Frequently Asked Questions

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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 anywhere at your own comfort.

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 foreign shares market, please refer to the FAQ under Foreign Share Trading.

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

You can contact us via:

*Email: helpdesk@hlib.hongleong.com.my

*Call:

TTDI Branch - Helpdesk

Tel: (603) - 7723 3030

Ipoh Branch

Tel: (605) - 253 7668

*Visit us at:

TTDI Branch
Hong Leong Investment Bank Berhad
Level 25, Menara LGB 1,
Jalan Wan Kadir
Taman Tun Dr. Ismail
60000 Kuala Lumpur

Kuala Lumpur Branch
Hong Leong Investment Bank Berhad
Level 7, Menara HLA,
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?

The easiest way would be to apply online via our website at www.hlebroking.com and follow the instructions as required. Please go to https://www.hlebroking.com/v3/Register/acc_open_main.aspx to sign up or go to Contact Us >> Email Us to retrieve HLeBroking application forms.

2. How many types of account do you provide?

Please refer below for the differences between the 2 accounts that we provide:

CASH/ DIRECT acct	NOMINEE acct
• CDS is held under client's name • can apply for IPO • receive annual reports • receive dividend vouchers from the Registar • any Corporate Actions (rights issue, take-over offer etc.) will be done by client • dividend will be credited into your registered bank account	• CDS is held under company's name • cannot apply for IPO • will not receive annual reports/ dividend vouchers directly from the Registrar • any Corporate Actions will be handled by Hong Leong Investment Bank Bhd (via email/ phone call) • dividend will be credited into your trust account within 7 days

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

Yes, the minimum required age is 18 years old.

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

Please go to our homepage and click "*Register*". Then click "*Activate Existing Account*" and follow the instructions as required. Kindly contact your Dealer/ Remisier should you need further assistance.

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

a) Existing Dealer/ Remisier clients

- Application For Access To & Use Of HLeBroking For Securities Trading
- Common Reporting Standard ("CRS") by the tax authority IRB (Inland Revenue Board) Of Malaysia.

  ***Note:** Client is required to sign a CRS self-certification form before the new account can be opened.*

b) New clients

- Application Forms witnessed and certified by Dealer's Representative / Notary Public / HLIB's authorized Officers
- Common Reporting Standard ("CRS") by the tax authority IRB (Inland Revenue Board) Of Malaysia.
  ***Note:** Client is required to sign a CRS self-certification form before the new account can be opened.*
- One (1) photocopy of NRIC (front & back)
- Either **one of the following**:
  - Latest copy of three (3) Months bank statement/ savings passbook
  - Latest copy of bank statement/ savings passbook with pay slip/s
  - Latest copy of bank statement/ savings passbook with income tax statement
  - Latest copy of bank statement/ savings passbook with EPF statement

* This is to comply with the Anti-Money Laundering, Anti-Terrorism Financing and Proceeds of Unlawful Activities Act 2001 (AMLATFPUAA of 2001) requirement, previously known as AML/ATF Act.

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

Yes, you can. However, you are required to comply with the rules and regulations stipulated by Bank Negara Malaysia. We will automatically open a Nominee account and you are required to maintain a local/ Malaysian bank account.

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

Yes.

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

You can only begin trading after you have deposited the required collateral deposit into your trust account.

9. Can I apply for a trading account if I already have an account with another stock broking firm?

Yes, you can.

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

Yes, it is necessary, as any future correspondence will be communicated over this specified email address. Besides, eContract notes & eStatement will be sent to your specified email as well.

11. How do I update my personal particulars such as correspondence address or email address?

You may do so by obtaining the form via Forms >> Update Request >> Data Correction. Duly completed form has to be mailed to:

Attn: HLeBroking Helpdesk
Hong Leong Investment Bank Berhad
Level 25, Menara LGB 1,
Jalan Wan Kadir
Taman Tun Dr. Ismail
60000 Kuala Lumpur
Kuala Lumpur

Frequently Asked Questions

Online Trading

1. How do I trade on HLeBroking?

You have to be a registered user and open an online trading account with HLeBroking. Once the account has been approved, you will receive an email notification informing you that your trading account has been activated. You can now start trading online.

2. When can I submit my trade orders?

You can start submitting your orders from 5.05 p.m. onwards, Mon–Fri (excluding Public Holidays) for the next day's orders.

3. When will my trade orders be executed?

All trades will be executed during normal Bursa Malaysia trading hours. Kindly 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. Can I cancel or amend my orders?

Yes, you can. You can cancel or revise the quantity of your orders as long as it has 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) day. Your orders will expire at the end of each trading day unless you have placed GTD (Good-till-date orders, max 1 month) via Internet Explorer browser or mobile app.

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

If an order has been successfully submitted/ executed, you can view the status on the Order Status Screen.

7. My Order Status screen is not updated and what do I do if the system is down?

The use of HLeBroking online trading is at your own risk. Should you encounter any system problem/ difficulties, kindly contact our Dealer's Representative.

8. **Can I carry out Direct Business Transactions (DBT) such as Married Deals through HLeBroking?**
   No, online trading does not facilitate DBT. You will have to contact our Dealer's Representatives to perform such trades.

9. **How do I carry out odd lot trading?**
   Trading of odd lots is not available online. However, you can contact our Dealer's Representatives to execute an odd lot order.

10. **Will I receive any contract notes for my trades?**
    Yes, a computer-generated statement will be sent to you within 48 hours after completion of transaction.

11. **Will I be informed of my latest positions and shareholdings?**
    A monthly statement with details of your transactions will be sent to you by post or email should you opt for e-statement facility. However, we will not send a statement should there be no transactions for that particular month. Alternatively, you may check online under "Transactions >> Contracts or My Portfolio >> Live Portfolio Inquiry".

Frequently Asked Questions

Deposit & Settlement

1. Do I need to place a minimum deposit?

No minimum deposit is required. However, a minimum credit balance of RM 1,000 will earn you interest, subject to variations from the bank.

2. When are the trades due for settlement?

All trades have to be settled within 3 trading days after the transaction date (T). Hence, the term (T+3) before mid-day 12.30 p.m.

3. How do I make a deposit or payment for settlement?

Kindly refer to the payment table below on the bank details:

	TTDI BRANCH
DEPOSIT BANK	**PAYEE: HONG LEONG INVESTMENT BANK BERHAD**
HLBB	001-001-70263
MBB	5140-1172-7623
DEPOSIT BANK	**E-Payment via HLeBroking Portal**
HLBB	Limit RM 1,000,000/ day
MBB	Limit RM 250,000/ day
DEPOSIT BANK	**Direct E-Payment via HL Connect, M2U & CIMBClicks**
HL Connect	Yes
Maybank2U	Yes
CIMBClicks	Yes

***Note #1**: HLeBroking users, don't forget to submit the Settlement Instruction via the HLeBroking portal.*

***Note #2:** Non-online users, please contact your Remisiers/ Dealers to update the payment.*

Disclaimer:-

*Hong Leong Investment Bank Berhad ("HLIB") does not allow 3rd party payments**. You are responsible to provide sufficient details to show that all payments into your account are made by you. HLIB reserves the right to reject any payment, without any notice to you if HLIB does not receive sufficient details on the origin of the payment/ payor details or if HLIB has reasonable cause to believe a payment was made by a 3rd party in which case forceselling on any overdue contracts will be carried out accordingly based on 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.*

4. Once I have made a deposit or payment, when will it be reflected on the website?

It will be updated by the end of the day, provided you have submitted a Settlement Instruction (SI) via our website before 5pm. You are required to submit a SI to enable the system to track your deposit/ payment. You may start to use the funds the next working day. As for IBG transfer, deposit/ payment may take 1-2 working days to be reflected.

5. 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 "Cur. Pos." under Transactions by the next working day.

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

Available funds in your trust account will automatically be set off to settle the due contracts by end of T+3 day.

7. What will happen if I forget to pay for the shares I bought by T+3 day?

The shares will be force-sold on T+4 day.

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

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

9. When will I receive my sales proceeds?

All sales proceeds will be credited into your trust account by T+3. You can withdraw your sales proceeds through "Withdrawal >> Cash".

Note:

For TTDI, KL & Ipoh remisier's clients please contact your respective remisier's for withdrawal submission.

10. When do I get my contra gains?

All of your contra gains will be credited automatically into your trust account by T+3 morning.

11. When do I need to pay for my contra losses?

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 by making a deposit. Interest will be charged for any unsettled amounts after the due date.

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 before 2.00 p.m. (Mon-Fri, excluding Public Holidays) to receive payments into your bank account on the next business day.

If you do not maintain any bank account number, we will issue a cheque on the next working day and bank it to any bank account as per your instructions.

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

Please be advised, ***w.e.f. 1st January 2015, a charge of RM0.53* (inclusive GST)*** *will be imposed as a processing fee for every cheque issued to be borne by the customer themselves. You may request for funds withdrawal via Direct Credit Facility at* ***no cost.***

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?

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. (Mon-Fri, excluding Public Holidays) for next-day processing.

For Direct account holder, you are required to complete the “Transfer of Securities Request” form.

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

Yes, RM10.60* **(inclusive GST)** per counter will be charged by Bursa Malaysia Depository regardless of quantity.

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

Kindly visit your broker where your CDS account is being maintained and obtain a copy of the "Transfer of Securities Request Form" from the CDS counter. Complete the transfer form and submit to the CDS counter for them to execute the transfer.

Frequently Asked Questions

Corporate Actions

For HLIB Nominee account holders only (CCTS & Internal Margin)

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 are:

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

2. Will I be informed on relevant corporate actions?

Yes, you will receive notifications from HLeBroking either via email/ phone except for bonus issue, dividends, AGM or EGM.

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

You may give your instruction to Helpdesk/ dealers via email/ phone.

4. Do I need to deliver the PAL form/ reply to the Registrar?

No. HLIB Nominee will handle the processing of corporate actions once we receive the instructions and payment from you.

5. Why is HLIB Nominee deadline for reply different from the Registrar's?

We need to be able to process the instructions for all of our clients so 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 registrar's deadline for the offer. We **cannot** guarantee that your instructions will be processed if your instructions are received after our quoted deadline.

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

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

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

Yes, you must have sufficient cash in your trust account when payment is due.

8. I want to receive a copy of the PAL form.

Please inform Helpdesk via email/ phone. We will arrange for a copy to be emailed to you. Such instructions must be made on ad hoc basis.

9. What happens if I accepted a takeover offer on my existing shareholding and then purchase additional shares?

At the time of purchasing the additional shares you should confirm your intention with regards to the takeover offer for those specific shares.

E.g.: If you hold 1,000 shares and accept the takeover on the full amount, we will accept the offer for the 1,000 shares on your behalf. Please provide your instruction to Helpdesk for any additional shares purchased by our specified deadline date.

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

The new shares/ cash offer from takeover announcement will be credited into your trust account 2-3 weeks after the closing date.

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

You may deposit cash/ cheque into the Hong Leong Investment Bank Berhad account at any Hong Leong Bank/ Maybank branch for crediting into your trust account.

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

Kindly give your instruction via email to Helpdesk. Please provide your Client code, Counter name & number of shares that you wish to convert.

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

You may view it from ecTrade >> Stocks >> Announcements.

14. 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 Dealer's Representative.

15. When will the AGM or EGM be conducted?

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

16. When do I receive my dividend payments?

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

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

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

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

You may appoint the Chairman of meeting to vote on your behalf if you are unable to attend the AGM or EGM. Kindly return the signed Proxy Letter to us by fax/ email. Your instruction must reach us by at least **five (5)** market days before the meeting is held.

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

With effect from 1 August 2017, the following new fees will be charged to your account to cover handling costs such as collection fee by registrar, printing, postage and etc:

FEES STRUCTURE

DESCRIPTION OF SERVICES	MARGIN ACCOUNT	CCTS ACCOUNT
Dividend		
* Handling Fee	1% on gross dividend, min RM 5.00, max RM 50	RM 5.00 (flat)
* Postage	RM1.50	-
Proxy Forms		
* Handling Fee	RM 10.00 per proxy form	RM 10.00 per proxy form
* Transportation	RM 4.00/ counter	RM 4.00/ counter
General offer/ mandatory/ voluntarily		
*Handling fee	RM 25.00/ counter	RM 25.00/ counter
*CDS transfer fee	RM 10.60/ counter	RM 10.60/ counter
*Postage	RM1.50	RM1.50
*Transportation	RM4.00	RM4.00

Note:
For Direct account holders:

The Registrar will mail the necessary documents to your mailing address. We (HLIB Nominee) do not handle the corporate actions on your behalf. For any enquiries, you may contact the Registrar directly.

Frequently Asked Questions

Mobile Trading

1. What is HLeBroking Mobile Trading and what are the benefits?

HLeBroking Mobile Trading is a wireless application and you can enjoy the following benefits via your mobile telephone devices when you are on the move, anytime, anywhere:

- Wireless monitoring, and real-time stock quotes
- Wireless access to online trading services
- Real-time stock charts
- Real-time portfolio manager
- Favourite stock list
- User friendly and convenient

HLeBroking Mobile Trading is opened to all Hong Leong Investment Bank Berhad clients who have activated online share trading account.

Frequently Asked Questions

Foreign Share Trading

1. Which other markets can I trade in?

You can trade shares in the following markets:

ONLINE	OFFLINE
Hong Kong	United Kingdom
Singapore	Thailand
United States of America	Shanghai (Shanghai-Hong Kong Connect)
Australia	

2. How do I activate my Foreign Share Trading?

* For HLeBroking existing client:
  Please refer to Forms >> Foreign Trading Form
  Upon completing the form, please post to us at the following address:

  TTDI Branch
  Hong Leong Investment Bank (Attn: HLeBroking Helpdesk)
  Level 25, Menara LGB
  1, Jalan Wan Kadir
  Taman Tun Dr. Ismail
  60000 Kuala Lumpur

* For new client:
  Please select "**Yes**" for Foreign Trading during account opening online registration.

3. How can I place buy/ sell orders for foreign share?

You may place online buy/ sell orders for Hong Kong, Singapore, United States of America and Australia. We do not provide online trading facility for United Kingdom, Thailand & Shanghai respectively. However, we can facilitate you to trade. You can place your orders via telephone to the Dealer's Representative to place buy/ sell order.

4. When can I place my foreign trade orders?

You can place your orders from 8.30am – 5.30pm (Malaysian time), Monday – Friday (excluding foreign markets Public Holidays). You may call the Dealer's Representative as above.

We also provide a night desk from 9.30pm – 4.30am (Malaysian time), Monday – Friday (excluding foreign markets Public Holidays). You may call the Dealer's Representative as below:

Dealer Contact Number: (603)-2176 2669/ (603) -2176 2606

5. What is the transaction cost incurred?

Kindly contact our Helpdesk for the transaction cost.

6. Will I receive any contract notes for my foreign share trades?

Yes, a computer-generated statement will be sent to you within 48 hours after completion of transaction.

7. Are the foreign shares held under my own name?

No. The foreign shares are held in HLIB Nominees account with the company.

8. When are the foreign purchase contracts due for settlement?

All purchase contracts have to be settled within 2 trading days after the transaction date (T) or T+2 before mid-day 12.30 p.m. System will auto set-off from client's trust account should there be sufficient funds.

9. What is the conversion rate?

Please call your respective Dealer's Representative.

10. When can I receive my sales proceed?

Please refer below for the sequence of events that will take place for sales proceeds. You may withdraw your sales proceeds through "Withdrawal >> Cash" if you do not have Multicurrency Settlement. However, if you have activated the Multicurrency Settlement, please call the Dealer's Representative for withdrawals.

Timeline (Transaction Dates)	Sequence of Events
T	Sell foreign shares
T+1	Book foreign rates
T+2	Sales proceeds due (end of the day)
T+3	Call Dealer's Representative to convert
T+4	Cash will be available in your trust account

11. Will I be informed on relevant corporate actions (i.e.: Rights issue, conversion, etc)?

Yes, you will receive notifications from HLeBroking either via email/ phone.

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

You may give your instruction to Helpdesk via email/ phone.