








Frequently Asked Questions

-  **General**
-  **Account Opening**
-  **Online Trading**
-  **Deposit & Settlement**
-  **Cash/ Shares Withdrawal**
-  **Corporate Actions**
-  **Foreign Share Trading**
-  **E-Statement**

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:

Bukit Damansara Branch

Tel: (603) - 2080 8777

Ipoh Branch

Tel: (605) - 253 7668

*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?

The easiest way would be to apply online via our website at www.hlebroking.com and follow the instructions as required. Please go to Register >> Open An Account 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
<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 • any Corporate Actions (rights issue, take-over offer etc.) will be done by client • dividend will be credited into your 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 • 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 indicating income from declared employment
 - 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. Duly completed form has to be mailed/courier to:

Attn: HLeBroking (Helpdesk)
Hong Leong Investment Bank Berhad
Mezzanine Floor,
Block B, Plaza Zurich,
No 12, Jalan Gelenggang,
Bukit Damansara,
50490 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, subject to all relevant securities laws including but not limited to regulations, rules, guidelines, notices and manual imposed by Bursa Malaysia Securities Berhad. You may refer to http://www.bursamalaysia.com/misc/system/assets/233/Derivatives_TradingManual.pdf for further details.

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 now available online at the same rate as 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 RM 28.00* per order.

Note: 6% of SST is applicable*

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. Client must maintain a minimum credit balance of one thousand (1,000) in the respective currency (per Table 1 below) to earn interest* and both the minimum threshold and the interest rate is subject to variation from time to time by HLIB. For credit balances below one thousand (1,000) in the respective currency, interest will not be paid to the Client and will instead be used to defray administrative charges.

Table 1

Type of Currency	Interest Rate
RM	1.10%
AUD	NIL
CNH	0.10%
GBP	NIL
HKD	0.05%
SGD	NIL
USD	0.05%

Such rates are subject to change.

**For non-conventional, shariah compliant accounts, payment or earning of "interest" is not applicable and payment of a return, if and where applicable, shall apply and in such case the rates may vary from those shown in Table 1.*

2. When are the trades due for settlement?

All trades have to be settled within 2 trading days after the transaction date (T). Hence, the term (T+2) before mid-day 12.30 p.m.

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

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

BUKIT DAMANSARA 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.

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 "Current Position" 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+2 day.

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

The shares will be force-sold on T+3 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+2. You can withdraw your sales proceeds through "Withdrawal >> Cash".

***Note:**

For Bukit Damansara, 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+2 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. Late payment interest will be charged for any unsettled amounts after the due date at 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 **before 11.00am**. (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 Bank Account.

*Please be advised **a charge of RM0.50** 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 may go to Play/ App Store to download BURSA Anywhere mobile app and request through Bursa Anywhere app if there is no change of beneficial owner. Alternatively, you are required to complete the "Transfer of Securities Request" form.

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

Yes, RM10.00 per counter will be charged by Bursa Malaysia Depository for each time regardless of quantity.

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

Kindly visit your other 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 perform make e-payment via HLeBroking website or 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. Please go to Forms >> Proxy Letter. 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	RM 5.00 (flat)	RM 5.00 (flat)
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 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

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 courier to us at the following address:

Bukit Damansara Branch

Hong Leong Investment Bank (Attn: HLeBroking Helpdesk)

Mezzanine Floor ,
Block B, Plaza Zurich,
No 12, Jalan Gelenggang,
Bukit Damansara,
50490 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 and United States of America. We do not provide online trading facility for Australia, 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.

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 below:

Dealer Contact Number: (603) - 2080 8655 / (603) - 2080 8656

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 Hong Leong Investment Bank Berhad (A/C Clients) account with our appointed foreign broker's custody accounts.

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. Late payment interest will be charged for any unsettled amount after the payment due date at 5% p.a. on foreign currencies settlement transactions.

9. What is the conversion rate?

You may check the conversion rate online. Please go to Currency Conversion >> Conversion Request.

10. When do I receive my sales proceed?

Please refer below for the sequence of events that will take place for sales proceeds. You may perform Currency Conversion online on T+3. Kindly go to Currency Conversion >> Conversion Request (Monday to Friday excluding Public Holidays, 9.30am to 2.00pm).

Thereafter, you may withdraw your sales proceeds in MYR through "Withdrawal >> Cash". Please take note that our cash withdrawal cut off time is at 11.00am (Monday to Friday, excluding Public Holidays).

Timeline (Transaction Dates)	Sequence of Events
T	Sell foreign shares
T+2	Sales proceeds due (end of the day)
T+3	Perform Currency Conversion Request online
T+4	Cash will be available in your trust account

11. Will I be informed of 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.

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:

- i) via HLeBroking Portal
If you have signed up for HLeBroking services, you may download / view / save your E-Statement anytime from the portal at www.HLeBroking.com
- ii) via email
If you are not a HLeBroking user, your E-Statement in PDF format will be sent to your registered email address

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

Depending on which is applicable as follows:

- 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
- vii) Other statement or notices in relation to your account(s) with Hong Leong Investment Bank Berhad (“HLIB”)

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

- i) Secure, convenient and environmentally friendly way to access your statements.
- ii) Receive an e-mail notification when your contract note /Statement of Account/ Margin Statement of Account is available.
- iii) View your statements 24-hours a day from anywhere with internet access.
- iv) Download and save your statements to view whenever it is convenient for you.
- v) Safer Than Paper - can't be stolen from your mailbox, delivered to the wrong house, or taken from your trash.
- vi) Good for Earth. Environmental friendly

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 statement issuance. You will be automatically enrolled for E-Statement unless we receive a request from you to opt-out of E-Statement. There is no need for any subscription.

Your continued use or maintenance of HLIB's facilities, accounts or services with us shall be deemed as acceptance 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. Ensure that the email address you have provided us is valid and correct.

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

Contact 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?

A notification will be sent to your email address to inform you when your contract note/ Statement of Account/ Margin Statement of Account is ready for viewing.

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

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 statement type 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 auto-enrolled for E-Statement?

No. Physical statements automatically stop after you are registered with the E-Statement service. You may choose to have statements delivered via post or email at anytime. 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. This charge 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 anytime 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 within 3 working days upon receiving your request.