



Frequently Asked Questions

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■ General

1. What is HLeFutures?

HLeFutures is an online futures trading platform which allows you to place orders via online and to manage your futures position anywhere at your fingertips.

HLeFutures is provided by Hong Leong Investment Bank Berhad, a member of the Hong Leong Group.

2. Which markets can I trade in?

You can trade FKL1 and FCPO which are listed on Bursa Malaysia Derivatives Berhad.

For more information on contract specification and trading hour, please refer to https://www.bursamalaysia.com/trade/our_products_services/derivatives/company_profile

For more information on other markets, please refer to the [Futures Products] at https://www.hlebroking.com/v3/products_futures.aspx. We also offer foreign futures products listed on CME and Singapore Exchange.

3. Can I access HLeFutures trading platform from overseas?

Yes. HLeFutures trading platform is accessible via Internet connection from anywhere around the world.

4. Does HLeFutures provide free charting services?

Yes, charting tools are available in HLeFutures trading platform. The monthly access fees and waiver criteria as below:

Futures Products	Monthly Access Fee	Waiver Criteria
BMD	RM 38	Minimum monthly volume of 10 lots
BMD & Foreign Exchanges	RM 150	Minimum monthly commission of RM 600

5. How do I contact HLeFutures if I require assistance?

You may reach us at

Dealing line: (603) – 2080 8678

Email: helpdeskfutures@hlib.hongleong.com.my

▪ Account Opening

1. Who is eligible to trade futures?

Any individual whose age is 18 years old and above; and does not have adverse credit record.

2. How do I apply for a HLeFutures online trading account?

You are required to open a Futures trading account with HLIB. Once the trading account is approved and funded, we will provide an access for online trading platform.

Please call dealing line or email us to obtain the Futures account opening form and details on required supporting documents.

3. Can corporate clients subscribe for Futures Online Trading?

Yes. Please contact our dealing desk at (603) 2080 8678 for more details.

4. Is there any fee or charges for opening a futures account and registering for online trading?

Futures account opening is free of charges. However, there is monthly trading platform access fee as below:

Futures Products	Monthly Access Fee	Waiver Criteria
BMD	RM 38	Minimum monthly volume of 10 lots
Foreign Futures	RM 150	Minimum monthly commission of RM 600

5. Is there any minimum volume commitment stipulated by HLeFutures?

There is no minimum volume commitment set by HLeFutures.

6. Do I need to apply futures trading account if I already have an equity trading account with Hong Leong Investment Bank?

Yes, you are required to apply for a futures trading account separately as futures and equities are different trading instruments and platforms.

7. Can I open a joint account for futures trading?

No. Only individual account is allowed.

8. Do I need to furnish a valid email address?

Yes, all the correspondence on your trading account is communicated via the registered email address with HLIB.

9. How do I update my personal particulars?

You need to fill up a form provided by HLIB with your signature, please contact us to obtain the form.

10. Will my account become dormant if I have stopped trading for a long time?

Futures trading account that is inactive for more than 3 years will become dormant. For reactivation process or inquiry on account status, please contact the dealing desk.

■ Online Trading

1. How do I trade on HLeFutures?

Once your trading account is approved and funded, an email notification will be sent to your registered email address on the downloading HLeFutures trading platform details. Please follow the guideline accordingly.

2. Can I begin trading after my application has been approved?

You can start trading once you have your trading account is funded with minimum margin requirement.

3. Are the futures quotes real time?

Yes. The futures prices are quoted in real time.

4. When will my trade orders be executed?

All the trades will be executed during the respective Exchanges trading hours.

5. Can I cancel or amend my order?

Yes, you may cancel or amend your orders under working status.

6. How do I know if my orders have been submitted / executed?

You may view your order status in the “Order Status” screen.

7. What is the status of my outstanding orders after the end of a trading session?

All day orders submitted remain valid until the end of the day. Any outstanding working orders will be cancelled after end of day market close except orders with Good Till Cancel validity.

8. How do I see my outstanding position?

All outstanding positions such as Open Position, Intraday Position, Net Position are shown in Account Info window in desktop trading platform or Account Portfolio in mobile application.

9. Is there a position limit or per order limit?

Yes. A position limit and per order limit is set for each trading account by HLIB order limit is set by HLIB. If you wish to increase position limit or per order limit, please send in your request to the dealing desk and subject for management approval.

10. Where do I see my cash available?

You may refer to Account Info in desktop trading platform or Account Portfolio in mobile application.

11. Is brokerage being taken into account in the profit and loss?

No. Brokerage and related fees will only be charged and reflected in your daily activity statement at the end of the trading day.

12. My Order Status screen is not updated. Will HLeFutures compensate for my loss?

The usage of HLeFutures online trading is at your own risk. HLeFutures is not liable for any losses incurred or whatsoever arising from your trades. Please contact your Futures Dealer's Representative directly should you encounter any system related issue.

13. How can I trade if the system is down?

You may place voice order by contacting your Futures Dealer's Representative should you encounter any difficulties in accessing HLeFutures trading platform.

14. How will I know that my order has successfully entered if the connection or system break down suddenly right after I sent the order?

You may check your "Order Status" after the system recovers or you contact your Futures Dealer's Representative to confirm on the order status.

15. Will I receive any daily activity statement?

Yes. A computer-generated daily statement will email to your registered email address on the next business day.

16. Will I receive any monthly statement?

Yes. A computer-generated monthly statement email to your registered email address on the following month.

▪ Margin Deposit

1. Do I need to have a Hong Leong Bank account to make deposit?

You may opt to use any commercial banks to make the deposit as long as the account is registered under your name.

2. How do I make a deposit?

You may deposit your fund into the following account:

Bank: Hong Leong Bank Bhd
Payee: Hong Leong Investment Bank Berhad (Segregated Account)
Account No: 00100-358535

*Please note we do not accept Cash deposit and 3rd Party fund.

3. What should I do after I made a deposit?

Please notify your Futures Dealer's Representative and provide the proof of payment.

4. When the funds will be reflected in my account after I have made a deposit?

For online transfer, your account will be updated once the fund is sighted. For cheque deposit, the fund will be updated upon clearance of the cheque.

5. Do I need to place a minimum deposit?

You are required to deposit an initial margin of the futures contract before initiating a trade.

6. Is any third party transfer allowed?

Third party transfer is strictly not allowed.

▪ Margin Call

1. What is the Initial Margin requirement?

Initial margin requirement refers to the minimum amount of funds required in your trading account before initiating a trade.

2. What is the Maintenance Margin?

Maintenance Margin requirement is prescribed by Bursa Malaysia Derivatives Bhd. It refers to the minimum margin amount required to be kept as collateral until the position is closed. If the account balance falls below this level, client is deemed to have a Margin Call.

3. How do I receive margin call?

You will receive a margin call notice when your equity balance falls below the required margin of your outstanding futures contract positions.

4. Will I be notified if I have a margin call?

Yes. We will send email and SMS notification to you when there is margin call.

5. What should I do if I have a margin Call?

You may either top up the shortfall or liquidate your outstanding position to settle the margin call.

6. When is the last day for me to settle the margin call?

Margin shortfall must be settled before 4.45pm on T+2 day.

7. What will happen if I forget to pay margin by T+2 day?

Your position will be force liquidated 30 minutes before market closed when the equity ratio fall below 30%.

8. Can I trade when I have an outstanding margin call?

You may only place trades to reduce or close off your position.

9. Will I be charged interest on margin deficits?

Yes.

- **Internal Fund Transfer**

- 1. Can I transfer my cash from HLeBroking [stockbroking] to HLeFutures and vice versa?**

For fund transfer from stockbroking to futures trading account, please contact the stockbroking dealer who is in charge of your account.

For fund transfer from futures trading account to stockbroking account, kindly fill up withdrawal form and return the form to us via email at

helpdeskfutures@hlib.hongleong.com.my

- **Cash Withdrawal**

- 1. How can I withdraw my realized gains / available cash?**

You would need to fill up the “Withdrawal Form” and submit the completed form to futures helpdesk via:

Email: helpdeskfutures@hlib.hongleong.com.my

- 2. Is there any cut off time for the withdrawal submission?**

Yes. Kindly submit the withdrawal form before 9.30am (Mon-Fri) to receive payments into bank account on the same day.

Please take note that any withdrawal submission after 10am will be processed on the next business day.

- **Security / Trading Password**

- 1. How safe is online trading?**

We ensure a secured environment for data transmission with adoption of proven security technologies such as User ID & Password protection.

- 2. How can I keep my account safe?**

It is important that you **DO NOT** share your login details to anyone or allow another party to trade on your behalf. Also, please do not forget to log out from your ID after each session.

- 3. What happens if I forget my password?**

Kindly contact dealing desk to request password reset.

- 4. How do I change my password?**

Please go to [Setting] -> [Change User Password].

- 5. What if I have wrongly key-in my password for 3 consecutive times?**

Your user ID will be automatically locked. Please contact our dealing desk for assistance.