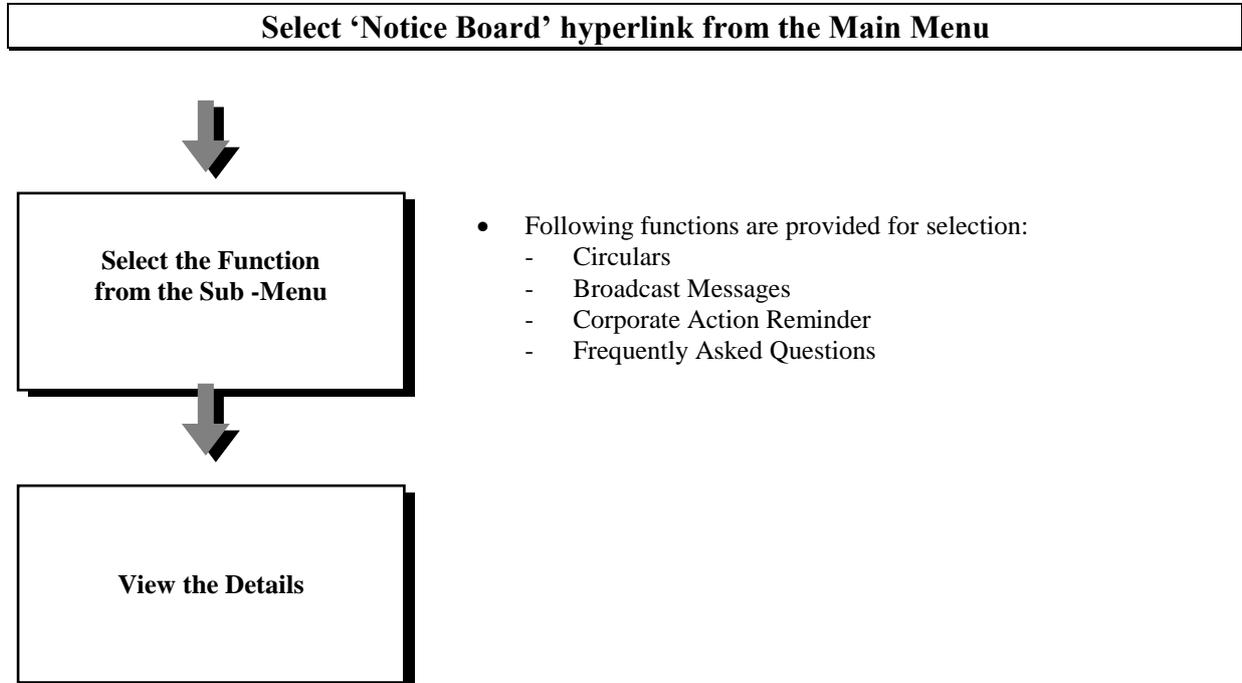


3.4.1 Notice Board

To view Notice Board via the CCASS Internet System :



Important Notes:

- Investor Participants are suggested to visit the Notice Board periodically as this is an important means of communication between Investor Participants and HKSCC. Investor Participants can online receive the latest news from HKSCC

3.4.2 Forms Download

Forms Download at CCASS Internet System

Select 'Forms Download' hyperlink from the Main Menu



Select the Forms from the List

- **For All Investor Participants**

- Investor Participant Account Information Change Form
- Request Form For Resetting a Password
- Investor Participant Statement Re-print Request Form
- Reactivate a Suppressed/Delinquent Investor Account Request Form
- Investor Participant Close Account Notice

- **For Corporate Investor Participants Only**

- ISI (With Affirmation) Counterparty List Input Request Form
- User Profile List
- Corporate Investor Participant Authorised Signatories Change Form
- Corporate Investor Participant Account Name Change Form

- **For Instruction Input at Customer Service Centre**

- ISI Input/Affirmation Request Form
- Subscription Instruction Input Request Form
- Dividend Election Instruction Input Request Form
- Corporate Voting Instruction Input Request Form
- Withdrawal Order Input Request Form
- EIPO Application Instruction Input Request Form
- EFN, Government Bonds, Specified Instruments and/or CMU Instruments Tender Instruction Input Request Form
- ISI (Without Affirmation) Counterparty List Input Request Form
- Standing Instruction Input Request Form

Important Notes:

- Investor Participants are required to complete and submit the original copy of the form to Customer Service Centre.

3.4.3 Contact Us

If there is any enquiry or comment, Investor Participants can seek assistance or contact HKSCC by:

- 1) calling our CCASS Phone Operations Hotline at 2979-7888 and then press '0' to talk to our Customer Service Officer during office hour; or
- 2) coming to our Customer Service Centre located at 1/F, One & Two Exchange Square, 8 Connaught Place, Central, Hong Kong; or
- 3) visiting our Frequently Asked Questions section under the Notice Board function; or
- 4) sending us an e-mail: (a) Operational Enquiry or (b) Technical Enquiry by clicking 'Contact Us' from the Main Menu via CCASS Internet System