

## **PART 1: GENERAL**

## **PART 2: ACCOUNT OPENING**

## **PART 3: ONLINE TRADING**

## **PART 4: DEPOSIT & SETTLEMENT**

## **PART 5: CASH / SHARES WITHDRAWA**

## **PART 6: MOBILE TRADING**

## FAQ for Share Trading Linked to Pay&Save Account/Pay&Save Account-i

### **PART 1: 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. What shares can I trade in?**

You can only trade domestic shares which are listed on Bursa Malaysia.

Foreign share trading is not applicable for Share Trading Linked to Pay&Save Account /Pay&Save Account-i.

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

You can contact / visit us at:

##### **Central Hub**

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3rd Floor, No. 77 C & D,  
Lot No: 58529,  
Jalan Kepong,  
52100 Kuala Lumpur

Email: [hlebroking-central@hlbb.hongleong.com.my](mailto:hlebroking-central@hlbb.hongleong.com.my)

##### **Northern Hub**

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2nd Floor, 306-F, Jalan Dato Ismail Hashim,  
11900, Bayan Lepas, Penang

Email: [hlebroking-north@hlbb.hongleong.com.my](mailto:hlebroking-north@hlbb.hongleong.com.my)

##### **Southern Hub 1**

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1st Floor, No. 80 Jalan Dedap 13,  
Taman Johor Jaya,  
Johor Bahru,  
81100 Johor

Email: [hlebroking-south@hlbb.hongleong.com.my](mailto:hlebroking-south@hlbb.hongleong.com.my)

## FAQ for Share Trading Linked to Pay&Save Account/Pay&Save Account-i

### **Southern Hub 2**

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6 & 8, Jalan Nakhoda 12,  
Taman Ungku Tun Aminah,  
81200 Skudai,  
Johor

Email: [hlebroking-south@hlbb.hongleong.com.my](mailto:hlebroking-south@hlbb.hongleong.com.my)

### **East Malaysia Hub 1**

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1st Floor, Lot 122,  
Jalan Song Thian Cheok,  
93100 Kuching,  
Sarawak

Email: [hlebroking-em1@hlbb.hongleong.com.my](mailto:hlebroking-em1@hlbb.hongleong.com.my)

### **East Malaysia Hub 2**

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No. 18 Jalan Chew Geok Lin,  
96008 Sibul,  
Sarawak

Email: [hlebroking-em2@hlbb.hongleong.com.my](mailto:hlebroking-em2@hlbb.hongleong.com.my)

### **Hong Leong Bank Juru, Prai Branch**

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No. 1823-G1, Jalan Perusahaan,  
Auto City North-South Highway,  
Juru Interchange,  
13600 Prai, Penang

### **Hong Leong Bank Kota Kinabalu Branch**

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Lot 3-0-14 to 3-0-16, Block 3,  
Lorong Api-Api 2, Api-Api Centre,  
88000 Kota Kinabalu, Sabah

## FAQ for Share Trading Linked to Pay&Save Account/Pay&Save Account-i

### PART 2: ACCOUNT OPENING

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

Apply online through Hong Leong Connect. However, you will have to apply for a Hong Leong Pay&Save Account / Pay&Save Account-i first.

#### 2. What type of account is the HLeBroking online trading account?

The HLeBroking online trading account is a Cash Upfront Account.

##### For Cash Upfront Account

- CDS is held under client's name
- Able to apply for IPO
- Receive annual reports
- Receive dividend vouchers from the Registrar
- Any Corporate Actions (Rights issue, Takeover offer etc) will be done by client
- Dividend will be credited into your Hong Leong Pay&Save Account / Pay&Save Account-i if you had updated the account number to Bursa.

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

Yes, the minimum required age is 18 years old.

#### 4. What documents do I need to submit and complete when applying for HLeBroking trading account?

- Prepare a photocopy of NRIC (front & back) to be uploaded.

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

No. The HLeBroking online trading account is **only** for customer who has fulfilled the following requirements:

- (i) Malaysian citizen without U.S indicia and without any foreign residential address, mailing address and/or telephone number; and
- (ii) liable for tax assessment in Malaysia **only** and no tax liability in any other country

#### 6. Am I required to open a Central Depository System (“CDS”) Account to facilitate online trading?

Yes.

#### 7. How do I update my CDS Account details?

You may download and use Bursa Anywhere App to update your CDS account details.

## FAQ for Share Trading Linked to Pay&Save Account/Pay&Save Account-i

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

You can begin trading once your funds are deposited and available in your Hong Leong Pay&Save Account / Pay&Save Account-i.

**9. Can I apply for a HLeBroking online 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 to specify an email address while applying for the HLeBroking online trading account. Any future correspondence will be communicated over the specified email address. e-Contract notes & e-Statement will be sent to the 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 >> CDS & Data Correction on the HLeBroking System. Duly completed form has to be mailed to:

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

## FAQ for Share Trading Linked to Pay&Save Account/Pay&Save Account-i

### **PART 3: ONLINE TRADING**

#### **1. How do I trade on HLeBroking?**

You have to be a registered user of HLeBroking System and open an online trading account with HLeBroking (see part 2 above on how to open the online trading account). Once the online trading account has been approved, you will receive an email notification informing you that your online trading account has been activated. You must then go to Hong Leong Connect and click on HLeBroking mega menu to perform your one time password setup.

#### **2. When can I submit my trade orders?**

You can start submitting your orders from 5.05p.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:

<b>Time</b>	<b>Trading Phases</b>
8.30 am - 9.00 am	Pre-opening
9.00 am - 12.30 pm	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.

## FAQ for Share Trading Linked to Pay&Save Account/Pay&Save Account-i

**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 your respective HLeBroking hub 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 your respective HLeBroking hub 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 your respective HLeBroking hub Dealer's Representatives to execute an odd lot order.

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

No. For Online Trading, a trade done email (automated) will be sent to your email. You can also view your contract done on the HLeBroking system under Transaction >> Contracts.

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

You may check online on the HLeBroking system under “Transactions >> Contracts or My Portfolio >> Live Portfolio Inquiry”.

## FAQ for Share Trading Linked to Pay&Save Account/Pay&Save Account-i

### **PART 4: DEPOSIT & SETTLEMENT**

**1. 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 used is T+2 trade settlement day.

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

You may deposit funds into your Hong Leong Pay&Save Account / Pay&Save Account-i through online banking (IBG or Instant Transfer), instant cash deposit or cheque deposit (subject to clearance).

Clients with Hong Leong Pay&Save Account / Pay&Save Account-i can trade up to 99% of their available fund balance as their trading account is a Cash Upfront account.

**3. Once I have made a deposit or payment, when will it be reflected in my Hong Leong Pay&Save Account / Pay&Save Account-i?**

<b>Funds transfer method</b>	<b>Days</b>
Online banking (IBG)	1 to 2 business days
Online banking (Instant Transfer)	Immediately
Instant Cash Deposit	Immediately
Cheque Deposit	2 to 3 business days (subject to clearance)

You may start to use the funds once it is reflected in your Hong Leong Pay&Save Account / Pay&Save Account-i.

**4. 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 tab on the HLeBroking system by the next business day.

**5. Can I use the funds in my Hong Leong Pay&Save Account / Pay&Save Account-i to settle my due contracts?**

Available funds in your Hong Leong Pay&Save Account / Pay&Save Account-i will be automatically earmarked and set off to settle the due contracts by T+2 trade settlement day.



## FAQ for Share Trading Linked to Pay&Save Account/Pay&Save Account-i

### **6. Can I choose to settle part and not all of my due contracts?**

No, for Hong Leong Pay&Save Account / Pay&Save Account-i accountholders, your online HLeBroking trading account is a Cash Upfront Account. This means once your orders are matched / successfully executed, the total contract value amount will be automatically earmarked with your available funds in your Hong Leong Pay&Save Account / Pay&Save Account-i until T+2 trade settlement day, where the Pay&Save Account / Pay&Save Account-i will be debited for the total contract value.

### **7. When will I receive my sales proceeds?**

All sales proceeds will be credited into your Hong Leong Pay&Save Account / Pay&Save Account-i by T+2 morning.

### **8. When do I get my contra gains?**

All of your contra gains will be automatically credited into your Hong Leong Pay&Save Account / Pay&Save Account-i by T+2 morning.

### **9. When do I need to pay for my contra losses?**

All of your contra losses will be debited from your Hong Leong Pay & Save Account / Pay & Save Account-i on T+1 morning. In the event your Hong Leong Pay&Save Account / Pay&Save Account-i 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.

## FAQ for Share Trading Linked to Pay&Save Account/Pay&Save Account-i

### **PART 5: CASH / SHARES WITHDRAWAL**

**1. When can I withdraw my gains / sales proceeds / available cash?**

You may withdraw anytime through your Hong Leong Pay&Save Account / Pay&Save Account-i via ATM or online banking.

**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?**

You are required to complete the "Transfer of Securities Request" form and submit the form either through post or walk-in to your nearest HLeBroking Hub.

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

Yes, RM10.00 (subject to Government Tax, if applicable) 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.

## FAQ for Share Trading Linked to Pay&Save Account/Pay&Save Account-i

### **PART 6: MOBILE TRADING**

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

HLeBroking Mobile Trading is a mobile 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 customers who have activated the online share trading account.