



華泰金融控股(香港)有限公司

HUATAI FINANCIAL HOLDINGS (HONG KONG) LIMITED

“Huatai Token” User Guide

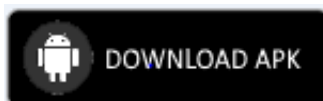


Hi! Thank you for using mobile app “Huatai Token” .

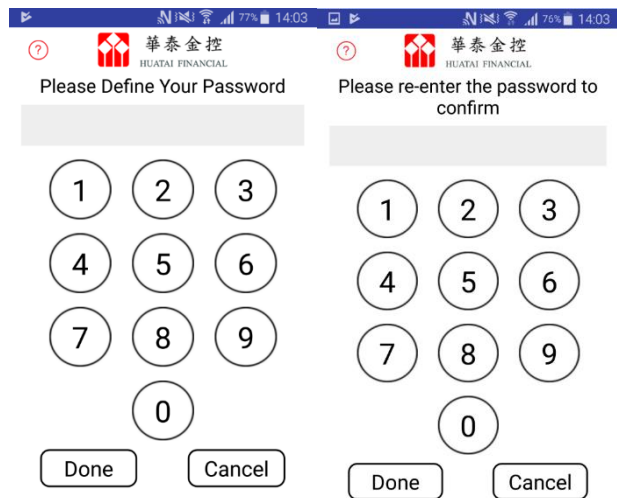
At Huatai Financial Holdings (Hong Kong) Limited, we strive to provide our customers a trading platform with highest security. That’s why we have provided Huatai Token App which is convenient to use and makes online trading much more secured via two-factor authentication.

How to install and register Huatai Token on your mobile device?

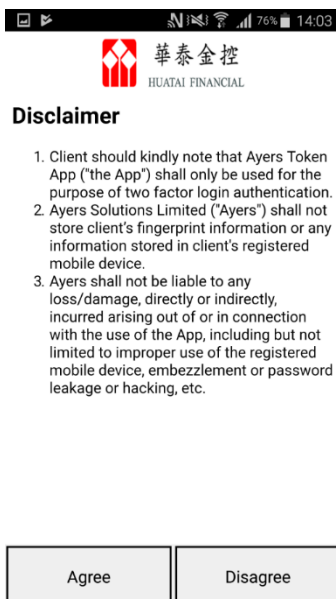
1. Click the link below to download and install Huatai Token App



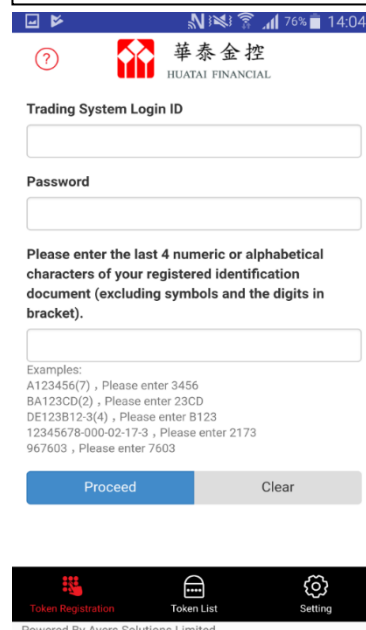
2. Setup your password for your Huatai Token (must be 8 to 16 digits)



3. Read and Agree the Disclaimer

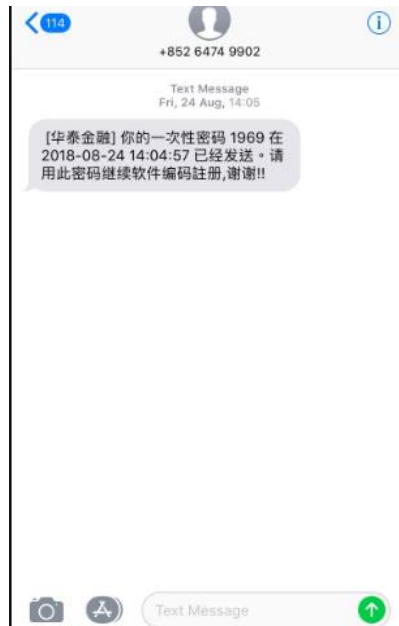
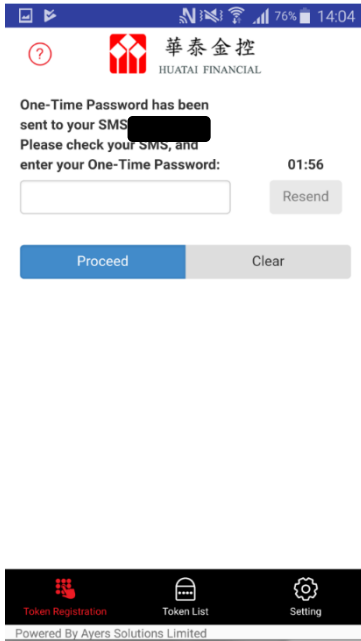


4. Enter Trading System Login ID, password and last 4 digits of your Identity Document No. (Without the digit in bracket (if any))

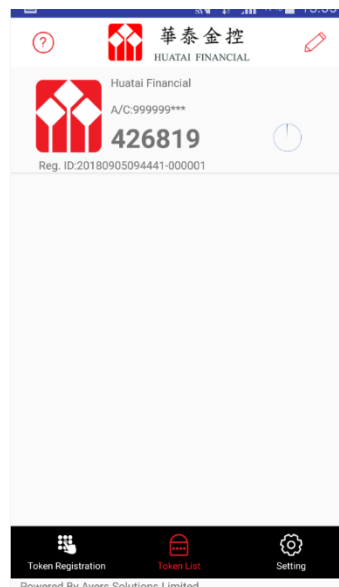
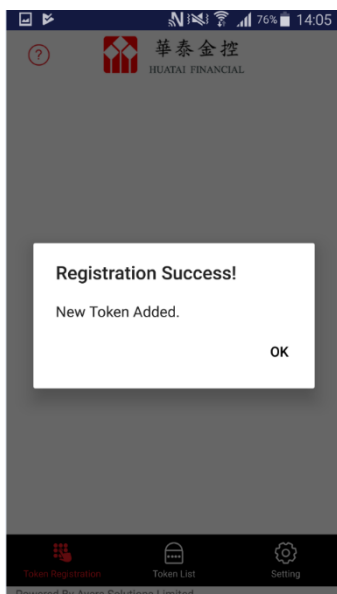




5. You will receive a one-time password for registration of Huatai Token. Please enter the one-time password at Huatai Token and press “Proceed” .



6. Huatai Token will generate an one-time password for login of electronic securities trading services after successful registration.

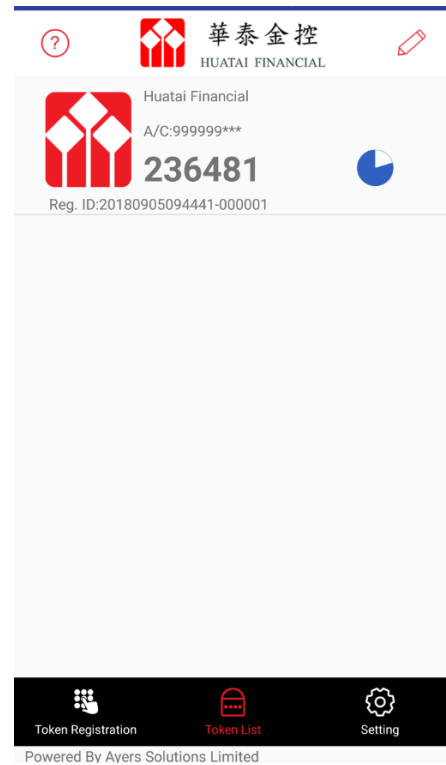
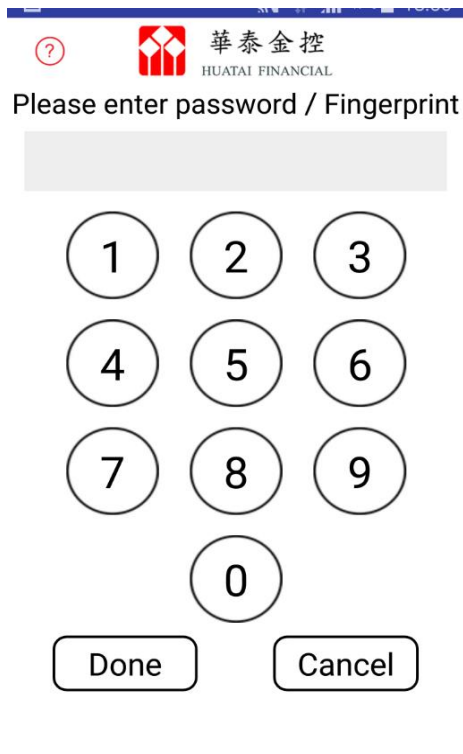




How to use?

1. If your Huatai Token has been successfully registered, a prompt will be displayed requesting the input of an one-time password upon login of electronic securities trading services.

2. Please enter the one-time password shown at Huatai Token on your mobile phone.





Frequently Asked Questions

1. Why does system indicate that my Two-Factor Authentication with Huatai Token service is not activated upon registration?
Please contact customer service hotline 400-8818-456 (Mainland) / (852)3658-6288 (Hong Kong) to activate the Huatai Token service.
2. Can I register Huatai Token on more than one device?
For security reason, your Huatai Token can only be registered to one device at any time.
3. Can I use Huatai Token with my tablet?
Huatai Token is supported on iOS and Android devices, including tablets.
4. Why does system always indicate that my entered one-time password is invalid upon login?
Since Huatai Token is time-sensitive, please check and rectify the time setting of your mobile ("Set Automatically" should be turned ON), and restart Huatai Token after the time adjustment.
5. What should I do when I want to change my mobile device?
You are recommended to uninstall Huatai Token at your old mobile phone. Then please install and register Huatai Token at your new mobile phone.
6. What should I do when Huatai Token registered device is lost or stolen?
Please contact the customer service hotline to disable the current Huatai Token.
7. Why do I have to set up Huatai Token password?
To help prevent anyone else using your mobile device to perform login, you will be asked to setup a password for your Huatai Token App. Please be noticed that you need to input password or use your fingerprint open or unlock Huatai Token. The auto lock time can be adjusted at the setting page of Huatai Token.
8. What should I do if I forget the password of Huatai Token?
Please uninstall Huatai Token and install and register it again.
9. Why Huatai Token cannot be installed on a jailbroken/rooted device?
If your device has been jailbroken/rooted, your device will be less secured and may lead to fraudulent transactions. Please use another non-jailbroken/rooted device to register Huatai Token again.
10. Can I restore the registered Huatai Token from the backup of the phone?
No, please register again after every phone restoration.



華泰金融控股(香港)有限公司

HUATAI FINANCIAL HOLDINGS (HONG KONG) LIMITED

System Requirement on Mobile Device

- Android Version: 4.4 or above*
- iOS Version: 9 or above
- Automatic Date & Time is set

***Android 6.0 or above is required for fingerprint unlock function.**