Guideline on Two-Factor Authentication (2FA)

For enquiries, please contact:
CS Hotline：852 – 2509 7524
HK Shares Dealing Hotline：852 – 2250 0898 / 852 – 2250 0899
24-hour Dealing Hotline：852 – 2509 7526

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1. What is 2FA?

1. What is 2FA?

- Two-factor authentication (**2FA**) refers to an authentication mechanism which utilises any two of the following factors: what a client knows, what a client has, and who a client is. The first step of authentication is to provide the login ID and password followed by the second step, such as providing a one-time password obtained (**OTP**) from SMS or security token. **OTP** is the factor of what a client has, **Password** is the factor of what is client know.

1.1 Why OTP?

To comply with the guideline of the SFC 《Guidelines for Reducing and Mitigating Hacking Risks Associated with Internet Trading》requiring all licensed or registered persons engaged in internet trading to implement baseline requirements to enhance cybersecurity resilience and to reduce and mitigate hacking risks.

1.1 Why OTP?

- Customer will be required to use registered **Mobile number/Mobile Token** to obtain Two-Factor Authentication (**2FA**) OTP services for login online trading account from 25 April, 2018 for enhanced online security.

1.2 Can client refuse to use OTP for login online trading account ?

- All GTJAI Client who wish to perform online trading transaction are required to enter OTP to authenticate login process.

- Please ensure client's registered Mobile number or Email address is valid and accurate to receive OTP anytime. For any situations, each account can be registered one Mobile number.

1.3 How to obtain OTP?

Client can select the below methods to obtain OTP:

- 1. SMS (Defaulted)

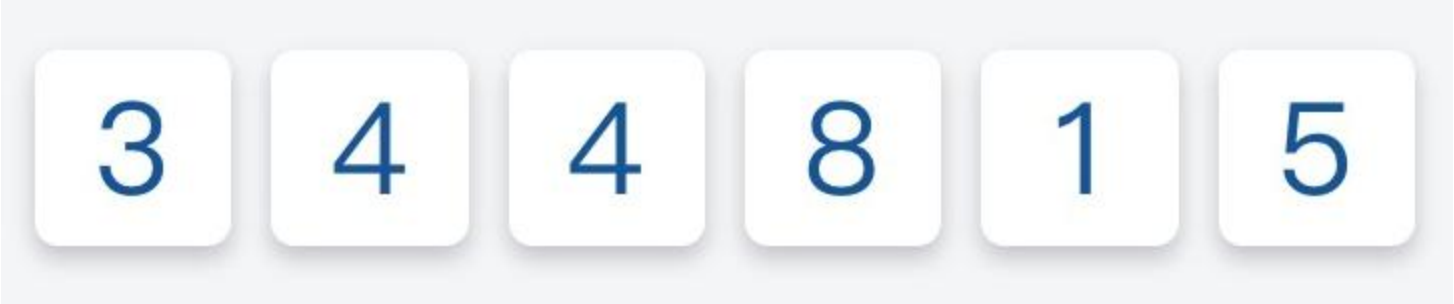


- 2. Mobile Token (GTJAI Mobile OTP)



1.4 What is OTP format?

OTP is composed of 6 digits.



1.5 Will OTP expried?

- 1. OTP will be expired in 180 seconds (Mobile)
- 2. OTP will be expired in 60 seconds (Mobile Token)

1.6 OTP Message

1. SMS

[GTJAI] Your OTP is: 712674. Please do not disclose your OTP to third party. (GTJAS)

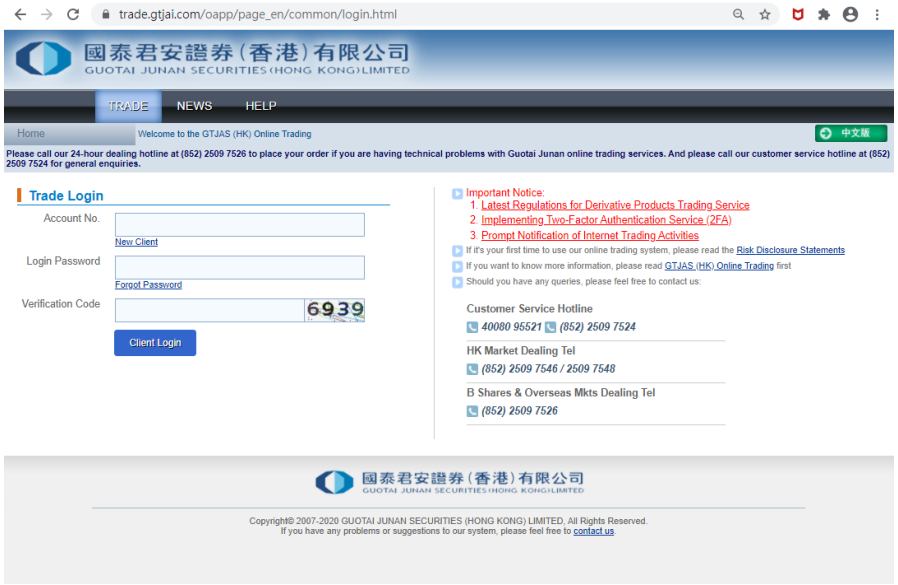
2. Mobile Token (GTJAI Mobile OTP)



1.7 Which platform needs OTP?

1. **Online Trading Platform**

https://trade.gtjai.com/oapp/page_en/common/login.html



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1.7 Which platform needs OTP?

- 2. GTJAI-TSCI (Chinese Only)
  https://www.gtjai.com/tc/software_desktop/



- 3. Jun Hong App (Chinese Only)
  https://www.gtjai.com/tc/software_junhong



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1.8 How to update Mobile number?

- Please access to our online trading platform > **Customer Service** > **Change of Client Information** for changing of personal information or completed form **《 Update of Client's Information 》** and return to **Customer Service Department** by (i) Email: customer.service@gtjas.com.hk (ii) Fax (852) 2509 7787 (iii) By hand or (iv) Post :
- **27/F., Low Block,**
  Grand Millennium Plaza,
  181 Queen's Road Central, Hong Kong

1.9 Will 2FA unavailable if client do not provide valid Mobile number?

- Client cannot place order via online trading platform if client do not provide valid Mobile. Please contact to our Dealing hotline:
  Hong Kong Market: **(+852) 2250 0898 / 2250 0899 or Oversea Market**: **(+852) 2509 7526** for order placing.

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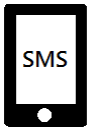
2. How to use 2FA?

2. How to use 2FA?

Login to online trading platform (https://trade.gtjai.com/oapp/page_en/common/login.html)

Enter Account Number & Login Password

1. OTP by SMS



2. Mobile Token (GTJAI Mobile OTP)



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2.1 2FA Login process & Change of 2FA Enrollment

- Demonstration – Online Trading

Online Trading-2FA Login process

Online Trading-2FA Login process

1. Enter Account No.

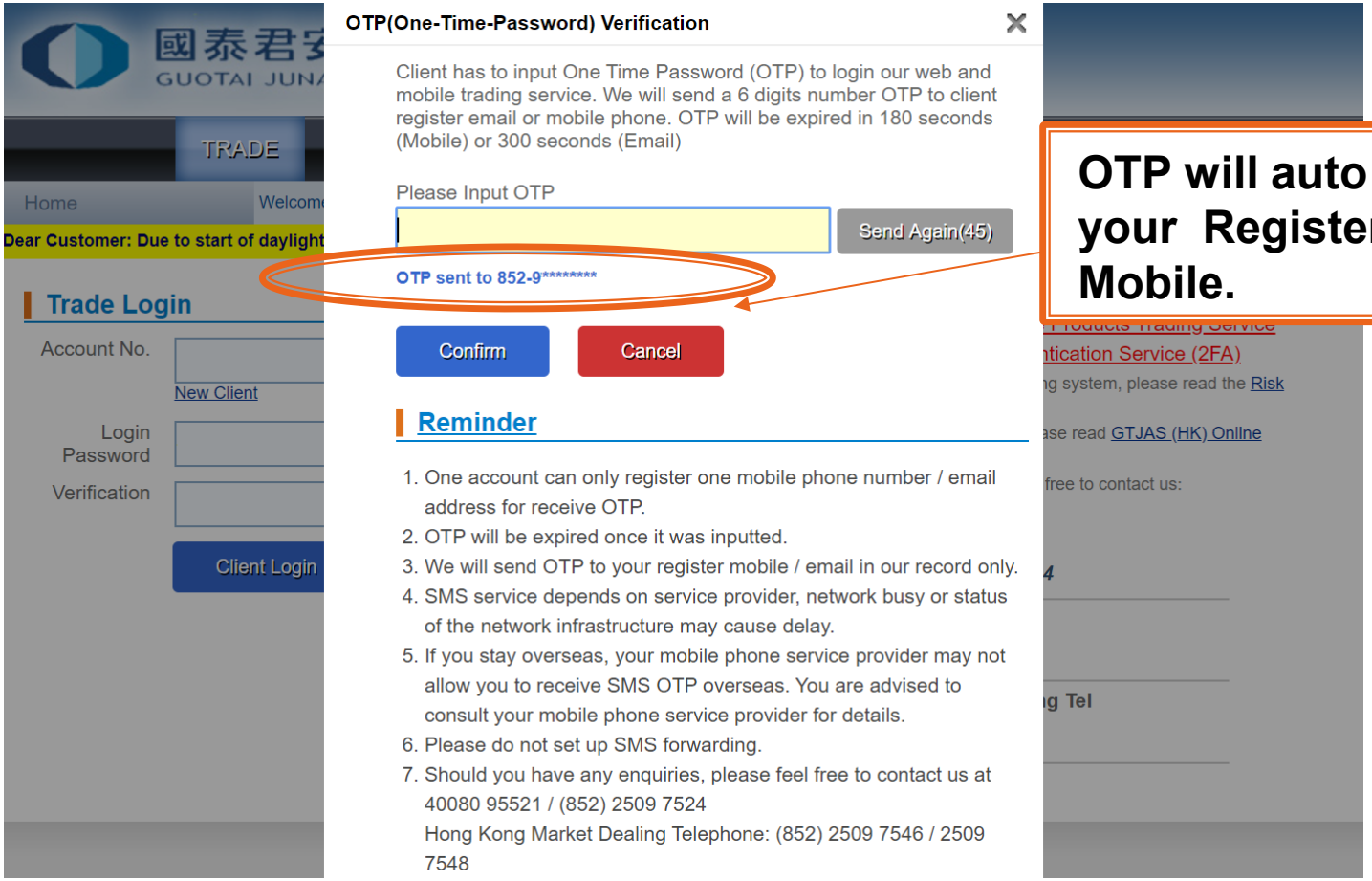
2. Enter Login Password

3. Enter Verification Code

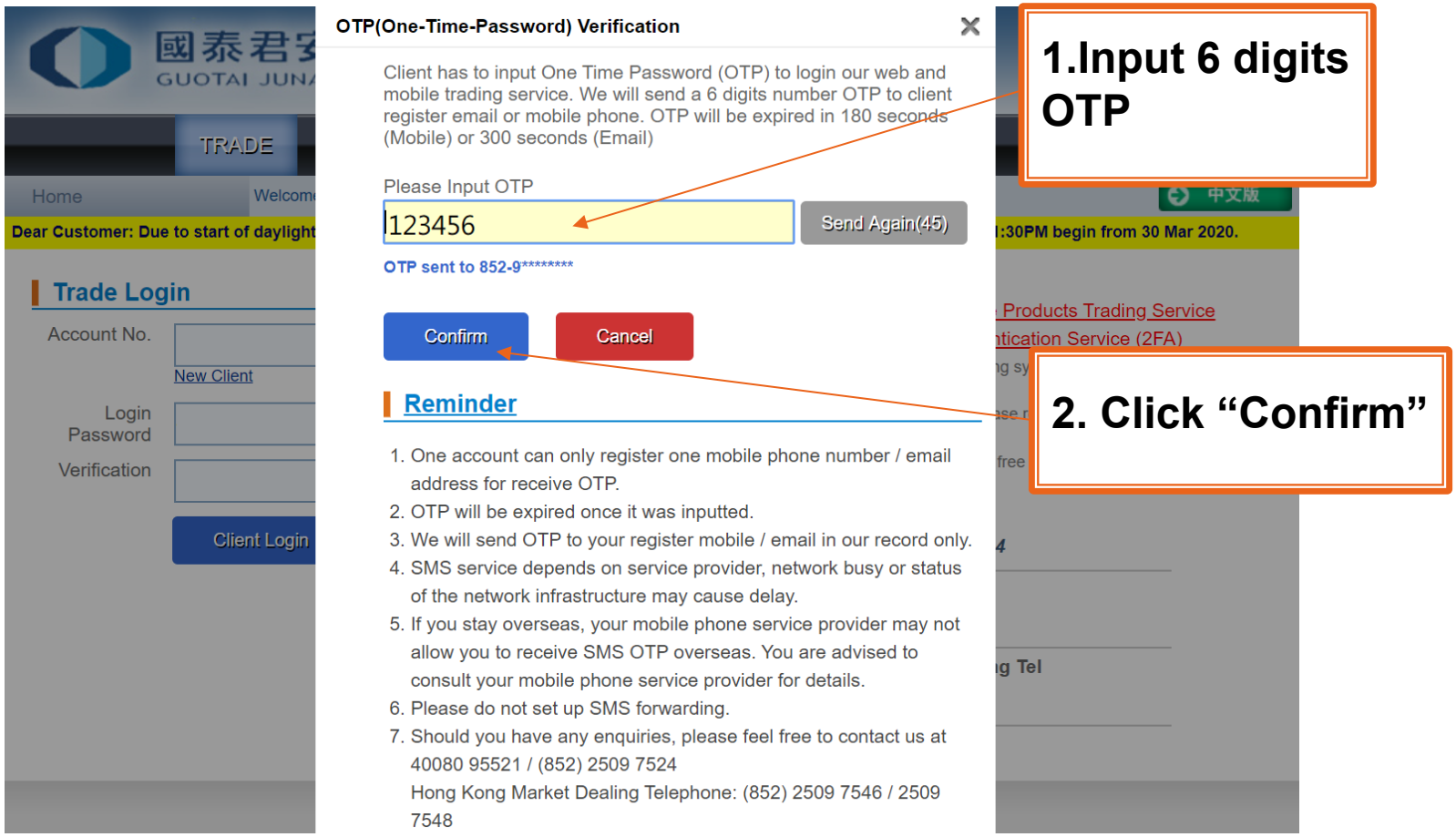
4. Click “Client Login”



Online Trading-2FA Login process

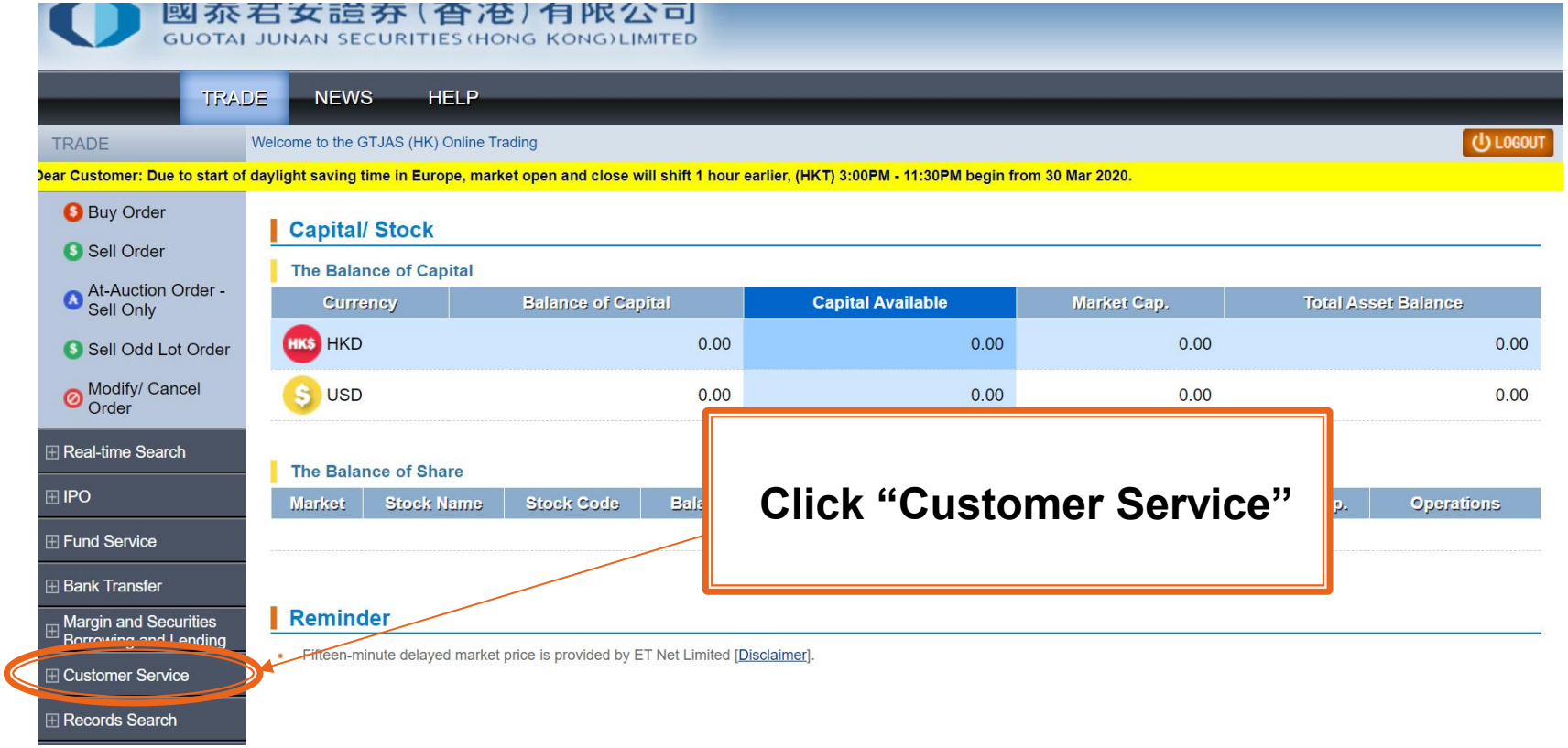


Online Trading-2FA Login process



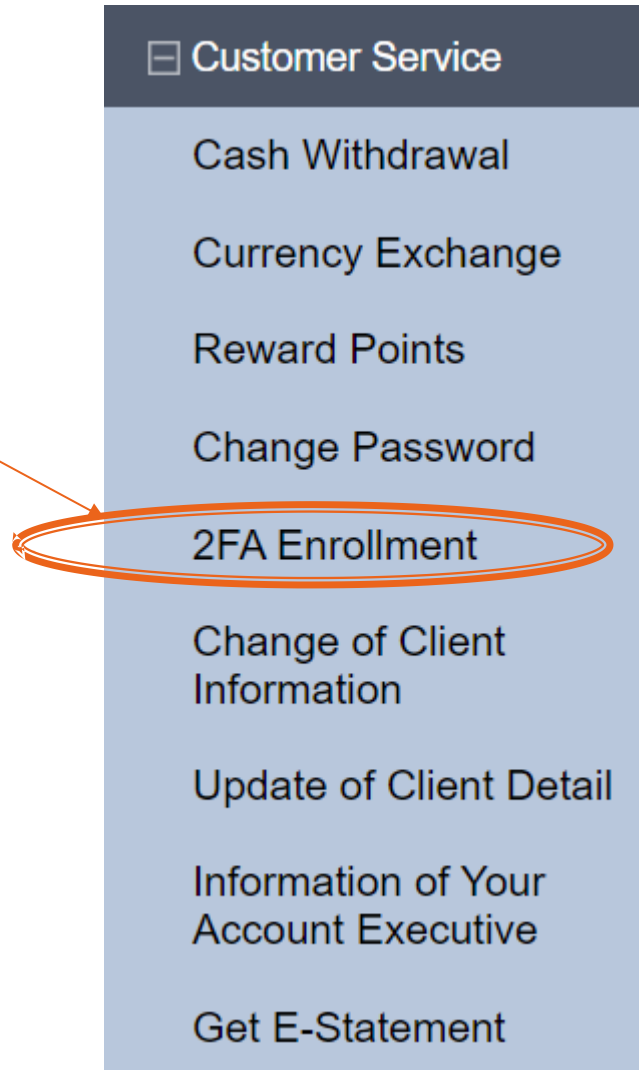
Online Trading-
Change of 2FA Enrollment

Online Trading-Change of 2FA Enrollment



Online Trading-Change of 2FA Enrollment

Click “2FA Enrollment”



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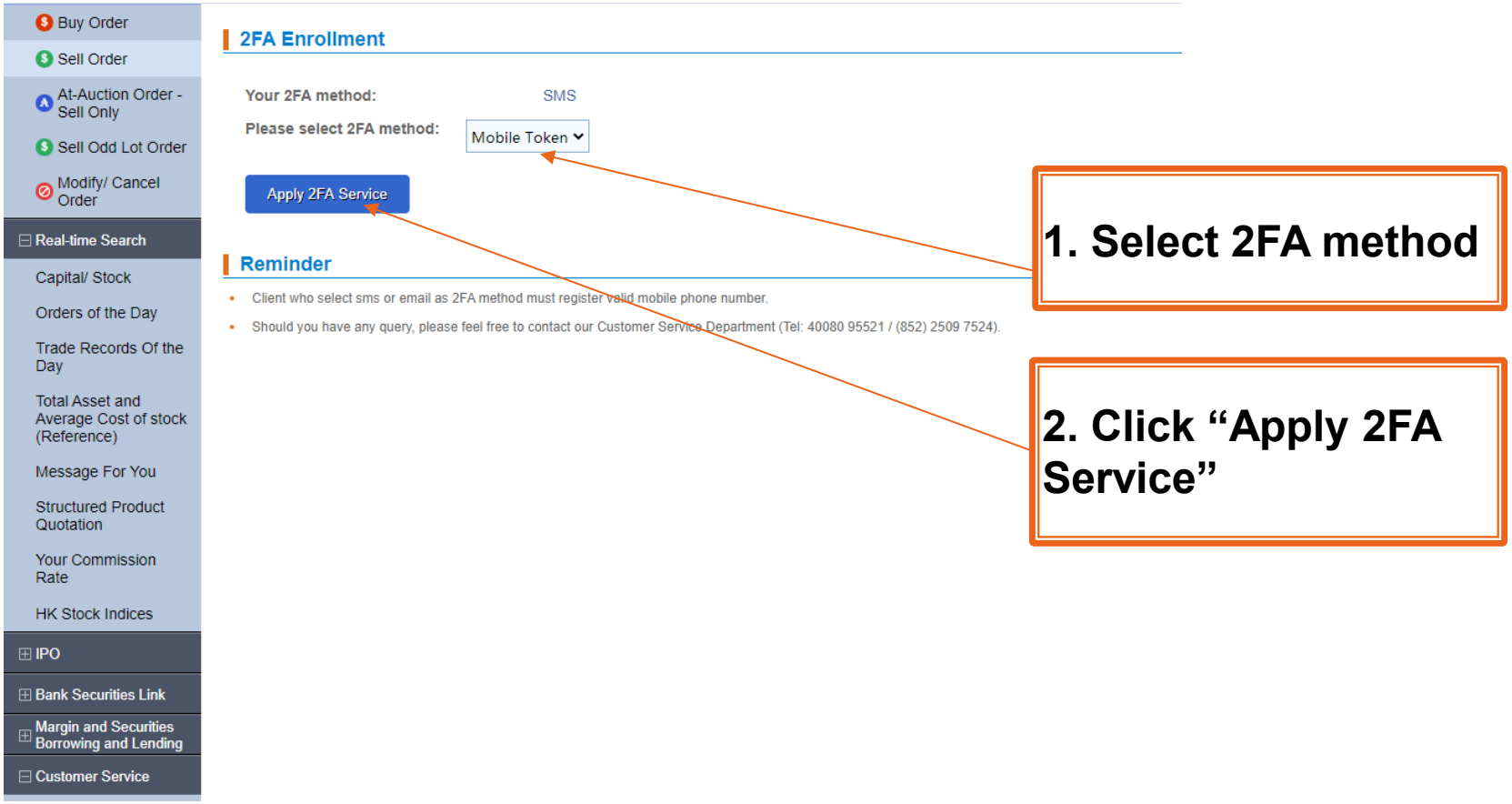
Online Trading-Change of 2FA Enrollment



Online Trading-Change of 2FA Enrollment



3. FAQs

3. FAQs

Q1. Is it necessary to enter the OTP for placing order?

A: Client will be required to enter OTP when login to online trading account, but not required on placing order.

Q2. Why client cannot receive OTP?

A: Please ensure client's registered Mobile number that you are using whether same as the one you have registered with **GTJAI.** For personal information update, please access to our online trading platform **Customer Service** > **Change of Client Information**, or complete form《Update of Client Information》 and return to **Customer Service Department** by (i) Email: customer.service@gtjas.com.hk (ii) By hand or (iii) Post : **27/F., Low Block,**

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3. FAQs

Q3. Why does the system shown OTP Invalid/Error when client has entered OTP correctly?

A: Client may enter OTP has been used. OTP can **be used once only and cannot reuse.**

Q4 . What should client do if account was blocked due to OTP issue?

A: Please contact to our Customer Service Department by (+852-2509 7524) immediately.

Q5. What should client do if mobile is lost or stolen ?

A: SMS – Client still can receive OTP on new mobile if client mobile number same as the one registered with GTJAI.

Mobile Token- Client can contact to Customer Service Department for re-register Mobile Token.

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3. FAQs

Q6. Can client receive an OTP in Oversea?

A: SMS –Whether you can receive SMS depends on your SMS service provider. If you are in oversea and using oversea service provider, the service provider may not support receipt of International SMS. Please consult your telecommunication service provider for further details.

Mobile Token- Not affected.

4. Useful Link

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- SFC- Cybersecurity- FAQs
- Two-factor Authentication provides additional security

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