

中信期货 APP 账号找回 操作指引

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(下载中信期货 APP 马上体验)

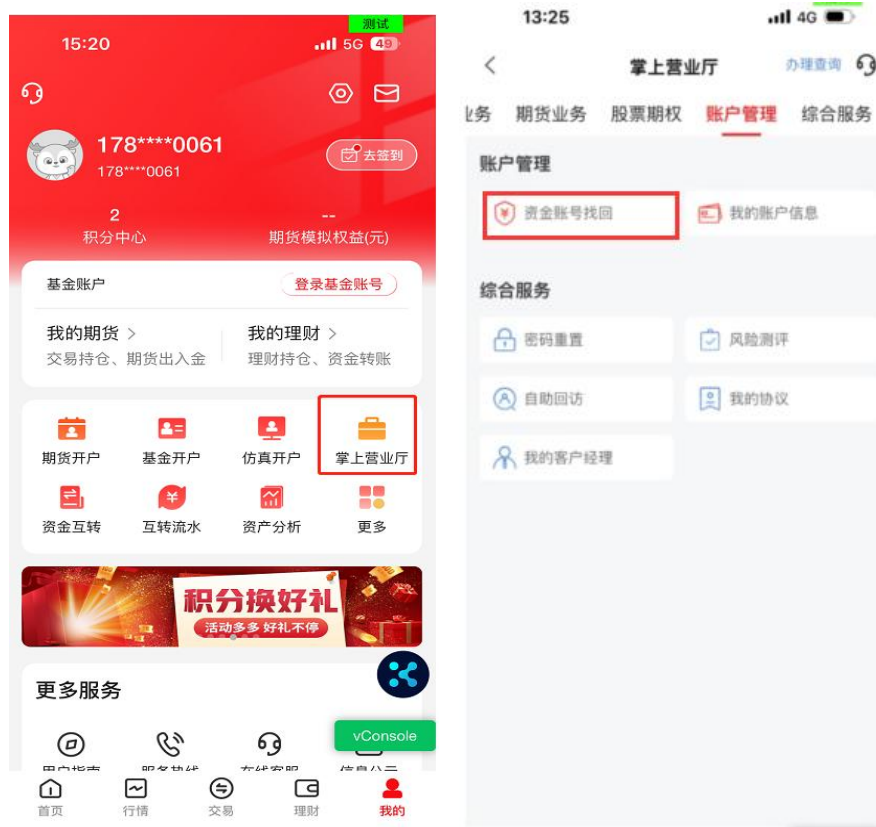


账号找回业务受理对象：

在我司系统中证件未过期、无在途业务办理且规范的境内自然人客户或持有新版外国人永久居留证的永居客户。

一、进入账号找回业务

1. 下载“中信期货 APP”，进入“我的”菜单，选择“掌上营业厅”，进入掌上营业厅页面，选择【账户管理】-【资金账号找回】：



二、进入身份信息验证

1. 如为境内自然人客户，证件类型应选择“二代身份证”，输入姓名、证件号码、预留手机号及验证码：

The screenshot shows a mobile application interface for identity verification. At the top, the time is 10:08 and the battery level is 62%. The title is '身份信息验证'. The form fields are: '姓名' (Name) with a placeholder '请输入姓名'; '证件类型' (Document Type) set to '二代身份证' (Second-generation ID card); '证件号码' (Document Number) with a placeholder '请输入证件号码'; '预留手机' (Reserve Mobile) with a placeholder '请输入开户预留手机号'; and '验证码' (Verification Code) with a placeholder '请输入短信验证码' and a '获取验证码' (Get Verification Code) button. Below the form, there is a radio button for '我已阅读并同意《互联网账户协议》及《隐私政策》' (I have read and agree to the Internet Account Agreement and Privacy Policy). A large red '下一步' (Next Step) button is at the bottom. A 'vConsole' button is visible in the bottom right corner.

2. 如为永居客户，证件类型应选择“新版永居证”，输入姓名、18位的新版永居证件号码、预留手机号及验证码：

The screenshot shows the same mobile application interface for identity verification. At the top, the time is 09:58 and the battery level is 84%. The title is '身份信息验证'. The form fields are: '姓名' (Name) with a placeholder; '证件类型' (Document Type) set to '新版永居证' (New version of permanent residence certificate); '证件号码' (Document Number) with a placeholder for an 18-digit number; '预留手机' (Reserve Mobile) with a placeholder; and '验证码' (Verification Code) with a placeholder and a '35s' timer. Below the form, there is a checked radio button for '我已阅读并同意《互联网账户协议》及《隐私政策》' (I have read and agree to the Internet Account Agreement and Privacy Policy). A large red '下一步' (Next Step) button is at the bottom.

温馨提示：

请您输入开户时预留的手机号，非预留手机号无法接收验证码；

三、获得账号

1. 您可获得在我司开立的所有账号的信息及账号状态，包括期货账户、基金账号及股票期权账号：



2. 办理成功后可在“办理查询”中查看流程办理情况。

