



# **FREQUENTLY ASKED QUESTIONS (FAQ)**

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# **TABLE OF CONTENT**

1. [General](#)
2. [Account Opening](#)
3. [Online Trading](#)
4. [Margin Deposit](#)
5. [Margin Call](#)
6. [Internal Fund Transfer](#)
7. [Cash Withdrawal](#)
8. [Security/ Trading Password](#)

## **1. GENERAL**

**a. Which markets can I trade in?**

We offer local and foreign futures contracts from Bursa Malaysia Derivatives Berhad and Global Exchanges. Please refer to [https://www.hlebroking.com/v3/products\\_futures.aspx](https://www.hlebroking.com/v3/products_futures.aspx).

**b. Can I access HLeFutures trading platform from overseas?**

Yes, you can access the HLeFutures trading platform via desktop, website and mobile as long as you have an internet connection.

**c. Does HLeFutures provide charting services?**

Yes, basic charting tools are available in the HLeFutures trading platform with no additional charges.

## **2. ACCOUNT OPENING**

**a. Who is eligible to trade futures?**

Any individual whose age is 18 years old and above; and does not have an adverse credit record. For foreigners, non-residents in Malaysia and corporate clients, please contact the Futures Helpdesk.

**b. How do I apply for a futures trading account?**

Individuals are required to fill out the Account Opening Form and submit the required supporting documents to the Futures Helpdesk.

**c. What type of futures trading account can I open?**

Individual and corporate accounts are available. We do not offer joint accounts.

**d. Are there any fees or charges for opening a Futures account and registering for online trading?**

Futures account opening is free of charge but fees apply to trading platform subscription.

**e. Is there any minimum futures volume commitment set by HLIB?**

There is no minimum futures volume commitment set by HLIB.

**f. 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 are traded through two different platforms.

**g. Do I need to furnish a valid email address?**

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

**h. How do I update my personal particulars?**

You need to fill out Data Correction Form provided by HLIB with your signature. Please contact the Futures Helpdesk to obtain the form.

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

A futures trading account that is inactive for more than 3 years will be under dormant status. For account reactivation or enquiry on account status, please contact the Futures Helpdesk.

### **3. ONLINE TRADING**

**a. How do I trade futures on the HLeFutures trading platform?**

Once your futures trading account is funded, you can apply for online trading platform access. An email notification will be sent to your registered email address for online trading access activation and trading platform installation.

Please contact the Futures Helpdesk to obtain User Access Maintenance Form for the online trading platform access application.

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

You can start trading once you have funded your trading account with minimum margin requirement and activated your online trading platform access.

**c. Are the futures quotes live data?**

Yes. The futures prices quoted in the trading platform are live data.

**d. When will my trade orders be executed?**

All the trades entered into the trading platform are live and filled when your order is matched during the trading hour. By default, all trades are valid for the day in the respective exchanges unless the validity is set to good-till-cancel or good-till-date.

**e. Is there a position limit or per-order limit?**

Yes, each trading account has a position limit that is set by HLIB. Per order limit can be set as an alert in your trading platform. If you wish to adjust the position limit or per-order limit, please contact the Futures Helpdesk.

**f. Is brokerage taken into account in the profit and loss?**

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

**g. My order status screen is not updated. Will HLIB compensate me for my loss?**

The usage of the HLeFutures online trading platform is at your own risk. HLIB is not liable for any losses incurred or whatsoever arising from your trades. Please contact Futures Helpdesk should you encounter any system-related issues.

**h. How can I trade if the system is down?**

You may place a voice order by contacting Futures Helpdesk should you encounter any difficulties in accessing the HLeFutures trading platform.

**i. Will I receive any daily activity statements?**

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

**j. Will I receive any monthly statements?**

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

## **4. MARGIN DEPOSIT**

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

You may choose to use any commercial bank to deposit the required margin as long as the bank account is registered under your name.

**b. How do I make a deposit?**

You may deposit your fund into the following account:

Bank : Hong Leong Bank Berhad

Payee : Hong Leong Investment Bank Berhad (segregated account)

Account No.: 001-00-35853-5

Online bank transfer/ Interbank GIRO (IBG)/ DuitNow to account (also known as instant transfer)

Below must be stated as a recipient reference:

- i. Futures trading account number and
- ii. Futures trading account holder's name or NRIC/ passport no.

### Deposit cheque

All deposits by cheque must be supported by the following documents to facilitate verification of the identity of the cheque issuer:

- i. A photocopy or image of the cheque and
- ii. Direct bank-in form/ bank-in slip

*\*Please note that we do not accept cash deposits and deposits from a 3rd party.*

**c. What should I do after I made a deposit?**

Please send the proof of payment to your futures broker representative for verification and updates to your trading account.

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

For online transfers during office hours, your account will be updated once the fund is sighted. For cheque deposits, the fund will be updated upon clearance of the cheque.

**e. Do I need to place a minimum deposit?**

You are required to deposit an initial margin of the futures contract you intended to trade before initiating any trades.

## **5. MARGIN CALL**

**a. What is the initial margin requirement?**

Initial margin (IM) is an amount prescribed by the respective futures exchanges of the tradable contracts and is required to deposit into the futures trading account prior to initiating a trade.

**b. What is a maintenance margin?**

The maintenance margin requirement is prescribed by exchanges. It refers to the minimum margin amount required to maintain the open positions until it is settled. If the account's equity balance falls below this level, the trading account is deemed to have a margin call.

**c. When will I receive a margin call?**

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

**d. Will I be notified if I have a margin call?**

Yes. We will email a margin call notice and your futures broker representative will contact you on the margin call amount.

**e. What should I do if I have a margin call?**

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

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

Margin shortfall must be settled on T+1 day.

**g. What will happen if I forget to pay the margin by T+1 day?**

Your position will be forced liquidated.

**h. Can I trade when I have an outstanding margin call?**

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

## **6. INTERNAL FUND TRANSFER**

**a. Can I transfer my cash from HLeBroking (stockbroking) to HLeFutures and vice versa?**

For fund transfers from a stockbroking account to a futures trading account, please contact the stockbroking dealer to give instructions on the funds transfer.

For fund transfer from a Futures trading account to a stockbroking account, kindly fill up the Cash Excess Withdrawal Request Form and return the form via email at [helpdeskfutures@hlib.hongleong.com.my](mailto:helpdeskfutures@hlib.hongleong.com.my).

## **7. CASH WITHDRAWAL**

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

You would need to fill up the Cash Excess Withdrawal Request Form and submit the completed form to the Futures Helpdesk via email at [helpdeskfutures@hlib.hongleong.com.my](mailto:helpdeskfutures@hlib.hongleong.com.my).

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

Yes. Kindly submit the Cash Excess Withdrawal Request Form to us on the business day before 9:30 AM for same-day process.

Please take note that any withdrawal submission after 9:30 AM will be processed on the next business day.

## **8. SECURITY/ TRADING PASSWORD**

**a. How safe is online trading?**

We ensure a secure environment for data transmission with the adoption of proven security technologies such as user ID and password protection and two-factor authentication.

**b. How can I keep my account safe?**

It is important that you do not share your login details with anyone or allow another party to access your trading platform. Also, please do not forget to log out from your trading platform every time after trading.

**c. What if I have wrongly keyed in my password 3 consecutive times?**

Your user ID will be automatically locked. Please contact Futures Helpdesk for assistance.