

Frequently Asked Questions (FAQ) on eServices

1. What is eServices?

A. eServices refers to the electronic services provided by Bursa Malaysia Depository Sdn Bhd (“Bursa Depository”) to CDS account holders. eServices consist of the following services provided by Bursa Depository to the depositors:

- i. eDividend
- ii. eStatement

2. What is eDividend?

A. eDividend is a service which allows an issuer to electronically pay your cash dividend and other cash distribution directly into your bank account instead of making payment via bank cheques. Additionally, such depositors that have also provided their email address to Bursa Depository under eDividend will be able to receive electronic notification at their email address on payment of dividend proceeds to the designated bank account from the issuer.

3. Why eDividend?

- Faster access to dividends and cash distribution payments which are credited directly into your bank account
- Convenience and eliminates the need to go to a bank
- One-off provision of bank account information for all listed issuers on Bursa Malaysia
- Better account management with the option to consolidate the dividends from all your CDS accounts into one bank account
- Misplaced, lost or expired cheques will no longer be an issue

You may also refer to the following link from Bursa Malaysia’s website, for further information on eDividend:

http://www.bursamalaysia.com/misc/system/assets/765/products_services_eServices_faq_edividend.pdf

4. What is eStatement?

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

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5. What are the type of Documents which a depositor receives through eStatement?

- A. The following are types of notices that the CDS account holder may be able to receive electronically at their email address maintained with Bursa Depository:
- i. CDS statements of account from Bursa Depository.
 - ii. CDS notices from Bursa Depository.
 - iii. Notification on payment of dividend proceeds to the designated bank account of the depositor from the listed issuer.

6. What are the benefits of 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 consumptions.

You may also refer to the following link from Bursa Malaysia's website for further information on eStatement:

http://www.bursamalaysia.com/misc/system/assets/7989/eStatement_FAQs.pdf

7. Why do I need to register for eServices offered by Bursa Depository?

- A. eServices allow depositors to enjoy the convenience of receiving dividend payments credited directly into their bank account, receiving CDS statements, CDS notices and other notifications from listed issuer or POs (if any) electronically via their designated email address registered with Bursa Depository. eServices ensures timely, efficient and secured information delivered to the depositors via electronic channel. The depositors enjoy all these benefits at no cost to them.

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8. Is it compulsory to register for eServices?

- A. New investors who wish to open a new CDS account must provide their bank account information during such account opening. At the same time such investors are also encouraged to provide their email address to Bursa Depository to enjoy the full benefits of the different types of offerings under eServices i.e. electronic notification.

9. How do I request for eServices?

- A. The following are methods to register for the different types of services under eServices:-

- i. For a new investor without any existing CDS account, you will need to complete the Account Opening Form together with the relevant prescribed form for eServices (if any) and provide your bank account information for eDividend (to receive your dividend into your bank account) and your email address (to receive the electronic notifications) as indicated under our response to Question 4. You may submit these forms together with the relevant supporting documents to the ADA/stock broker where you wish to open your CDS account.
- ii. For an existing CDS account holder, all you need to do is to complete the eServices Form by providing your bank account information for eDividend and your email address to receive all the relevant electronic notification. Submit the completed eServices Form together with the necessary supporting documents from your bank that confirm your bank account information (if applicable), to the ADA/ stock broker where your CDS account is being maintained.

Alternatively, if you are an existing CDS account holder that has not registered for eStatement, you can register for eStatement via Bursa Malaysia Berhad's website at www.bursamalaysia.com by providing your email address. However, under this option you will need to enter the password phrase that is printed in your CDS statements of account or CDS notices.

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- 10. Can I continue to maintain a separate email address for eDividend and eStatement in my CDS account?**
- A. No, effective August 2015 there will only be a single email address for each depositor to receive all its electronic notification from Bursa Depository and listed issuers. This will minimise confusion and inconvenience faced by depositors in receiving electronic notification at different addresses. Further, depositors will be able to better monitor all the electronic notifications received in relation to the securities in the depositor's CDS account(s) at a single email address maintained with Bursa Depository.
- 11. Currently, I have provided separate email addresses for both eDividend and eStatement, so which email address will be used for me to receive my electronic notification?**
- A. In this event, your eStatement email address will be used for all your electronic notifications.
- 12. How will I be notified on which of my email address will be maintained with Bursa Depository to receive my electronic notifications?**
- A. You will be informed by email notification addressed to the email address that will be used for all your future electronic notification. Should the email address used prove to be an invalid email address, Bursa Depository will send out a letter/notice requesting that you provide a valid email address if you wish to continue receiving electronic notifications.
- 13. Am I allowed to change the details of my email address?**
- A. Yes, you are allowed to change your email address by completing the eServices Form and submitting the completed form to the ADA/stock broker where your CDS account is maintained. There are no charges to update your email address details.

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14. Can I revoke or discontinue the services provided under eServices?

- A. eServices covers the following services namely eDividend and eStatement. You are unable to revoke your registration for eDividend as this service is irrevocable. However, you are able to revoke your registration for eStatement by submitting a request in the prescribed form to to remove your email address from Bursa Depository's records, to your ADA/stock broker where your CDS account is being maintained. However, in removing your email address from Bursa Depository's records, you will not receive any electronic notifications, including notification on payment of dividend proceeds to your designated bank account from the listed issuer.

15. Where can I obtain the eServices Form?

- A. The eServices form can be downloaded from Bursa Malaysia Berhad's website at www.bursamalaysia.com or alternatively, you also can obtain a copy of the eServices form from your ADA/stock broker.

16. Will I incur any additional costs for registering for eServices?

No fee is charged when registering for eServices, unless you are an existing CDS account holder who has yet to provide your bank account information for eDividend and if so, a fee of RM 10.00 will be imposed during registration for eDividend.

These FAQs are meant to provide general information about eServices. 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.

Bursa Malaysia Berhad disclaims any and all liability in respect of any claim arising out of or relating to these FAQs. These FAQs shall be read in conjunction with the relevant terms and conditions, laws, regulations and rules pertaining to the eDividend and eStatements services which are available at Bursa Malaysia Berhad's website at www.bursamalaysia.com.