
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 terminal 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4.1.2 Repealed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

Participants (other than Investor Participants) and Designated Banks are eligible to use the Back-Up Centre in the event of breakdown of their own CCASS Terminals.

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.

No prior subscription needs to be made in respect of the Back-Up Centre. A written request to use the Back-up Centre & confirmation to HKSCC of the breakdown of the Participant's CCASS Terminal as specified in the CCASS Terminal User Guide and CCASS Terminal User Guide for Designated Banks will be sufficient.

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 functions, such as input of ATIs, STIs, SIs, DIs, ISIs, Login Withdrawal Order, Election Instruction, Subscription Instruction, ISI Counterparty List and Corporate Voting Instruction; enquiry functions and report printing, 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.