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## **Section 4**

### **Back-Up Centre/Customer Service Centre**

#### **4.1 INTRODUCTION**

##### **4.1.1 Scope of services**

The Back-Up Centre, operated by HKSCC, provides back-up facilities to Participants other than Investor Participants and Designated Banks.

All facilities with respect to Compulsory Stock Borrowing Transactions shall be made available only through the Lender's CCASS Terminal or by such other means as HKSCC may prescribe from time to time.

##### **4.1.2 Repealed**

##### **4.1.3 Service hours of Back-Up Centre**

The service hours of the Back-Up Centre is from 9:00 a.m. to 6:00 p.m., Monday to Friday (except public holidays) (or such time as HKSCC may determine from time to time).

##### **4.1.4 Persons eligible for facilities**

In the event that a Participant other than an Investor Participant or a Designated Bank is unable to access CCASS due to technical issues or other reasons, it will be eligible to use the Back-Up Centre subject to the Rules.

Designated Banks of Participants can, in the event that their CCASS Terminals break down, make use of the Back-Up Centre to confirm to HKSCC in respect of payments to be made by Participants.

Participants other than Investor Participants and Designated Banks should submit a request to HKSCC in such form as HKSCC may prescribe from time to time for the use of the Back-up Centre . For the service hours and other details of the Back-Up Centre, please refer to relevant user guides available on the HKEX website .

Access to the Back-Up Centre is subject to availability and HKSCC reserves the right not to entertain requests for the use of the Back-up Centre.

##### **4.1.5 Scope of Back-Up Centre**

All CCASS maintenance functions, enquiry functions and report printing via CCASS Terminals, as well as risk monitoring and risk management functions via RMS, will be provided in the Back-Up Centre.

## **4.2 CUSTOMER SERVICE CENTRE**

### **4.2.1 Scope of service of Customer Service Centre**

The Customer Service Centre, operated by HKSCC, provides the following services and facilities to Investor Participants :

- (i) instruction input;
- (ii) statement printing; and
- (iii) general enquiries.

### **4.2.2 Service hours of Customer Service Centre**

The service hours of the Customer Service Centre are between 9:00 a.m. and 6:00 p.m., Monday to Friday (except public holidays) (or such time as HKSCC may determine from time to time).

### **4.2.3 Procedures**

To use the instruction input services of the Customer Service Centre, appropriate request forms as set out in the Operating Guide for Investor Participants must be completed and signed by the Investor Participant or an Authorised Signatory of the Corporate Investor Participant (stamped with the company chop, if applicable) and submitted to HKSCC at the counter of the Customer Service Centre for processing by HKSCC.

HKSCC's staff at the Customer Service Centre will cause a machine validation to be imprinted on the request forms so submitted and a copy of the forms (except those forms as specified by HKSCC from time to time) will be returned to the Investor Participant.

HKSCC reserves the right not to accept request forms submitted by Investor Participants.