











Frequently Asked Questions

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Frequently Asked Questions

DEFINITIONS	MEANING
AGM	Annual General Meeting
CCTS	Client's Collateral Trading
CDS	Central Depository System
Corporate Actions	Rights issue, take-over offer, conversion, bonus issue, dividend issuance/ payment, AGM/ EGM meeting, share reinvestment plan, general offers, capital repayments, etc
CTA	Client's Trust Account
DBT	Direct Business Transaction
EGM	Extraordinary General Meeting
FDSS	Fixed Delivery and Settlement System
GTD	Good-till-date
IPO	Initial Public Offering
PAL	Provision of Allotment
Registrar	The share registrar appointed by a company to provide share registry services including but not limited to acting as share registrar, maintaining and updating the register of member, managing shareholder communication and correspondence, assisting with Corporate Actions, managing the processes of dividend payment/ income distribution, etc.
RSF	Rights Subscription Form
SSPN	Skim Simpanan Pendidikan Nasional

Frequently Asked Questions

General

1. What is HLeBroking?

HLeBroking is an online share trading portal, which allows you to place orders online and to manage your investment portfolio at your own convenience.

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

2. Which shares can I trade in?

You can trade domestic shares, which are listed on Bursa Malaysia. For more information on trading in foreign shares trading, please refer to the [FAQ on Foreign Share Trading](#).

3. How do I contact HLeBroking if I require assistance?

You can contact us through the following modes:

(a) Email: helpdesk@hlib.hongleong.com.my

(b) Telephone Call*:

Bukit Damansara Branch

Tel: (603) - 2080 8777

Steve Lien Ee Choong (603) - 2080 8601)

Cyril Ong Zhui Yong (603) - 2080 8603)

Ngo Chian Ping (603) - 2080 8605)

Boey Mai Sue (603) - 2080 8607)

Daniel Kee Wheng Lok (603) - 2080 8609)

Wong Sze Yen (603) - 2080 8611)

Alawiah bte Abdullah (603) - 2080 8612)

Calob Ching Xiang Jun (603) – 2080 8615)

Ipoh Branch

Tel: (605) - 253 7668

** You may contact us via phone on working days (except Public Holidays) from 8.30a.m. to 5.30p.m.*

(c) Visit us at:

Bukit Damansara Branch

Hong Leong Investment Bank Berhad

Mezzanine Floor,

Block B, Plaza Zurich,

No 12, Jalan Gelenggang,

Bukit Damansara,

50490 Kuala Lumpur.

Kuala Lumpur Branch

Hong Leong Investment Bank Berhad
Level 7, Menara HLX
50450 Kuala Lumpur.

Ipoh Branch

Hong Leong Investment Bank Berhad
HLeBroking Dept
51-53, Persiaran Greenhill
30450 Ipoh, Perak

Frequently Asked Questions

Account Opening

1. How do I apply for a HLeBroking online trading account?

Please go to **Register >> Open an Account** to find out more on how to open an account. Alternatively, you can go to **Contact Us >> Email Us** to enquire about the application procedure.

2. How many types of account do you provide?

Please refer to the table below to understand the differences between the 2 accounts that we provide:

CASH/ DIRECT account	NOMINEE account
<ul style="list-style-type: none"> • CDS is held under client's name • can apply for IPO • receive annual reports • receive dividend vouchers from the Registrar • for any Corporate Actions, client will need to liaise directly with the Registrar • dividend will be credited into client's registered bank account 	<ul style="list-style-type: none"> • CDS is held under company's name • cannot apply for IPO • will not receive annual reports/ dividend vouchers directly from the Registrar • for any Corporate Actions, HLIB Nominees (Tempatan) Sdn Bhd will obtain the client's decision via email/ phone call. The Remisier/ Dealer's Representative will then liaise with the Registrar • dividend will be credited into the CTA within 7 days

3. Is there a minimum age to open a trading account?

Yes, you must be at least 18 years old.

4. Are there any charges to open a trading account?

There are no charges to open a trading account. However, Bursa Malaysia charges RM 10 to open a Central Depository System ("CDS") account ("CDS Fee"). Hong Leong Investment Bank ("HLIB") will waive the CDS Fee for new accounts opened by **31 December 2022**.

5. Do I need to apply online if I am already a client of Hong Leong Investment Bank?

Please go to <https://www.hlebroking.com> and click "Register". Then click "Activate Existing Account" and follow the instructions as required. This feature is intended for existing Remisier/ Dealer's Representative clients who wish to activate their online trading facilities. Kindly contact your Remisier/ Dealer's Representative should you require further assistance.

6. What documents do I need to submit & complete when applying for HLeBroking?

- Existing Remisier/ Dealer's Representative client
 - Application For Access To & Use Of HLeBroking For Securities Trading
- New clients
 - Application Forms such as HLIB's Application for Opening of HLeBroking Trading Account Form, Bursa Malaysia Depository Sdn Bhd CDS account form and all supporting documents

required according to your employment listed below witnessed and certified by Dealer's Representative/ Authorised Officer of HLIB/ Notary Public / lawyer in any jurisdiction who has a valid licence to practice law in that jurisdiction.

- One (1) photocopy of NRIC (front & back)
- Either **one of the following**:
 - i. **Employed:**
 - Latest 3 months' bank statement indicating income from declared employment **or**;
 - Latest month's bank statement and latest copy of Income Tax Assessment Form **or**;
 - Latest month's bank statement and latest 3 months' salary slip **or**;
 - ii. **Self-employed:**
 - Latest 3 months' bank statement indicating income from declared business/ employment **or**;
 - Latest month's bank statement and latest copy of Income Tax Assessment Form
 - iii. **Others (i.e. student/ housewife/ retiree):**
 - Latest 3 months' bank statement indicating source of funds from parent/ spouse/ pension **or**;
 - Latest month's bank statement and evidence of a minimum amount of RM 50,000 in fixed deposits **or**;
 - Latest month's bank statement and grant of probate or Letter of Administration; **or**;
 - Latest month's bank statement and other investments (i.e. Unit Trust, SSPN and etc.)

7. If I am a foreigner, can I open a trading account?

Yes, you can. However, you must have a Malaysian bank account to maintain your share trading account.

8. Am I required to open a CDS account to facilitate online trading?

Yes.

9. May I apply for a trading account if I already have an account with another stockbroking firm?

Yes, you may.

10. Can I open more than one CDS account?

Yes, each CDS account number is tagged to a trading account.

11. May I begin trading after my application has been approved?

You may only begin trading after you have deposited the required cash into your trust account based on your trading requirements.

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

Yes, you are required to furnish a valid and active email address as all correspondence will be communicated via this specified email address.

13. Will I have a Remisier/ Dealer's Representative once my account has been created?

Yes.

14. How do I contact my future assigned Remisier/ Dealer's Representative?

You may go to **My Account >> Customer Info** to check the contact number of your Remisier/ Dealer's Representative.

Frequently Asked Questions

Updating personal information

1. How do I update my correspondence address?

You will need to update your correspondence address with Bursa Malaysia and HLeBroking.

- (a) For Bursa Malaysia, kindly go to **App/ Play Store** to download **BURSA Anywhere** mobile app and update your correspondence address for your Bursa CDS account. Once completed, please email us the **confirmation email** from Bursa Malaysia (“Bursa Confirmation”); and
- (b) For HLeBroking, kindly update your correspondence address in your HLeBroking trading account by obtaining the Data Correction Form from our website under **Forms >> Update Request >> CDS Account & Data Correction Form** and completing and signing the Form.

Once you have completed the above, you may either email the Bursa Confirmation and the duly completed and signed Data Correction Form to your Remisier/ Dealer’s Representative or to the Helpdesk at helpdesk@hlib.hongleong.com.my or courier the said documents to the address stated below:-

Attn: HLeBroking
Hong Leong Investment Bank Berhad
Mezzanine Floor,
Block B, Plaza Zurich,
No 12, Jalan Gelenggang,
Bukit Damansara,
50490 Kuala Lumpur.

Note:

- *Use of liquid paper or correction tape/ pen is not allowed.*
- *If you have overwritten/ slashed out/ made any amendment, please countersign your full signature.*
- *Please do not print double sided for CDS form (as it is a carbon copy form – 3 copies are needed).*
- *Please send us a scanned copy so that we may **verify your signature** before you courier the original copy.*
- *Original form is required for updating as per Bursa Malaysia’s rules.*

2. How do I update my personal email address & contact number?

To update your **email address & contact number**, please obtain the Data Correction Form via our website under **Forms >> Update Request >> CDS Account & Data Correction Form**. Please courier the duly completed & signed form to our address below:

Attn: HLeBroking
Hong Leong Investment Bank Berhad
Mezzanine Floor,
Block B, Plaza Zurich,
No 12, Jalan Gelenggang,
Bukit Damansara,
50490 Kuala Lumpur.

Note:

- *Use of liquid paper or correction tape/ pen is not allowed.*
- *If you have overwritten/ slashed out/ made any amendment, please countersign your full signature.*
- *Please send us a scanned copy so that we may **verify your signature** before you courier the original copy.*

3. How do I update my bank account for eDividend?

You may go to **App/ Play Store** to download **BURSA Anywhere** mobile app and update the bank details through the said app. You may refer to the link below on how to register:
<http://www.bursamarketplace.com/anywhere/asset-doc/onboarding.pdf>

4. How may I update my bank account for withdrawal (eCredit facility)?

You are required to complete the Direct Crediting form/ CTA & eCredit form and return the duly signed form along with the supporting document (e.g. bank statement for current account/ front page of the savings passbook/ screenshot of the Internet banking page) to your respective Remisier/ Dealer's Representative or to the Helpdesk email address. The form can be obtained through **Forms >> Update Bank Account**.

You may request for funds withdrawal via Direct Credit Facility at **no cost**.

Frequently Asked Questions

Account Reactivation

Go to **My Account >> Customer Info** to check the type and status of your account:

1. *Direct CDS account/ Nominee Account*
2. *Account Status*

CUSTOMER INFO

Client Code

Account Details		Account Details	
Client Code		Client Code	
Client Type	Local Retail Client	Client Type	Local Retail Client
CDS Account No.	066 - 00 -	CDS Account No.	066 - 00 -
Account Qualifier	HLIB NOMINEES (TEMPATAN) SDN BHD	Account Qualifier	
Account Name	(CCTS)	Account Name	Direct Account
Account Type	Collateralised Account	Account Type	Collateralised Account
Account Open Date		Account Open Date	
Status	ACTIVE - Buy suspended	Status	ACTIVE - Buy suspended
Remisier		Remisier	
Remisier Name		Remisier Name	
Remisier Contact		Remisier Contact	
		Bank Account No.	

Note: In the left table, 'Account Qualifier' and 'Account Name' are highlighted with a red box and labeled 'Nominees Account'. In the right table, 'Account Name' is highlighted with a red box and labeled 'Direct Account'.

1. Why is my account suspended from buying?

This happens when an account has had no trading activity for a continuous period of **3 years or more**.

2. How many I reactivate my account?

Step 1: Reactivate Trading Account

You may submit your reactivation request online.

Please login to **HLeBroking >> Forms >> Reactivation Account**.

Subsequently, kindly inform your respective Remisier/ Dealer's Representative once you have submitted your Reactivation Request Online.

Step 2: Reactivate CDS account (For Direct Account holders only)

You may go to App/ Play Store to download the **BURSA Anywhere** mobile app to check on your CDS account status & reactivate your account. You may click on the following link to download the Registration Guide PDF: <https://www.bursamarketplace.com/anywhere/>

Frequently Asked Questions

Account Closure

1. I wish to close my account, what should I do?

An account may only be closed if there are no outstanding transactions/ balances/ shares remaining in that account. After ensuring the aforementioned, you have to complete and submit the physical Application for Closing Trading Account form (for trading account) and the Bursa CDS Account form to your respective Remisier/ Dealer's Representative for execution. To obtain the relevant forms, kindly send an email to your respective Remisier/ Dealer's Representative or alternatively, to our Helpdesk.

2. What is the procedure to close a deceased person's account?

For a **deceased person's direct CDS account**, the following personal representatives are required to liaise with and notify Bursa Malaysia directly about the closure of accounts and transfer of securities:-

- (a) Next-of-kin of the deceased;
- (b) Personal Representative of the Estate of the Deceased pursuant to a Grant of Representation*.
- (c) Official Administrator appointed by the Court.

Documents required by Bursa Malaysia are as follows:-

- (a) Marriage certificate/ birth certificate (as the case may be);
- (b) Grant of Representation* (where applicable);
- (b) Court Order;
- (c) Death Certificate; and
- (d) Applicant's identification document(s) and relevant supporting documents (if applicable).

**Note: Grant of Representation includes the Grant of Probate (where there is a will) / the Letter of Administration (where the deceased did not leave a will)/ the Distribution Order (if the same has been extracted).*

After notifying Bursa Malaysia in writing and requesting for the CDS account to be closed, you will need to inform your respective Remisier/ Dealer's Representative that you wish to make a withdrawal of funds from the deceased's trust account.

3. What is the procedure for transferring securities in the case of a deceased depositor (Nominee Account)?

Kindly send an email to the respective Remisier/ Dealer's Representative or to the Helpdesk for more details.

Frequently Asked Questions

Online Trading

1. How do I trade on HLeBroking?

First, complete and submit a preliminary registration on the HLeBroking website. Then, complete our account opening application form in hard copy and submit the same to us for processing. If your trading account application has been approved, you will receive an email notification informing you that your trading account has been activated. You may then start trading online after depositing funds into your trust account based on your trading requirements.

2. How early can I submit my trade orders?

You can start submitting your orders as early as from 5.05 p.m. onwards, Monday – Friday (excluding Saturday, Sunday and Public Holidays) for the next trading day's orders.

3. When will my trade orders be executed?

All trade orders will be executed during normal Bursa Malaysia trading hours. Please refer below:

Time	Trading Phases
8.30 am - 9.00 am	Pre-opening
9.00 am - 12.30pm	Opening and Continuous Trading
2.00 pm - 2.30 pm	Pre-opening
2.30 pm - 4.45 pm	Opening and Continuous Trading
4.45 pm - 4.50 pm	Pre-closing
4.50 pm - 5.00 pm	Trading at Last

4. May I cancel or amend my orders?

Yes, you may cancel or revise the quantity of your orders as long as your orders have not been matched by Bursa Malaysia.

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

All orders submitted are only good for one (1) trading day. Your orders will expire at the end of each trading day unless you have placed GTD orders (Good-till-date orders, max 1 month) via an internet browser* or mobile app, subject to all relevant securities laws including but not limited to regulations, rules, guidelines, notices and manual imposed by Bursa Malaysia Securities Berhad.

*Note: GTD orders can only be placed on the advanced version of the relevant internet browser.

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

If an order has been successfully submitted/ executed, you may view the status on the Order Status Screen (in between the Buy & Sell button).

7. My Order Status screen has not been updated. What do I do if the system is down or facing difficulties?

The use of HLeBroking is at your own risk. Should you encounter any system problem/ difficulties, kindly contact your respective Remisier/ Dealer's Representative immediately. You may check your Remisier's/ Dealer's Representative's contact number at **My Account >> Customer Info**. Alternatively, if you are unable to reach your respective Remisier/ Dealer's Representative, please contact our Retail Department

for assistance: -

- (a) KL Branch : +603 2168 1176 or +603 2168 1104;
- (b) Bukit Damansara Branch : + 603 2080 8666 or +603 2080 8667
- (c) Ipoh Branch: + 05-2537662 ext 298

8. Can I carry out Direct Business Transactions (DBT) such as Married Deals through HLeBroking?

No, online trading does not facilitate any DBT. You will have to contact your respective Remisier/ Dealer's Representatives to perform such trades.

9. How do I carry out odd lot trading?

Trading of odd lots is now available online at the same rate as a board lot order. However, should you wish to place an offline odd lot order, you may contact your Remisier/ Dealer's Representatives at a **min rate of RM 28.00* per counter**.

Note: Subject to applicable tax.*

10. Will I receive any contract notes for my trades?

Contract notes will not be delivered to you but you may download them from our website via **laptop/ PC only**. Please go to **E-Statement >> Contract Notes**. Kindly refer to the **Availability Period** based on the **Types of Documents** below:

Type of Documents	Availability Period
Daily	
1. Contract Notes	90 days from the date of the Statement
2. Contra Statement	90 days from the date of the Statement
3. Auto Set-off Statement	90 days from the date of the Statement
4. Invoice Statement	90 days from the date of the Statement
Monthly:	
1. Statement of Account	6 months from the date of the Statement
2. Margin Statement	6 months from the date of the Statement
3. CCTS Collateral Statement	6 months from the date of the Statement

11. Will I be informed of my latest share positions and shareholdings?

You may check your portfolio yourself (position & shareholdings) at your convenience on our website. You may go to **Transactions >> Contracts >> Submit** or **My Portfolio >> Live Portfolio Inquiry >> Submit**.

Frequently Asked Questions

+ Deposit & Settlement

1. Do I need to place a minimum deposit?

There is no minimum deposit, however, please note that you are still required to deposit cash into your trust account based on your trading requirements.

2. When are the trades due for settlement?

All trades have to be settled by 2.00 p.m. on T+2.

**Note: 'T' denotes the transaction day. 'T+2' denotes 2 trading days following 'T' and so on.*

3. Any late payment interest charges on overdue transaction/s?

Yes. Late payment interest will be charged for any unsettled amount after the payment due date at 8% p.a. on RM debit balances and 5% p.a. on foreign currencies' debit balances.

4. I want to transfer money to HLIB. What are HLIB's account payee details? Is there any limit to the amount I can transfer per day?

Please refer to the table below and do not make any transfers to any other accounts. Any attempt to solicit payments to any account other than the accounts listed below should be immediately reported to us:

BUKIT DAMANSARA BRANCH	
DEPOSIT BANK	Make E-Payment via HLeBroking Website
HLBB	Limit RM 1,000,000/ day
MBB	Limit RM 250,000/ day
FPX	Limit RM 50,000/ day
DEPOSIT BANK	PAYEE: HONG LEONG INVESTMENT BANK BERHAD
HLBB	001-001-70263
MBB	5140-1172-7623

5. How do I transfer funds to make a deposit or payment for settlement?

You may transfer your funds via our **HLeBroking website** by using our hyperlink under **Payment >> Make ePayment** which will link to your online banking website (please ensure that you disable your pop-up blocker first via website/ mobile browser before you attempt to transfer your funds). Kindly refer to the Make ePayment Clearing Schedule below for the approximate timing at which your funds will be updated in your trust account.

[Make ePayment ^{Note 1} Clearing Schedule](#)

Payment Initiated by Clients		Funds Reflected in Clients' Trading Limit	
Monday to Friday (Business Days)	Before 9:00am	Same Business Day	By 9:30am
	9:01am to 10:30am		By 11:00am
	10:31am to 1:30pm		By 2:00pm
	1:31pm to 3:00pm		By 3:30pm
	3:01pm to 4:45pm		By 5:15pm
	After 4:46pm		By 9:30am
Saturday, Sunday and Federal Territory Public Holidays (Non-Business Days)		Next Business Day	By 9:30am

Alternatively, you may refer to our **User Guide >> Make Payment** for other payment method guidelines.

6. What are the banks available for FPX transfer?

Currently these are Affin, Alliance Bank, AmBank, Bank Islam, Bank Muamalat, Bank Rakyat, BSN, CIMB, Hong Leong Bank, HSBC, KFH, Maybank, OCBC, Public Bank, RHB, Standard Chartered, UOB Bank. This list is subject to change.

7. What if I do not have any online share trading facility?

For non-online users, please contact your Remisier/ Dealer's Representative to inform about or update your fund transfers/ payment.

8. Can I transfer funds using a 3rd party's bank account?

We do not allow 3rd party payments.** You are responsible to provide **sufficient details** to show that all payments into your account are made by you. We reserve the right to reject any payment without any notice to you if we do not receive sufficient details about the origin of the payment/ payor details or if we have reasonable cause to believe a payment was made by a 3rd party in which case the rejection of payment shall be deemed as non-payment and force selling on any overdue contracts will be carried out accordingly based on Bursa Malaysia's Fixed Delivery and Settlement System ("FDSS") rules. HLIB shall not be liable for its rejection of any 3rd party payment.

The management has the discretion to approve 3rd party payments **in limited circumstances. Please ensure that 3rd party payments are **not made to HLIB without HLIB's prior consent**.

Should your 3rd party fund transfer be from an **immediate family member (parent-children/ sibling/ spouse)**, kindly complete & duly sign the Data Correction Form to provide details about the third party's relationship with you. To obtain the Data Correction Form, please go to **Forms >> Update Request >> Data Correction Form**. Otherwise, please request for a refund. The refund process will take time and we do not guarantee immediately refunds on request.

9. How can I request for a refund to the 3rd party?

You may contact your respective Remisier/ Dealer's Representative/ Helpdesk and provide the relevant details & supporting document(s) such as Account Holder's Name, Account No. and the transaction slip from the 3rd party's bank account evidencing the transfer of funds.

10. Am I allowed to use a joint bank account for fund transfer?

Yes, please update your immediate family member's detail (siblings/ parent/ spouse) by submitting a duly completed Data Correction Form to us. To obtain the Data Correction Form, please go to **Forms >> Update Request >> Data Correction Form** and scan a copy to the Remisier/ Dealer's Representative/ Helpdesk.

11. Can I check my outstanding positions online and how do I confirm whether my due contracts are settled?

Yes, you can check your positions by clicking on "Current Position" under Transactions on the next working day after the payment is made. If the payment is made via FPX transfer, your position will be reflected as per the [Make ePayment Clearing Schedule](#) table below.

Make ePayment ^{Note 1} Clearing Schedule

Payment Initiated by Clients		Funds Reflected in Clients' Trading Limit	
Monday to Friday (Business Days)	Before 9:00am	Same Business Day	By 9:30am
	9:01am to 10:30am		By 11:00am
	10:31am to 1:30pm		By 2:00pm
	1:31pm to 3:00pm		By 3:30pm
	3:01pm to 4:45pm		By 5:15pm
	After 4:46pm	Next Business Day	By 9:30am
Saturday, Sunday and Federal Territory Public Holidays (Non-Business Days)		Next Business Day	By 9:30am

Alternatively, you may refer to our [User Guide >> Make Payment >> Make ePayment >> FPX](#)

12. Can I use the funds in my trust account to settle my due contracts?

Available funds in your trust account will be utilised to settle the due contracts from 2.00p.m. on T+2 until T+3.

13. What will happen if I forget to pay for the shares I bought by T+2 day?

The shares will be force-sold at any time from 2.00p.m. on T+3. For online clients, please note that you will not be able to perform any sell order on T+3. Should you wish to perform a sell order on T+3, you will need to contact your respective Remisier/ Dealer's Representative to perform the sell order on your behalf.

In the event that you are unable to contact your respective Remisier/ Dealer's Representative, please contact the Retail Department/ Helpdesk for assistance.

Note: You may go to **My Account >> Customer Info to check the contact number of your Remisier/ Dealer's Representative.*

14. Can I choose to settle part and not all of my due contracts?

Yes, provided the payment is for full marketable lots (100 units).

15. When will I receive my sales proceeds?

All sales proceeds will be credited into your trust account by 2.00p.m. on T+2. You may withdraw your sales proceeds through **Withdrawal >> Cash**. Kindly ensure that your bank account details under **My Account >> Customer Info** are updated and reflect an active bank account number.

16. When will I receive my contra gains?

All of your contra gains will be credited automatically into your trust account by T+2.

17. When do I need to pay for my contra loss Are there any charges to open a trading account?

All of your contra losses will be automatically debited in the following sequence; against your (1) contra gains; (2) sales proceeds; and (3) trust account. In the event your trust account has insufficient funds, you will need to top-up the shortfall by making a deposit. Late payment interest will be charged for any amounts which are not settled by the due date at the rate of 8% p.a. on RM debit balances and 5% p.a. on foreign currencies' debit balances.

Frequently Asked Questions

Cash/ Shares Withdrawal

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

You may submit your withdrawal request through **Withdrawal >> Cash**. Kindly submit your request **before 11.00a.m.** (Monday to Friday, excluding Public Holidays) to receive funds into your bank account on the next working day.

*Please be advised that sales proceeds and cash withdrawals will **no longer be issued in cheque form** with effect from **3 April 2020**.*

To update your bank account details, you are required to complete the Direct Crediting form/ CTA & eCredit form and return the duly signed form along with the supporting document (eg. bank statement for current account/ front page of the savings account passbook/ screenshot of the Internet banking page) to our respective Remisier/ Dealer's Representative/ Helpdesk. The form can be obtained through **Forms >> Update Bank Account**.

2. Can I transfer my shares from other brokers to HLeBroking and vice versa?

Yes, provided the beneficial owner is the same as stipulated in the Bursa Malaysia Depository rules and regulations.

3. How do I transfer my shares out of HLeBroking?

For any **Direct account holder**, you may go to **App/ Play Store** to download the **BURSA Anywhere** mobile app and submit your request through the said app should there be **no change of beneficial owner**. Alternatively, you may complete and duly sign on the “Transfer of Securities Request” form and subsequently submit the forms to us to be processed.

If you are a **Nominee/ CCTS account holder**, you may submit your request through Withdrawal >> Shares via computer/ laptop only. Kindly submit before 10.00 a.m. (Monday to Friday, excluding Public Holidays) for next day processing.

4. Are there any charges for the transfer of shares?

Yes, RM10.00 *per counter* will be charged by Bursa Malaysia Depository each time you effect a transfer regardless of the quantity of shares.

5. How do I transfer my shares from other brokers to HLeBroking?

Kindly enquire with your other broker where your CDS account is being maintained. Alternatively, for **Direct CDS account holders**, you may go to **App/ Play Store** to download the **BURSA Anywhere** mobile app and transfer your direct CDS shares from other broker firms to HLeBroking.

Frequently Asked Questions

Corporate Actions For HLIB Nominee account holders only

1. What is a corporate action?

A corporate action is an activity initiated by a company that affects the nature and/or quantity of stock that you hold. Some corporate actions may require a response from you while others may not. The **main types** of corporate actions are:

- *Takeover Offer
- *Rights Issue
- *Conversion
- *Bonus Issue
- *Dividend issuance/ payment
- *AGM/ EGM Meeting

2. Will I be informed about corporate actions?

Yes, you will receive notifications from HLeBroking either via email or via phone call(s) from your Remisier/ Dealer's Representative except for bonus issue, dividends, AGM or EGM. Please ensure you answer or respond to phone calls from us. We cannot accept responsibility for any inability to notify you due to unanswered phone calls.

3. How do I give my instruction on the corporate actions?

You may give your instruction to your respective Remisier/ Dealer's Representative or to our Helpdesk via email or phone call(s).

4. Do I need to deliver the Provision of Allotment ("PAL") form/ reply to the Registrar?

No. HLIB Nominee will handle the processing of corporate actions once we receive your instructions and payment (if applicable).

5. Why is the HLIB Nominee deadline for replies different from the share registrar's?

We need to be able to process the instructions for all of our clients so that we can send the complete documents to the registrar in time to meet their specific deadline. Our HLIB Nominee cut-off date is usually 5 business days before the share registrar's deadline for the offer. We **cannot** guarantee that your instructions will be processed if your instructions are received after our stipulated deadline.

6. If I accept the offer for any corporate actions, can I still sell the shares in the market?

No, you must **not** sell your shares if you have instructed HLIB Nominee to accept the offer on them. If you have accepted any corporate actions, you are not allowed to sell the relevant shares.

7. Does my trust account need to have sufficient funds when I give instructions (where payment is required for rights issue, warrant conversion, etc)?

No, however you must have sufficient funds in your trust account when payment is due. We would therefore advise you to have and/ or arrange to have sufficient funds in your trust account as soon as possible upon giving instructions.

8. What happens if I accept a takeover offer for my existing shareholding and then purchase additional shares?

You will need to confirm with your Remisier/ Dealer's Representative whether the additional shares purchased will fall within the takeover offer and thereafter provide instructions to your Remisier/ Dealer's Representative.

E.g.: If you hold 1,000 shares which you have accepted the takeover on the full amount and thereafter decide to purchase additional shares, the additional purchased shares may only be accepted for takeover if they are made before our specified deadline and provided your intention and instruction to accept a takeover for these additional purchased shares are conveyed to your Remisier/ Dealer's Representative within our specified timeline.

9. When will the new shares/ cash offer from takeover announcement be credited into my account?

The new shares/ cash offer from a takeover announcement will be credited into your trust account approximately 2-3 weeks after the closing date subject to our receipt of the same.

10. For a rights issue, how do I make a payment if I wish to subscribe?

You may perform a payment using Make e-Payment via HLeBroking website. Kindly refer to Question 4 of the Deposit & Settlement topic above.

11. How do I convert my warrant/ loan stock?

Kindly give your instruction via email to your respective Remisier/ Dealer's Representative/ Helpdesk. Please provide your Client code, Counter name & Number of shares that you wish to convert.

12. Where can I view the warrant/ loan stock profile for conversion?

You may view it from **ecTrade >> Stocks >> Announcements**. Alternatively, you may contact your respective Remisier/ Dealer's Representative for assistance if you have trouble viewing the profile or refer to the announcements made on Bursa Malaysia's website.

13. I want to sell my new shares (from a corporate action), but my account has not been updated. What should I do?

Kindly contact your respective Remisier/ Dealer's Representative for assistance.

14. How do I know when the AGM or EGM for a particular stock will be conducted?

You may refer to **ecTrade >> Stocks >> Announcements**.

15. When will I receive my dividend payments?

The net dividends/ interest payments will be credited into your trust account within seven (7) market days after the payment date announced by Bursa Malaysia followed by a notification letter and tax voucher issued by post.

16. I want to receive voting forms and/ or AGM or EGM attendance forms.

We do not send out these forms. Please go to **Forms >> Proxy Letter** to print out the Proxy Letter via the HLeBroking website.

17. How do I appoint a proxy to vote in a particular AGM or EGM?

You may appoint the Chairman of the AGM or EGM or provide a Proxy Letter appointing a representative/ proxy to vote on your behalf if you are unable to attend the AGM or EGM. Please go to **Forms >> Proxy Letter**. Kindly return the duly completed and signed Proxy Letter to us by email. Your Proxy Letter must reach us at least **five (5) market days** before the meeting is held.

18. Do you charge any handling fees for corporate actions?

Yes, the following fees will be charged to your account to cover handling costs as shown below:

FEES STRUCTURE

DESCRIPTION OF SERVICES	MARGIN ACCOUNT	CCTS ACCOUNT
Dividend * Handling Fee	RM 5.00	RM 5.00
Dividend With Reinvestment Plan (opt for shares) * Handling fees * Postage * Revenue stamp	RM10.00/ counter RM4.00/ counter RM10.00/ DSF	RM10.00/ counter RM4.00/ counter RM10.00/ DSF
Rights issue application * Handling fees * Postage * Revenue stamp * Bank draft fees * Bank draft fees for Excess application	RM10.00/ counter RM4.00/ counter RM10.00/ RSF* RM5.65/ RSF RM5.65/ RSF	RM10.00/ counter RM4.00/ counter RM10.00/ RSF RM5.65/ RSF RM5.65/ RSF
Loan stock, warrant conversion * Handling fees * Postage * Registrar fees * Bank draft fees	RM10.00/ counter RM4.00/ counter Range from RM0.00 – RM21.20/ counter RM5.65/ counter	RM10.00/ counter RM4.00/ counter Range from RM0.00 – RM21.20/ counter RM5.65/ counter
Proxy Forms * Handling Fee * Transportation	RM 10.00 per proxy form RM 4.00/ counter	RM 10.00 per proxy form RM 4.00/ counter
General / mandatory/ voluntarily offer *Handling fee *CDS transfer fee *Postage *Transportation	RM 25.00/ counter RM 10.00/ counter RM1.50 RM4.00	RM 25.00/ counter RM 10.00/ counter RM1.50 RM4.00

***Note:**

- For Direct account holders:
The share registrar will mail the necessary documents to your mailing address. We do not handle the corporate actions on your behalf. For any enquiries, you may contact the share registrar directly.
- The fee structure is subject to change from time to time at our absolute discretion and is subject to applicable taxes.*
- RSF refers to Rights Subscription Form.*

Frequently Asked Questions

E-Statement

1. What is E-Statement?

E-Statement is a paperless and softcopy version of your statement. With our E-Statement services, you can view your statements via the HLeBroking Portal. If you have signed up for HLeBroking services, you may download/ view/ save your E-Statement anytime at <https://www.hlebroking.com> (*E-Statement tab via laptop/ PC*)

2. What are the types of statements available via E-Statement?

- i) Contract Note;
- ii) Statement of Account;
- iii) Margin Statement of Account;
- iv) CCTS Collateral Statement;
- v) Profit and Loss on Contra trades;
- vi) Auto Set-off Statement; and
- vii) Other statement or notices in relation to your account(s) with HLIB.

3. What is the benefit of using E-Statement?

- i) Secure, convenient and an environmentally friendly way to access your statements.
- ii) View your statements 24-hours a day from anywhere with internet access *depending on the availability period of different types of documents*.
- iii) Download and save your statements to view whenever it is convenient for you.
- iv) Safer Than Paper – cannot be delivered to the wrong address or taken from your trash.

4. How do I subscribe for E-Statement?

Printed copy or hardcopy statement will not be made available as HLIB is moving from the issuance of physical statements to electronic statements.

You do not need to expressly subscribe for this facility/ service. Your continued use or maintenance of HLIB's facilities, accounts or services with us shall be deemed as acceptance and subscription of the E-Statement services.

5. Can I register more than one email address to receive my E-Statement?

No, only one email address is allowed. Please ensure that the email address you have provided to us is valid, personal and correct (*not a shared address with any other person*).

6. Who should I contact if I don't receive my E-Statement?

You may contact our Helpdesk at 603-2080 8777 or email your query to helpdesk@hlib.hongleong.com.my

7. How do I know if my E-Statement is ready for viewing?

You may check the availability via the HLeBroking portal.

8. Is there any fee charged for using the E-Statement service?

No. It is absolutely free-of-charge.

9. How long will HLIB make available my statements for viewing at, or downloading from the HLeBroking portal?

Statement availability periods at HLeBroking portal vary according to the type of statement as per the table below.

Statements	Statement Availability
Contract Notes	up to 90 days from the date of the Statement
Profit and Loss on Contra Trade	up to 90 days from the date of the Statement
Invoice Statements	up to 90 days from the date of the Statement
Statement of Account	6 months from the date of your Statement
Margin Statement of Account	6 months from the date of your Statement
CCTS Collateral Statement	6 months from the date of your Statement

10. Will I still receive physical statements after I subscribe to or am otherwise auto-enrolled for E-Statement service?

No. Physical statements automatically stop after you are registered with the E-Statement service. You may choose to unsubscribe from the E-Statement service and have statements delivered via post or email at any time. For further information on this, please refer to Question 11 below. However, please be advised that the delivery of **physical copies of contract notes via post**, shall from **1 November 2019 onwards**, incur a charge of **RM2.00 per contract note** and this rate is subject to change from time to time.

11. Can I unsubscribe from the E-Statement service?

Yes, you may cancel the E-Statement service any time by written notice to us, such notice to be duly signed and forwarded to our postal or email address set out below:-

Postal address: Hong Leong Investment Bank Berhad
Settlements Department
Level 3A, Block B, Plaza Zurich,
No. 12 Jalan Gelenggang, Bukit Damansara,
50490 Kuala Lumpur

Email address: **SETTCM@hlib.hongleong.com.my**

The cancellation of the E-Statement service will be processed as soon as possible. We endeavour to process such applications **within approximately 3 working days** of receiving your request.

12. Can I subscribe for Bursa Malaysia's e-Statement if I have not registered before?

Yes, please click on the link below and go to Bursa Malaysia's website to register:
https://www.bursamalaysia.com/trade/our_products_services/central_depository_system/request_for_estate_ment