

香港中央結算有限公司  
(香港交易及結算所有限公司全資附屬公司)

HONG KONG SECURITIES CLEARING COMPANY LIMITED  
(A wholly-owned subsidiary of Hong Kong Exchanges and Clearing Limited)

## 通告 CIRCULAR

Subject: Implementation of Client Connect  
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To enhance the existing customer experience, HKEX plans to introduce *Client Connect* (previously known as the Client Portal) to unify all client access to HKEX services. *Client Connect* provides access for Participants through a secure web-based user interface made available via PC, tablet, and mobile. *Client Connect* will be released in phases, with the first release (focusing on the post-trade services) scheduled for the first quarter of 2019. Major features provided by *Client Connect* are summarized below:

### Digitization of Manual Services

*Client Connect* digitizes and streamlines existing paper-based service request forms into new eServices, across post-trade related functions in Settlement and Depository, Participantship Management and Technical Setup. eServices are customized based on the user and responsive based on answers to questions, reducing duplication and errors. A full audit record of historical requests and approvals is maintained to improve transparency and compliance functions.

### Dashboard View

*Client Connect* provides a consolidated view on outstanding tasks with updated status for tracking. Users can quickly drill down to specific tasks for details and audit history, and perform actions on the tasks. Instant notification and alerting to affected users on changes to task status is available on the Dashboard and email. The Dashboard also provides other key information such as the latest events for enrolment online, the historical task records, quick link to technical document download, etc.

### Flexible Access Control

To improve security and streamline services that involve multiple HKEX legal entities, user accounts are designed in a flexible way to support multiple roles under one user login. Tasks are automatically assigned to appropriate users or groups, with notification and integrated maker/checker mechanism as appropriate. Users' accesses are controlled and administered by Delegated Administrators inside their parent company.

### Centralized Event Enrolment

Event enrolment will also be centralized through the *Client Connect* in the future. Important events tailored to the user will also be shown on the events tab of the dashboard with direct registration functionality and calendar corner of the *Client Connect* for reference.

### Information Corners

To improve access to information, centralized information corners will also be created in *Client Connect* for Participants to access technical documents (e.g. Terminal User Guide and project related updates) as well as business documents (e.g. PFMI and Rules). Although all information will be available through *Client Connect*, guidelines and updates relevant to the user will be highlighted to improve discoverability and engagement.

### Implementation Approach

To ensure *Client Connect* fulfils client needs, task force members previously involved in the discussion surrounding *Client Connect* will be invited to join a pilot programme to provide feedback regarding the user experience. Other participants interested in joining the pilot programme are requested to apply online through this [link](#) **on or before 30 November 2018**. HKEX will notify the pilot users separately about the technical briefing arranged in early December 2018 surrounding the functionality of the platform and arrangements for on-boarding. Upon successful conclusion of the pilot programme, all Participants will be invited to register to use *Client Connect* in early 2019.

At inception, all existing physical forms will remain available to use in parallel with the new eServices; however, to improve reliability and experience HKEX intends to enforce the use of eServices at an appropriate time. HKEX will provide more details on the transition arrangement after the full implementation of post-trade related services under *Client Connect*.

Please refer to the [Client Connect web corner](#) for the list of available eServices, updates on implementation details and release schedule.

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