

# User Guide

## Account Services

### Utrade HK Mobile App

Version 24 Mar 2026

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# Account Services

The screenshot shows a mobile application interface for account services. At the top, there's a 'Home' header with a search icon. Below it, account summary information is displayed: Portfolio Value, Unrealized Profit/Loss, and Cash Balance, all in HKD. A 'Quick Links' section contains buttons for Stock Screener, ETF, Dividend, Margin Ratio, Interval Ranking, Capital Flow, Warrant CBBC, and ADR. A 'Watchlist' and 'Portfolio' section follows, with a table of holdings. The 'Menu' is open on the right, showing 'Account Services' highlighted in red. Below the menu, a blue prompt asks to select an EForm. A table of EForms is shown with two items highlighted in red: '1 Change of Information Notice' and '2 W-8BEN'.

Name	Market Value	Quantity	Nominal
HSBC H... 00005	2,936,200	21,200	138.500
HKEX 00388	4,102,560	9,900	414.400
LEADS B... 09887	643,000	10,000	64.300
Tiziana L... TLSA	1.4	1	1.380

#	EForm	New
1	Change of Information Notice	
2	W-8BEN	

**Step 1** Press the “MENU”

**Step 2** Press “Account Services”

**Step 3** Select EForm Type

- #1: Change of Information Notice include:
  - a. Contact Numbers or,
  - b. Emails or,
  - c. Addresses
- #2: W-8BEN

# Change of Information

## a. Update Contact Numbers

At least one contact number is required. Therefore, if the record contains only one existing contact number, client can only edit that number rather than delete it.

Contact Numbers	Phone Type
<b>Tel 1 (Mobile)</b> 852-1234 1235 <input type="button" value="Delete"/> <input type="button" value="Edit"/>	Tel1
Tel 2 N/A <input type="button" value="Delete"/> <input type="button" value="Edit"/>	Home / Office / Mobile Mobile
Tel 3 N/A <input type="button" value="Delete"/> <input type="button" value="Edit"/>	Existing Phone No. 852-1234 1235
Tel 4 N/A <input type="button" value="Delete"/> <input type="button" value="Edit"/>	New Phone Country-Area Code HONG KONG
	Country Code 852
	Area Code
	<b>Phone number</b> 1234 1235

**Step 1** Press [Delete] or [Edit]

**Step 2** Select from drop down list for “Home/ Office / Mobile”

**Step 3** Select “Country-Area Code”, input [Area Code (if any)] and the “Phone number”

<p>I / We represent that the information on this form is true, complete and correct. Upon request from your Companies, I / We shall promptly (in any event, within 30 days) provide the Companies any additional documentation, including without limitation to the self-certification, in relation to the changes to such information. If the additional documentation is not provided, I / we understand that the Companies may disclose account information and changes to the Authority in (including with Internal Revenue Service, U.S. Department of the Treasury and the Hong Kong Inland Revenue Department) for the purpose of complying with FATCA, Common Reporting Standard and other related laws, regulations, codes and rules.</p> <p><input type="button" value="Submit"/></p> <p><input type="button" value="Back to Contact List"/></p>	<p>without limitation to the self-certification, in relation to the changes to such information. If the additional documentation is not provided timely, I / we understand that the Companies may disclose account information and changes to the Authority in (including with Internal Revenue Service, U.S. Department of the Treasury and the Hong Kong Inland Revenue Department) for the purpose of complying with FATCA, Common Reporting Standard and other related laws, regulations, codes and rules.</p> <p><input type="button" value="Submit"/></p> <p><input type="button" value="Back to Contact List"/></p>
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**Step 4** Press [Submit] and [Confirm]

# Change of Information

## b. Update Primary or Alternative Emails

At least one contact email address is required.

<p><b>Emails</b></p> <p><b>Primary Email Address</b> emailsample@example.com (For receiving all kinds of client communication, including: UTRADE (passwords, login notification, trade confirmation), E-Statement, Change of Information, Corporate Action, Welcome letter, Annual renewal letters, T &amp; C, or other letter.)</p> <p><b>Alternative Email Address 1</b> N/A (The email is for receiving e-statement and the physical statement issuing will be terminated (if applicable).)</p> <p><b>Alternative Email Address 2</b> N/A</p>	<p><b>Email Type</b> Primary Email Address</p> <p><b>Existing Email</b> <input type="text"/></p> <p><b>New Email</b> <i>Existing email will be replaced by the new email.</i> newemailaddress@sample.com</p> <p><b>Re-enter the new Email Address for Confirmation</b> newemailaddress@sample.com</p>
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- Step 1** Press [Edit] to update the “Primary” or “Alternative” Email Address
- Step 2** Input the email address into “New Email”
- Step 3** Re-enter the new Email address for confirmation

<p>I / We represent that the information on this form is true, complete and correct. Upon request from your Companies, I / We shall promptly (in any event, within 30 days) provide the Companies any additional documentation, including without limitation to the self-certification, in relation to the changes to such information. If the additional documentation is not provided, I / we understand that the Companies may disclose and account information changes to the Authority in the Internal Revenue Department of the Hong Kong Inland Revenue Department for the purpose of complying with FATCA, Common Reporting Standard and other related laws, regulations, codes and rules.</p> <p><b>Submit</b></p> <p><b>Back to Contact List</b></p>	<p>without limitation to the self-certification, in relation to the changes to such information. If the additional documentation is not provided timely, I / we understand that the Companies may disclose account information changes to the Authority in the Internal Revenue Service, U.S. Department of the Treasury and the Hong Kong Inland Revenue Department for the purpose of complying with FATCA, Common Reporting Standard and other related laws, regulations, codes and rules.</p> <p><b>Please confirm if you want to submit the change request?</b></p> <p><b>Cancel</b> <b>Confirm</b></p> <p><b>Submit</b></p> <p><b>Back to Contact List</b></p>
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- Step 4** Press [Submit] and [Confirm]

### Change of Email Address 電郵地址變更

Please fill in 9-digits account number. Margin, Stock Options, Futures account information under the same account will be updated accordingly (if applicable).  
請填寫九位數字的帳戶號碼。相同帳戶下的保證金、期權、期貨帳戶資訊將相應更新（如適用）。

CONTENT PAGE > CHANGE OF EMAIL ADDRESS

Please verify below changes and click [Confirm] to proceed.

New Email

Existing email will be replaced by the new email.

newemailaddress@sample.com

**Step 5** Please verify the changes and review the inputted new email address

I / We represent that the information on this form is true, complete and correct. Upon request from your Companies, I / We shall promptly (in any event, within 30 days) provide the Companies any additional documentation, including without limitation to the self-certification, in relation to the changes to such information, codes and rules.

Confirm

Back to Contact List

I / We represent that the information on this form is true, complete and correct. Upon request from your Companies, I / We shall promptly (in any event, within 30 days) provide the Companies any additional documentation, including without limitation to the self-certification, in relation to the changes to such information. If the additional documentation is not provided timely, I / we understand that we may be required to disclose account information to the U.S. Internal Revenue Service, U.S. Department of the Treasury and the Hong Kong Inland Revenue Department for the purpose of complying with FATCA, Common Reporting Standard and other related laws, regulations, codes and rules.

Are you sure you confirm the change request?

Back to Contact List

**Step 7** Press [Submit] and [Confirm]

# Change of Information

## c. Update Residential or Mailing Addresses

**Valid address proof** is required for updating residential or mailing address when using UTRADE portal.

### Addresses

#### Residential Address

6/F Harcourt House 39 Road Wanchai HK

Edit

#### Mailing Address

6/F Harcourt House 39 Road Wanchai HK

Edit

NEW

Room / Floor / Block

4/F

Name of Building & Estate

Harcourt House

No. & Name of Street

39 Road

District / Area / Country

Wanchai

Country

Hong Kong

**Step 1** Press [Edit] to update the “Residential” or “Mailing” Address

**Step 2** Input the address details

a) A recent utility bill issued within the last 3 months

b) Recent correspondence from a Government department or agency (i.e. issued within last 3 months)

c) A statement, issued by an authorized institution, a licensed corporation or an authorized insurer within the last 3 months

d) A record of a visit to the residential address by the FI

e) An acknowledgement of receipt duly signed by the customer

Confirm

I / We represent that the information on this form is true, complete and correct. Upon request from your Companies, I / We shall promptly (in any event, within 30 days) provide to the Companies any additional information requested without limitation of liability.

Choose Files

Upload Image

Accepted formats: JPG, PNG only

Photo Library

Take Photo

Choose File

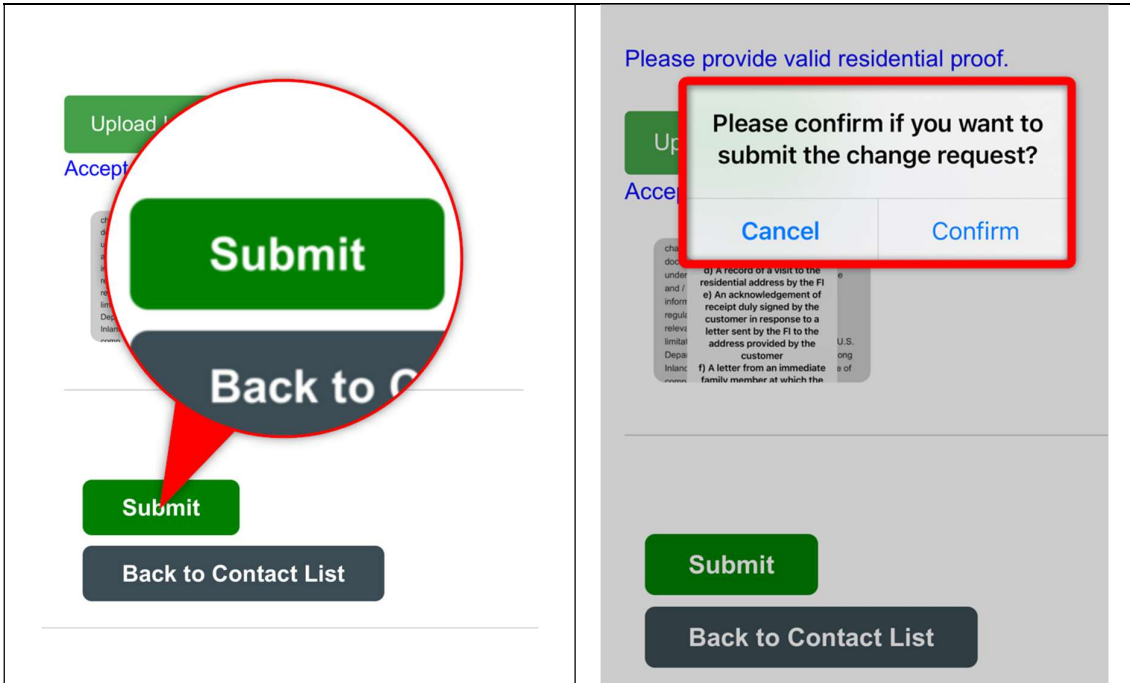
Upload Image

Accepted formats: JPG, PNG only

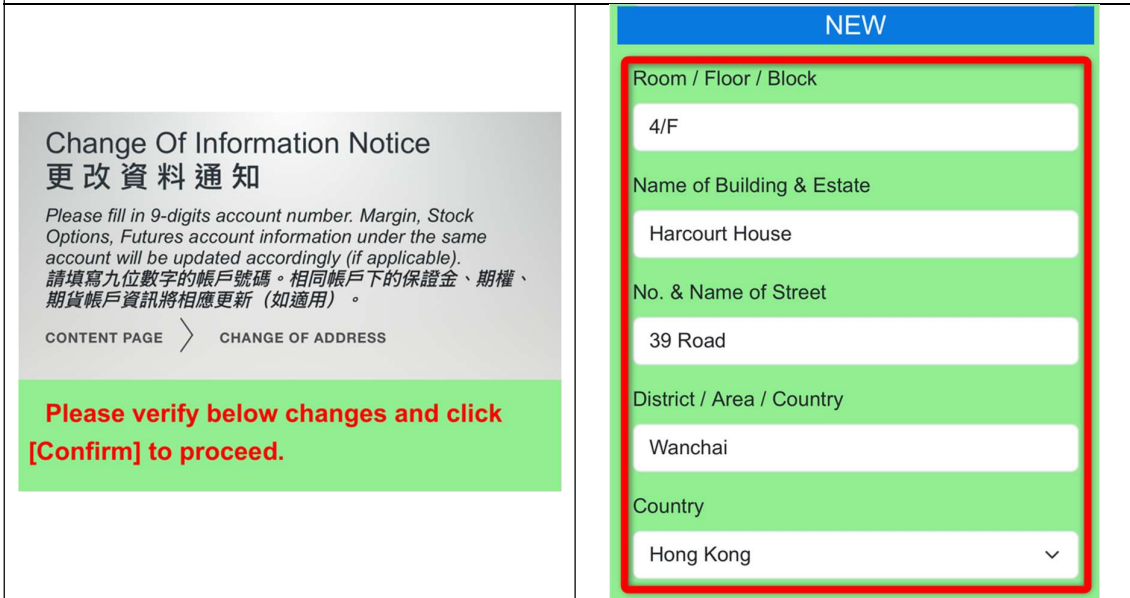
**Step 3** Read the requirement then press [Confirm]

**Step 4** Press [Upload Image] for valid address proof

➤ Remark: Accepted formats: JPG, PNG only



**Step 5** Press [Submit] and [ Confirm]



**Step 6** Press verify the changes and review the address detail

Are you sure you confirm the change request?

Cancel Confirm

Change Of Information Notice  
更改資料通知

Please fill in 9 digits account number, Margin, Stock  
Option  
accou  
請填寫  
期貨帳  
期權、

We have received your application. This application requires at least one business day to process.

Confirm

Submit In-Progress Finished

Case number

20260205174312

**Step 8** Press [Confirm] to confirm the change request.  
**Step 9** Press [Confirm] to acknowledge the service lead time of changes.

# Document for US Market

## a. Update W-8BEN

Mandatory Documentation Requirement for Trading in U.S.-Related Markets or Products

#	Identity	Use Form
1	You are NOT an individual	W-8BEN-E
2	You are a U.S. citizen or other U.S. person, including a resident alien individual	W-9
3	You are a beneficial owner claiming that income is effectively connected with the conduct of trade or business within the United States (other than personal services)	W-8ECI
4	You are a beneficial owner who is receiving compensation for personal services performed in the United States	8233 or W4
5	You are a person acting as an intermediary	W-8IMY

**Continue**

**Cancel**

### Part I Identification of Beneficial Owner (see instructions)

1. Name of individual who is the beneficial owner

2. Country of citizenship

3. Permanent residence address (street, apt. or suite no., or rural route).

City or town, state or province. Include postal code where appropriate.

Country

4. mailing address (if different from above)

City or town, state or province. Include postal code where appropriate.

Country

5. U.S. taxpayer identification number (SSN or ITIN), if required (see instructions)

6a. Foreign tax identifying number (see instructions)

6b. Check if FTIN not legally required


7. Reference number(s) (see instructions)

8. Date of birth (MM-DD-YYYY) (see instructions)

**Step 1** Read the identity of form to use and press [Continue] to proceed next page  
**Step 2** Input the information for **Part I (#1 to #8)** Identification of Beneficial Owner

<p><b>Part II Claim of Tax Treaty Benefits (for chapter 3 purposes only) (see instructions)</b></p> <p>9. I certify that the beneficial owner is a resident of _____ within the meaning of the income tax treaty between the United States and that country.</p> <p>10. <b>Special rates and conditions</b> (if applicable - see instructions): The beneficial owner is claiming the provisions of Article and paragraph _____ of the treaty identified on line 9 above to claim a 0.00 % rate of withholding on (specify type of income): _____</p> <p>Explain the additional conditions in the Article and paragraph the beneficial owner meets to be eligible for the rate of withholding: _____</p>	
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**Step 3 Input the information for Part II (#9 to #10) Claim of Tax Treaty Benefits**

<p><b>Part III Certification</b></p> <p>Under penalties of perjury, I declare that I have examined the information on this form and to the best of my knowledge and belief it is true, correct, and completed. I further under penalties of perjury that:</p> <ul style="list-style-type: none"> <li>• I am the individual that is the beneficial owner (or am authorized to sign for the individual that is the beneficial owner) of all the income or proceeds to which this form relates or am using this form to document myself for chapter 4 purposes;</li> <li>• The person named on line 1 of this form is not a U.S. person;</li> <li>• this form relates to: <ul style="list-style-type: none"> <li>(a) income not effectively connected with the conduct of a trade or business in the United States;</li> <li>(b) income effectively connected with the conduct of a trade or business in the United States but is not subject to tax under an applicable income tax treaty;</li> <li>(c) the partner's share of a partnership's effectively connected taxable income; or</li> <li>(d) the partner's amount realized from the transfer of partnership interest subject to</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• The person named on line 1 of this form is a resident of the treaty country listed on line 9 of the form (if any) within the meaning of the income tax treaty between the United States and the country; and</li> <li>• For broker transactions or barter exchanges, the beneficial owner is an exempt foreign person as defined in the instructions.</li> </ul> <p>Furthermore, I authorize this form to be provided to any withholding agent that has control, receipt, or custody of the income of which I am beneficial owner or any withholding agent that can disburse or make payments of the income of which I am the beneficial owner. <b>I agree that I will submit a new form within 30 days if any certification made on this form becomes incorrect.</b></p> <p><input checked="" type="checkbox"/> I certify that I have the capacity to sign for the person identified on line 1 of this form.</p> <hr/> <div style="text-align: center;">  </div>
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**Step 4 Read the content of Part III Certification**  
**Step 5 Tick the check box to certify**  
**Step 6 Press [Submit] to proceed**

Furthermore, I authorize this form to be provided to any withholding agent that has control, receipt, or custody of the income of which I am beneficial owner or any other person who has control, receipt, or custody of the income of which I am beneficial owner or any other person who has control, receipt, or custody of the income of which I am beneficial owner.

**Please confirm if you want to submit the change request?**

取消      確認

I certify that I have the capacity to sign for the person identified on line 1 of this form.

**Please input either U.S. taxpayer identification number (SSN or ITIN) or Foreign tax identifying number.**

**Submit**

### W-8BEN Form W-8BEN 表格

Please fill in 9-digits account number. Margin, Stock Options, Futures account information under the same account will be updated accordingly (if applicable).  
請填寫九位數字的帳戶號碼。相同帳戶下的保證金、期權、期貨帳戶資訊將相應更新（如適用）。

CONTENT PAGE > W-8BEN FORM

1  
Submit

2  
Approve

3  
Finished

**Step 7** Press [Confirm] to proceed next page

**Step 8** Review the inputted information before submission

**Client Name**

Testing AC 12

**Part I Identification of Beneficial Owner (see instructions)**

1. Name of individual who is the beneficial owner

Testing AC 12

2. Country of citizenship

Hong Kong

3. Permanent residence address (street, apt. or suite no., or rural route).

6/F Harcourt House

City or town, state or province. Include postal code where appropriate.

39 Gloucester Road TST,Kowloon

Country

Hong Kong

4. mailing address (if different from above)

6/F Harcourt House

City or town, state or province. Include postal code where appropriate.

39 Gloucester Road TST,Kowloon

Country

Hong Kong

5. U.S. taxpayer identification number (SSN or ITIN), if required (see instructions)

Y123456(7)

6a. Foreign tax identifying number (see instructions)

6b. Check if FTIN not legally required

7. Reference number(s) (see instructions)

8. Date of birth (MM-DD-YYYY) (see instructions)

1 Jan 2000

**Part II Claim of Tax Treaty Benefits (for chapter 3 purposes only) (see instructions)**

9. I certify that the beneficial owner is a resident of  within the meaning of the income tax treaty between the United States and that country.

10. **Special rates and conditions** (if applicable - see instructions): The beneficial owner is claiming the provisions of Article and paragraph  of the treaty identified on line 9 above to claim a  % rate of withholding on (specify type of income):

Explain the additional conditions in the Article and paragraph the beneficial owner meets to be

I certify that I have the capacity to sign for the person identified on line 1 of this form.

Signature:

**Step 9** Review inputted data and provide your name into the signature box

owner or any withholding agent that can disburse or make the beneficial owner a new made

**Are you sure you confirm the change request?**

I certify that I have the capacity to sign for the person identified on line 1 of this form.

Signature:

We have received your application. This application requires at least one business day to process.

**Step 10** Press [Confirm] to proceed  
**Step 11** Press [Confirm] to acknowledge the service lead time of changes

END