for registration;
 - Client Name: System will compare your English name. Any additional spacing may be viewed as inconsistent;
 - Mobile Phone Number: Please make sure the registered mobile number is the same and valid.

9. How to transfer funds to a trading account by eDDA?

- After successful authorization, you can deposit funds through XeT International, iTrade or mobile app (general version):
 - Log in to XeT International, iTrade or mobile app (general version) with a trading account;
 - XeT International: "Fund Management"> "eDDA" ; iTrade: select "Management" > "Fund Management" > "Deposit"; Mobile app (general version): "Fund Management" > "Deposit", and then select "eDDI" as the settlement method;
 - Enter the deposit amount and choose the bank (If you registered more than one bank account when you apply for eDDA), then submit the instruction.

After submitting the instruction, you do not need to log in to online banking for fund transfer and submit the proof. If you would like to know whether the fund has deposited into your trading account, please check in "Fund Enquiry".

10. What currency does eDDA support for deposits?

- Only supports HKD.

11. After authorization, will the company transfer funds from your bank account without your instructions?

- No, all fund transfer instructions must be initiated by you. Neither the company nor anyone else can initiate transfer instructions on your behalf.

12. Does eDDA accept joint or corporate bank accounts?

- eDDA does not support joint or corporate bank accounts. The selected bank account must be an individual account.

13. Do I need to set my transfer limit in XeT International, iTrade or mobile app (general version) when registered for eDDA?

- No, you can enjoy large amount of fund transfer service provided by eDDA. No transfer limit is set by our company and we will proceed according to the transaction limit of your bank.

* Your bank may have transfer limits. Please pay attention to the requirements of each bank.

14. What is the eDDI transfer service time?

- Your eDDI instruction will be processed immediately* and the fund will arrived within 5 minutes*.

*eDDI service will be temporarily suspended during system daily restarting (Monday to Saturday, 05:30 to 05:45) and occasional system maintenance period.

*Final arrival time subject to banks' transaction time.

Note: Funds deposited on weekdays after 19:30, weekends or public holidays will be posted in next trading day's statement. Account's interest income/expense, if any, will be calculated according to the cash balance posted on statement.

15. How to change/cancel the "Direct Debit Authorization" instruction?

- If you want to change/cancel the "Direct Debit Authorization" instruction, please complete and submit relevant application form. To get the forms or have further enquiry, please contact your account manager or reach us through the following enquiry methods. Your change/cancel instruction of "direct debit authorization" will only take effect after our company confirms your application.

16. Can I use the same bank account to register for eDDA again after I cancelled the "Direct Debit Authorization"?

- If you would like to register for eDDA again, you have to submit the cancellation form to our company and then cancel you previous authorization in your bank. After the authorization of that bank account is completely cleared, you can register for eDDA again with the same bank account.

17. Where can I find the T&Cs of eDDA?

- Please click T&Cs of eDDA to read the service terms of eDDA.

If you need more information, please contact your account manager or reach us via below methods.

Thank you!

Email: csi-callcentre@citics.com.hk

Tel : Hong Kong Hotline **(852) 2237 9338**

China Toll Free Hotline **400 818 0338**

