

**BURSA MALAYSIA DERIVATIVES BERHAD**
**Date: 26 March 2020**
**Trading Participant Circular: 12/2020**
**TEMPORARY MEASURES IN RELATION TO THE COUNTER SERVICE HOURS**
**1. THE COUNTER SERVICE HOURS**

- 1.1 Bursa Malaysia Derivatives Bhd (“**Exchange**”) takes note of the Malaysian Government’s Movement Control Order (“**MCO**”) effective from 18 March 2020, which is now extended to 14 April 2020 to prevent the spread of Covid-19.
- 1.2 In order to safeguard the wellbeing of our investors and the Trading Participants’ staff, and to ease the compliance burden of the Trading Participants with limited resources during the MCO period, the Exchange strongly encourages all Trading Participants which provide counter service to their clients/customers to limit their respective counter service hours **to between 10.00 a.m. to 3.00 p.m. during business days.**

**2. EFFECTIVE DATE**

- 2.1 The Trading Participants are strongly encouraged to put in place the best practice in relation the counter service hours as stated in paragraph 1.2 **from 27 March 2020 to 14 April 2020, or during any further extension of the MCO by the Malaysian Government.**

**3. CONTACT PERSON**

- 3.1 In the event of any queries in relation to the above matter, kindly contact the Exchange as follows:

<b>Name</b>	<b>Contact</b>
Participants Supervision (Compliance)	<a href="mailto:isd2@bursamalaysia.com">isd2@bursamalaysia.com</a>
Regulatory Policy & Advisory (Rules and Directives)	<a href="mailto:rpa@bursamalaysia.com">rpa@bursamalaysia.com</a>

**This Circular is available at:**

[https://www.bursamalaysia.com/regulation/derivatives/rules\\_of\\_bursa\\_malaysia\\_derivatives](https://www.bursamalaysia.com/regulation/derivatives/rules_of_bursa_malaysia_derivatives)

---

**Regulation**