

Frequently Asked Questions (FAQ) on eStatement

What?

1. What is eStatement?

- A. eStatement refers to CDS account holders receiving notices, CDS statements of accounts and any other communication from Bursa Malaysia Depository Sdn Bhd (öBursa Depositoryö) (for ease of reference, collectively referred to as öDocumentsö) electronically as opposed to hardcopies of these documents being delivered using ordinary mail by Pos Malaysia.

2. What do I have to do to get eStatement, i.e. my Documents electronically?

- A. As a depositor, you have to provide your email address to Bursa Depository and this will enable you to receive your Documents electronically via this email address.

Why?

3. Why should I opt for eStatement?

- A. There are many benefits to eStatement, including the following:
- “ Able to receive your Documents in an efficient and timely manner
 - “ Able to reduce risk of lost or delay in your Documents sent via ordinary mail
 - “ A more secure delivery method for your Documents since your Documents will be delivered directly to a personal email address that is password protected
 - “ Unlike hardcopy Documents, soft copies of your Documents can be easily stored and replicated and are resistant to the usual wear and tear
 - “ You will be doing your part for the environment by reducing paper consumption

When?

4. When can I start providing my email address for eStatement?

- A. From 9 December 2013 onwards. The sooner you provide your email address for eStatement, the sooner you will be able to enjoy the benefits of eStatement.

5. Will I incur any additional costs for receiving eStatement or in providing my email address for the purposes of eStatement?

No additional costs will be incurred by you for eStatement.

How?

6. How do I provide my email address for eStatement?

A. You have the following options:-

a. Providing your email address directly through Bursa Malaysia Berhad's website

Available only to individual depositors who have received their unique password phrase

Please follow the following steps:

- (i) Ensure you have your unique password phrase (please refer to Q8 for further details on unique password phrase)
- (ii) Log onto Bursa Malaysia Berhad's website, www.bursamalaysia.com
- (iii) Select the Product and Services header and then select the Central Depository System (CDS) sub-header. Under the CDS sub-header, select Request for eStatement.
- (iv) After selecting Request for eStatement screen, select the identification type and key in the following information:
 - a. Identification Number (NRIC ó old or new)
 - b. CDS Account Number
 - c. Email Address
 - d. Confirm email address
 - e. Password Phrase
 - f. Captcha Validation (Please refer to the box below the password phrase for the information to be entered at this field).
- (v) Your request for eStatement will only be accepted or completed once you have ticked the terms and conditions box.

b. Providing your email address through an Authorised Depository Agent, i.e. your stock broker

Available to all depositors including individual depositors who have received their unique password phrase

You should complete the relevant prescribed form and submit it personally or by mailing it to your stock broker's office where your CDS account is maintained.

- 7. How would I know that I am successful in my request for eStatement?**
- A. You will receive a confirmation notice from Bursa Malaysia via your registered email address within two (2) business days after your request for eStatement is submitted. If you do not receive this email confirmation within the stipulated time, you can enquire on the status of your application by calling our Depository Operations department at 03-20347000. Additionally, Bursa Depository will also be sending a confirmation notice via normal mail to your correspondence address. Similarly, if you were not successful, a rejection notice will be mailed to your correspondences address via ordinary postal service.
- 8. How do I get my unique password phrase?**
- A. Your unique password phrase will be included in your CDS statement of account and any notice you receive from Bursa Depository after 9 December 2013. Once you have successfully provided your email address via Bursa Malaysia Berhad's website, the password phrase will cease to be printed on your CDS statements of account and notices.
- 9. Do I need to provide any supporting documents?**
- A. Supporting document is not required for you to request for eStatement.
- 10. Where can I obtain the prescribed form mentioned in item 6 (b)?**
- A. This form can be downloaded from Bursa Malaysia Berhad's website www.bursamalaysia.com or you can obtain a copy from your stock broker.
- 11. Is there any restriction on the type of email address that can be provided for the purposes of eStatement?**
- A. There is no restriction on the type of email address but you must ensure that your email address is valid. If the email address is not valid, you will not receive your Documents via email but you will instead continue receiving your Documents via ordinary mail.
- 12. Can I change my email address provided for eStatement?**
- A. Yes, you are allowed to change your email address by completing the relevant prescribed form. You will not be imposed any fees for changing or updating your email address.
- 13. Will I still receive my Documents via normal post after I have provided my email address for eStatement?**
- A. No, once you have provided your email address for eStatement, your Documents will be delivered electronically to the relevant email address in Bursa Depository's records. With the electronic delivery of your Documents,

delivery of the hard copies of such Documents by ordinary mail will be stopped immediately.

14. What happens if I do not provide my email address for eStatement?

- A. You will continue to receive your Documents in the existing manner which is via ordinary mail.

Other questions

15. Is eStatement mandatory?

- A. No, eStatement is optional and is being introduced for those depositors who want to enjoy the benefits of eStatement.

16. When will I receive my Documents electronically via the email address provided to Bursa Depository for eStatement?

- A. After you have successfully provided your email address for eStatement, you will receive an email confirmation from Bursa Depository. All your subsequent Documents will be sent to you based on the email address provided for eStatement.

17. How will my email address be used and will it remain confidential?

- A. Your email address and other related information is intended to be used by Bursa Depository to:

- (i) facilitate the sending of your Documents to you electronically; and
- (ii) enable Bursa Malaysia Berhad's Group of Companies (öGroupö) to communicate capital market related matters, including new developments and initiatives by the Group to you.

Your information is protected under the Securities Industry (Central Depositories) Act 1991 and the Personal Data Protection Act 2010. If Bursa Depository uses your information for other purposes, Bursa Depository will notify you of this.

18. What will happen to my Documents if they cannot be sent to my email address provided to Bursa Depository?

- A. In the event your Documents cannot be sent to your email address due to unforeseen circumstances or in the event the email address provided is incorrect or invalid, your Documents will be mailed to you via ordinary post to your correspondence address in Bursa Depository's records. All your subsequent Documents will be mailed to you via ordinary mail until you have updated your email address with Bursa Depository.

- 19. How will I know that Bursa Depository has received my email address for the purposes of eStatement?**
- A. You will receive an email confirming your email address for eStatement within two (2) business days from the day you submit your request for eStatement and thereafter a computer generated confirmation notice will be mailed to your correspondence address in Bursa Depository's records. In the event you do not receive the confirmation email within two (2) business days from the day you provided your email address for eStatement, you may contact Depository Operations department at 03-20347000 or you can forward to us your query at this link <http://bursamalaysia.custhelp.com>
- 20. Can I choose to revert to receiving hard copies of my Documents?**
- A. Yes. You will need to complete and submit the prescribed form to your stock broker where you maintain your CDS account.
- 21. What if my CDS account is held in the name of a nominee?**
- A. You will need to contact your nominee for anything relating to such CDS account. For your information, if your nominees are banks or stock broking companies they are already receiving notices and CDS statements of accounts for such CDS accounts electronically from Bursa Depository.
- 22. Do I need to provide a separate email address for each of my CDS accounts if I have more than one CDS account?**
- A. Upon providing your email address for eStatement in respect of any of your CDS accounts, all your Documents for all your different CDS accounts will be sent to the same email address. You do not need to provide your email address separately for each of your different CDS accounts.
- 23. Do I need to provide my email address for eStatement again when opening a new CDS account after having previously provided my email address for eStatement for another CDS account?**
- A. No, once you have provided your email address for eStatement, the same email address under your existing CDS account will be automatically assigned to your new CDS account.
- 24. Do I need to provide my email address again for eStatement if I had already provided my email address under the eDividend initiative?**
- A. Yes, you will still need to provide your email address for eStatement because eDividend and eStatement are different types of services. If the depositor chooses to revoke the email address for eStatement, this will not result in the revocation of the email address for eDividend notifications. You are allowed to use the same email address for both eDividend and eStatement.

These FAQs are meant to provide general information about eStatements. Whilst Bursa Malaysia Berhad has used reasonable endeavours to ensure that information contained in this document are accurate and correct, the provision of information in this document is provided on an "as is" basis without any representations or warranties of any kind.

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