

## HLeBroking FAQ

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**Q1. What is HLeBroking?**

A1. HLeBroking allows you the flexibility of placing your orders (buying & selling of shares) either through a phone call to our trading hub or via the Internet. Our professional dealers centralized in the hub are always on hand to execute your transactions and monitor your shares investment portfolio. If you prefer to trade on your own, you may do so in the privacy of your office or home.

**Q2. What are the key benefits of HLeBroking?**

A2. Trading via HLeBroking, be it through the Exempt Dealers or through the Internet, offers convenience and advantages, such as:

- Zero Moving Cost \* T & C
- Real-time stock information
- Low brokerage fees
- Immediate trade confirmation
- High Interest on credit balances maintained in HLIB “Trust Account”
- Settlement convenience
- Professional & friendly services
- Foreign trades with multi-currency trade settlement
- Direct CDS account option
- Able to apply IPO or participate in private placement exercise (selected IPO only)
- Direct dividend payment or e-dividend payment
- Receiving of annual reports
- Share Margin Financing facility
- E-Contract Note option
- Trade confirmation option via email

There are also additional benefits only for HLeBroking via Internet, such as:

- Mobile trading on all Smart phones, Blackberry, iPhone, iPad and Android phones
- HLeChart – Chart analysis
- EquitiesTracker – Fundamental analysis
- Free research information
- Complete Online settlement convenience
- Online cash withdrawal request
- Foreign stock portfolio enquiry
- Profit & Loss Calculator
- Cash flow statement
- Online monthly statement
- Online user guide
- Comprehensive online guide in English and Chinese
- Futures live quotes
- Foreign currency Trust account

\*(T & C - Zero Moving Cost is only applicable for transfers between accounts held by the same beneficial owner)

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**Q3. Who is eligible to register for HLeBroking?**

- A3.** To apply for HLeBroking, you:
- Must be 18 years of age and above
  - Must not be an undischarged bankrupt
  - Must have a Hong Leong Bank Current Account / Savings Account

**Q4. How do I sign up for HLeBroking services?**

**A4.** You may go to any Hong Leong Bank branches or HLeBroking hubs to get the HLeBroking Account opening form. Alternatively, you may click the “Call Me” button and our staff will be in touch with you soon.

**Q5. Can I open two (2) HLeBroking Accounts?**

**A5.** Yes, you are allowed to open only one (1) HLeBroking Account (Direct CDS) and multiple HLeBroking Accounts (Nominees CDS).

**Q6. What is the difference between Direct CDS and Nominees CDS account?**

**A6.**

	Direct CDS A/C	Nominee A/C
<b>Account Name</b>	Customer’s name (eg Mr. A)	HLIB Nominee (Tempatan) Sdn Bhd Hong Leong Bank Berhad for Mr. A
<b>IPO Application</b>	Yes	No
<b>Corporate Exercise</b>	To be handled by customer personally	To be handled by HLIB upon instruction given by customer. A fee will be imposed. (Please refer Q15 for details).
<b>E-dividend</b>	Yes	No
<b>AGM</b>	Eligible to attend	Requires Proxy Letter from HLIB Nominee
<b>Annual Report</b>	Sent to customer	Sent to HLIB Nominee

**Q7. Is the CDS Account opened directly under my name?**

**A7.** You have an option to open a Direct CDS account which is under your name or a Nominee CDS account.

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**Q8. Is there any fee to be incurred when using HLeBroking?**

**A8.** There are no fees for using HLeBroking. However, normal charges apply for:

- Brokerage fee
- Clearing fee
- Stamp duty

**Q9. Are the brokerage rates different between phone orders and online orders?**

**A9.** Yes, the brokerage rates for phone orders will be different from online orders. Please contact us at **03-7723 3030** to find out the latest rates.

**Q10. Can I sell my shares from my existing stock broking firm via Hong Leong Bank?**

**A10.** Yes, but you have to open a HLeBroking Trading Account with HLB first and get your shares transferred before you can do so.

**Q11. What is the cost involved to transfer shares to HLeBroking?**

**A11.** You have to pay RM10.60 per counter to your existing broker. Once the shares are transferred to HLeBroking, we will refund the RM10.60 for every counter you transfer in.

**Q12. Is there any interest given for any cash balance in the HLeBroking Account?**

**A12.** Yes, interest will be paid for your cash balance if your Trust account is more than RM1,000. Please contact us at **03-7723 3030** to find out the latest.

**Q13. What is my trading limit in HLeBroking Account?**

**A13.**

Product Type	Trading Limit
Value Trade	Cash 0.99x
Power Trade	Cash + Shares Collateral 2x
1 Trade	Cash 3x*, Shares Collateral 2x

**\*Terms & Conditions apply**

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**Q14. What are the Corporate Exercise fees for Nominees Account?**

**A14.**

TYPES	CHARGES
Dividend	Flat rate – RM2.50
Rights Issue	Postage - RM4.00 (per counter) Handling Fees – RM10.00 (per counter) Bank Draft Fees – RM5.98 Revenue Stamp – RM10.00 Bank Draft Fees for Excess application -RM5.98 Total – RM35.96
Call Warrant Expiry Charges (in the money)	Postage – RM1.50 (per counter) Handling Fees – RM10.00 (per counter)
Loan Stock Conversion	Postage – RM4.00 (per counter) Handling Fees – RM10.00 (per counter) Registrar Charges – RM10.60/RM21.60
Warrant Conversion	Postage – RM4.00 (per counter) Handling Fees RM10.00 (per counter) Registrar Charges – RM10.60/RM21.60 Bank Draft Fees – RM5.98
Execution of Proxy/Bonus Issue	No charges
General Offer	Postage – RM1.50 Handling Fees – RM25.00 Transfer Fees – RM10.60
Transfer out	RM10.60 per counter

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### Using HLeBroking

**Q1. What are the minimum system requirements for using HLeBroking?**

A1. You need to have a personal computer or notebook regardless of the brand with the following specifications:

Software requirements:

- Windows 7 or later for PC version
- Microsoft Internet Explorer (IE) version 9 and above
- Tips: You can always upgrade your Microsoft IE browser by downloading the latest version from <http://www.microsoft.com/window/ie>
- HLeBroking is also supported on other Internet Web Browsers (Google Chrome, Mozilla Firefox, Safari, Opera, etc).

**Q2. How will I know if my application for HLeBroking has been approved?**

A2. Online users – you will be notified via email once your application has been approved.  
Non-Online users – you will be notified via letter once your application has been approved.

**Q3. How do I access HLeBroking?**

A3. You can access HLeBroking by logging in to Hong Leong Connect Online Banking via [www.hongleongconnect.my](http://www.hongleongconnect.my) or [www.hlebroking.com.my](http://www.hlebroking.com.my)

**Q4. Can I access HLeBroking from anywhere in the world?**

A4. Yes. HLeBroking can be accessed from anywhere in the world via Internet. All you need is a PC or a notebook with Internet connection.

**Q5. Can I still perform transactions via Exempt Dealers after registering for HLeBroking via Internet?**

A5. Yes, you can still perform transactions via Exempt Dealers. HLeBroking via Internet is an alternative channel for you to perform your transactions at the convenience and privacy of your own home or office.

**Q6. What should I do if I am unable to view the stock prices?**

A6. Please refer to the online user guide after logging in into HLeBroking. Alternatively, you may call **03-7723 3030** for assistance.

**Q7. What should I do if I am unable to view the real-time stock information after successfully downloading the cab file?**

A7. Please refer to the online user guide after login into HLeBroking. Alternatively, you may call **03-7723 3030** for assistance.

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**Q8. How do I get confirmation of my trade order?**

A8. You can check whether your trade order is pending or matched by viewing your Order Status on the ecTrade screen.

**Q9. What happens if I do not perform any activity during the log on time?**

A9. HLeBroking will not automatically logoff even though there is no activity performed within 1 session.

**Q10. What security protection does the Bank provide to its customers who use HLeBroking?**

A10. 128-bit SSL encryption key to encrypt all the communicated data / account via HLeBroking.

### Personal Trading

**Q1. How do I place orders?**

A1. You can place your orders by calling your respective trading hub. You can also place orders through HLeBroking via Internet.

**Q2. Can I view my account transaction history via Hong Leong Online?**

A2. Yes, you may view your account transaction history via HLeBroking by selecting "Order Status" at the bottom right corner.

**Q3. How do I check my balance in my HLeBroking Trust Account?**

A3. You can select the menu under my account/Transactions/Current position to retrieve your balance. Alternatively, please call our HLeBroking Exempt Dealer or **03-7723 3030**

**Q4. Can I request for my contract notes and account statements to be sent through e-mail?**

A4. Yes, you can choose to have e-contract notes sent to your email or receive hard copy from normal mail. However, we do not send e-statement but you may access your e-statement via HLeBroking System online.

**Q5. How do I make the payment to settle my purchases?**

A5. You can deposit cash or cheque into your HLeBroking Trust Account at any Hong Leong Bank branches. The trust account details are as follows:

- A/C No: 001-0017026-3
- A/C Name: Hong Leong Investment Bank Berhad

Alternatively, you can transfer money from your Current or Savings Account to your HLeBroking Trust Account via Hong Leong Connect Online Banking or e-payment button at HLeBroking Portal. Please remember to quote your client code when making payment to your HLeBroking Trust Account. Please refer Settlement and Payment Guide.

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### Fund Transfer

**Q1. How do I transfer funds for HLeBroking shares trading?**

A1. You can perform the transfer through Hong Leong Connect Online Banking or HLeBroking Portal via Internet. Please refer to the Settlement and Payment Guide.

### Fund Withdrawal

**Q1. How do I withdraw my funds from my HLeBroking Trust Account?**

A1. You can withdraw funds from your HLeBroking Trust Account by calling your Exempt Dealer or through HLeBroking Online Portal via Internet.

### Trading Password

**Q1. What is a Trading Password?**

A1. A Trading Password is a security code known only to the customer and is used whenever the customer wants to perform trading transactions in HLeBroking via Internet.

**Q2. What should I do if I forget my User ID or Password?**

A2. If you have forgotten your User ID or Trading Password, you can Click “Forgot Password” link or alternatively you can call our helpdesk at **03-7723 3030** to reset your ID or password.

**Q3. Can I change my Trading Password at my convenience?**

A3. Yes, you can change your HLeBroking trading password at any time. In fact, we recommend that you change your password periodically to safeguard the security of your online trading transactions.

Just Login to HLeBroking Trading Portal, click on “My Account” and select “password” and click on “Change Password” to make the necessary password change.

**Q4. What if I key in my password wrong for 3 consecutive times?**

A4. When your password has been entered wrongly for 3 consecutive attempts, your HLeBroking Account will automatically be suspended. Please call our **03-7723 3030** to re-activate your HLeBroking Account.

Alternatively, you can click “forgot password” link to reset password.

### What If I Have Other Queries?

You may email us at [hlebroking@hlbb.hongleong.com.my](mailto:hlebroking@hlbb.hongleong.com.my) or call **03-7723 3030** from 9:00am to 5:00pm (Mondays to Fridays). We look forward to serve you.