



Dear Valued Client,

Regarding the Notice of Operating Model and Trading Arrangements during Severe Weather

Thank you for your continuous support of our company.

To align with Hong Kong Exchanges and Clearing Limited's arrangements for maintaining the normal trading and settlement of Hong Kong securities and derivatives during severe weather conditions starting from 23 September 2024, our services will have special arrangements and changes:

1. **Office Closure:** Office will be closed to the public on trading day(s) with SWT. All appointments for physical services on such day(s) will be cancelled. Please contact us during office hours on normal business day to reschedule new appointments.
2. **Client Services Hotline:** remain operational (852) 2663-8888.
3. **Trading services:** Clients can place buy and sell orders through our online trading platform or by phone. Due to circumstances, we may only be able to provide limited services. We will do our best to handle calls, and we encourage the use of our online services.

(Hong Kong Stock Trading Hotline: (852) 2587-5228 / Futures Trading Hotline: (852) 2587-5229 / US Stock Trading Hotline: (852) 2525-3510)

4. **Funds Services:** Clients may conduct fund deposits, withdrawals, internal transfers, and currency exchange electronically (excluding physical cheque).
Deposit receipts and withdrawal instructions can be sent to the settlement department via email or WhatsApp.
(Email Address: hotline@cfsg.com.hk / WhatsApp Number: (852) 5680-2988)
5. **Funds Settlement Obligations:** Clients are advised to pay special attention to fund arrangements and ensure sufficient fund available in account for settlement and / or margin calls on trading day(s) with SWT. We reserve the right to forcibly liquidate client portfolios if settlement obligations are not timely fulfilled.
6. **Central Clearing and Settlement instructions:** These instructions can only be processed if the counterparty is also providing this service during severe weather conditions.
7. **Physical Certificate deposit / withdrawal:** This service will be suspended.

Please note that due to weather conditions and market operating circumstances, our company reserves the right to modify or suspend the online deposit / withdrawal notification service at any time, or to delay / reject any transfer instructions.

The above service arrangements may be affected by the feasibility and arrangements of our service providers, banks, issuers, custodians, counterparties and execution brokers etc. We will notify you promptly of any changes.

Clients who have not yet enabled online trading functionality are encouraged to contact our Client Service Hotline as soon as possible to activate it and enjoy the benefits of our online trading services.

Should you have any enquiries, please feel free to contact your Relationship Manager or our Client Service Hotline at (852) 2663-8888 or email us at hotline@cfsg.com.hk.

Yours faithfully,

CASH Financial Services Group Limited
Celestial Securities Limited
Celestial Commodities Limited