



MEMORANDUM

TO : **ALL DEALER'S REPRESENTATIVES**
FROM : **THE MANAGEMENT**
DATE : **18 JULY 2025**
SUBJECT : **IMPLEMENTATION OF TWO-FACTOR AUTHENTICATION (2FA) ON CQ TRADING PLATFORM**

Please be informed that Two-Factor Authentication (2FA) will be implemented on the CQ Trading Platform to enhance account security.

The implementation schedules are as follows:

System	Effective Date (Grace Period Begins)	Full Enforcement Date
CQ Trader (Dealers)	21 July 2025	20 August 2025
CQ Market (Clients)	1 August 2025	8 September 2025

All users are encouraged to activate 2FA within the grace period to avoid access disruption.

How to activate 2FA:

To further strengthen system security, we have introduced Google Authenticator as the primary method for 2FA. During the initial setup, users will be required to:

- Answer their security questions (set during account activation)
- Complete a one-time SMS token verification
- Bind their account to the Google Authenticator App ("App")

Once the setup is complete, users will use a time-based code from the App for secure logins. Please find the attached user guide for your reference to assist with the setup process and to understand how it works.

Recommended Actions:

To ensure uninterrupted trading, we highly recommend that you update your email address and handphone number with Principal Office or respective branches.

Please note that failure to update your email address and handphone number may result in login difficulties once 2FA is implemented.

We sincerely appreciate your understanding and cooperation in this matter.

Thank you.

FOR INTERNAL USE

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