

eStatement Service

Frequently Asked Questions

1. What is eStatement?

AFFIN Hwang eStatement Portal is a secure online platform that allows clients to access, view and/or download their own Contract Statements and Monthly Statements at <https://estatement.affinhwang.com>.

2. Why is AFFIN Hwang Investment Bank Berhad implementing the eStatement service?

We encourage you to switch to our free eStatement service, which offers a faster, safer, and more convenient way to access your financial information—anytime, anywhere. This is also in line with the Securities Commission Malaysia’s initiative to phase out the issuance of physical copies of statement.

3. What types of statement can I access via the eStatement Portal?

You can 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?

Feature	eStatement	eContract
How to view the statements?	Log in to the portal at https://estatement.affinhwang.com to view or download	Retrieve from your email mailbox
How long can statement records be accessed?	Statements are stored in the portal for 12 months	Subject to your email storage capacity
Can the statements be downloaded and kept permanently?	Yes	Yes
Are the statements password protected?	Yes	Yes
Is there any fee charged?	Free of charge	Free of charge

5. Can I enroll in both eStatement and eContract services?

Yes. By default, when you register on the eStatement Portal, you will be enrolled in **both eStatement and eContract services**.

However, you may opt out of receiving eContract Notes during the one-time registration or later by updating your preferences under the 'Profile' section in the eStatement Portal.

6. When will physical copy statements be phased out?

Effective 1 March 2019, physical statements such as Contract Statements and Monthly Statements have been transitioned to electronic delivery via eStatements.

This move is in line with the Securities Commission Malaysia's initiative to phase out the issuance of physical statement copies, promoting a more sustainable and efficient way of accessing financial information.

7. How do I register for the eStatement service?

To register, simply follow the steps in our eStatement Portal Registration Guide for a one-time setup at <https://estatement.affinhwang.com>.

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

You will continue receiving your statements via email. However, we encourage you to register for eStatement service to enjoy the full benefits of both eContract and eStatement services.

9. What if I prefer to receive hardcopy statements? Is there a charge?

You may request hardcopy statements by contacting your Dealer's Representative or through the following channels:

**Email**

Write to us at ahibb.support@affingroup.com

**Phone**

Call us at **+603-8230 5555** during working hours

**Walk-in**

Visit your nearest branch

Effective **3 November 2025**, a Statement Fee of **RM2.00** will be charged per envelope, regardless of the number of contracts or pages enclosed. Monthly Statements will remain free of charge in physical format.

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

No. The Statement Fee of RM2.00 is charged per envelope, regardless of number of contracts or pages contained within it.

Multiple contracts for different stocks/counters transacted on the same day will be consolidated into a single Contract Statement, along with the Contra Statement (if applicable). These documents will be mailed together in one envelope, and the RM2.00 fee will apply once per envelope, not per contract.

No Statement Fee will be charged for physical Monthly Statements.

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

Clients under the following categories are eligible for the exemption, subject to a written request along with any relevant supporting documents:

- 65 years old and above;
- Registered Persons with disabilities ("OKU");
- Individuals who are not familiar with or unable to use digital platforms; or
- Residing in areas with limited or no internet access.

12. How to pay the Statement Fee?

The Statement Fee will be charged to the first (1st) 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.