

Online Security Tips

Beware of Fraudulent Website and Emails

- Please be reminded to be vigilant of any fraudulent websites and emails which seek to pass off as the Company's website. Haitong International's official websites are www.htisec.com. If you suspect the website you visit is not our official website, please contact our Customer Service Department at Hong Kong 852-3583-3388 or China 86-755 8266 3232 immediately.
- Please always login Haitong International's online platform through the hyperlinks in Haitong international's website: www.htisec.com when you want to perform online trading.
- Clients should not access any trading platform via the hyperlinks embedded in the emails sent to you from any unknown source or third party.
- Under no circumstance the company will send out emails asking for or verifying clients' personal information, for example username, password, identity number etc.
- Clients should always stay alert to any possible online frauds to avoid unnecessary loss.
- Clients should always be aware of any "business opportunity", including receiving or holding money for strangers, to avoid fall for money-laundering scams.

How to protect yourself?

Keep your username and password protected

- Never disclosing your password to anyone including our staff, in any case, we will never ask you for disclosing such information.
- Avoid using the same details which you use to access other web services, such as internet site, email etc.
- Never use easy to guess password, such as birthday, phone numbers, ID number or repeated numeric combination.
- Never write down your password and reveal to anyone.
- Always change your password regularly.

Keep your personal computer protected

- Set the password to avoid other people access into your computer.
- Install and regularly update anti-virus software, anti-spyware software, personal firewall and security updates for browsers to protect your computer from viruses and malicious programs.
- Please strength your network security settings if you assess our online trading platform service via wireless network.

Keep your online trading protected

- Avoid log-in your account by using public and shared computer. Make sure no one can see your user name and password when you login online trading platform.
- Always log off when you finish using the service or you will be away from your PC. Exit the browser application after log off is recommended.
- Always clear the cache and history in your browser and make sure your account information is removed after using our online service.

Verify the secure site

- To verify the security certificate of Haitong International, please click the 'padlock' at top right hand corner of the site.





Update your contact information

- Always update us with your latest personal contact information.

Check your account and transaction history details

- If there is transaction took place in your account, such as buy/sell, deposit/withdraw or dividend etc, statement or estatement will be issued to you. Always check your account statements regularly to identify any unusual transactions, and then report any unusual transaction in your statement to us immediately.

Contact us immediately for any suspicious

- If you suspect any unauthorized access or transactions, please promptly contact us at following ways:
 - Customer Services hotline: HK (852)3583 3388 CN (86) 755 8266 3232
 - Head Office
 - Branches
 - Account Executive