

### 1. What is eStatement?

Affin Hwang eStatement Portal is a platform for clients to access, view and/or download their own Contract Statements and Monthly Statements via our secured eStatement Portal at <https://estatement.affinhwang.com>.

### 2. Why Affin Hwang Investment Bank Berhad introduces eStatement service?

To promote environmental sustainability, Affin Hwang Investment Bank Berhad has invested in technology to deliver statements to clients through electronic mode i.e. eStatement and eContract. Not only the electronic statement is secured, fast and convenience, it is offered at **no cost** to client. This is also in line with the Securities Commission's initiative to phase out the issuance of physical copies of statement.

### 3. What types of statement can I get from the eStatement?

You are able to view and download the following statements (where applicable):

- (i) Contract Statement (including Contract Notes and Contra Statement);
- (ii) Monthly Statement (including Cash Balance Listing of your trust monies);
- (iii) Margin Monthly Statement; and
- (iv) Foreign Stock Statement.

### 4. What are the similarities and differences between eStatement and e-Contract Note?

	eStatement	eContract
<b>How to view the statements?</b>	Log-on to portal to view or download <a href="https://estatement.affinhwang.com">https://estatement.affinhwang.com</a>	Retrieve from your email mailbox
<b>How long the statement records can be accessed?</b>	Can be downloaded from your mailbox and kept in your device permanently  The portal will keep the statements for 12 months	Can be downloaded from your mailbox and kept in your device permanently  Subject to the size of your mailbox
<b>Is the statement password protected?</b>	Yes	Yes
<b>Any fee charged?</b>	Free of charge	Free of charge

### 5. Can I choose to enrol into both eStatement and eContract services?

By default, when you sign-up in eStatement portal, you will be enrolled for **both** services: **eStatement and eContract**.

However, you can opt not to receive eContract during the one-time registration at eStatement portal or anytime through changing the option in 'Profile' under eStatement Portal.

## 6. How to register for eStatement service?

As part of the efforts to drive the reduction of paper consumption, and in line with the Securities Commission's initiative to phase out issuance of physical copies of statement, with effect from **1 March 2019**, the **default mode of delivery** of your Contract Statements and Monthly Statements will be **eStatement**.

To register, just follow a few simple steps to perform one-time registration at our eStatement Portal <refer to *eStatement Portal Registration Guide*>.

## 7. I have already registered for eContract. Do I need to register for eStatement?

You will continue receiving your statements through email after **1 March 2019**. We encourage you to register for eStatement service to concurrently enjoy the benefits of both eContract and eStatement services.

## 8. What happen if I want to receive hardcopy statements?

### Is there any charge?

You can request to receive the hardcopy statements by contacting your Dealer's Representative or through one of the following channels:



#### Email

Write to us via email to [eservices@affinhwang.com](mailto:eservices@affinhwang.com)



#### Phone

Call us at **+603-2143 1113** or **+604-263 0050** during working hours



#### WhatsApp

WhatsApp us at **+6011-6508 5288** during working hours



#### Face-To-Face

Visit our nearest branch

We wish to inform you that effective from **1 March 2019**, a Statement Fee of **RM2.00** will be charged for each envelope regardless of number of contracts or pages in that envelope delivered to you. No Statement Fee will be charged for physical Monthly Statements.

## 9. Why Affin Hwang Investment Bank Berhad charges Statement Fee on clients?

The Statement Fee is to cover the costs of papers, printing, envelope and postal service. The Statement Fee is charged to discourage usage of paper as part of our continuous effort to promote environmental sustainability.

**10. Will the Statement Fee be charged on every contract of different stock/counter?**

No. The Statement Fee is charged at RM2.00 per envelope regardless of number of contracts or pages in the envelope. Multiple contracts for difference stocks/counters within the same day will be combined into one Contract Statement, and together with Contra Statement (if any), whereby the statement(s) will be mailed out in one envelope.

No Statement Fee will be charged for physical Monthly Statements.

**11. Can I get exemption from paying Statement Fee on the physical Contract Statement?**

The exemption from Statement Fee is subject to management approval. For instance, if clients were born in or before 1959 (aged sixty (60) and above in 2019) or clients with disabilities. For clients with disabilities, exemption is subject to client's declaration with supporting documents.

**12. How to pay the Statement Fee?**

The Statement Fee will be charged to the first (1<sup>st</sup>) contract as one of the transaction costs.

- For purchase contract, please pay the amount payable as per the Contract Note.
- For sale contract, the sale proceeds net of the transaction cost will be payable to you.