Call Flow of the SEHK Enquiry Hotline

- 1) Cantonese
- 2) English
- 3) Mandarin
  - 1) Information about the Stock Exchange of Hong Kong
    - 1) Trading calendar & trading hours
      - 1) Normal trading hours*
      - 2) During typhoons & black rainstorm warnings*
    - 2) Exchange Rules and Listing Rules
    - 3) Publications subscription and sales counter*
    - 4) To visit the Exchange
    - 5) A brief history of the Exchange*
    - 6) The structure of the Exchange, list of Council Members and senior executives*
    - 7) Unified Exchange Compensation Fund
  - 2) Listed Companies and listing requirements
    - 1) Suspension reports of listed companies*
    - 2) List of listed companies and stock codes
    - 3) Contact details of listed companies*
    - 4) How to obtain listed companies' corporate communications
    - 5) Listing requirements*
  - 3) Selecting Stockbroker and procedures of dealing securities
    - 1) Member list
      - 1) Member stock brokers list
      - 2) Options Trading Members list'
      - 3) Options Market Makers list*
    - 2) How to select stock brokers
    - 3) Procedures of opening a securities account
    - 4) Placing orders
      - 1) Procedures
      - 2) Contract notes & statements
    - 5) Transaction costs*
    - 6) Investor direct participation account
    - 7) Share registration*
  - 4) Options trading
    - 1) How to select an options dealer*
    - 2) How to close out positions
    - 3) Margin requirements
    - 4) How to obtain latest market information on stock options
  - 5) Securities training programme
    - 1) Investor Education Seminar*
    - 2) Securities Training Courses and industry examinations
  - 6) Market information
    - 1) Hang Seng Index
    - 2) All Ordinaries Index
      - 1) Calculation Method*
      - 2) AOI Sectorial Indices
      - 3) AOI real time/historical data
    - 3) Stock prices and trade data
      - 1) Real time data
      - 2) Historical data
    - 4) Information vendors list*
    - 5) Short-selling and designated securities*
  - 7) Complaints

***Fax On Demand service**