

#### **4.4 Updating Of Depositor's Particulars**

##### **A. Updating Performed At ADA Offices**

A depositor may choose to update his particulars by appearing in person at the ADA where his account is maintained or by writing to the ADA. However, for depositors that are not able to be present in person, the supporting documents must be certified by a person stated in the List Of Acceptable Witnesses in Chapter 9.

If a depositor update any of the following particulars, such update will result in a global update reflected in respect of all other CDS accounts of the same depositor:

- a. Name
- b. NRIC/Company Registration Number
- c. Registered Address
- d. Nationality/Place of Incorporation
- e. Investor Type
- f. Race/Ownership
- g. Handphone number
- h. Email Address
- i. Consolidated bank account information

Additionally, the particulars referred to above will also be replicated for any new CDS account that may be opened by such depositor.

If a depositor updates the other particulars in respect of a CDS account such as the correspondence address, telephone number, account qualifier, account type and beneficiary details, such update will only affect that particular CDS account at that particular ADA where the change was made.

*Note:*

- i. A depositor needs to have registered his/her bank account information, email address, and handphone number in CDS in order to facilitate any update of account particulars in the depositor's CDS account.*
- ii. For Non-Malaysian, only email address registration is mandatory to facilitate any update request.*

In relation to bank account information, depositors have the option to maintain the same bank account information across all its CDS accounts including any new CDS accounts by updating their bank account information and opting for the "Consolidation" feature. Otherwise, depositors can maintain separate bank account information for each of their CDS accounts. As such, depositors have the choice to either opt for the "Consolidation" feature or revoke the "Consolidation" feature in terms of managing their bank account information reflected in respect of their CDS accounts.

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This is applicable for depositors changing the particulars of their existing bank account information in CDS or an existing depositor that is providing its bank account information to Bursa Depository for the first time.

In respect of the ADA's wholly owned nominee company that has provided /updated its email address and opted for the "Consolidation" of bank account information feature, the same email address and bank account information will be automatically linked to the same nominee account(s) at a particular ADA's branch. It will not affect the same nominee CDS account maintained with other ADA branches.

### **Updating of Investor Particulars**

The investor id, registered address, investor type, nationality / place of incorporation, name, race/ownership particulars, email address, handphone number and consolidated/unconsolidated bank account information fields are known as "**investor particulars**".

Any update made to the investor particulars will result in a global update on other accounts belonging to the same depositor maintained with other ADA.

### **Updates of Investor Particulars and the Supporting Documents Required**

<b>Types of Changes</b>	<b>Individual</b>	<b>Corporate Depositor</b>
1. Investor ID  Beneficiary ID (for authorized nominee account)	<b>Two (2)</b> copies of NRIC / Passport / Authority Card or other forms of acceptable identification documents.  One (1) copy of the same document mentioned above	<b>Two (2)</b> certified true copies of document(s) evidencing the incorporation or registration of the company, the company's current name and registration number or Letter Of Confirmation from Companies Commission Of Malaysia (CCM) or any other confirmation letter from relevant authority.  One (1) copy of the same document mentioned above
2. Registered Address	<b>Two (2)</b> copies of NRIC / Passport / Authority Card or other forms of acceptable identification documents indicating the change in registered address.	<b>One (1)</b> certified true copy of notice of change of registered address lodged with the Registrar of Companies or its equivalent.

Types Of Changes	Individual	Corporate Depositor
3. Investor Type  Beneficiary's Investor Type	Depositor to indicate accordingly by completing FMN070.  Same as above	<b>Two (2)</b> certified true copies of notice of conversion to a private company/public company issued by the Registrar of Companies or its equivalent.  One (1) copy of the same documents mentioned above.
4. Nationality / Place of Incorporation	<b>Two (2)</b> copies of Malaysian NRIC or passport indicating the nationality.	<b>One (1)</b> certified true copy of document(s) evidencing the incorporation or registration of the company, the company's current name and registration number or its equivalent.
5. Name	<b>Two (2)</b> copies of NRIC / passport / Authority Card or other forms of acceptable identification documents.	<b>One (1)</b> certified true copy of document(s) evidencing the incorporation or registration of the company, the company's current name and registration number or its equivalent.
6. Race / Ownership  Beneficiary Race/Ownership	Depositor to indicate accordingly by completing FMN070.  Same as above	<b>One (1)</b> certified true copy of document(s) evidencing the ownership of the company e.g. the latest return of allotment of shares or if unavailable, the latest annual return or its equivalent.  Same as above

Types Of Changes	Individual	Corporate Depositor
7. Bank Account Information a. name of bank b. bank account number (Also applicable for existing depositors registering their bank account information in its CDS account for the first time)	Two copies of any of the supporting document that captures applicant's <b>name, bank account number and bank's name as stated in Section 4.1.1.2 (c)</b>	<b>Two (2)</b> certified copy of any of the supporting documents that captures applicant's <b>name, bank account number and bank's name as stated in Section 4.1.1.11 (d)</b>
8. Consolidate/ Revoke Consolidation (Bank Account)	Depositor to indicate accordingly by completing FMN070.	The update will be according to the declaration made by the depositor in FMN070.
9. Joint Bank Account	Depositor to indicate accordingly by completing FMN070 or provide the relevant supporting document indicating the change.	Not applicable for body corporate. ADA to complete the FMN070 in cases of data entry error and send to Bursa Depository.
10. Email Address/ Handphone Number	Depositor to indicate accordingly by completing FMN070.	The update will be according to the declaration made by the depositor in FMN070.

**Note:**

- (i) ADA to complete the FMN070 in case of data entry error and send to Bursa Depository.
- (ii) The original supporting documents of individual depositor must be sighted by the ADA personnel. The ADA personnel who sighted and verified the original supporting documents is required to sign and stamp the ADA's company rubber-stamp bearing the ADA personnel's name and designation on the supporting documents

- (iii) *Where a depositor is not able to be present in person, the ADA may request such depositor to submit the FMN070 for updating purpose through the email address registered in CDS. The supporting documents attached to the FMN070 must be certified by a person stated in the List Of Acceptable Witnesses in Chapter 9.*
- (iv) *ADA must perform all the necessary verification with the depositor who has sent a request to update their particulars through email before the update can be performed in CDS. ADA should maintain a record on the verification details performed with the depositor.*
- (v) *Individual depositors registering their bank account information for the first time, must also register their email address and handphone number.*
- (vi) *Once email address is registered in CDS, the depositor is **NOT** allowed to remove or revoke the email address in CDS however if they wish to update, they can do so.*
- (vii) *For individual and corporate accounts, where the depositor has opted for the consolidation feature, the same bank account information will be used across all its CDS accounts maintained at other ADAs and any subsequent update on bank account information will also be updated across all the CDS accounts of the depositor maintained at other ADAs.*
- (viii) *For nominee account, where it has opted for the consolidation feature, the same bank account information will be used across all its CDS accounts maintained at the particular ADA or ADA branches and any subsequent update on the bank account information will also be updated across all the CDS accounts of the nominee maintained at the particular ADA or ADA branches.*
- (ix) *Updates on the Investor ID can only be performed by Bursa Depository.*

#### **Updating Of Account Particulars**

The correspondence address, account type, account qualifier, telephone number, beneficiary fields are known as **“account particulars”**.

Any update made to the account particulars of a depositor will only affect the CDS account at that particular ADA where the change was made.

### Type Of Changes

1. Account qualifier
  - a. Replacing the existing beneficial owner's full name with another beneficial owner's name in the account qualifier **is not permitted**. However, changes to the beneficial owner's name are permitted for those arising from due process of the law, i.e. change of company name (these changes must be supported by relevant legal documentation)
  - b. Other forms of updating may be a misspelling or abbreviation of an intermediary's name
2. Account Type
3. Tagging code
4. Correspondence address
5. Telephone number

#### **Note:**

- (i) *Except for the account qualifier i.e. beneficial owner's name, other account particulars' changes do not require any supporting documents*
- (ii) *For a complete list of **Permitted Updates Of Account Qualifier By Authorised Nominees** please refer to Appendix 31.*

### Updating Of CDS Account Particulars of ADA's Principal Accounts And Wholly Owned Nominee Accounts

In relation to an ADA's principal account(s) and wholly-owned nominees account(s), the ADA is required to complete FMN070 and submit the relevant supporting document (if applicable) when performing changes to their CDS account information.

Verify FMN070 for completeness before proceeding to key-in the changes in CDS. Upon executing the relevant updates in CDS, the ADA is required to submit Bursa Depository's copy of FMN070 and the relevant supporting documents (if any) as per those required for investor and account particular updates.

For bulk updating of **correspondence address** and **telephone number**, the ADA, or its wholly owned nominee may utilise a single FMN070. The following are required to be submitted to Bursa Depository:

- a. A letter from the ADA if the request is related to its principal accounts or from the appropriate nominee company if the request is related to any of its wholly owned nominee accounts. The letter needs to states the ADA's or the appropriate nominee company's intention to update particulars of multiple CDS accounts using a single FMN070 together with an attached listing detailing the following:
  - i. The number of CDS accounts to be updated
  - ii. CDS account numbers
  - iii. Account Qualifiers
- b. A duly completed FMN070. Indicate "To update all CDS accounts as per the authorised list attached" at the "CDS Account Number" column and "Refer to authorised list attached" at the "Account Qualifier" column of the updating form.

The request letter, FMN070 and each page of the listing must be signed by the authorised signatories as stated in the ADA's principal, or its wholly owned nominee's Board Resolution.

All the other updating of particulars in CDS account procedures detailed in section 4.4 (if relevant) are also applicable for updating account particulars of ADA's principal and its wholly owned nominee account.

**Note:** *Procedures related to bulk updating of correspondence address and telephone number is also applicable to nominee companies that are not wholly owned by the ADA.*

#### **4.4.1 Accepting Updating Of Individual / Corporate Account Requests**

If an individual depositor wishes to update the particulars in his/her account, he/she may choose to be present in person at the ADA office to make such an application.

- 4.4.1.1 Ensure the depositor completes FMN070 and attached relevant supporting documents (where applicable).

#### **4.4.2 Verification Of Updating Of Individual / Corporate Account Requests Made In Person To The ADA**

- 4.4.2.1 Receive FMN070 from the depositor.
- 4.4.2.2 Verify the details in the form against the relevant supporting documents.
- 4.4.2.3 Ensure the signature on the form corresponds with that on the ADA's records of specimen signature(s).
- 4.4.2.4 Reject the application if the signature differs. Return the form to the depositor.
- 4.4.2.5 Obtain copies of the relevant supporting documents. For an individual depositor, compare the copies with the original supporting documents. In the case of a corporate body, obtain certified true copies of the relevant supporting documents.
- 4.4.2.6 Any changes requested by a depositor must be accompanied by the relevant supporting documents as stated in the matrix found in Section 4.4.
- 4.4.2.7 If the change of depositor's particulars is due to a data entry error made by the ADA personnel:-
  - a. Complete the FMN070 and initiate the update in CDS. Submit the appropriate copy of FMN070 to Bursa Depository.
  - b. Affix the form with the designated "Updating of account particular(s) due to data entry error request" rubber-stamp.
  - c. The ADA must justify the data entry error by providing Bursa Depository with the relevant supporting documents furnished by the depositor showing the discrepancy in data entry.
- 4.4.2.8 Affix the ADA's company rubber-stamp on FMN070 at the space marked "to be completed by ADA".
- 4.4.2.9 Ensure that the "approved by" columns are signed by an authorised signatory of the ADA before data entry.
- 4.4.2.10 Every amendment made on the form must be countersigned by the depositor and the authorised signatory(ies) of the ADA with a rubber-stamp bearing the ADA's name affixed. Do not use correcting fluid. Cancel the error and make the correction.



- 4.4.2.11 Where the signature(s) of the depositor and the authorised signatory(ies) of the ADA are the same, the amendment made on the form need only be signed by that signatory(ies).
- 4.4.2.12 Any amendments made in the “for office use only” column in the form must be signed by the authorised signatory(ies) of the ADA with a rubber-stamp bearing the ADA's name affixed.
- 4.4.2.13 Where the amendments are signed by the depositor, verify the signature against the ADA's records of specimen signature(s).

#### **4.4.3 Accepting Updating Of Individual / Corporate Account Requests Made In Writing To The ADA**

- 4.4.3.1 All depositor's particulars may be updated by way of writing to the ADA concerned.
- 4.4.3.2 A depositor may do so by way of:-
  - a. Completing FMN070 and sending it to the ADA, or
  - b. Submitting a letter to the ADA, indicating the type of updating required. However, this is **not applicable for updating of bank account information, email address and handphone number**, whereby the depositor will need to complete FMN070.

In both cases, relevant documents must be attached supporting the reason(s) for updating the account.

- 4.4.3.3 For written requests by the depositor, the ADA is to complete FMN070 on the depositor's behalf.

**4.4.4 Verification Of /Updating Of Individual / Corporate Account Requests Made In Writing To The ADA**

- 4.4.4.1 Receive the completed FMN070 or written request and supporting documents from the depositor.
- 4.4.4.2 Verify the details in FMN070/letter against the relevant supporting documents. In the case of individual depositors, any changes, must be accompanied by two (2) certified true copies of the NRIC / Passport / Authority Card or any other identification documents reflecting the change. These supporting documents must be certified by a person stated in the List Of Acceptable Witnesses in Chapter 9.
- 4.4.4.3 In the case of updating of bank account information, the supporting document evidencing the bank account information must be certified by any of the acceptable witnesses stated in the List Of Acceptable Witnesses in Chapter 9.
- 4.4.4.4 In the case of a corporate body, any changes must be accompanied by the supporting documents as per those in the matrix in Section 4.4 or in Appendix 31 in case of any changes to the Account Qualifier information.
- 4.4.4.5 Verify and ensure the signature on FMN070/letter corresponds with that on the ADA's records of specimen signature(s).
- 4.4.4.6 Reject the application if the signature differs and return FMN070/letter to the depositor.
- 4.4.4.7 For written requests by a depositor, if the signature in letter matches with the ADA's records of specimen signature(s), the ADA is to complete FMN070 on behalf of the depositor.
- 4.4.4.8 Affix the ADA's designated rubber-stamp bearing "Updating of account particulars due to account holder's written request" at the space marked "Signature(s)/ Thumbprint(s) Of Applicant/Depositor/Authorised Signatory(ies)/Attorney(s)".
- 4.4.4.9 Affix the ADA's company rubber-stamp on FMN070 at the space marked "to be completed by ADA".
- 4.4.4.10 Ensure that the "approved by" columns are signed by an authorised signatory of the ADA before data entry.
- 4.4.4.11 Proceed to Section 4.4.6 for procedures to edit and update the affected field(s).

**4.4.5 Verification Of Updating Of Individual / Corporate Account Details By Way Of Authorisation From Bursa Depository**

- 4.4.5.1      Receive the authorisation letter/email from Bursa Depository.
  
- 4.4.5.2      To complete FMN070 on behalf of the depositor by completing the relevant details that need to be updated.
  
- 4.4.5.3      FMN070 to be completed by the ADA with words "Account Updated Due to Bursa Depository's Authorisation" at the space marked "Signature(s)/ Thumbprint(s) Of Applicant/Depositor/Authorised Signatory(ies)/Attorney(s)". Attach the authorisation letter/email from Bursa Depository to the FMN070.

#### **4.4.6 Keying-In Updating Of Account Data Into The CDS By First (1<sup>st</sup>) Level User**

- 4.4.6.1 After verification of the completeness and validity of FMN070, proceed to update the details into the CDS via the “Account Maintenance” screen.
- 4.4.6.2 Compare the particulars on the CDS against the particulars on FMN070.
- 4.4.6.3 ADA is allowed to change all depositor's particulars **except** for the change of “Investor ID” for the account holder .
- 4.4.6.4 For updates of “Investor ID” requested by the depositor, the ADA should verify the signature on the FMN070 and the cover letter sent by the depositor, if one is provided against the ADA's records of specimen signature(s) before forwarding the completed FMN070 and all relevant supporting documents to Bursa Depository.
- 4.4.6.5 If the updates of “Investor ID” is due to a data entry error by the ADA, the ADA must complete the FMN070, affixed with the rubber-stamp “Updating of account particular(s) due to data entry error request”.
- 4.4.6.6 The ADA's authorised signatory(ies) must sign on the FMN070 on behalf of the depositor in cases where the update is due to a data entry error by the ADA.

*Notes:*

- a. *A fee of RM10 will be imposed on an existing depositor providing his bank account information to the Bursa Depository for the first time.*
- b. *The ADA is to print and provide such depositor with the invoice from CDS in respect of this fee unless such depositor indicates he/she does not require the same.*
- c. *In the event Bursa Depository has waived the fee for providing bank account information, ADAs are required to click the “Fee Waived” field on the Account Maintenance screen and thereafter to key in the reference number of the approval letter from Bursa Depository.*
- d. *In the event there is a request from depositor to reprint the invoice, the ADA is to reprint the invoice from CDS and endorse it with a rubber stamp bearing the word “COPY” on the top section of the reprinted invoice before forwarding it to the depositor.*

#### **4.4.7 Confirmation of Updating Of Depositor's Particulars By Second (2<sup>nd</sup>) Level User**

4.4.7.1    The 2<sup>nd</sup> level user to retrieve the new depositor's particulars via the Unattended Request List and link to Verifier's Details Page to verify against the FMN070.

4.4.7.2    Alternatively, 2<sup>nd</sup> level user may print the Pending Approval Listing and use it to verify the data entry against the FMN070.

4.4.7.3    Ensure the data entered is correct before confirming and approving the updating of investor/account particulars.

*Notes:*

a.        *Once the 2<sup>nd</sup> level user confirmed the data entered by the 1<sup>st</sup> level user, Bursa Depository would deem that the 2<sup>nd</sup> level user had verified and confirmed the accuracy of the data entered.*

b.        *2<sup>nd</sup> level user is required to confirm the data entered by the 1<sup>st</sup> level user within 2 market days. Failing which, the data entered will be removed from the system and it will capture in the Account Rejected/Expired Control Report.*

4.4.7.4    If there is any data entry error or discrepancies on the depositor's particulars, return the FMN070 to the 1<sup>st</sup> level user to amend the depositor's particulars. If the data entered is required to be removed from the system, the 2<sup>nd</sup> level user is to reject the data entered by the 1<sup>st</sup> level user and provide the reason for rejection. The rejected transaction is will capture in the Account Rejected/Expired Control Report.

4.4.7.5    If the updated depositor's particulars is free from error, the 2<sup>nd</sup> level user is to confirm the data entry and sign on the "Verified by" column of the FMN070.

**B. Updating Performed Through CDS eServices Platform**

CDS eServices is a self-service electronic platform that allows individual depositors to perform certain CDS-related transactions through Bursa Anywhere Mobile Application (Bursa Anywhere). Body corporate and Nominee companies are not allowed to use CDS eServices to perform CDS transactions.

The individual depositor must register his/her valid email address and handphone number if they want to use CDS eServices.

CDS eServices permits the registered individual to submit updating request for the following account particulars:

- a. Name
- b. Registered address
- c. Nationality
- d. Race
- e. Bank account information
- f. Correspondence Address
- g. Telephone Number (landline)
- h. Consolidation / Revocation of consolidated bank account information
- i. Consolidation / Revocation of consolidated CDS statement of accounts

Updating of depositor's information for item (a) to (d) above through CDS eServices would still need the ADA's confirmation and approval as these updates require supporting documents that need to be verified against the information provided by the depositor. Additionally, any changes to the information from (a) to (d) above will have global effects on all other CDS accounts that belong to the same depositor. Changes to bank account information will have a global effect on all other CDS accounts of the same depositor provided such depositors have opted for consolidation of bank account information.

*Notes:*

- i. To facilitate any update of account particulars in the depositor's CDS account via CDS eServices, such a depositor must have registered bank account information in CDS.*
- ii. For Non-Malaysian depositor, registration of bank account information is optional.*
- iii. A fee of RM10 will be imposed on an existing depositor providing his bank account information to the Bursa Depository for the first time through CDS eServices provided the CDS account is opened prior to 19 April 2013. The fee will be paid to Bursa Depository via Paynet's FPX system. However, no such fee is imposed for CDS accounts opened on and after 19 April 2013.*
- iv. The depositor must request the ADA to print the invoice from CDS in respect of this fee unless such depositor indicates he/she does not require the same.*

However, the request for updating the depositor's particulars from (f) to (i) through CDS eServices does not require any supporting documents or ADA's approval, and changes to this information in the depositor's CDS account will be effected immediately once the depositor had successfully submitted the request.

#### **4.4.8    Accepting Updating Request Submitted Through CDS eServices**

- 4.4.8.1. Individual depositors may submit his/her request to update permitted account particulars through CDS eServices by completing the required information and attaching the relevant supporting documents.

***Note:***

*For the update of eDividend bank account details, no supporting document is required as CDS eServices would validate the bank account details using PayNet's Payor Identity Verification method.*

- 4.4.8.2. The updating request will be captured in the BA Pending Request List for the ADA to access and process. An indicator on the number of requests submitted through CDS eServices pending ADA's action will be displayed on the CDS screen.

***Note:***

- i. Submission of supporting documents for updating of account particulars through CDS eServices can be done via image format or uploading PDF document.*
- ii. For updating the depositor's name, registered address, and nationality, the depositor is only required to submit the front image of his/her NRIC. The image was taken through Bursa Anywhere, a watermark will be captured on the image.*
- iii. If the depositor uploads the supporting documents in PDF format, the depositor is required to upload documents with both sides of NRIC on a single page. No watermark will be captured if the supporting documents are submitted via PDF format.*

**C. Updating Request submitted Through ADA's electronic Platform**

ADAs offering the ePlatform to their client to submit updating of account particular requests for the trading account may also use the same platform to accept updating of account particulars requests for CDS account purposes. ADA must ensure that the depositor is well informed that the information provided will be used to update CDS accounts particulars as well.

The information provided by the depositor through the ADA's ePlatform must be captured in the FMN070 generated from the ePlatform and signed by the depositor. The mode of capturing the signature will be the same as per the process adopted during the account opening through the ePlatform.

Thereafter, the ADA is to comply with all the existing procedures from 4.4.1 to 4.4.18 as stated in the Procedure Manual.

**4.4.9 Keying-In Updating Of Account Data Into The CDS**

- 4.4.9.1. The 1<sup>st</sup> level data entry is performed by the depositor and no action is required from ADA to perform this function.
- 4.4.9.2. The data entered by the depositor through CDS eServices will be automatically captured in the Account Maintenance screen.
- 4.4.9.3. Request for updating of depositors' information such as name, registered address, bank account information, nationality and race, submitted through CDS eServices will not be updated in CDS until the 2<sup>nd</sup> level user confirms the update request.
- 4.4.9.4. However, the information entered by depositor for updating of correspondence address, telephone number, consolidation of bank account information, revocation of consolidated bank account information, consolidation of CDS statements of accounts and revocation of consolidated CDS statement of accounts will be automatically updated in CDS and does not require any confirmation from ADA's 2<sup>nd</sup> level User.

**4.4.10 Confirmation of Updating Of Depositor's Particulars Made Through CDS eServices By 2<sup>nd</sup> Level User**

- 4.4.10.1. The ADA's 2<sup>nd</sup> level User is to retrieve the information entered by depositor for updating of account information and its related supporting documents via the BA Request List and link to Verifier's Details Page. Verify the information entered by depositor against the uploaded supporting document.



4.4.10.2. Alternatively, 2<sup>nd</sup> level User may print the Pending Approval Listing report and use it to verify the data entry against the supporting document.

4.4.10.3. Ensure the information entered is correct before confirming and approving the updating of investor particulars.

*Notes:*

- a. *Once the 2<sup>nd</sup> level user confirmed the information entered by the depositor himself, Bursa Depository would deem that the 2<sup>nd</sup> level user had verified and confirmed the accuracy of the information entered.*
- b. *2<sup>nd</sup> level user is required to attend to all requests in the CDS eServices Request List within 2 market days from the date of the request received. Failing which, the information entered will be removed from the system and it will capture in the Account Rejected/Expired Control Report.*
- c. *Email notification will be sent to the depositor notifying him/her that his/her request in CDS eServices to update the depositor's particulars has been approved/rejected.*

4.4.10.4. If there is any data entry error or discrepancies on the depositor's particulars, the ADA's 2<sup>nd</sup>-level user may amend the data entry error using his/her discretion. If the data entered is required to be removed from the system, the 2<sup>nd</sup> level User is to reject the data entered by the depositor and provide a reason for the rejection. The rejected transaction will be captured in the Account Rejected/Expired Control Report.

4.4.10.5. If the updated depositor's particulars is free from error, the 2<sup>nd</sup> level User is to confirm the data entry.

#### **4.4.11 Access To Confirmed Request And Supporting Documents**

4.4.11.1. ADA may access confirmed requests and supporting documents via the Completed BA Request List.

*Note:*

*The confirmed BA request module will only display completed requests up to 3 months before the records are archived.*

4.4.11.2. The confirmed request and the relevant supporting document can be retrieved by entering the depositor's NRIC / Passport number or by transaction date and ADA code.

#### **4.4.12    Verifying Account Maintenance Control Report (Optional)**

4.4.12.1. Printing and verifying the Account Maintenance Control Report (Appendix 99) on a daily basis is optional. This report is a summary report that would contain information of all account opening, updating and closure requests that have been confirmed and attended to.

#### **4.4.13    Generate And Verify Account / Investor Audit Report**

4.4.13.1. Print the **Account / Investor Audit Report** (Appendix 32) which highlights the update of depositors' particulars.

Note: This report will capture all update requests performed by the ADA or depositors through the following modes, as the case may be:

- i. WebCDS Online;
- ii. CDS eServices;
- iii. CDS Straight Through Processing (CDS STP); and
- iv. API Gateway.

4.4.13.2. Verify that the updates made to the CDS accounts for the day are correct against the relevant report.

4.4.13.3. The ADA personnel who performed the verification / checked and verified the reports must sign the reports.

4.4.13.4. If there are any data entry errors in the updates, the ADA must initiate the update procedures again as mentioned in Section 4.4.6

4.4.13.5. If there are any data entry errors in the updates where the request originated from CDS eServices, the ADA must initiate the update procedures again by completing the FMN070 on the depositor's behalf by indicating "Correction for CDS eServices Request" at the space marked "Signature(s)/ Thumbprint(s) Of Applicant/ Depositor/ Authorised Signatory(ies) /Attorney(s)".

4.4.13.6. Update on the correspondence address and telephone number performed by the depositor via the CDS eServices platform will be captured in this report and is for the ADA's notation only.

#### **4.4.14 Generate And Verify eServices Audit Report**

- 4.4.14.1. Print the **eServices Audit Report** (Appendix 95) which highlights the updating of bank account number, email address and handphone number, removal of handphone number, consolidation of bank account information and revocation of consolidated bank account information.
- 4.4.14.2. Verify that the updates made to the CDS accounts for the day are correct against the relevant reports.
- 4.4.14.3. The ADA personnel who checked and verified the reports must sign the report.
- 4.4.14.4. If there are any data entry errors in the updates, the ADA must initiate the update procedures again.

#### **4.4.15 Generate Rejected Email Address Report**

- 4.4.15.1. Print the Rejected Email Address Report (Appendix 101) which captures email addresses that was provided by depositors during the CDS account opening and/or updating of email address processes and subsequently rejected by CDS during the validation process.
- 4.4.15.2. Verify the rejected email address against the FMN070 to ensure the rejection was not due to a data entry error by the ADA. If it was due to a data entry error by the ADA, the ADA must initiate an update procedure by completing the FMN070 on the depositor's behalf by indicating "Updating of account particular(s) due to data entry error" in the space marked "Signature(s)/ Thumbprint(s) Of Applicant/ Depositor/ Authorised Signatory(ies) /Attorney(s)".
- 4.4.15.3. If the email address rejection was not due to a data entry error, kindly contact the depositor and inform the depositor to update the email address.

**Notes:**

- i. *ADA may opt not to print reports under sections 4.4.12, 4.4.13, 4.4.14, and 4.4.15 but download electronic copies of these reports in PDF form for review and verification. Should ADA adopt this method for the review and verification process, the ADA must ensure that the PDF documents are kept securely together with the evidence of the review and verification work performed for the Bursa Depository's auditing purpose.*
- ii. *Only hard bounce email addresses such as where the depositor's email address on record is invalid will be captured in the report.*
- iii. *For soft bounce email address for reasons such as mailbox full, depositor block the sender's email address and etc, will not be captured in the report.*
- iv. *Depositor with a rejected email address status in CDS will not be allowed to perform any updates to its account particulars if such depositor does not update his email address as well.*

**4.4.16 Sorting And Packing Of Forms**

4.4.16.1. For updating of "Investor ID" and "Investor Type", pack according to ascending account number as follows:

- a. **ADA and Bursa Depository copies** of FMN070

*Note: The Depositor copy of FMN070 is to be forwarded to the depositor as acknowledgement.*

- b. Letters from depositors (if applicable)
- c. Photocopies of supporting documents.

4.4.16.2. For updating of depositor's particulars not included in Section 4.4.16.1, pack the following according to the Account Maintenance Control Report:-

- a. Bursa Depository copies of FMN070
- b. Letters from depositors (if applicable)
- c. Photocopies of supporting documents

4.4.16.3. For those update request submitted via CDS eServices, no forms or supporting document is required to be packed and submitted to Bursa Depository.

4.4.16.4. The Account Maintenance Control Report must be declared and signed by the authorised signatory(ies) of the ADA.

#### **4.4.17 Submission Of Account Updating Documents To Bursa Depository**

4.4.17.1. Submit FMN070 together with the relevant supporting documents in relating to updating of "Investor ID" or "Investor Type" to Bursa Depository **latest by next market day**.

4.4.17.2. For updating of depositor particulars ADA and its branches are to forward the FMN070 together with the relevant supporting documents (if any) to Bursa Depository by the fifth (5<sup>th</sup>) market day of the following month or such other day as instructed by Bursa Depository

*Note: If ADA is not able to submit the Bursa Depository's copies of the FMN070 by the 5<sup>th</sup> market day of the following month or any other day as instructed by Bursa Depository, the ADA must submit a formal written request seeking for extension of time for the form submission.*

4.4.17.3. All the documents mentioned under section 4.4.16.1 must be accompanied with a covering letter addressed to Bursa Depository.

4.4.17.4. The covering letter must be signed by the authorised signatory(ies) of the ADA.

- 4.4.17.5. Bursa Depository will acknowledge receipt on the duplicate copy of the covering letter upon receipt of FMN070 and the relevant supporting documents.
- 4.4.17.6. For updating of “Investor ID” or “Investor Type”, Bursa Depository will return the ADA copies of the FMN070 to the ADA once the update has been done.
- 4.4.17.7. All the documents mentioned under section 4.4.16.2 must be accompanied with Account Maintenance Control Report which has been declared and signed by the authorised signatory(ies) of the ADA before sending to Bursa Depository.
- 4.4.17.8. ADAs wish to submit the FMN070s electronically to Bursa Depository may refer to CDS Circular ADA/DOD/015/2022 issued on 28 April 2022 for guidelines.

#### **4.4.18    Filing Of Documents**

4.4.18.1. File the following documents:-

- a.    The **ADA** copies of the FMN070
- b.    Letters from the depositors (if applicable)
- c.    Any supporting documents
- d.    Account Rejected/Expired Control Report
- e.    The duly signed and stamped Account Maintenance Control Report
- f.    Account / Investor Audit Report
- g.    eServices Audit Report
- h.    Rejected Email Address Report

4.4.18.2. Printing and filing the following reports are optional to the ADA:

- a.    Pending Approval Listing
- b.    Unattended Account Maintenance Report
- c.    Account Maintenance Control Report (if printed on daily basis)

