

Frequently Asked Questions (FAQs) about MCEX – 20231018

A) Membership Criteria

會員標準

1. Who is eligible to become a member now?

目前會員的要求是什麼？

Guided by regulatory requirements in Macao, the member of MCEX must be a (1) Regulated Financial Institution or (2) Regulated Financial Institution's wholly owned and controlled subsidiaries.

Definition of Regulated Financial Institution as below:

- a) a regulated financial institution that carries on the business of the provision of investment services in Macao or other jurisdictions;
- b) a regulated banking institution in Macao or other jurisdictions;
- c) a regulated insurance company in Macao or other jurisdictions;
- d) a regulated pension fund management company in Macao or other jurisdictions;
- e) a regulated collective investment scheme in Macao or other jurisdictions;

根據澳門的監管要求，滴灌通澳交所的會員必須是 (1) 受監管金融機構；或 (2) 受監管金融機構全資持有或具控制權的附屬公司。

受監管金融機構的定義如下：

- a) 在澳門或其他司法管轄區提供投資服務的受監管金融機構；
- b) 在澳門或其他司法管轄區的受監管銀行機構；
- c) 在澳門或其他司法管轄區的受監管保險公司；
- d) 在澳門或其他司法管轄區註冊的受監管退休基金管理公司；
- e) 在澳門或其他司法管轄區的受監管集體投資計劃；

B) Membership Application

會員申請

1. How do I sign up?

如何註冊？

Follow these steps to set up an account:

請按照以下步驟註冊帳戶：

- a) To register for an account, click “Become a member” on the MCEX official website landing page <https://mcex.mo/>.
- b) Applicant needs to click the “快速注册” button on bottom right to register for an account.
- c) Please be reminded to sign up using applicant's active email address, click “获取验证码” to obtain the 6 digits verification code that will be sent to the applicant's email

Frequently Asked Questions (FAQs) about MCEX – 20231018

address. Note: The password format must be a combination of 6-20 digits with alphabetical characters, numbers and symbol included.

- d) Once the applicant has successfully login, please click the “成为会员” button to begin with your MCEX membership application.
- a) 從 MCEX 網站 <https://mcex.mo/>，點擊 “Become a Member” 進行賬號註冊。
 - b) 申請人在右下方點擊 “快速註冊” 註冊賬號。
 - c) 請申請人用有效郵箱註冊賬號，點擊 “獲取驗證碼”，6 位驗證碼將發送到申請人註冊郵箱。請注意密碼格式為“6-20 位字母/數字/符號任意兩種組合密碼”。
 - d) 申請人登陸後會進入以下界面。請點擊 “成為會員” 鍵以開始您的 MCEX 會員申請。

2. Why have I not received my Verification Code?

為什麼我沒有收到我的驗證碼？

The verification code will be sent to your email address. If you do not receive your verification code for the first time, you may request a new verification code by clicking on the “获取验证码” button. If you are still encountering issues, please reach out to us at memberservices@mcex.mo.

驗證碼將會發送至您的電郵地址。如果您首次沒有收到驗證碼，您可以點擊 “获取验证码” 按鈕以獲得新的驗證碼。如果您仍然遇到問題，請通過 memberservices@mcex.mo 與我們聯繫。

C) Post-Application 成功申請後

1. How do I login to my account after signing up as a member successfully?

註冊成為會員成功後如何登錄我的賬戶？

- a) Click “M-terminal” on the landing page.
 - b) Once you’ve entered the M-terminal system, click the login button on the bottom left
 - c) Insert your login name and OTP password.
 - d) You’ll have to change your password on first time login
- a) 在登陸頁面點擊“M-terminal”。
 - b) 當您進入 “M-terminal” 系統頁面後，點擊左下角的登錄按鍵。
 - c) 輸入您的登錄名字和一次性密碼。
 - d) 首次登录后需先修改密码

2. Why am I unable to login after receiving the email saying that my account is verified?

為什麼我仍然無法登錄即使已經收到郵件說帳號已通過驗證？

You may email to MCEX team memberservices@mcex.mo to check your account status.

Frequently Asked Questions (FAQs) about MCEX – 20231018

您可以發送郵件至滴灌通澳交所團隊 memberservices@mcex.mo 查看您的賬戶狀態。

3. How to contact MCEX? 如何聯繫滴灌通澳交所？

For General Enquiry, please contact us at:

- Email Address: info@mcex.mo
- Phone Number/Toll Free Number (Office hours: Monday to Friday - 9:30am to 6:00pm):
 - Hong Kong: +852 26680268
 - Macao: 0800736
 - China: 4008424302
 - Japan: 00531-85-0200
 - Singapore: 800-8528-659
 - Taiwan: 801857177
 - UK: 8082341170
 - USA: 1-833-552-0552
 - Saudi Arabia: 8008851262
 - UAE: 800 0 852 31033

一般查詢，請聯繫我們：

- 電郵地址: info@mcex.mo
- 聯絡號碼/免費電話：(週一至週五，上午 9:30 至下午 6:00)
 - 香港：+852 26680268
 - 澳門：0800736
 - 中國：4008424302
 - 日本：00531-85-0200
 - 新加坡：800-8528-659
 - 台灣：801857177
 - 英國：8082341170
 - 美國：1-833-552-0552
 - 沙地阿拉伯：8008851262
 - 阿聯酋：800 0 852 31033