

## FAQ

1. What are the application channels for IPO subscriptions?
  - a) Apply online via the White Form eIPO service at [www.eipo.com.hk](http://www.eipo.com.hk)
  - b) Electronically cause brokers or HKSCC Nominees to apply on your behalf
  - c) (if you are a CCASS investor Participant), you may give electronic application instructions through the CCASS Internet System (<https://ip.ccass.com>)Both (b) and (c) are referred to collectively as "CCASS EIPO Service"
  
2. What is the difference between different application channels?
  - a) White Form eIPO – applying for Hong Kong Offer Shares to be issued in applicant(s)' own name(s)
  - b) CCASS EIPO Service – applying for Hong Kong Offer Shares to be issued in the name of HKSCC Nominees and to be deposited directly into CCASS
  
3. Where can I get the application form?

There are no physical application form channels for this offering. All applications must be made online.
  
4. What is the contact method if I have any question?

Please contact the Hong Kong Share Registrar and the White Form eIPO Service Provider, Computershare Hong Kong Investor Services Limited, at +852 2862 8648, from 9:00am to 9:00pm on 17 September 2020 (Thursday) to 18 September 2020 (Friday), 21 September 2020 (Monday); from 9:00am to 6:00pm on 19 September 2020 (Saturday) to 20 September 2020 (Sunday); from 9:00am to 12:00 noon on 22 September 2020 (Tuesday).

### **White Form eIPO channel**

5. What is the White Form eIPO service?

The White Form eIPO service allows people to submit IPO Applications online. The share certificates of successful applicants will be issued in their own name.
  
6. What are the benefits of White Form eIPO?
  - Secure
  - Convenient and quick
  - Environmentally friendly
  - Easy and convenient payment options through PPS and Internet banking of BOC(HK), HSBC, ICBC (Asia), Bank of Communications and Standard Chartered (Hong Kong)
  - Application Acknowledgement and Allotment Results via email
  - 24-hour availability during the offer period
  
7. What is the website of White Form eIPO?

[www.eipo.com.hk](http://www.eipo.com.hk)

8. What are the operating hours of White Form eIPO website?

Applications will be accepted from 9:00 a.m. on 17 September 2020 (Thursday), until 11:30 am. on 22 September 2020 (Tuesday), and the latest time for completing full payment of application monies in respect of such applications will be 12:00 noon on 22 September 2020 (Tuesday).

9. Can I use the White Form eIPO website outside of Hong Kong?

Yes, but you must have a valid Hong Kong identity card number.

10. Are there any other constraints / limitations that I should know of?

- You must have a valid Hong Kong identity card number;
- You cannot apply as a corporation or a jointly with other applicant(s)
- You must be registered for internet banking of BOC(HK), HSBC, ICBC (Asia), Bank of Communications or Standard Chartered (Hong Kong) or PPS services;
- You are advised to check the transfer limits set by your Bank and/or PPS prior to making a payment;
- You must pre-register the bill / merchant in the abovementioned internet banking;
- All application must be filled in English; and
- It is possible that at peak times, the online service may be inaccessible due to network congestion.

To ensure that your application can be successfully submitted, you are advised to send in your application and make your payment well in advance of the deadline. You should be aware that:

- ✧ Payment options are usually subject to individual payment deadlines imposed by individual banks; and
- ✧ All payment transfers must be completed before the close of the public offer, i.e. 12:00 noon on 22 September 2020.

11. What if I do not have a valid Hong Kong Identity Card Number? How can I apply?

If you do not have a valid HKID, please consider instructing brokers to apply on your behalf.

12. Who can apply for an IPO via White Form eIPO?

Any individual, who meets the requirements stated in the section "Who can Apply for a Hong Kong Offer Share", or a similar section regarding the qualifications of applicants in the Offer prospectus, may apply for the IPO online using this Service.

13. Is the service available outside of business hours?

The online service is available on a 24-hour basis during the Offer period.

14. What web browsers are supported?

Our system is best viewed with the latest Microsoft Internet Explorer, Mozilla Firefox or Apple Safari browsers.

15. Can I view the White Form eIPO website on my mobile?

Yes.

16. How do I apply via the White Form eIPO website?

Please read the application guide that can be found at the bottom of the main webpage and the top of the application page.

17. How many applications can each person make?

You can make more than one unpaid application and receive different Application Reference Numbers, however, you can only submit payment for one Application Reference Number, otherwise, it will be viewed as making multiple applications and will be invalidated.

18. I want to apply in the name of a company or jointly with another person. Can I use this service?

Sorry, no. Only individuals can submit their applications through this service.

19. What else should I know?

You are reminded to keep all your application records in case they are required at a later time.

20. What payment methods are available? Can I use another person's internet banking/PPS account to complete the payment?

a) Internet Banking of any of the following bank:

- i. BOC(HK);
- ii. HSBC;
- iii. ICBC (Asia);
- iii. Bank of Communications; or
- iv. Standard Chartered (Hong Kong)

b) PPS via internet

c) PPS by phone

You may ask your family, friends or colleagues with valid HKD internet bank or PPS accounts to pay on your behalf, quoting the application reference number and application amount payable.

21. Are multiple payments allowed?

Multiple payments are allowed but please note that the same Application Reference Number must be quoted in every payment in order to link the payment to your application. If you do not provide this, your application will be remained unpaid and will be rejected.

22. How do you link my payment to my application?

When you have successfully completed your White Form eIPO application, an Application Reference Number will be generated automatically. Please quote this Application Reference Number in all your payments to enable the linking of your payments to your application.

23. What happens if I have only made partial payment?

If you have only made partial payment, your application will not be submitted to the Issuer and a refund of the application monies (in full but without interest) will be made either electronically or by cheque in accordance with the timetable specified in the Offer prospectus.

24. What happens if I have overpaid?

You should pay the exact amount of application monies as shown on the screen. If you have made any overpayment (other than the difference between the initial offer price and the final offer price), a refund (without interest) of the overpaid amount will be made to you either electronically or by cheque in accordance with the timetable specified in the Offer prospectus.

25. What if I have lost or forgotten my Application Reference Number?

If you have lost your Application Reference Number before you made your payment, please make a new application. Your unpaid application will not be submitted to the Issuer.

26. How can I amend or cancel my White Form eIPO application?

If you wish to amend your application details, then please click "return" before submitting the application. If you wish to amend any details after submission, then please simply complete a new application.

27. How will I know that my application is complete?

Once your application is submitted, your "Application Reference Number", "total amount payable" and other application details will be displayed on the "payment" page. A confirmation email with these details will also be sent to the provided email address.

28. What are the main differences between a Pre-registration member and non Pre-registration member to apply for White Form eIPO?

If you are a Pre-registration member, you only need to take the following steps during the whole eIPO application process:

- Input your User ID and Password, after that, all your personal information will automatically be filled in the online application form;
- Select the number of shares you wish to apply for;
- Make payment for your application

If you are a non Pre-registration member, you are required to take the following steps during the whole eIPO application process:

- Complete the online application form with personal information including, but not limited to Hong Kong ID card number, full name and address etc;
- Select the number of shares you wish to apply for;
- Made payment for your application;
- Submit a specimen signature form to us for each successful application

29. How do I find out whether I have been allotted shares?

The Issuer is responsible for announcing the results of allocation. The specific arrangements with regard to the announcement of results are detailed in the Prospectus. If you are using the online service and your application is successful (wholly or partially), you may receive an email notification on allotment results.

30. How do I know if my application is successfully completed and accepted?

If your application is successfully completed, an Application Reference Number will be generated and displayed on screen. If an Application Reference Number is not generated, your application has not been completed. Please note a completed application will not be submitted to the Issuer until full payment has been made.

31. How do I find out about the allotment results and what are the operating hours of such website?

You can visit the designated results of allocations website at [www.iporeresults.com.hk](http://www.iporeresults.com.hk) (alternatively: English <https://www.eipo.com.hk/en/Allotment>; Chinese <https://www.eipo.com.hk/zh-hk/Allotment>) with a "search by ID function" on a 24 hour basis from 8:00 a.m. on 25 September 2020 (Friday) to 1 October 2020 (Thursday).

32. How can I receive the refund monies (If my application is rejected, not accepted or accepted in part only, or if the Public Offer Price as finally determined is less than the maximum Public Offer Price per Offer Share)?

If you apply and pay the application monies from a single bank account, any refund monies will be despatched to that bank account in the form of e-Refund payment instructions. If you apply and pay the application monies from multiple bank accounts, any refund monies will be despatched to the address specified in your application instructions in the form of refund check(s) by ordinary post and at your own risk.

33. What are the contact and operating hours, if I have any enquiry or feedback about the White Form eIPO website?

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