



Frequently Asked Questions

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- **General**

- 1. What is HLeFutures?**

HLeFutures is an online futures trading portal, which allows you to place orders online and to manage your futures position anywhere at your own comfort.

HLeFutures is provided by Hong Leong Investment Bank Berhad, a member of the Hong Leong Group.

- 2. Single Login**

Trade stocks and futures by Single Login via www.hlebroking.com.

- 3. Which markets can I trade in?**

You can trade FKL1 and FCPO which are listed on Bursa Malaysia Derivatives Berhad.

For more information on contract specification and trading hour, please refer to <http://www.bursamalaysia.com/market/derivatives/>

For more information on other markets, please refer to the [Foreign Futures] on HLeFutures. We offer foreign futures products listed on CME, Hong Kong and Singapore Exchange.

- 4. Can I access HLeFutures website from overseas?**

Yes. HLeFutures can be accessed from overseas via Internet. All you need is a PC or notebook with internet connection.

- 5. Does HLeFutures provide free charting services?**

Yes. HLeChart is a real time charting tools which provides comprehensive technical analysis.

- 6. How do I contact HLeFutures if I require assistance?**

You can contact us at

Dealing line: (603) – 2163 6288

Email: helpdeskfutures@hlib.hongleong.com.my

▪ Account Opening

1. Who is eligible to trade futures?

An individual must be age of 21 years and above and must not be declared a bankrupt.

2. How do I apply for a HLeFutures online trading account?

Call us at (603)-2163 6288 or download the following forms.

- 1) Account opening form (fill up page 1 and 2; sign on page 3, 17, 29 and 34)
- 2) Request for electronic statement

Supporting documents required:

Malaysian

- 1) Photocopy of NRIC (both sides)
- 2) Latest Bank Statement, EA Form or Pay-slip

Foreigner

- 1) Photocopy Passport
- 2) Latest Bank Statement

3. Can corporate clients subscribe for Futures Online Trading?

Yes. Please contact our dealing desk at (603) 2163 6288 for more details.

4. Are there any fees and charges to open a futures account and register for online trading?

No.

5. Is there any minimum volume commitment by using the HLeFutures?

No.

6. What is the brokerage?

Brokerage is negotiable.

7. Do I need to apply futures account if I am already an equities client of Hong Leong Investment Bank?

Yes. You are required to apply a futures account to access into HLeFutures.

8. Can I open a joint account for futures trading?

No. Only individual account is allowed.

9. Do I need to furnish a valid email address?

Yes, it is necessary as any future correspondence will be communicated over this specified email address.

10. How do I update my personal particulars?

You can download "Update on Clients' Information" form via HLeFutures website. Upon completion, email us at helpdeskfutures@hlib.hongleong.com.my

Alternatively, Fax (603) 2161 8109.

11. Will my account become dormant if I have not trade for long time?

No. Your account will still remain active. You can start trading after transferring margin deposit. However, HLeFutures user (online trading system) who has no trading activity for more than 3 months may have their login de-activated.

▪ Online Trading

1. How do I trade on HLeFutures?

You have to be a registered user and open a futures online trading account with HLeFutures. Once the account has been approved, you will receive an email notification informing you that your trading account has already been activated. You can now start trading online.

2. Can I begin trading after my application has been approved?

You can only begin trading after you have deposited the initial margin into your futures account.

3. Are the futures quotes real time?

Yes.

4. When can I submit my trade orders?

You can start submitting your orders after FKLI/FCPO market close at 5.15pm/6pm (exclude 7.30am – 7.45am). The order entered after market close will be carried to next working day.

5. When will my trade orders be executed?

All trades will be executed during normal Bursa Malaysia Derivatives trading hours. Please refer to <http://www.bursamalaysia.com/market/derivatives/trading/trading-sessions/>

6. Can I cancel or amend my order?

Yes, you can cancel or revise your orders as long as it has not been matched by Bursa Malaysia Derivatives.

7. How do I know if my orders have been submitted / executed?

If an order is successfully submitted / executed, you can view the status on the "Order Status" screen.

8. What is the status of my outstanding orders after the end of a trading session?

All orders submitted are only good for one (1) day. They will be cancelled at the end of each trading day unless specified by you through change in "Validity" on the trading portal.

9. How do I see my outstanding position?

Please proceed to [My Account] → [Account Summary] on HLeFutures. It is simple and easy to check for your Open Position (overnight position b/f), Intraday Position and Net Position. It's a real time updating of your account position.

10. Is there a position limit or per order limit?

Yes. A default position and order limit will be set by HLIB (Futures & Options) for each individual client. However, you can request for a higher position or order limit based on your risk tolerance.

11. How do I see my cash available?

Please proceed to [My Account] → [Account Summary] on HLeFutures.

12. Is brokerage being taken into account in the profit and loss?

No. Brokerage will only be reflected in your daily activity statement.

13. My Order Status screen is not updated. Is HLeFutures going to compensate my loss?

The use of HLeFutures online trading is at your own risk. HLeFutures will not be liable for any losses whatsoever arising from the trades. Kindly call our Futures Dealer's Representative directly should you encounter any system problem.

14. How can I trade if the system is down?

If you encounter any difficulties accessing HLeFutures, kindly contact our Futures Dealer's Representative.

15. How will I know that my order has successfully gone through if the connection or system breaks down suddenly right after I send the order?

You can check your "Order Status" after the breakdown recovers and you may also call your Futures Dealer / Remisier to reconfirm.

16. Will I receive any daily activity statement?

Yes. A computer-generated statement will be sent to your email within 24 hours after completion of transaction.

17. Will I receive any monthly statement?

A monthly cash activity statement will be sent to you by email.

▪ Margin Deposit

1. Do I need to have a Hong Leong Bank account?

It is optional.

2. How do I make a deposit

Option 1: Payment via Cash / Cheque

Option 2: E-Payment via Hong Leong Connect

Option 3: E-Payment via Maybank2U

Please refer to [User Guide] → [Make A Payment] for more details.

3. What should I do after I made a deposit?

You need to notify our Futures Dealer's Representative regarding the deposit.

4. When the funds will be reflected on my account after I have made a deposit?

For cash transaction, client's account will be updated once the fund is sighted. However, for cheque transaction is upon clearance. Client is advised to furnish the bank-in slip as supporting document.

5. Do I need to place a minimum deposit?

You are required to deposit initial margin required to enter trade.

6. Is any third party transfer allowed?

No.

▪ Margin Call

1. What is the Initial Margin requirement?

Initial Margin requirement is prescribed by HLIB. It refers to the amount of funds required to be deposited before initiating a trade.

Please refer to [User Guide] → [Initial Margin Rate] → [Local] for the latest update.

2. What is the Maintenance Margin?

Maintenance Margin requirement is prescribed by Bursa Malaysia Derivatives Bhd. It refers to the minimum margin amount required to be kept in collateral until the position is closed. If the account balance falls below this level, client is deemed to have a Margin Call.

3. When will I incur margin call?

You will incur margin call when your equity balance in futures account goes below the margin required. You are required to top up the margin on the next trading day i.e. T+1.

4. Will I be notified if I have a margin call?

Yes. We will send email notification to client when there is margin call. It will then be followed by SMS notification the next morning.

5. What should I do if I have a margin Call?

You can top up fund to maintain the position. Otherwise, pare or liquidate enough position to normalize your account.

6. When is the last day I should meet the margin call?

Margin shortfall must be paid before 5pm on T+1 day.

7. What will happen if I forget to pay margin by T+1 day?

Client position will be normalized at 5pm.

8. Can I trade when I have an outstanding margin call?

You can only place trade to reduce or close off the position.

9. Will I be charged interest on margin deficits?

No.

- **Internal Fund Transfer**

1. **Can I transfer my cash from HLeBroking [stockbroking] to HLeFutures and vice versa?**

Yes. You'll need to fill up the "Transfer Form". The fund can be successfully transferred within the same day.

Kindly return the form it to us by fax (603)-2161 8109
or email to helpdeskfutures@hlib.hongleong.com.my

- **Cash Withdrawal**

1. **How can I withdraw my realized gains / available cash?**

You need to fill up the "Withdrawal Form" which can be downloaded from the HLeFutures.

Kindly return the form to us by fax (603)-2161 8109
or email to helpdeskfutures@hlib.hongleong.com.my

2. **Is there any cut off time for the withdrawal submission?**

Yes. Kindly submit before 10am (Mon-Fri) to receive payments into your Hong Leong Bank account on the same day. If you do not have a HLB account, we will bank-in the cheque into your other bank account. Kindly provide us with your preferred bank account number.

Note that any submission after 10am will be processed on the next business day.

- **Security / Trading Password**

- 1. How safe is online trading?**

We ensure a secured environment for data transmission with adoption of proven security technologies such as User ID & Password protection. We require all clients to change their passwords every 3 months.

- 2. How can I keep my account safe?**

The access to the trading system is only available when you log-in using your Login Username and Password. Hence, it is important that you DO NOT reveal your login details to anyone or allow another party to trade on your behalf. Please remember to log-out after each session.

- 3. What happens if I forget my password?**

Kindly proceed to [Forgot Password] link on our homepage to retrieve your password. Alternatively, you may call our Helpdesk for assistance.

- 4. How do I change my password?**

If you are an existing HLeFutures client, please go to [My Account] → [Password] to change it.

- 5. What if I have wrongly key-in my password for 3 consecutive times?**

Your user ID will automatically be locked. Please call our Helpdesk to re-activate your login.