

## Frequently Ask Questions (FAQ)

### A. General

1. What is HLB Wealth?

As part of HLB Connect Online, HLB Wealth is a secure online investment platform that enables you to invest and manage your unit trust investment portfolio easily.

2. What can I do in HLB Wealth?

HLB Wealth offers the following services and features:

	View Account Holdings and History	Investment Account Opening	Transactions (Subscription, Redemption, Switching)	Create/ Update Customer Risk Profile	Update default settlement account
Unit Trust	√	√	√	√	√
Bond / Sukuk	√			√	
Structured Products/- i/Negotiable Instrument of Deposit (NID)	√			√	
Dual Currency Investment/-i (DCI)	√			√	

3. What is the minimum age requirement to invest via HLB Wealth?

Anyone that is 18 years old and above can invest via HLB Wealth.

4. When will my transaction be completed?

Your transaction should be completed and confirmed within 2-3 working days. The transaction will be submitted on the same day if the order instruction is received before cut-off time on a working day. Transactions received after the cut-off time or on a non-working day will be submitted on the next working day.

The cut-off time is as follows:

- (a) Money market fund: 10.30am
- (b) All funds (excluding money market fund): 3.00pm

5. What happens when I submit a transaction after the cut off time?

Any transaction received after cut-off time or non-working day is considered a transaction received on the next working day.

6. When will I know about the confirmed price for my investment?

Unit trusts follow forward-pricing whereby the price can only be determined at the close of the working day. The Net Asset Value (NAV) shown during order placement is the NAV based on the last updated date and only serves as a reference. Your investment will be confirmed with the final NAV price 2 working days after transaction date. Confirmation advice will be sent to you via email.

7. How long does it take for my investment transaction be settled (from submission in HLB Wealth to receiving the investment units/settlement proceeds)?

The settlement time may differ from product to product. However, in general the timeline is as per below:

- Subscription – up to 3 days from submission in HLB Wealth to receiving the units
- Redemption – up to 10 days from submission in HLB Wealth to receiving your redemption proceeds settlement
- Switching – up to 3 days from submission in HLB Wealth to receiving the units in switch-in fund.

8. Can I perform transactions online with ALL TO SIGN condition?

No, investment using ALL TO SIGN joint account is not supported online. Please visit a HLB branch with your joint account holders to perform the transaction.

9. What is the relationship between Hong Leong Bank and other Unit Trust Management Company?

Hong Leong Bank is an Institutional UTS Adviser or IUTA which means a corporation registered with FIMM and authorised to market and distribute unit trust schemes of another party i.e. Unit Trust Management Company. Click [here](#) for details.

Hong Leong Bank has been established the relationship with the following UTMC in distributing unit trust schemes:

- (a) Hong Leong Asset Management Berhad
- (b) AHAM Asset Management Berhad
- (c) Franklin Templeton Asset Management (Malaysia) Sdn. Bhd.
- (d) Principal Asset Management Berhad
- (e) RHB Asset Management Berhad
- (f) AmFunds Management Berhad
- (g) TA Investment Management Berhad
- (h) Eastspring Investments Berhad
- (i) PHEIM Unit Trust Berhad
- (j) Kenanga Investors Berhad

10. What is the role of Hong Leong Bank as online provider in the transaction process?

Hong Leong Bank is a unit trust fund distributor that facilitates unit trust transaction via an online platform (HLB Wealth)

## B. Unit Trust Investment Account Opening

1. How do I open a unit trust investment account?

When you perform your first unit trust subscription using HLB Wealth, a unit trust investment account is opened simultaneously with a one-time stamp duty of RM10.00.

How to open a unit trust investment account seamlessly:

- (a) Have an active Current or Savings Account that is under your name.
- (b) Have a mobile number registered for TAC or have linked a device to your profile for AppAuthorise.

(c) Here is a guide to opening a unit trust investment account:

1. Log in to HLB Connect Online and click on WEALTH
2. Identify a fund that you want and click "Subscribe"
3. Complete the Customer Risk Profiling Questionnaire
4. Once that's completed, you will be directed to the Investment Account Opening and Subscription page
5. Proceed to enter the amount and submit your subscription order
6. Your investment account will be opened automatically once your subscription order has been submitted successfully

2. Can I open joint investment account in HLB Wealth?

No. Currently it is not supported online. Please visit HLB branch with your joint account holders for account opening.

## C. Customer Risk Profiling Questionnaire

1. What is a Customer Risk Profiling Questionnaire?

Customer Risk Profiling Questionnaire is used to understand your risk appetite in investment preferences. Once completed, you can easily identify funds that fit your risk profile. Your risk profile is valid for 2 years. You are required to update your risk profile once it expires or whenever there is a change in your risk profile, such as but not limited to, changes in (i) sources of income, (ii) investment / time horizon, (iii) commitment level, and (iv) capital loss tolerance.

2. Can I skip Customer Risk Profiling Questionnaire?

Yes, you can choose to skip the questionnaire and perform transactions based on your decision, where there will be no recommendations from HLBB.

For better investment experience, we recommend you complete the Customer Risk Profiling Questionnaire.

3. I received notification that my risk profile is expired. What is it about?

Your regular risk profile is valid for up to 2 years and you may be notified via email to review/update your risk profile when it is close to expiration. An updated risk profile can help in assessing if your current investment holdings and future products recommendations are suitable to meet your financial goals.

4. How do I update my risk profile?

Please follow these steps:

- 1) Upon your login to HLB Connect Online, click on WEALTH.
- 2) Go to "Settings".
- 3) Under "My Risk Level" section, click "Update."
- 4) Complete the Customer Risk Profiling Questionnaire

5. According to my Customer Risk Profiling Questionnaire, I am identified as a Vulnerable Investor. What should I do?

If you are identified as a Vulnerable Investor based on various criteria such as age profile, knowledge and experience, your risk profile will be automatically capped at C2 – Low Risk. This means that you are only recommended to invest in Low Risk products and below. Nevertheless, if you wish to invest in higher risk products, you will be prompted to perform additional declarations before you can invest in the product.

## D. Viewing/Managing Account Info/Details


### 1. How do I check my portfolio holdings?

Follow these steps

- 1) Upon your login to HLB Connect Online, click on WEALTH.
- 2) Click "Dashboard".
- 3) Your holdings will be shown under the "Dashboard" tab.

### 2. How do I check my transaction history?

Follow these steps

- 1) Upon your login to HLB Connect Online, click on WEALTH.
- 2) Click "Dashboard".
- 3) Click the  arrow in "Unit Trust" or other products you own
- 4) Click "View More Details"
- 5) Click "History" tab.

### 3. What is Default Settlement Account?

Default Settlement Account is the account used for settlement of dividend/coupon distribution and other transactions, including subscription, redemption, and regular saving plan.

### 4. Can I change my Default Settlement Account?

Yes,. Follow these steps:

- 1) Upon your login to HLB Connect Online, click on WEALTH.
- 2) Go to "Settings".
- 3) Under "Settlement Account" section, click "Change."
- 4) Choose your preferred account and complete the process.

## E. Subscription

### 1. What is subscription of funds?

Subscription is an action involving buying/purchasing of funds available in HLB Wealth by using the fund from your Default Settlement Account. Net Asset Value (NAV), also known as the price of the fund, will be determined at the end of the working day.

### 2. How can I perform subscription?

Please follow these steps:

- 1) Upon your login to HLB Connect Online, click on WEALTH.
- 2) Click on "Discover"
- 3) You may refer to "For You" tab OR go to "Unit Trust" tab to view latest offerings and browse in "View all funds"
- 4) Identify a fund that you want.
- 5) In the fund details page, click "Subscribe".

### 3. What is the minimum investment amount to start with?

Depending on the unit trust fund selected, you can start to invest into a unit trust fund with investment amount as low as RM50.

4. Can I buy/subscribe more than one unit trust fund under the same investment account?  
Yes, you can buy/subscribe more than one unit trust fund under the same investment account.
5. What will happen if I decide to choose a unit trust fund with higher risk rating than my risk profile?  
You can subscribe to a unit trust fund with a higher risk rating than your risk profile. During the subscription, you will be reminded of the risk before continuing the transaction.  
  
Funds with higher risk rating than your risk profile can be found in the “Other Levels” tab.
6. How can I know if my settlement account balance is insufficient for my investment?  
HLB Wealth will prompt a message that **“Please enter amount not more than available balance.”**. You may transfer money to your settlement account before confirm your purchase.
7. Can I top up money immediately if my account balance is insufficient for my investment?  
Yes, you can. To do so, please proceed to Hong Leong Connect or any Online Banking platform to perform fund transfer to your Default Settlement Account. Subsequently, your available balance in your HLB Default Settlement Account will be refreshed and you can proceed with subscription into unit trust fund.
8. When will my funds be deducted for my investment?  
Once the subscription submission is successful, funds will be deducted from the selected HLB Default Settlement Account.
9. Will I receive any notification after my investment subscription?  
Yes, email notification will be delivered to you after subscription. All the electronic investment documents (in PDF file) and unit trust fund documents (as URL hyperlink) will be attached in the email.
10. Can I use cheque to fund for my investment?  
No, you can’t use cheque to fund your investment. The amount will have to be deducted from your HLB Default Settlement Account only.
11. Can I subscribe for unit trust in HLB Wealth using funds from my EPF account?  
No, at the moment you will not be able to fund unit trust in HLB Wealth using funds from your EPF account. To perform transaction using EPF account, please visit the nearest branch.
12. Can I create/edit recurring plan/regular saving plan on my unit trust investment account?  
This feature is currently not available in HLB Wealth. You can perform these transactions by visiting a HLB branch.

## E. Switching

1. What is switching of funds?  
Switching of funds involves a redemption from one fund and a subscription transaction to another fund offered within the same fund house.

## 2. How can I perform switching?

Please follow these steps:

- 1) Upon your login to HLB Connect Online, click on WEALTH.
- 2) Browse funds on “Discover”.
- 3) Identify a fund that you want and in the fund details page, click “Switch”.
- 4) Choose a fund from your current holdings and enter number of switching units to continue.

## 3. Is there any requirement when I perform a switch?

To perform switching, you are required to meet the following:

- (a) Minimum switch units; and
- (b) Minimum investment balance after switching; and
- (c) Minimum investment of the fund you wish to switch into.

## 4. Can I switch from one fund to multiple funds or switch from multiple funds to a fund within a single switch order?

No, you can only switch from one fund to another single fund in a switching transaction.

## 5. How do I know the sales charge of switching?

Before transaction is completed - The sales charge % is shown on the transaction “Enter Details” and “Confirm Details” page.

After transaction is completed - You can check the exact sales charge amount from the transaction advice statement that you will receive when the transaction settled.


## F. Redemption / Withdrawal

### 1. What is a redemption of funds?

Redemption of fund is an action involving selling of the funds where money will be credited to the nominated HLB Default Savings Account. The Net Asset Value (NAV) will be based on the NAV at the end of the working day.

### 2. How can I perform a redemption of fund?

To perform a fund redemption, please follow these steps:

- 1) Click on “Dashboard” and then click the  arrow in “Unit Trust” section
- 2) Click on the “View More Details” button
- 3) Navigate to “Portfolio” tab to view your investment holding of respective product.
- 4) Click on “Redeem” button on the fund details page to proceed.

### 3. What are the requirements for redeeming my funds?

You have to meet the following requirements before you can make a redemption:

- (a) Minimum redemption units, and
- (b) Minimum investment balance after redemption

### 4. Can I redeem my unit trust funds partially?

You can redeem your unit trust funds partially. However, you have to meet the following requirements before you can make a partial redemption:

- (a) Minimum redemption units or
- (b) Minimum investment balance after redemption

5. What will happen if I redeem my unit trust funds entirely?

All units will be redeemed and you will receive your investment proceeds. However, any on-going recurring plan/regular saving plan for the fund will remain active. Please be reminded to terminate any on-going recurring plan/regular saving plan to stop future subscriptions.

6. Can I request to receive cash or cheque after redeeming my unit trust funds?

No, you cannot receive cash or cheque for your redemption proceeds. The money will be credited to your nominated HLB Default Savings Account.

7. Where can I perform redemption from unit trust using my EPF account?

Transaction using EPF account is currently not available in HLB Wealth. You can perform transaction using EPF account by visiting any HLB branch.

## G. Cooling Off

1. What is cooling-off period and how is it determined?

Cooling-off period is when you can perform cancellation and obtain a refund of your first unit trust subscription.

Cooling off can only be performed within 6 working days commencing from the date of your first unit trust subscription.

2. How can I exercise the cooling-off right?

Please visit our HLB branch to perform this transaction.

## H. Transfer

1. Can I transfer unit trust funds from my investment account to another investment account within HLB Wealth?

Currently, transfers are not supported online. However, you can visit our HLB branches to perform the transfer of unit trust funds.

## I. Investment into Wholesale Fund

1. What is a wholesale fund?

Wholesale fund is a fund created exclusively for Sophisticated Investor and Priority/Private Banking customer.

2. Who is considered a Sophisticated Investor?

A Sophisticated Investor is a customer who has declared themselves as one of the following:


- (a) I have total net personal assets, or my spouse and I have total net joint assets exceeding Ringgit Malaysia Three Million (RM 3 million) or its equivalent in foreign currencies, excluding the value of my/our primary residence;
- (b) I have a gross annual income exceeding Ringgit Malaysia Three Hundred Thousand (RM300,000) or its equivalent in foreign currencies per annum in the preceding twelve months; or
- (c) My spouse and I have a joint gross annual income exceeding Ringgit Malaysia Four Hundred Thousand (RM400,000) or its equivalent in foreign currencies per annum in the preceding twelve months.

- (d) I have a total net personal investment portfolio, or my spouse and I have a total net joint investment portfolio in any capital market products exceeding Ringgit Malaysia One Million (RM1 million) or its equivalent in foreign currencies.

## J. Transaction Status and Contact Detail

1. How to check and confirm the status of my unit trust transaction?

Please follow these steps:

- 1) Upon your login to HLB Connect Online, click on WEALTH.
- 2) Click "Dashboard".
- 3) Select  arrow in "Unit Trust" section.
- 4) Click "View More Details"
- 5) Click "History" tab to view the transaction status.

2. I entered incorrect details/changed my mind after I authorised the transaction. What can I do?

You may call the Bank's Call Centre at 03-76268899 and request to cancel the transaction. However, kindly note that your transaction may not be cancelled if it has passed the cut-off time.

## K. Printed Copy of Unit Trust document

1. Where can I obtain a printed copy of Unit Trust fund documents?

You can go to any HLB branches to request a printed copy of unit trust fund documents such as Prospectus / Information Memorandum, Product Highlights Sheet, Supplementary Prospectus, Annual Report and Interim Report at no cost.

## L. Confirmation Advice / Statement

1. Will I get a receipt after the transaction is completed?

You will receive all relevant forms and documents upon submission of the transaction. The confirmation advice will be sent to you via emails 2 working days after the transaction is completed. You may also download confirmation advice/statement from Connect page by selecting your account and download on "Statement/Invoice" screen.

2. How can I access my latest investment statement?

If you have subscribed for e-statement, you will be notified via email automatically once your investment statement is available.

You may also view/download it from HLB Connect Online with the following steps:

- 1) Go to "Statement/Invoice".
- 2) Click "Online Statement".
- 3) Select "Download Statement" or other products you own.

## M. Opt Out

1. How can I choose not to receive statement and notices via email?

To unsubscribe from e-statement and notice, please visit any HLB branches to request printed statement.



2. How can I choose not to share my personal data within the Bank and/or Hong Leong Financial Group Berhad group of companies for marketing and promotional purposes?

You may call the Bank's Call Centre at 03-76268899 to opt-out from the said sharing.

#### **N. Alternative Methods for Unit Trust Transaction**

1. Other than HLB Wealth, where can I perform unit trust transactions?

You may visit our HLB Branch to perform unit trust transactions.