


Frequently Asked Questions

 **General**

 **Account Opening**

 **Online Trading**

 **Deposit & Settlement**

 **Cash / Shares Withdrawal**

 **Mobile Trading**

Frequently Asked Questions

General

1. What is HLeBroking?

HLeBroking is an online share trading portal, which allows you to place orders online and to manage your investment portfolio anywhere at your own comfort.

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

2. Which shares can I trade in?

You can only trade domestic shares which are listed on Bursa Malaysia.

Foreign share trading is not applicable for clients who open their trading account through Hong Leong Pay&Save Account/Pay&Save Account-i (HL Pay&Save Account/-i).

3. How do I contact HLeBroking if I require assistance?

You can contact / visit us at:

Central Hub

3rd Floor, No. 77 C & D,
Lot No: 58529,
Jalan Kepong,
52100 Kuala Lumpur

Tel: (03) 6252 0918

Email: hlebroking-central@hlbb.hongleong.com.my

Northern Hub

2nd Floor, 306-F, Jalan Dato Ismail Hashim,
11900, Bayan Lepas, Penang

Tel: (04) 611 8088

Email: hlebroking-north@hlbb.hongleong.com.my

Southern Hub 1

1st Floor, No. 80 Jalan Dedap 13,
Taman Johor Jaya,
Johor Bahru,
81100 Johor

Tel: (07) 351 5918

Email: hlebroking-south@hlbb.hongleong.com.my

Southern Hub 2

6 & 8, Jalan Nakhoda 12,
Taman Ungku Tun Aminah,
81200 Skudai,
Johor

Tel: (07) 556 7918

Email: hlebroking-south@hlbb.hongleong.com.my

East Malaysia Hub 1

1st Floor, Lot 122,
Jalan Song Thian Cheok,
93100 Kuching,
Sarawak

Tel: (082) 410 118

Email: hlebroking-em1@hlbb.hongleong.com.my

East Malaysia Hub 2

No. 18 Jalan Chew Geok Lin,
96008 Sibul,
Sarawak

Tel: (084) 341 178

Email: hlebroking-em2@hlbb.hongleong.com.my

Hong Leong Bank Juru, Prai Branch

No. 1823-G1, Jalan Perusahaan,
Auto City North-South Highway,
Juru Interchange,
13600 Prai, Penang

Hong Leong Bank Kota Kinabalu Branch

Lot 3-0-14 to 3-0-16, Block 3,
Lorong Api-Api 2, Api-Api Centre,
88000 Kota Kinabalu, Sabah

Frequently Asked Questions

Account Opening

1. How do I apply for a HLeBroking online trading account?

Drop by to your nearest Hong Leong Bank /Hong Leong Islamic Bank branch to apply for a [Hong Leong Pay&Save Account](#) / [Pay&Save Account-i](#) (HL Pay&Save Account/-i) and HLeBroking online trading account.

2. What type of account do you provide?

We only provide Cash Direct account for HL Pay&Save Account/-i accountholders

For Cash Direct account:-

- CDS is held under client's name
- Able to apply for IPO
- Receive annual reports
- Receive dividend vouchers from the Registrar
- Any Corporate Actions (Rights issue, Takeover offer etc) will be done by client
- Dividend will be credited into your HL Pay&Save Account/-i if you had updated the account number to Bursa.

3. Is there a minimum age to open a trading account?

Yes, the minimum required age is 18 years old.

4. What documents do I need to submit and complete when applying for HLeBroking trading account?

- Application forms witnessed and certified by Dealer's Representative / Notary Public / HLIB's authorized officers.
- Common Reporting Standard ("CRS") declaration to the tax authority IRB (Inland Revenue Board) Of Malaysia.

**Note: Client is required to sign a CRS self-certification form before the new account can be opened.*

- One (1) photocopy of NRIC (front & back)
- Either **one of the following**:
 - Latest copy of three (3) months bank statement/ savings passbook indicating income from declared employment.
 - Latest copy of three (3) months payslips
 - Latest copy of bank statement/ savings passbook/ payslip with latest copy of income tax form
 - Latest copy of bank statement/ savings passbook/ payslip with latest copy of EPF statement

- Latest copy of bank statement/ savings passbook/ payslip with latest copy of share balance statement
- Latest copy of bank statement/ savings passbook/ payslip with latest copy of valid FD certificate

**Note: This is to comply with the Anti-Money Laundering, Anti-Terrorism Financing and Proceeds of Unlawful Activities Act 2001 (AMLATFPUAA of 2001) requirement.*

5. If I am a foreigner, can I open a trading account?

Yes, you can. However, you are required to comply with the rules and regulations stipulated by Bank Negara Malaysia i.e. the Foreign Exchange Administration (FEA) rules.

6. Am I required to open a CDS account to facilitate online trading?

Yes.

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

You can begin trading once your fund is deposited and available in your HL Pay&Save Account/-i.

8. Can I apply for a trading account if I already have an account with another stock broking firm?

Yes, you can.

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

Yes, it is necessary. Any future correspondence will be communicated over the specified email address, e-Contract notes & e-Statement will be sent to the email as well.

10. How do I update my personal particulars such as correspondence address or email address?

You may do so by obtaining the form via Forms >> Update Request >> Data Correction. Duly completed form has to be mailed to:

Attention: HLeBroking Helpdesk
Hong Leong Investment Bank Berhad
Mezzanine Floor & Level 3A,
Block B, HP Towers
No. 12, Jalan Gelenggang
Bukit Damansara
50490 Kuala Lumpur.

Frequently Asked Questions

Online Trading

1. How do I trade on HLeBroking?

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

2. When can I submit my trade orders?

You can start submitting your orders from 5.05p.m. onwards, Mon–Fri (excluding Public Holidays) for the next day's orders.

3. When will my trade orders be executed?

All trades will be executed during normal Bursa Malaysia trading hours. Kindly refer below:

Time	Trading Phases
8.30 am - 9.00 am	Pre-opening
9.00 am - 12.30 pm	Opening and Continuous Trading
2.00 pm - 2.30 pm	Pre-opening
2.30 pm - 4.45 pm	Opening and Continuous Trading
4.45 pm - 4.50 pm	Pre-closing
4.50 pm - 5.00 pm	Trading at Last

4. Can I cancel or amend my orders?

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

5. 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. Your orders will expire at the end of each trading day unless you have placed GTD (Good-till-date orders, max 1 month) via Internet Explorer browser or mobile app, *subject to all relevant securities laws including but not limited to regulations, rules, guidelines, notices and manual imposed by Bursa Malaysia Securities Berhad. You may refer to [BursaLink](#) for further details*

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

If an order has been successfully submitted / executed, you can view the status on the Order Status Screen.

7. My Order Status screen is not updated and what do I do if the system is down?

The use of HLeBroking online trading is at your own risk. Should you encounter any system problem / difficulties, kindly contact your respective HLeBroking hub Dealer's Representative.

8. Can I carry out Direct Business Transactions ("DBT") such as Married Deals through HLeBroking?

No, online trading does not facilitate DBT. You will have to contact your respective HLeBroking hub Dealer's Representatives to perform such trades.

9. How do I carry out odd lot trading?

Trading of odd lots is not available online. However, you can contact your respective HLeBroking hub Dealer's Representatives to execute an odd lot order.

10. Will I receive any contract notes for my trades?

Yes, a computer-generated statement will be sent to you within 48 hours after completion of transaction.

11. Will I be informed of my latest positions and shareholdings?

A monthly electronic statement (e-statement) with details of your transactions will be sent to you via email. However, we will not send a statement should there be no transactions for that particular month. Alternatively, you may check online under "Transactions >> Contracts or My Portfolio >> Live Portfolio Inquiry"

Frequently Asked Questions

Deposit & Settlement

1. Do I need to place a minimum deposit?

No minimum deposit is required.

2. When are the trades due for settlement?

All trades have to be settled within 3 trading days after the transaction date (T). Hence, the term used is T+3 trade settlement day.

3. How do I make a deposit or payment for settlement?

You may deposit funds into your HL Pay&Save Account/-i through online banking (IBG or Instant Transfer), instant cash deposit or cheque deposit (subject to clearance).

Clients with HL Pay&Save Account/-i can trade up to 99% of their available fund balance as their trading account is a Cash Upfront account.

4. Once I have made a deposit or payment, when will it be reflected in my HL Pay&Save Account/-i?

Funds transfer method	Days
Online banking (IBG)	1 to 2 business days
Online banking (Instant Transfer)	Immediately
Instant Cash Deposit	Immediately
Cheque Deposit	2 to 3 business days (subject to clearance)

You may start to use the funds once it is reflected in your HL Pay&Save Account/-i.

5. Can I check my outstanding positions online and how do I confirm whether my due contracts are settled?

Yes, you can check your positions by clicking on “Cur. Pos.” under Transactions tab at HLeBroking’s website by the next business day.

6. Can I use the funds in my HL Pay&Save Account/-i to settle my due contracts?

Available funds in your HL Pay&Save Account/-i will be automatically earmarked and set off to settle the due contracts by T+3 trade settlement day.

7. Can I choose to settle part and not all of my due contracts?

No, for HL Pay&Save Account/-i accountholders, your online HLeBroking trading account is a Value Trade Account (Cash Upfront). This means once your orders are matched / successfully executed, the total contract value amount will be automatically earmarked with your available funds in your HL Pay&Save Account/-i till T+3 trade settlement day.

8. When will I receive my sales proceeds?

All sales proceeds will be credited into your HL Pay&Save Account/-i by T+3 morning.

9. When do I get my contra gains?

All of your contra gains will be automatically credited into your HL Pay&Save Account/-i by T+3 morning.

10. When do I need to pay for my contra losses?

All of your contra losses will be automatically debited on T+1 morning. In the event, your HL Pay&Save Account/-i has insufficient funds, you will need to top-up by making a deposit. Interest will be charged for any unsettled amounts after the due date.

Frequently Asked Questions

Cash / Shares Withdrawal

1. When can I withdraw my gains / sales proceeds / available cash?

You may withdraw anytime through your HL Pay&Save Account/-i via ATM or online banking.

2. Can I transfer my shares from other brokers to HLeBroking and vice versa?

Yes, provided the beneficial owner is the same as stipulated in the Bursa Malaysia Depository rules and regulations.

3. How do I transfer my shares out of HLeBroking?

You are required to complete the "Transfer of Securities Request" form and submit the form either through post or walk-in to your nearest HLeBroking Hub.

4. Are there any charges for the transfer of shares?

Yes, RM10.00 (subject to Government Tax, if applicable) per counter will be charged by Bursa Malaysia Depository regardless of quantity.

5. How do I transfer my shares from other brokers to HLeBroking?

Kindly visit your broker where your CDS account is being maintained and obtain a copy of the "Transfer of Securities Request Form" from the CDS counter. Complete the transfer form and submit to the CDS counter for them to execute the transfer.

Frequently Asked Questions

Mobile Trading

1. What is HLeBroking Mobile Trading and what are the benefits?

HLeBroking Mobile Trading is a wireless application and you can enjoy the following benefits via your mobile telephone devices when you are on the move, anytime, anywhere:

- Wireless monitoring and real-time stock quotes
- Wireless access to online trading services
- Real-time stock charts
- Real-time portfolio manager
- Favourite stock list
- User friendly and convenient

HLeBroking Mobile Trading is opened to all Hong Leong Investment Bank Berhad clients who have activated online share trading account.