

## **Online Futures Trading**

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## I. What's new and important

### 1. New added order Validity Type

Except the "Today" valid order available in the old system, there are 4 new validity order type in our new system. They are "Fak", "Fok", "GTC" and "GTD".

Today	Rest of day (default). It means unmatched/uncanceled orders will remain in the system (or order book) until the market close of the day.
Fak	Fill and Kill. It means that the order is to be matched, immediately after submission, as much as possible, up to quantity specified in the Qty field and the remaining unmatched portion, if any, of the order will be canceled automatically by the system at once.
Fok	Fill or Kill. It means that the order is to be matched, immediately after submission, at the exact quantity specified in the Qty field or else it will be canceled automatically by the system at once.
GTC	Until Expiry. It means that unmatched/uncanceled orders will remain in the system (or order book) until the market close of the expiration day of the product. The outstanding unmatched/uncanceled GTC order will be cancelled by the system automatically after the market close of product last trading day.  E.g.: Buy 1 contract of Feb/08 HSI with validity "GTC". If the order is not matched or cancelled, it will be valid until the last trading day of Feb.

	
GTD	<p>Specified Date. It means that unmatched/uncancelled orders will remain in the system (or order book) until the market close of the business date specified in the Date field. The outstanding unmatched/uncanceled GTD order will be cancelled by the system automatically after the market close of specified validity date.</p> <p>E.g.: Buy 1 contract of Feb/08 HSI with validity "GTD" to 24-Jan on 18-Jan-08. If the order is not matched or cancelled, it will be valid until 24-Jan.</p> 

## 2. New Stop/Trigger Order

Investors may wish to open new position or close position when the market price goes above or below a certain level. In this case, you can choose to use Stop/Trigger Order: When the market price (The last trade price) reaches the

Trigger Price of your Stop/Trigger Order which you have preset, Online Futures Trading System will send out a Limit Order with the Order Price which predefined by yourself to market for matching or queuing.

All Conditional Orders are Day Orders. They are valid until the close of the day for which they were placed and cancelled at the end of that day if not executed. Haitong International Futures Limited reserves the right to revise and amend the acceptable level of "the spread between Triggered Price and Limit Order Price of Conditional Order" in accordance with the market conditions without prior notice.

**\*CAUTION:**

This order request will be taken as new order request if there is no outstanding position for settlement.

Stop/Trigger Orders are additional functions assisting your trading only. Before you make use of Stop/Trigger Order, please make sure you fully understand its definition and operation in order to avoid using the function under misunderstanding. If you wish to know more about these functions, please contact our Customer Services at (852) 3583 3388

The "Stop Order", "Conditional order >=" & "Conditional order <=" in the old version are named as "Stop Limit", "Up Trigger" and "Down Trigger" in the new version.

The order placing mechanism "Up Trigger" and "Down Trigger" are the same as the old version. Below is a checking table for reference.

Old version:	New version :
Conditional order>=:	Up Trigger:

<p><b>Futures Options</b></p> <p>Product: Please choose</p> <p>Exp. Month: Please choose</p> <p>A/C Code: 01-0090011-00</p> <p>Type: <b>Conditional Orde</b></p> <p>Trigger: </p> <p>Price: </p> <p>Quantity: </p> <p>Password: </p> <p>Buy Sell</p>	<p><b>Futures Options</b> [Reset] [?]</p> <p>Product: Please Choose</p> <p>Expiry Mth: Please Choose</p> <p>Price: [ ] AO <input type="checkbox"/></p> <p>Quantity: [ ]</p> <p>Validity Type: Today</p> <p>Validity Date: 2008/01/18</p> <p>Stop/Trigger: <b>Up Trigger</b></p> <p>Trigger Price: [ ]</p> <p>Buy Sell Inactive <input type="checkbox"/></p>
<p>Conditional order &lt;=:</p> <p><b>Futures Options</b></p> <p>Product: Please choose</p> <p>Exp. Month: Please choose</p> <p>A/C Code: 01-0090011-00</p> <p>Type: <b>Conditional Orde</b></p> <p>Trigger: </p> <p>Price: </p> <p>Quantity: </p> <p>Password: </p> <p>Buy Sell</p>	<p>Down Trigger:</p> <p><b>Futures Options</b> [Reset] [?]</p> <p>Product: Please Choose</p> <p>Expiry Mth: Please Choose</p> <p>Price: [ ] AO <input type="checkbox"/></p> <p>Quantity: [ ]</p> <p>Validity Type: Today</p> <p>Validity Date: 2008/01/18</p> <p>Stop/Trigger: <b>Down Trigger</b></p> <p>Trigger Price: [ ]</p> <p>Buy Sell Inactive <input type="checkbox"/></p>

And the "Stop Limit" order placing mechanism is a bit different to the old version. Below is a checking table for reference.

Old version:	New version:
Stop Order:	Stop Limit:

**Futures Options**

Product	Please choose
Exp. Month	Please choose
A/C Code	01-0090011-00
Type	Stop Order
Trigger	
Quantity	
Password	

Buy Sell

In the old version, client does not need to input the order price when placing a "Stop Order". The system will send out the order upon 400 point to the trigger price once the condition is fulfilled.

E.g. The market price is 26600. And I would like to sell at 26500 to stop loss. In the old version, I just need to input 26500 as the "Trigger" price. And when the market price reaches 26500, my sell order will be sent to the market and sell at 26500 – 400.

**Futures Options** Reset ?

Product	Please Choose
Expiry Mth	Please Choose
Price	<input type="text"/> AO <input type="checkbox"/>
Quantity	<input type="text"/>
Validity Type	Today
Validity Date	2008/01/18
Stop/Trigger	Stop Limit
Trigger Price	<input type="text"/>

Buy Sell Inactive

In the new version, client should input the "Price" together with the "Trigger Price". When the market price reaches the "Trigger Price", the order will be sent to the exchange with the assigned "Price". The client can determine the difference between the "Price" and "Trigger Price".

E.g.: The market price is 26600. And I would like to trigger a sell order at 26500 to stop loss. And the selling price is 5 points below the trigger price. When the market price reaches 26500, the sell order 26495 is triggered and being sent to the exchange.

Case 1: The market price is 26498 when the triggered sell order is sent to the exchange. The order is executed immediately at the better price 26498 which is better than the assigned order price 26495.

Case 2: The market price is 26490 when the triggered sell order is sent to the exchange. As the sell order price (26495)

	is above the market price (26490), the order cannot be filled immediately. It is queued in the market and waiting for matching price.
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For more information about Stop/Trigger order, please refer to "Futures/Options trading" & "Q&A" .

### 3. New Inactive/Active function

There is the new "Inactive" function in the new version. Client can remark the order request as "inactive" and thus the order request will be saved in the system only but not sending to the market. This function allows users preset order request in the system. Once he/she would like to send the order request to the exchange for execution, he/she can just choose the inactive order and "Activate" it.

Pay attention that although the order is set as "Inactive", the margin required is already hold when the order is placed. The margin calculation is no difference to normal active orders.

The screenshot displays the trading interface with the following elements:

- Order Entry Form:** Includes tabs for "Futures" and "Options", a "Reset" button, and a help icon. Fields include "Product" (Please Choose), "Expiry Mth" (Please Choose), "Price" (with "AO" checkbox), "Quantity", "Validity Type" (Today), "Validity Date" (2008/01/18), "Stop/Trigger" (-----), and "Trigger Price". Action buttons for "Buy" (blue), "Sell" (red), and "Inactive" (checkbox) are present.
- Order Status Management:** Includes tabs for "Order Status", "Position", and "Account Enquiry". A "Display" dropdown is set to "All", and a "Refresh" button is available. The "Buying Power" is shown as \$2414964.22.
- Action Buttons:** Amend, Delete, Activate, Inactivate, Delete All, Activate All, and Inactivate All.
- Order Status Table:**

	Ref No	Ex.	Product	Call/Put	Expiry Mth	O/S BQty	O/S SQty	CCY	Price	Valid	Cond.	Status	Filled Qty
<input type="checkbox"/>	<a href="#">195</a>	HKIF	HSIF8	N/A	2008/01	1		HKD	19,800	Today	N/A	Inactive	0

Client can choose the "Inactive" order and press "Activate" button to send the order to the exchange.

4. Alert about data refresh function

There are 3 enquiry pages in the new version. They are “Order status”, “Position” and “Account Enquiry”.

Order Status:

<b>Order Status</b>		Position		Account Enquiry										
Display:	All	Refresh		<b>Buying Power: \$2553217.58</b> (Buying Power Last Updated Time : 23:13:39)										
Amend	Delete	Activate	Inactivate	Delete All	Activate All									
					Inactivate All									
<a href="#">Order Status Description</a>														
Ref No	Ex.	Product	Call/Put	Expiry Mth	O/S BQty	O/S SQty	CCY	Price	Valid	Cond.	Status	Filled Qty	Initiator	Order Time Sta
<a href="#">90</a>	HKIF	HSIF8	N/A	2008/01	1		HKD	AO	Today	N/A	Deleted	0	web	2008-01-18 15:01
<a href="#">89</a>	HKIF	HSIH8	N/A	2008/03		0	HKD	25,063	Today	N/A	Completed	2	01-0116925-07	2008-01-18 11:33
<a href="#">88</a>	HKIF	HSIG8	N/A	2008/02		0	HKD	24,586	Today	N/A	Completed	1	01-0116925-07	2008-01-18 11:23

Last Query Time : 23:34:54

Position:

<b>Order Status</b>		<b>Position</b>		Account Enquiry						
Account No. :	01-0116933-07	Print		Refre						
Ex.	Product	Call/Put	Expiry Mth	Prev.net	Day Long	Day Short	Net	Mkt.Prc	P&L	P&L (Base Cc
HKIF	HSIF8	N/A	2008/01	1@29,000.00			1@29,000.00	20000	-450,000.00 HKD	-450,000.00 H
HKIF	HSIH8	N/A	2008/03	2@28,193.00		-3@26,863.00	-1@-24,203.00	26938	-136,750.00 HKD	-136,750.00 H
HKIF	MHIH8	N/A	2008/03	-1@20,200.00			-1@-20,200.00	25070	-48,700.00 HKD	-48,700.00 H
SGX	SSIH8	N/A	2008/03	3@15,800.00			3@15,800.00	14540	-1,890,000.00 JPY	-126,597.00 H

Last Query Time : 23:34:01

Account Enquiry:

<b>Order Status</b>		Position		<b>Account Enquiry</b>				
Account No. :	01-0116925-07	Print		Refre				
Account Info				Account Balance				
Buying Power :	2,553,217.58	Total Cash :	3,164,767.58	CCY	Cash Bf	Today Cash	Fx Rate	Cash (Base Ccy)
NAV :	2,728,067.58	Credit Limit :	0.00	HKD	3,138,108.44	0.00	1.0000	3,138,108.44 HKD
Margin call :	0.00	Exposure limit :	600,000.00	JPY	50,000.00	0.00	0.0670	3,349.14 HKD
Commodity ref. P&L :	-436,700.00			USD	3,000.00	0.00	7.7700	23,310.00 HKD
Online I. Margin :	174,850.00							
Online M. Margin :	139,880.00							

Account Info Last Update Time : 23:13:39      Account Balance Last Query Time : 23:35:20

Remark: All information is for reference only. The last query time is just the time of your last enquiry but not the data update time. If there is any query of the data shown, please contact your AE immediately for real-time accurate information.

5. Margin calculation and requirement function

- The exchange SPAN standard is used for margin calculation in the system. The only difference is that if all of your position or working orders are pure long options, the margin requirement will be the premium. SPAN standard will be used for all other scenarios.
- Clients can place order that will increase the margin requirement only if they have enough buying power.

- There is an assigned Exposure Limit for each online futures trading account as the maximum margin for open position. It is for credit control purpose. If your account has enough buying power but your order request will exceed the Exposure Limit, it will be rejected. If you would like to adjust your Exposure Limit amount, please contact with your Account Executive.
  
- 6. Disable "Password confirmation requirement for order placing"  
Clients can disable "Password confirmation requirement for order placing" in "Client profile". After the setting is effective, clients do not need to enter password per each order placing.

## Trading Confirmation Password Setting

### Declaration for disable "Password confirmation requirement for order placing"

I hereby authorize Haitong International Futures Limited to remove all password confirmation requirement for placing new order, order amendment request and order cancellation request from my online futures account.

- Enable "Password confirmation requirement for order placing"
- Disable "Password confirmation requirement for order placing"

## II. Other functions

### 1. Trading

#### i. Future Products

Abbreviation	Product	Market	Exchange	Tick Size	Tick Value	Contract Size
HSI	Hang Seng Index Futures	Hong Kong	HKFE	1	HKD 50	HKD 50 x Index
HHI	H-Shares Index Futures	Hong Kong	HKFE	1	HKD 50	HKD 50 x Index
MHI	Mini-Hang Seng Index Futures	Hong Kong	HKFE	1	HKD 10	HKD 10 x Index
MCH	Mini H-shares Index Futures	Hong Kong	HKFE	1	HKD 10	HKD 10 x Index
DHS	HSI Dividend Point Index Futures	Hong Kong	HKFE	0.01	HKD 50	HKD 50 x Index
DHH	HSCEI Dividend Point Index Futures	Hong Kong	HKFE	0.01	HKD 50	HKD 50 x Index
VHS	HSI Volatility Index Futures	Hong Kong	HKFE	0.05	HKD 5000	HKD 5000 x Index

ii. Options Products

Abbreviation	Product	Market	Exchange	Tick Size	Tick Value	Contract Size
HSI - Call	Hang Seng Index Call Options	Hong Kong	HKFE	1	HKD 50	HKD 50 x Option Premium
HSI - Put	Hang Seng Index Put Options	Hong Kong	HKFE	1	HKD 50	HKD 50 x Option Premium
MHI - Call	Mini Hang Seng Index Call Options	Hong Kong	HKFE	1	HKD 10	HKD 10 x Option Premium
MHI - Put	Mini Hang Seng Index Put Options	Hong Kong	HKFE	1	HKD 10	HKD 10 x Option Premium
HHI - Call	H-Shares Index Call Options	Hong Kong	HKFE	1	HKD 50	HKD 50 x Options Premium
HHI - Put	H-Shares Index Put Options	Hong Kong	HKFE	1	HKD 50	HKD 50 x Options Premium

iii. Futures/Options trading

Item name	Description
Product	Product ID: HSI, HHI, MHI, MCH For Options, there will be Call or Put for each available products.
Expiry Mth	The available months for trading: This month, next month, next quarter, and next 2 quarter
Strike Price	Options strike price
Price	The order price. An order is to be matched at the order place or better.
Quantity	The maximum executable quantity per order specification depending on the Validity.
Validity Type	Please refer to <u>"I What's new and important - New added order Validity Type"</u>
Validity Date	The specified date for GTD.
Stop/Trigger	1.Stop Limit: Buy Order: When the market price is larger than or equal to stop price, then the buy order will be place in the market. Sell Order: When the market price is less than or equal to stop price, then the sell order will be place in the market. 2.Up Trigger: If market price is equal or larger than trigger price, then the order will be place in the market. 3.Down Trigger: If market price is equal or less than trigger price, then the order will be place in the market.
Trigger Price	The trigger price of Stop/Trigger orders that is the condition that to be met before the order will be place in the market.
AO	An auction order. An order that does not have a price limit assigned. An auction order is ready to be matched at the Calculated Opening Price (COP) during the Pre-market Opening Period. At the end of the Pre-market Opening Period all unmatched auction orders will be converted to either limits orders or inactive orders.
Inactive	An inactive order. It is not a tradable order unless user activates the order to place to the market.

## 2. Order Status

交易編號	交易所	產品	認購認沽	到期月份	買入餘數	沽出餘數	貨幣	價格	有效期	條件	狀況	已成交數量	原委者	下單時間標記
52	HKOF	MHI27	不適用	2007/12		1	HKD	28,996	即日	SL<28,500	已刪除	0	AETEST01	2007-12-11 10:43:35
53	HKOF	MHI27	不適用	2007/12		1	HKD	28,996	即日	SL<28,000	已刪除	0	AETEST01	2007-12-11 10:43:23
57	HKOF	MHI27	不適用	2007/12		1	HKD	28,996	即日	SL<28,000	已刪除	0	AETEST01	2007-12-11 10:43:15
55	HKOF	MHI27	不適用	2007/12		1	HKD	28,996	即日	SL<28,996	已刪除	0	AETEST01	2007-12-11 10:43:03
55	HKOF	MHI27	不適用	2007/12		1	HKD	28,900	即日	不適用	工作中	0	web	2007-12-10 20:01:25

Item name	Description
Ref No	The unique ID for each order. User can click the Ref No to see the order details.
Ex.	Exchange: HKIF – Hong Kong Futures Exchange
Product	Product code: HSI, HHI, MHI, MCH There are strike price for Call/Put options: e.g. HSI30000L7, 30000 is the strike price, L represents Call options at Dec, 7 represents year 2007
Call/Put	To identify Call/Put for Options orders
Expiry Mth	Product expiry month
O/S Bqty	Outstanding Buy quantity that not yet filled
O/S Sqty	Outstanding Sell quantity that not yet filled
CCY	Trading currency
Price	Order price
Valid	The validity period of the buy/sell order
Cond.	Order condition. Once the condition is reached, the buy/sell order will be sent to the market
Status	Please refer to "Order Status Description"
Filled Qty	The filled quantity of buy/sell order
Initiator	The initial sender of the order
Order Time Stamp	The order time
Last Query Time	User's last query time
Buying Power	= Total Cash + Commodity ref P/L – Online I. Margin. It is the balance available to open new positions (The maximum buying amount is limited by the Exposure Limit).
Buying Power Last Updated Time	The last update time of buying power.

i. Order status description

交易編號	交易所	產品	認購認沽	到期月份	買入餘數	沽出餘數	貨幣	價格	有效期	條件	狀況	已成交易量	原委者	下單時間標記
52	HQF	MHZ7	不適用	2007/12		1	HKD	28,996	即日	SL<29,500	已刪除	0	AETEST01	2007-12-11 10:43:35
53	HQF	MHZ7	不適用	2007/12		1	HKD	28,996	即日	SL<29,000	已刪除	0	AETEST01	2007-12-11 10:43:23
57	HQF	MHZ7	不適用	2007/12		1	HKD	28,996	即日	SL<29,000	已刪除	0	AETEST01	2007-12-11 10:43:15
55	HQF	MHZ7	不適用	2007/12		1	HKD	28,996	即日	SL<28,996	已刪除	0	AETEST01	2007-12-11 10:43:03
<input type="checkbox"/> 55	HQF	MHZ7	不適用	2007/12		1	HKD	28,800	即日	不適用	工作中	0	web	2007-12-10 20:01:25

數據查詢時間: 12:10:40

Status	Description	Description mapping to old version
Working	The order has been queuing in HKEx	Queuing
Pending	The order condition is not fulfilled at this moment and waiting for triggering	Sending
Inactive	The order is inactive and does not send to the HKEx	Inactive
Deleted	The order has been cancelled	Cancelled
Completed	The order has been filled	Completed

ii. Amend and Delete

The "Amend" and "Delete" functions are only available to those outstanding orders, with status including "Working, Pending and Inactive". If the order is filled or cancelled, it cannot be amended or deleted anymore.

For those outstanding orders that can be amended or deleted, there will be a check box on the left hand side of the order record. To amend, please tick the check box and press the "Amend" button to proceed. To cancel, please tick the check box and press the "Delete" button to proceed.

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### 3. Position

交易所	產品	認購/認沽	到期月份	上日持倉	今日長倉	今日短倉	淨倉	市價	盈虧	盈虧 (基本貨幣)
HKF	HSIH8	不適用	2008/03	2@29,750.00		-1@28,548.00	1@30,952.00	29117	-91,750.00 HKD	-91,750.00 HKD
HKF	HSIZ7	不適用	2007/12	4@29,251.75		-4@28,800.00		28996	-130,350.00 HKD	-130,350.00 HKD
HKF	MHZ7	不適用	2007/12		1@28,400.00		1@28,400.00	28996	5,980.00 HKD	5,980.00 HKD

最後查詢時間: 12:18:40

Item name	Description
Prev. net	Position & average price in Previous Business Date
Day Long	Long Position & average price in Today
Day Short	Short Position & average price in Today
Net	Net Position (Total Long – Total Short) & average price
Mkt. Prc	Market Price
P&L	Profit/Loss (Calculated by Market Price)
P&L (Base Ccy)	Profit/Loss in Base Currency
Last Query Time	User's last query time

### 4. Account Enquiry

交易指示狀況	持倉	帳戶查詢
帳戶號碼: 01-0116925-07 <span style="float: right;">列印 更新</span>		
<b>買賣力</b> 1,137,846.44 <b>衍生淨值:</b> 1,341,766.44 <b>逾期保證金:</b> 0.00 <b>商品參考盈虧:</b> -216,140.00 <b>網上基本保證金:</b> 204,120.00 <b>網上維持保證金:</b> 163,296.00	<b>現金總額:</b> 1,557,906.44 <b>借貸總額:</b> 0.00 <b>最高保證金 (持倉上層):</b> 600,000.00	<b>貨幣</b> 貨幣 上日結餘 今日存款 兌換率 現金 (基本貨幣) HKD 1,557,906.44 0.00 1.0000 1,557,906.44 HKD
帳戶資料更新時間: 12:16:42 <span style="float: right;">帳戶結餘查詢時間: 12:16:42</span>		

#### Account Info:

Item name	Description
Buying Power	= Total Cash + Commodity ref P/L – Online I. Margin. It is the balance available to open new positions (The maximum buying amount is limited by the Exposure Limit).

NAV (Net Asset Value)	= Total Cash + Commodity ref P/L
Margin Call	The insufficient amount to fulfill the margin requirement
Commodity ref. P&L	P&L of all commodities
Online I. Margin	Currently required initial margin of all positions and orders in the online account
Online M. Margin	Currently required maintenance margin of all positions and orders in the online account
Total Cash	Total cash in the account
Exposure limit	A maximum margin setting per account to limit the amount of margin requirement for credit control
Account Info Last Updated Time	The last update time of Account Info.

Account Balance:

Item name	Description
CCY	Balance currency
Cash Bf	Cash brought forward
Today Cash	Today cash deposit/withdraw
Fx Rate	Currency rate corresponding to the base currency (HKD)
Cash (Base Ccy)	Total cash in base currency (HKD)

5. Q&A

1. Why can't I place an order

There are several main reasons that you fail to place an order:

- i. Not enough buying power: System will hold required margin amount for all order placing request (including Stop/Trigger orders that are not triggered and inactive orders) no matter it has been executed or not for credit control. Clients can cancel some of the not-yet-executed order request to release hold margin for another new order request.
- ii. Exceed the Max. Margin requirement (Exposure limit): There is an assigned Exposure Limit for each online futures trading account as the maximum margin for open position. It is for credit control purpose. If

your account has enough buying power but your order request will exceed the Exposure Limit, it will be rejected. If you would like to adjust your Exposure Limit amount, please contact with your Account Executive.

- iii. If there is any problem with the system and you encounter any unknown or unclear data or status, please contact your Account Executive immediately.

2. Under what situation that my limit order or Stop/Trigger order cannot be cancelled:

As the market may fluctuate quickly, your order maybe executed in a short time and not able to be canceled.

3. How to place a Stop/Trigger order?

Example 1: Stop Limit (Assume with 1 Long current month HSI27000 futures contract) If the market price at the moment is 26800, I would like to cut loss at around 26750 levels. Can take below setting as a reference. When the market price reaches 26750 (This is the Trigger price. When this price is reached, the order will be submitted to the exchange), sell 1 current month 26475HSI (As I would like to have the order filled immediately within 5 points lower than the trigger price) ◦ Example 2: Down Trigger I would like to buy in 2 MHI contracts when the market price drops to 26500 levels. And the current market price is 26800. Can take below setting as a reference. When the market price reached 26510 (This is the Trigger price. When this price is reached, the order will be submitted to the exchange), the system will submit 2 MHI buy limit order at 26500.

4. What is the trading hour for Hang Seng Index Futures?

Pre-market opening session: 9:15 a.m. - 9:45 a.m.(Only available for Hang Seng Index Futures & Mini Hang Seng Index Futures) Morning session: 9:45 a.m. - 12:30 p.m. Afternoon session: 2:30 p.m. - 4:15 p.m. Please refer to the details in [www.hkex.com.hk](http://www.hkex.com.hk).

5. What kind of Futures products can I trade via Haitong International online Futures Trading System?

With Haitong International online Futures Trading System, you will be able to trade:

- Hang Seng Index Futures & Options

- Mini Hang Seng Index Futures & Options
- H-shares Index Futures & Options
- Mini H-shares Index Futures
- HSI Dividend Point Index Futures(DHS)
- HSCEI Dividend Point Index Futures(DHH)

6. Which type of futures contracts can I trade via Haitong International online Futures Trading Services?

You can trade futures contract via Haitong International online Futures Trading Services for spot month, next calendar month and next two calendar quarterly months.

7. How do I know if my orders have been sent and executed?

After placing an order, you will receive a message to tell the order request is sent. And the order will be shown in "Order Status" page. There is a unique order number for each order. Meanwhile, you can check the latest status in the field " Status" and make order amendment or cancellation instructions whenever necessary. If the order is filled, the order with information like executed time, quantity and price will be shown by pressing the "Ref No.".

8. How to oversee my account balance?

Please go to "Position" and "Account Enquiry" for a full view of account balance and position.

9. What is the liquidation policy of Haitong International Online Futures Trading Services?

When the net balance of online futures account falls beyond the maintenance margin level, your account executive will contact you for appropriate deposit before a designated deadline or without notice. Haitong International Futures Limited reserves the right to liquidate the position should the market reverses.

10. What should I do if I encounter technical problems with online Futures trading services?

Please contact your Account Executive or call our customers service hotline at 3583-3388 for assistance.