



Frequently Asked Questions

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▪ General

1. What is HLeFutures?

HLeFutures is an online futures trading platform, 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. Which markets can I trade in?

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

For more information on contract specification and trading hour, please refer to https://www.bursamalaysia.com/trade/market/derivatives_market

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

3. 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.

4. Does HLeFutures provide free charting services?

There is platform fee of RM38 per month for BMD products. It can be waived if client is able to generate more than 10 lots per month. For all products, platform fee is RM88 per month. It can be waived if client is able to generate more than RM600 commission per month

5. How do I contact HLeFutures if I require assistance?

You can contact us at

Dealing line: (603) – 2080 8678

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)-2080 8678

Supporting documents required:

Employed – copy of latest 3 months' payslip or copy of 3 months bank statement indicating income from declared employment or latest copy of Income Tax Assessment Form or latest copy of EPF statement;

Self-employed – copy of latest 3 months bank statement indicating income from declared employment or latest copy of Income Tax Assessment Form or latest copy of EPF statement;

Others – copy of latest 3 months bank statement indicating source of fund/wealth for Investment or copy of FD certificate(s) not less than RM50,000 or Grant of probate/ Letter of Administration.

3. Can corporate clients subscribe for Futures Online Trading?

Yes. Please contact our dealing desk at (603) 2080 8678 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?

Please email us at helpdeskfutures@hlib.hongleong.com.my to get the form.

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

Kindly contact us at (603) – 2080 8678 or email us at helpdeskfutures@hlib.hongleong.com.my to check your account status.

▪ 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 will my trade orders be executed?

All trades will be executed during normal Bursa Malaysia Derivatives trading hours. Please refer to https://www.bursamalaysia.com/trade/market/derivatives_market

5. 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.

6. 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.

7. 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 platform.

8. How do I see my outstanding position?

Kindly refer to account info window (desktop platform) or account portfolio (mobile platform) to check your Open Position (overnight position b/f), Intraday Position and Net Position. It's a real time updating of your account position.

9. 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.

10. How do I see my cash available?

Kindly refer to account info (desktop platform) or account portfolio (mobile platform).

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

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

12. 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.

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

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

14. 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.

15. 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.

16. 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

You can deposit your margin into any one of the following accounts payable to Hong Leong Investment Bank Bhd (Segregated Account):

<u>Bank</u>	<u>Account No.</u>
Hong Leong Bank Bhd	00100-358535
Maybank Bhd	514011-598022
RHB Bank	21412-900212708

* Strictly **no cash deposit** is allowed.

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 online transfer, 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.

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 4.45pm on T+3 day.

7. What will happen if I forget to pay margin by T+3 day?

Client positions will be force liquidated 30 minutes before market closed.

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?**

For fund transfer from stockbroking to futures trading account kindly contact the stockbroking dealer in charge of your account.

For fund transfer from futures trading account to stockbroking account kindly fill up withdrawal form and return the form to us by fax (603)-2080 8787 or email to helpdeskfutures@hlib.hongleong.com.my

The fund can be successfully transferred within the same day.

- **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 9.30am (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.

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 contact us at (603) – 2080 8678 or email us at helpdeskfutures@hlib.hongleong.com.my to retrieve your password.

4. How do I change my password?

Please go to [Setting] -> Change Password.

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.