

## eStatement Portal: One-Time Registration Guide

### 1. How can I register for eStatement service, when I received the One-Time-Password in the Contract Note / Monthly Statement?

**[Go to Q2 if you received email notification from us]**

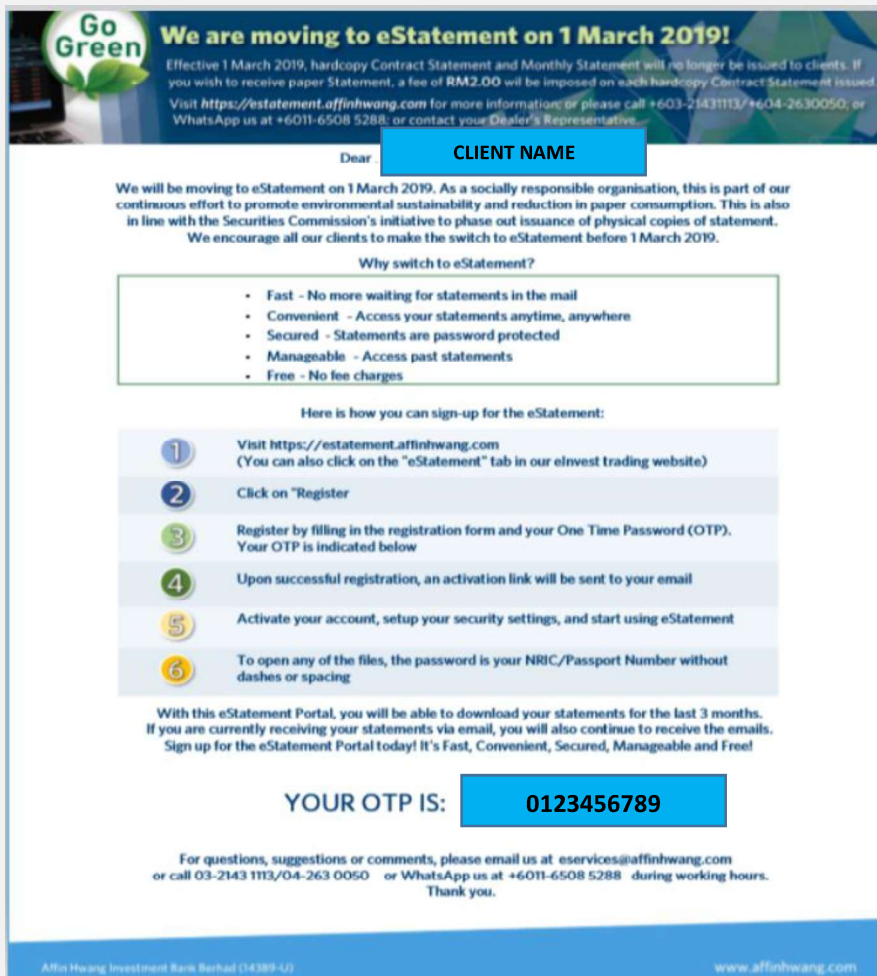
To register for eStatement service, get ready the following and follow 4 simple steps (Step A to Step D):

- (a) a valid email address; and
- (b) One-Time-Password ("OTP")

OTP is a 10-digit numeric password printed in the notification auto-generated by our system and sent to clients in the following channels, where relevant:

- (a) Contract Statement dated 18 Sept 2018 and later;
- (b) Monthly Statement of Sept 2018 and later;
- (c) 2018's year-end Cash Balance Listing;
- (d) Margin Statement; or
- (e) Foreign Stock Statement.

If you did not receive your OTP, please contact us using one of channels stated in Q12 below.



**Go Green** **We are moving to eStatement on 1 March 2019!**

Effective 1 March 2019, hardcopy Contract Statement and Monthly Statement will no longer be issued to clients. If you wish to receive paper Statement, a fee of RM2.00 will be imposed on each hardcopy Contract Statement issued. Visit <https://estatement.affinhwang.com> for more information or please call +603-21431113/+604-2630050, or WhatsApp us at +6011-6508 5288, or contact your Dealer's Representative.

Dear **CLIENT NAME**

We will be moving to eStatement on 1 March 2019. As a socially responsible organisation, this is part of our continuous effort to promote environmental sustainability and reduction in paper consumption. This is also in line with the Securities Commission's initiative to phase out issuance of physical copies of statement. We encourage all our clients to make the switch to eStatement before 1 March 2019.

**Why switch to eStatement?**

- Fast - No more waiting for statements in the mail
- Convenient - Access your statements anytime, anywhere
- Secured - Statements are password protected
- Manageable - Access past statements
- Free - No fee charges

**Here is how you can sign-up for the eStatement:**

- 1 Visit <https://estatement.affinhwang.com> (You can also click on the "eStatement" tab in our invest trading website)
- 2 Click on "Register"
- 3 Register by filling in the registration form and your One Time Password (OTP). Your OTP is indicated below
- 4 Upon successful registration, an activation link will be sent to your email
- 5 Activate your account, setup your security settings, and start using eStatement
- 6 To open any of the files, the password is your NRIC/Passport Number without dashes or spacing

With this eStatement Portal, you will be able to download your statements for the last 3 months. If you are currently receiving your statements via email, you will also continue to receive the emails. Sign up for the eStatement Portal today! It's Fast, Convenient, Secured, Manageable and Free!

**YOUR OTP IS:** **0123456789**

For questions, suggestions or comments, please email us at [eservices@affinhwang.com](mailto:eservices@affinhwang.com) or call 03-2143 1113/04-263 0050 or WhatsApp us at +6011-6508 5288 during working hours. Thank you.

Affin Hwang Investment Bank Berhad (14389-U) [www.affinhwang.com](http://www.affinhwang.com)

## eStatement Portal: One-Time Registration Guide

### STEP A


Visit <https://estatement.affinhwang.com/login> and click on 'Register' button.



### STEP B

- (a) Complete the information below as indicated in the "Affin Hwang eStatement Account Registration" page:
  - Name;
  - NRIC / Passport No. (without dash);
  - One Time Password; and
  - Email Address (which will be your login ID).
- (b) Read Terms and Conditions & Privacy Notice before you tick the box for acceptance; and
- (c) Click on "Register" button.

## eStatement Portal: One-Time Registration Guide


**AFFIN HWANG**  
 INVESTMENT BANK

**Affin Hwang eStatement Account Registration**

Please fill in your details below to register for online eStatement facilities.

NAME	NRIC / PASSPORT NO.
<input style="width: 90%;" type="text" value="Enter name"/>	<input style="width: 90%;" type="text" value="Enter NRIC / Passport No."/>

ONE TIME PASSWORD

One time password can be obtained from your contract and monthly statements.  
 NOTE: The One Time Password above is auto-populated if you click the "Proceed to Registration" link from our email notification.

EMAIL ADDRESS

EMAIL ADDRESS WILL BE YOUR LOGIN ID AND SHALL BE USED FOR USER ACTIVATION PURPOSE

THIS EMAIL ADDRESS WILL BE USED FOR FUTURE COMMUNICATION BETWEEN AFFIN HWANG INVESTMENT BANK BERHAD ("THE BANK") AND YOU. ALL EMAIL ADDRESSES PREVIOUSLY PROVIDED BY YOU AND MAINTAINED BY THE BANK WILL BE UPDATED WITH THIS CURRENT EMAIL ADDRESS.


☐ I accept the [Terms and Conditions](#) and [Privacy Notice](#) to use eStatement portal


☒ Optional: I would like to receive eStatement via email to my email address registered above

REGISTER
CANCEL

### STEP C


Activation link will be sent to your registered email. Access your email and retrieve the activation email. Click on the "Activation Link" to proceed with the activation of your ID.





**Go Green**

As a social sustainable Malaysia's We end


**AFFIN HWANG**  
 INVESTMENT BANK

**Affin Hwang eStatement Account Activation**

Please choose your security settings below to activate your online eStatement facilities.


EMAIL ADDRESS / LOGIN ID

CREATE PASSWORD

CONFIRM PASSWORD

Password is case-sensitive and should contain alphabets (upper-case & lower-case) and symbol and be at least 8 characters in length

SECURITY ICON



SECURITY PHRASE

Security Phrase must be at least 4 characters long

ACTIVATE
CANCEL

## eStatement Portal: One-Time Registration Guide

### STEP D

You will be directed to “Affin Hwang e-Statement Registration” page.

- (a) Create your login access Password and confirm the Password;

*(Note: Password must have at least 8 characters with alphabets (upper-case and lower-case) and acceptable symbol (!@#\$\$&\*). This login password is different from the password used to open your statement (which is your identity number eg NRIC without '-')*

- (b) Choose a Security Icon;  
 (c) Create Security Phrase; and  
 (d) Click on “Activate” button.



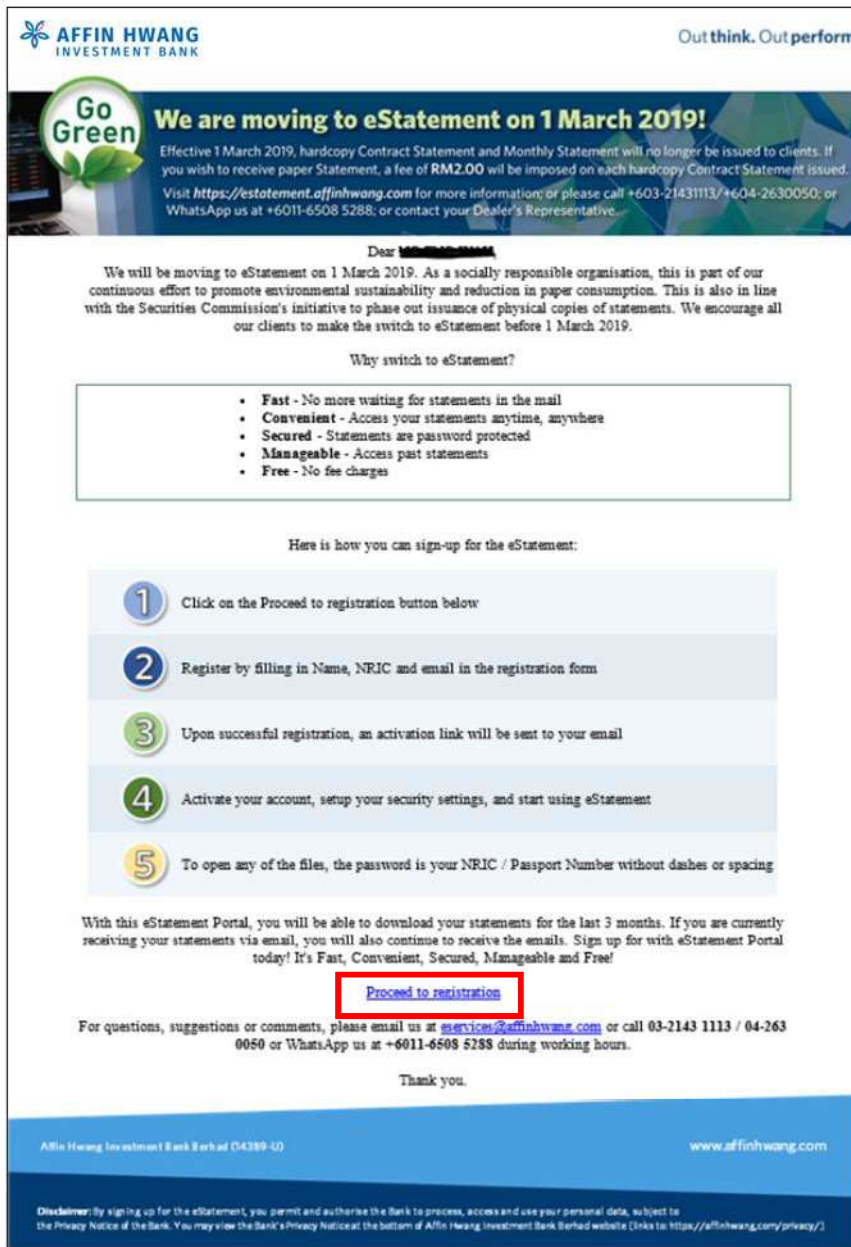
You have activated eStatement services and you can start using the facility.

## eStatement Portal: One-Time Registration Guide

### 2. How can I register for eStatement service when I received email notification from you?

#### STEP A

Click on “Proceed to registration” link in your email, as shown below.



**AFFIN HWANG**  
INVESTMENT BANK

Out think. Out perform.

**Go Green**

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Dear **[REDACTED]**,

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- **Convenient** - Access your statements anytime, anywhere
- **Secured** - Statements are password protected
- **Manageable** - Access past statements
- **Free** - No fee charges

Here is how you can sign-up for the eStatement:

- 1 Click on the Proceed to registration button below
- 2 Register by filling in Name, NRIC and email in the registration form
- 3 Upon successful registration, an activation link will be sent to your email
- 4 Activate your account, setup your security settings, and start using eStatement
- 5 To open any of the files, the password is your NRIC / Passport Number without dashes or spacing

With this eStatement Portal, you will be able to download your statements for the last 3 months. If you are currently receiving your statements via email, you will also continue to receive the emails. Sign up for with eStatement Portal today! It's Fast, Convenient, Secured, Manageable and Free!

[Proceed to registration](#)

For questions, suggestions or comments, please email us at [services@affinhwang.com](mailto:services@affinhwang.com) or call 03-2143 1113 / 04-263 0050 or WhatsApp us at +6011-6508 5288 during working hours.

Thank you.

Affin Hwang Investment Bank Berhad (14389-U) [www.affinhwang.com](http://www.affinhwang.com)

Disclaimer: By signing up for the eStatement, you permit and authorise the Bank to process, access and use your personal data, subject to the Privacy Notice of the Bank. You may view the Bank's Privacy Notice at the bottom of Affin Hwang Investment Bank Berhad website (links to <https://affinhwang.com/privacy/>).

## eStatement Portal: One-Time Registration Guide

### STEP B

You will be directed to “Affin Hwang eStatement Account Registration” page.


(a) Complete the information indicated in the following page:

- Name;
- NRIC / Passport No. (without dash); and
- Email Address (which will be your login ID).

Note: You are not required to key in One Time Password as this is auto-populated by the system.

(b) Read Terms and Conditions & Privacy Notice before you tick the box for acceptance; and

(c) Click on “Register” button.



**AFFIN HWANG**  
INVESTMENT BANK

Affin Hwang eStatement Account Registration

Please fill in your details below to register for online eStatement facilities.

NAME	NRIC / PASSPORT NO.
<input style="width: 90%;" type="text" value="Enter name"/>	<input style="width: 90%;" type="text" value="Enter NRIC / Passport No."/>
ONE TIME PASSWORD	
<input style="width: 90%;" type="text" value="Enter one time password"/>	
<small>One time password can be obtained from your contract and monthly statements.        NOTE: The One Time Password above is auto-populated if you click the “Proceed to Registration” link from our email notification.</small>	
EMAIL ADDRESS	
<small>EMAIL ADDRESS WILL BE YOUR LOGIN ID AND SHALL BE USED FOR USER ACTIVATION PURPOSE</small>	
<input style="width: 90%;" type="text" value="Enter Email Address"/>	
<small>THIS EMAIL ADDRESS WILL BE USED FOR FUTURE COMMUNICATION BETWEEN AFFIN HWANG INVESTMENT BANK BERHAD (“THE BANK”) AND YOU. ALL EMAIL ADDRESSES PREVIOUSLY PROVIDED BY YOU AND MAINTAINED BY THE BANK WILL BE UPDATED WITH THIS CURRENT EMAIL ADDRESS.</small>	
<input type="checkbox"/> I accept the <a href="#">Terms and Conditions</a> and <a href="#">Privacy Notice</a> to use eStatement portal	
<input checked="" type="checkbox"/> Optional: I would like to receive eStatement via email to my email address registered above	
<input style="width: 50%;" type="button" value="REGISTER"/>	<input style="width: 50%;" type="button" value="CANCEL"/>

## eStatement Portal: One-Time Registration Guide

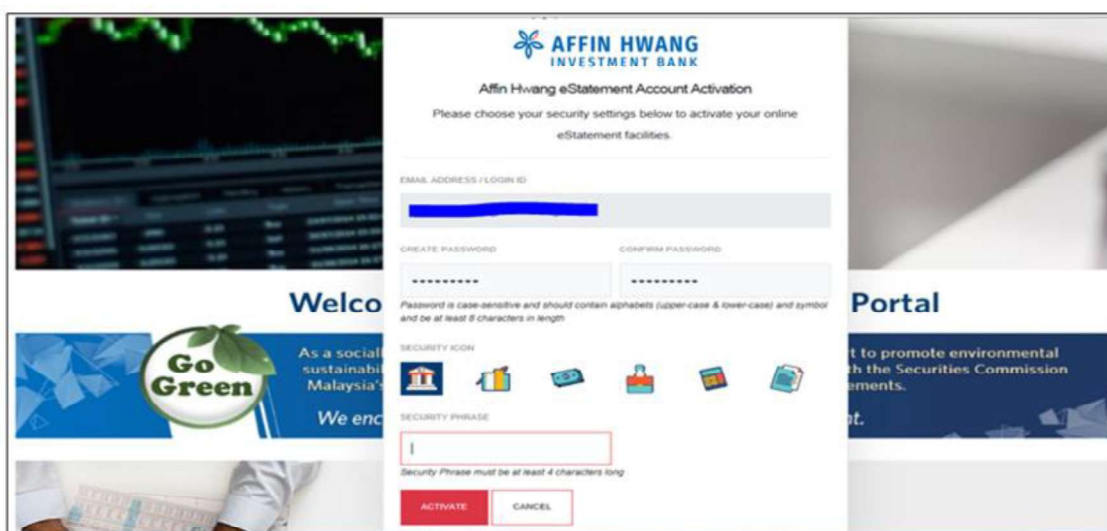
### STEP C

You will be directed to “Affin Hwang e-Statement Registration” page.

- (a) Create your login access Password and confirm the Password;

*(Note: Password must have at least 8 characters with alphabets (upper-case and lower-case) and symbol (eg. ~!@#\$\$\*, except % and ^). This login password is different from the password used to open your statement (which is your identity number eg NRIC without '-')*

- (b) Choose a Security Icon;
- (c) Create Security Phrase; and
- (d) Click on “Activate” button.



You have activated eStatement services and you can start using the facility.

### 3. I have family member who wants to share a same email address for eStatement registration. Can an email address be registered for more than one client?

No. One email address can only be registered for one client.

### 4. Do I need to input '-' in the NRIC field?

It is optional. However, to view and open your statements, you are required to input the password which is your NRIC number without '-'.

### 5. My passport number has the sign '/', do I need to input it under NRIC/Passport field?

Yes. It is required.

### 6. What is the login ID to access the eStatement portal?

Login ID shall be your email address registered in eStatement portal.

## eStatement Portal: One-Time Registration Guide

### 7. I have multiple trading accounts. Do I need to register multiple times?

No worries, the statements of all your trading accounts (except external margin financing account) can be accessed through single log-in ID.

### 8. For eStatement registration, do I have to use back the same email address as per the email address used in eContract?

No. If the email address is different, the email address registered in the eStatement portal will **supersede** the eContract's email address.

### 9. Will the email address register for eStatement supersede the email address other than eContract email, for example email registered for eInvest Online Trading Portal and ePayment?

No. The email address registered for eInvest Online Trading Portal and e-Payment is for not for the purpose of delivery of contract statements.

### 10. How to change my email address after registration?

You are required to fill in an updating form and submit it to any branch. Our branch staff will inform you once your email address is updated.

### 11. What software is required to download and view the Email or e-Statement on my computer/mobile phone?

Any PDF Readers e.g. Adobe Acrobat Reader 4.0 or higher.

### 12. If I have queries or have difficulties accessing your eStatement portal, how shall I contact you?

Please contact us via one of the channels listed below:



#### Email

Write to us via email to [ahibb.support@affingroup.com](mailto:ahibb.support@affingroup.com)



#### Phone

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



#### Face-To-Face

Visit our nearest branch