

**HSBC Broking Services (Asia) Limited**  
eStatement / eAdvice User Guide

NetTrader Customer Services      26 Aug 2016

## Table of Content

1. Initial Registration
2. View eStatement / eAdvice (other than initial registration)
3. Manage your password
  - 3.1 Change password
  - 3.2 Change password reset questions
  - 3.3 Forgot password
4. Remarks:
  - 4.1 Get a new password by calling our hotline
  - 4.2 Enabling Javascript in your Internet Explorer

# 1. Initial registration

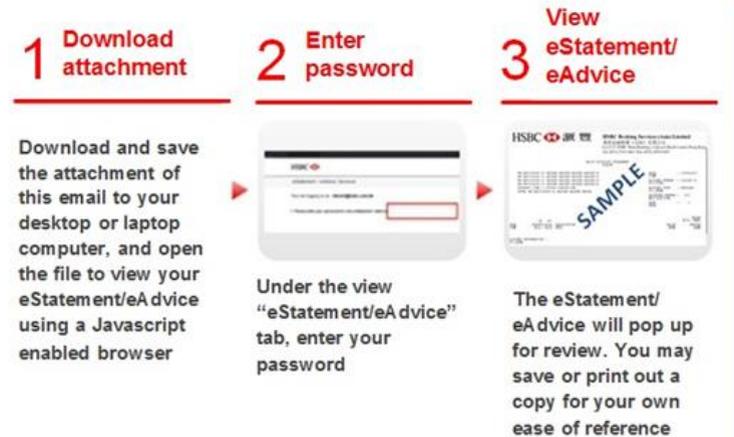
## Step 1 Download attachment from email

- You will receive your eStatement / eAdvice at your designated email address.

Dear Customer

Thank you for using our Electronic Statement Dispatch Service. The latest eStatement/eAdvice for your account is attached in this email. Please review your eStatement/eAdvice promptly and report to us for any errors or discrepancies.

Please use either a desktop or laptop computer and follow the steps below to view your eStatement/eAdvice.



- Please download and save the attachment to your desktop or laptop computer
- Please open the file with a Javascript enabled browser to view your eStatement / eAdvice

## Step 2 Click “View eStatement / eAdvice”



---

### eStatement / eAdvice Services 電子結單 / 電子通知書服務

Please select the following services:

請選擇以下服務:

[View eStatement / eAdvice 查閱電子結單 / 電子通知書](#)

Click this button to open eStatement / eAdvice

[Manage your password 管理您的密碼 \\*](#)

Please note that the eStatement / eAdvice cannot be displayed in mobile phones or tablets.

\*Services under “Manage your password” include changing your password, changing your password reset questions and unlocking your account by answering password reset questions.

電子結單/ 電子通知書服務並不能在手提電話或平板電腦顯示。

\*管理您的密碼服務包括更改密碼，更改密碼重設問題和回答密碼重設問題以解除被鎖定的帳戶。

## Step 3 Input your initial password and click “Continue”



eStatement / eAdvice Services

Please enter your password to view eStatement / eAdvice

Password

Input the initial password that we have sent to you by post

Cancel

Continue

Click “Continue”

# Step 4 Create a new password and select 2 password reset questions and input answers



eStatement / eAdvice Services

## 1. Create new password

- Please do not use the same password across different websites or your internet banking password and refrain from using easy to guess/easily accessible information such as your name, telephone number, date of birth, familiar words, and repetitive / sequential characters (e.g. ABABABABA, ABCD12345).
- Please enter a new password with 9-30 characters including at least one upper case letter (A-Z). You may use a combination of letters (A-Z, a-z), numbers (0-9), space and the special characters @ \_ ' . and -.

New password

Confirm new password

Input and retype  
new password of your choice

## 2. Select eCorrespondence password reset questions

- Please enter answers to your eCorrespondence password reset questions that are between 3 and 30 characters. Answers can contain numbers, letters and spaces as well as these special characters @ \_ ' . and -.
- You will need to answer both of these questions correctly if you have forgotten your password and need to reset it.

Select question 1

Answer to question 1

Confirm answer

Select question 2

Answer to question 2

Confirm answer

- Select questions
- Input answers of your choice

Click "Continue"

Your eStatement / eAdvice will appear automatically after clicking the "Continue" button

## 2. View eStatement / eAdvice (other than initial registration)

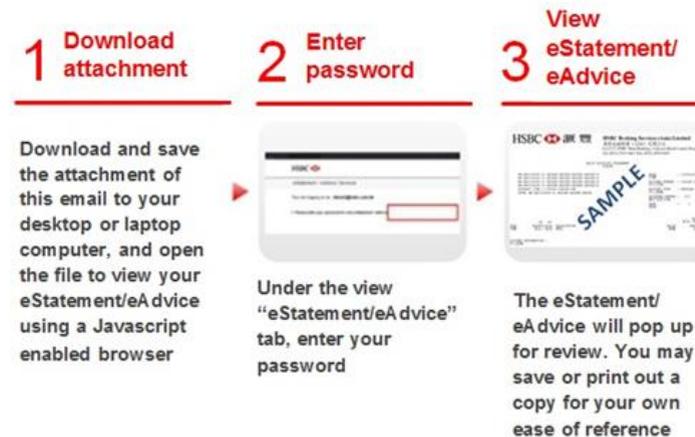
### Step 1 Download attachment from email

- You will receive your eStatement / eAdvice at your designated email address.

Dear Customer

Thank you for using our Electronic Statement Dispatch Service. The latest eStatement/eAdvice for your account is attached in this email. Please review your eStatement/eAdvice promptly and report to us for any errors or discrepancies.

Please use either a desktop or laptop computer and follow the steps below to view your eStatement/eAdvice.



- Please download and save the attachment to your desktop or laptop computer
- Please open the attached file with a Javascript enabled browser to view your eStatement / eAdvice

## Step 2 Click “View eStatement / eAdvice”

HSBC  滙豐

### eStatement / eAdvice Services 電子結單 / 電子通知書服務

Please select the following services:

請選擇以下服務:

[View eStatement / eAdvice 查閱電子結單 / 電子通知書](#)

Click this button to open eStatement / eAdvice

[Manage your password 管理您的密碼 \\*](#)

Please note that the eStatement / eAdvice cannot be displayed in mobile phones or tablets.

\*Services under “Manage your password” include changing your password, changing your password reset questions and unlocking your account by answering password reset questions.

電子結單/ 電子通知書服務並不能在手提電話或平板電腦顯示。

\*管理您的密碼服務包括更改密碼，更改密碼重設問題和回答密碼重設問題以解除被鎖定的帳戶。

## Step 3 Input your own password and click “Continue”



eStatement / eAdvice Services

Please enter your password to view eStatement / eAdvice

Password

← Input the password that you have previously created

Cancel

Continue

← Click “Continue”

Your eStatement / eAdvice will appear automatically after clicking the “Continue” button

### 3. Manage your password

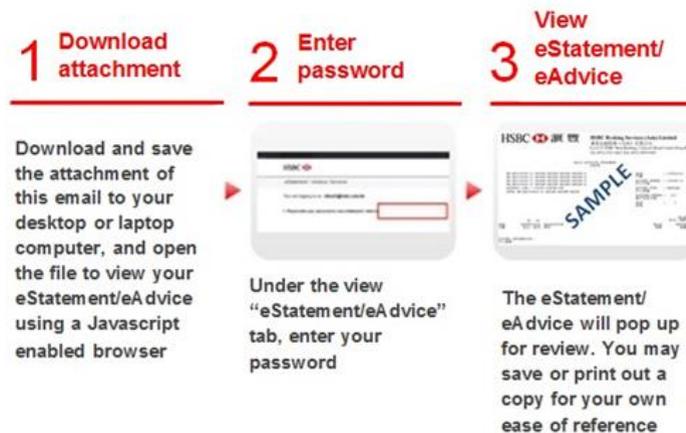
#### Step 1 Download attachment from email

- You will receive your eStatement / eAdvice at your designated email address.

Dear Customer

Thank you for using our Electronic Statement Dispatch Service. The latest eStatement/eAdvice for your account is attached in this email. Please review your eStatement/eAdvice promptly and report to us for any errors or discrepancies.

Please use either a desktop or laptop computer and follow the steps below to view your eStatement/eAdvice.



- Please download and save the attachment to your desktop or laptop computer
- Please open the file with a Javascript enabled browser to view your eStatement / eAdvice

## Step 2 Click “Manage your password”

HSBC  滙豐

### eStatement / eAdvice Services 電子結單 / 電子通知書服務

Please select the following services:

請選擇以下服務:

View eStatement / eAdvice 查閱電子結單 / 電子通知書

Manage your password 管理您的密碼 \*

Click this button to manage your password

Please note that the eStatement / eAdvice cannot be displayed in mobile phones or tablets.

\*Services under “Manage your password” include changing your password, changing your password reset questions and unlocking your account by answering password reset questions.

電子結單/ 電子通知書服務並不能在手提電話或平板電腦顯示。

\*管理您的密碼服務包括更改密碼，更改密碼重設問題和回答密碼重設問題以解除被鎖定的帳戶。

## 3.1 Change password



eStatement / eAdvice Services

Change password

Change eCorrespondence password reset questions

Forgot password

### 1. Please enter your existing password

Password

Input your existing password

### 2. Create new password

- Please do not use the same password across different websites or your internet banking password and refrain from using easy to guess/easily accessible information such as your name, telephone number, date of birth, familiar words, and repetitive / sequential characters (e.g. ABABABABA, ABCD12345).
- Please enter a new password with 9-30 characters including at least one upper case letter (A-Z). You may use a combination of letters (A-Z, a-z), numbers (0-9), space and the special characters @ \_ ' . and -.

New password

Confirm new password

Input and retype  
a new password of your choice

Cancel

Continue

Click "Continue"

You will receive an email notification after you have changed your password successfully



eStatement / eAdvice Services

Confirmation

---



**You have completed password change**

A notification email will be sent to your email in our record.

---

## 3.2 Change password reset questions



eStatement / eAdvice Services

Change password

Change eCorrespondence password reset questions

Forgot password

Select this tab

### 1. Please enter your existing password

Password

Input your existing password

### 2. Select eCorrespondence password reset questions

- Please enter answers to your eCorrespondence password reset questions that are between 3 and 30 characters. Answers can contain numbers, letters and spaces as well as these special characters @ \_ ' . and -.
- You will need to answer both of these questions correctly if you have forgotten your password and need to reset it.

Select question 1	- Select a question -	▼
Answer to question 1	<input type="text"/>	
Confirm answer	<input type="text"/>	
Select question 2	- Select a question -	▼
Answer to question 2	<input type="text"/>	
Confirm answer	<input type="text"/>	

- Select questions,
- Input and retype answers of your choice

Cancel

Continue

Click "Continue"

You will receive an email notification after you have changed your password reset questions successfully



eStatement / eAdvice Services

Confirmation

---



**You have changed the answer of eCorrespondence password reset questions**

A notification email will be sent to your email in our record.

---

## 3.3 Forgot password



eStatement / eAdvice Services

Change password

Change eCorrespondence password reset questions

Forgot password

Select this tab

### 1. eCorrespondence password reset questions

Please answer your eCorrespondence password reset questions to reset your password

Question 1 What is your favourite animal?

Answer to question 1

Question 2 Who is your favourite actor/actress?

Answer to question 2

Input answers to the password reset questions

### 2. Reset password

- Please do not use the same password across different websites or your internet banking password and refrain from using easy to guess/easily accessible information such as your name, telephone number, date of birth, familiar words, and repetitive / sequential characters (e.g. ABABABABA, ABCD12345).
- Please enter a new password with 9-30 characters including at least one upper case letter (A-Z). You may use a combination of letters (A-Z, a-z), numbers (0-9), space and the special characters @ \_ ' . and -.

New password

Confirm new password

Input and retype a new password of your choice

Cancel

Continue

Click "Continue"

You will receive an email notification after you have reset your password successfully



eStatement / eAdvice Services

Confirmation

---



**You have completed password reset**

A notification email will be sent to your email in our record.

---

## 4. Remarks

### 4.1 Get a new password by calling our hotline

If you have incorrectly answered the password reset questions for 3 times or failed to reset your password, please contact our NetTrader/eStatement Customer Service Hotline at (852) 3989 8181 to re-generate a new password. Our hotline service hours are from 8.30 am to 5.30 pm Mondays to Fridays (except public holidays).

### 4.2 Enabling Javascript in your Internet Explorer

If you cannot view your eStatement / eAdvice, the "Javascript" may have been disabled in your browser. To enable the Javascript, follow the steps below:

- On the internet tool bar, select "Tools" and select "Internet Options."
- Select "Security" and the icon "Internet"
- Select "Custom Level..." and scroll down to the section titled "Scripting"
- Select "Enable" under the subsection "Active scripting" and click "OK"
- A warning window box will be prompted. Select "Yes"