

PROTECT YOUR PERSONAL DATA & ASSETS WITH CYBER SECURITY AWARENESS



Dear Valued Customers,

Cyber security is closely related to our daily life. How can we protect our personal information and assets? Below content can help you to enhance your awareness of cyber security and take related precautions. If you spot any unusual activities in your trading account or encounter suspicious trading platforms, please contact our Customer Service Hotline immediately at (852) 2250 2898 (Hong Kong) / 400-120-0363 (China Toll Free) or via email customer.service@swwhyhk.com.

1. Personal Device System

Dos

- Use genuine software and official online trading platform.
- Download our trading software in PC and mobile versions or connect web version trading platform via our official website (<https://www.swwhyhk.com/en/online-trading-platform>).
- Install and turn on firewall and intrusion detection system.
- Use anti-virus software to scan computers regularly.
- Setup passcode lock and activate the auto-lock function.

Don'ts

- Don't browse suspicious websites or download software from unknown sources or natures.
- Don't click hyperlinks or open attachments embedded in unknown emails and input sensitive information.
- Don't share your computers, mobile or other personal devices which have been used to access your online accounts with others.
- Don't leave your devices unattended. Always log out after using the trading platform.
- Don't install Shenwan Hongyuan Hong Kong's APPs on any tampered devices, such as jail broken or rooted mobile devices.

2. Password & Account Logins

Dos

- Set a strong password with 8 or more alphanumeric, uppercase and lowercase characters.
- Avoid using personal information which are easily accessed as your password, such as your date of birth or phone number.
- Change your password on a regular basis and avoid reusing the same or similar password.
- Monitor your account closely and watch out for any unauthorised transactions or changes of your account details, such as phone number, email address and login password, etc.

Don'ts

- Don't disclose any personal information to anyone, including login name and password.
- Don't store your login details in any computers, mobile devices or write it on paper.
- Don't respond to any unverified requests. We do not contact clients for personal information or login passwords through emails.
- Don't use the same password for different personal devices or online trading platforms.

3. Public Wireless Networks

Dos

- Only choose encrypted networks when using Wi-Fi.
- Disable wireless network function when it is not in use.

Don'ts

- Don't send sensitive personal information when using public wireless networks.
- Don't keep the public wireless networks in your preferred network list after using it.

Shenwan Hongyuan Securities (H.K.) Limited



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Sws218hk

香港軒尼詩道 28 號 19 樓

Level 19, 28 Hennessy Road, Hong Kong

電話 Tel: (852) 2509 8333 | 傳真 Fax: (852) 2509 0018 | 網址 Website: www.swwhyhk.com