

This chapter stipulates the procedures for the ADA with respect to the following activities that requires the submission of the related documents to Depository:-

- i. Opening of a depositor's CDS account inclusive of the ADA's principal and wholly owned nominee account.
- ii. Formalisation of centrally opened CDS accounts.
- iii. Updating of signatures / signatories.
- iv. Changing of depositor's particulars.
- v. Suspension / release of suspension of securities.
- vi. Re-activation of dormant / inactive accounts,
- vii. Enquiry with regards to depositor's CDS accounts,
- viii. Closing of depositor's CDS accounts,
- ix. Consolidation /revoke consolidation of CDS statement(s) of account

However, should individual depositor use CDS eServices platform to execute permitted CDS related transactions, the ADA is not required to submit any documents as the documents are stored in CDS.

The requirements of this chapter and its related appendices (checklists) must be complied with at all times by the ADA.

It is mandatory for Malaysian citizens, Permanent Residents of Malaysia and Malaysian incorporated/registered entities to provide their bank account information during account opening. A depositor is required to indicate whether he would like to have the same bank account information to be used for all his CDS accounts ("Consolidated Bank Account Information") which will also include new CDS accounts that may be opened by the same depositor in the future.

In respect of the Consolidated Bank Account Information for ADA's wholly owned nominee account(s), only those CDS accounts maintained at a particular ADA or its branches will be affected.

Email address is a mandatory information that all depositors must provide during the account opening regardless the depositor's nationality or place of incorporation and investor types. By registering the email address in CDS, the depositor will receive electronic notification instead of hardcopy notification or communication in relation to the following:

- i. CDS statements of accounts, CDS notices and other communication from Depository; and
- ii. as and when the service becomes available and the relevant persons such as issuers of securities or Participating Organisations ("POs") elect to use such service, notices and communication in relation to the depositor's deposited securities from such issuers, POs or other entities within Bursa Malaysia Berhad's Group of Companies.

Note:

1. *Pursuant to Securities Commission's Directive dated 12 July 2019, with effect from 1 September 2019, all depositors opening new CDS accounts and existing depositors who trades online must register their email address in CDS.*
2. *This requirement is also applicable for CDS account opening performed through CDS-STP process.*

The above stated notification or communication will be sent electronically to the depositor's email address and, if the same is available, to the handphone number that have been registered in Depository's records.

If a depositor (excluding the ADA's wholly owned nominee company) has registered his email address for a particular CDS account, the same email address will be automatically linked to all CDS accounts of the same depositor which will also include any new CDS account that may be opened by the same depositor in the future.

4.1 Opening Of Account Applications

4.1.1 Accepting Account Opening Requests

Pursuant to Rule 5.02A(2) of the Rules of Depository, in relation to processing an application to open a securities account, an ADA must comply with the procedures prescribed by Depository to verify the applicant's identity and the authenticity of the application.

INDIVIDUAL DEPOSITORS

4.1.1.1. An ADA must comply with the following in verifying an individual applicant's identity and the authenticity of the application:

- (a) where the applicant appears in person before the ADA to submit the CDS Account Form (FMN070)(Appendix 96), the ADA must comply with the procedures set out in section 4.1.1(A); or
- (b) where the applicant does not appear in person before the ADA to submit the FMN070, the ADA must ensure either the following
 - (i) where the FMN070 is signed in the presence of any of the persons mentioned in section 4.1.1(B), ensure such person has verified the applicant's identity and the authenticity of the application and that the procedures set out in section 4.1.1(B) are complied with; or
 - (ii) where the FMN070 is not signed in the presence of any of the persons mentioned in section 4.1.1(A) and (B), take the necessary steps to ensure that the requirements of Bursa Malaysia Securities Berhad's ("Stock Exchange's") Directive 5-001 (Directives on Conduct of Business) are complied with by the ADA in its capacity as a Participating Organisation of the Stock Exchange, for example by obtaining confirmation that such requirements have been complied with in respect of CDS account opening and comply with the procedures set out in section 4.1.1(C)

(A) PRESENT IN PERSON AT THE ADA'S PREMISES

4.1.1.2 Receive the following for each individual account opening request and sight the original identification documents of the applicant:-

- a. A completed and duly signed **FMN070**
- b. Two (2) copies of NRIC or other forms of acceptable identification documents issued by Jabatan Pendaftaran Negara / Passport (for foreigner) / Authority Card (for Armed Forces / Police Personnel)

- c. Two copies of any of the following supporting documents that contain the applicant's **name, bank account number and bank's name**:
- i. Front page of bank savings book; or
 - ii. Bank statement; or
 - iii. Confirmation letter from the bank; or
 - iv. Bank statement extracted from the bank's online account portal; or
 - v. Bank-in receipt; or
 - vi. Cheque deposit receipt; or
 - vii. Debit invoice; or
 - viii. Bank identification card; or
 - ix. Cheque book or
 - x. Any other document evidencing the name of the depositor, bank account number and bank's name.
- d. Power Of Attorney (if applicable).

Note: Supporting documents mentioned under section 4.1.1.2 (c) may not be applicable to a foreign individual applicant as it is optional for a foreigner to provide their bank account information during opening of CDS account.

- 4.1.1.3 For **foreign individual** applicants, the **primary identification document** to be submitted in applying for a CDS account is the **passport**.

Note: All the original supporting documents mentioned in sections 4.1.1.2 (b), (c) & (d) (if applicable) and 4.1.1.3 must be sighted by the ADA personnel and stamped on copies of these documents as Original Sighted. Additionally, the supporting documents are to be stamped with the ADA's company rubber stamp bearing the ADA's personnel name, designation and its signature.

B) WHERE FMN070 IS WITNESSED BY DEALER'S REPRESENTATIVE / AUTHORISED OFFICER OF THE ADA / NOTARY PUBLIC / SUCH OTHER PERSONS APPROVED BY DEPOSITORY

- 4.1.1.4 Receive the duly completed and executed copy of FMN070 from the applicant together with the relevant supporting documents stated in section 4.1.1.2 (b) to (d) which were witnessed by the list of acceptable witnesses stated in section 4.1.1.5. For the case of foreigner, instead of the passport, foreign individuals residing in their home country, may present their:-

- a. National Registration Identity Card, or
- b. National Health Insurance Card / Social Security Card, or

- c. Any other documents subject to Depository's approval on a case-by-case basis.

Note: Supporting documents mentioned under section 4.1.1.2 (c) may not be applicable to a foreign individual applicant as it is optional for a foreigner to provide their bank account information during opening of CDS account.

4.1.1.5 Subject to section 4.1.1.6 below, ADA is to ensure that where the individual submits the FMN070 which has been executed by the individual in the presence of any one of the persons stated hereunder, the ADA must comply with the procedures as stated in section 4.1.1.7 hereafter:-

- a. Individual who holds a Capital Markets Services Representative's Licence pursuant to section 59(1) of the Capital Markets and Services Act 2007 to act as a representative for dealing in securities (**Dealer Representative**);
- b. Authorised officer of the ADA;
- c. Authorised officer of a Malaysian Embassy / High Commission Consulate;
- d. Lawyer in any jurisdiction who has a valid licence to practise law in that jurisdiction;
- e. Commissioner for oaths in any jurisdiction;
- f. Justice of the Peace in any jurisdiction;
- g. Notary Public in any jurisdiction;
- h. Marketing Representative registered pursuant to the Guidelines for Marketing Representatives issued by the Commission or Trading Representative registered under the Commission's Licensing Handbook;
- i. Officer of a registered person referred to under the third column of Section 1(b) of Part 1 of Schedule 4 to the Capital Markets and Services Act 2007, who is authorised by such registered person to perform the activities referred to under the second column of the said section 1(b);
- j. Authorised officer of
 - a. a licensed bank as defined in the Financial Services Act 2013; or
 - b. an Islamic bank licensed under the Islamic Financial Services Act 2013,and with which the individual holds an account;

- k. In relation to a stockbroking company licensed or approved to trade on a recognised stock exchange as defined in the Rules of the Stock Exchange, any person who holds a license equivalent to a licence held by a dealer's representative or any other person authorised by such licensed stockbroking company; or
- l. Such other person as may be approved by Depository from time to time

4.1.1.6 The ADA must be satisfied that it is reasonable for the ADA to rely on the verification and attestation of the persons stated in section 4.1.1.5 above and if the ADA is not satisfied, the ADA must employ another method of verification as set out in this Procedures Manual.

4.1.1.7 Verification Of FMN070 Witnessed By Dealer's Representative / Authorised Officer Of The ADA / Notary Public / Registered Person (referred to above) / Such Other Persons Approved By Depository From Time To Time

4.1.1.7.1 Ensure that the witness states his name, designation and signature on the FMN070 and the relevant supporting document as stated in 4.1.1.2(b) or 4.1.1.3 or 4.1.1.4 and 4.1.1.2(c) (if applicable).

4.1.1.7.2 Ensure the date the applicant signs FMN070 corresponds with the date of witnessing.

4.1.1.7.3 Thereafter the ADA is to comply with all the existing procedures from Accepting Account Opening Requests to the Filing of Documents as stated in this Procedures Manual.

C) NON FACE-TO-FACE VERIFICATION

4.1.1.8 Receive the duly completed and executed copy of FMN070 from the applicant together with the relevant supporting documents stated in 4.1.1.2 (b) or 4.1.1.3 or 4.1.1.4 and 4.1.1.2 (c) (if applicable).

***Note:** Supporting documents mentioned under section 4.1.1.2 (c) may not be applicable to a foreign individual applicant as it is optional for a foreigner to register their bank account information during opening of CDS account.*

4.1.1.9 Pursuant to Rule 38.01(4) Rules of Depository, the following forms and supporting documents may be submitted by the depositor to the ADA by electronic means:-

- a. FMN070
- b. NRIC or other forms of acceptable identification documents issued by Jabatan Pendaftaran Negara / Authority Card (for Armed Forces / Police Personnel)
- c. Passport (primary identification documents for foreigner)
- d. National Registration Identity Card (for foreigner in home country without a passport)
- e. National Health Insurance Card / Social Security Card
- f. Any other account opening supporting documents subject to Depository's approval on a case-by-case basis
- g. Any document evidencing the name of applicant, bank account number and bank's name. Amongst others i.e. front page of bank savings book, Bank statement, Confirmation letter from the bank, Bank statement extracted from internet, Bank-in receipt, Cheque deposit receipt, Debit invoice, Bank identification card, Cheque book etc.

The ADA is to print 3 copies of FMN070 and 2 copies of documents submitted electronically by the applicant.

4.1.1.10 Thereafter, the ADA is to comply with all the existing procedures from Accepting Account Opening Requests to the Filling of Documents as stated in the Procedure Manual.

Note:

- (i) *All account opening applications received under the Non Face-to-Face Verification method must be processed within two (2) market days from the date of application.*
- (ii) *The "Declaration By Dealer's Representative/ADA's Authorised Officer(s)/Notary Public/Others As Approved By Depository" column in Form FMN070 is to be left blank if the securities account is opened under the Non Face-To-Face Verification method.*

CORPORATE DEPOSITORS

The following are the requirements for an applicant falling under the category of companies incorporated under The Companies Act 2016.

4.1.1.11 Receive the following for each corporate account opening request:-

- a. A completed and duly signed FMN070, and

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- b. A certified true copy of the following or its equivalent:-
- i. Board Resolution (for authorised signatories)
 - ii. Document(s) evidencing the incorporation or registration of the company, the company's current name and registration number
 - iii. Document(s) evidencing the ownership of the company e.g. the latest return of allotment of shares or annual return
- c. Two (2) original or certified true copies of the list of authorised signatory(ies) and specimen signatures.
- d. Two (2) certified true copies of any of the following supporting documents that captures applicant's **name, bank account number and bank's name**:
- i. Front page of bank savings book; or
 - ii. Bank statement; or
 - iii. Confirmation letter from the bank; or
 - iv. Bank statement extracted from internet; or
 - v. Bank-in receipt; or
 - vi. Cheque deposit receipt; or
 - vii. Debit invoice; or
 - viii. Bank identification card; or
 - ix. Cheque book or
 - x. Any other document evidencing the name of depositor, bank account number and bank's name.
- e. Power Of Attorney (if applicable)

Note:

- (i) *The sections listed in "b" to "d" need not be submitted for subsequent account openings provided the authorised signatory(ies) / information stated in them remain unchanged. However, where there is a change in the authorised signatory(ies) / information stated in the supporting documents, ADA is required to furnish Depository with the updated copies of the supporting documents.*
- (ii) *For further instructions on the use and completion of Section "c", the list of authorised signatory(ies) and specimen signatures, please refer to Sections 4.1.2.17, 4.1.2.18 and 4.1.2.19 on the operations of a set of "Master Record" list of authorised signatory(ies) and specimen signatures (if applicable).*

- 4.1.1.12 Please see Appendix 15 **Checklist For Verification Of Opening An Account**, for details on the requirements for other forms of corporate depositors, for example, trust foundation, society registered under the Societies Act 1966 and Co-operatives Act 1993 and foreign incorporated companies etc.

ADA'S PRINCIPAL ACCOUNTS AND WHOLLY OWNED NOMINEE ACCOUNT

- 4.1.1.13 ADA's principal accounts are opened to facilitate the Participating Organisation's trading activities.
- 4.1.1.14 These are the requirements for opening of ADA's principal account or wholly owned nominee account.
- a. A certified true copy of the following or its equivalent:-
 - i. Board Resolution (for authorised signatories)
 - ii. Document(s) evidencing the incorporation or registration of the company, the company's current name and registration number
 - iii. Document(s) evidencing the ownership of the company e.g. the latest return of allotment of shares or the annual return
 - b. Two (2) certified true copies of any of the supporting documents stated under 4.1.1.11 (d) that captures applicant's **name, bank account number and bank's name**
 - c. Two (2) original or certified true copies of the list of authorised signatory(ies) and specimen signatures.

Note:

- (i) *Sections listed under 4.1.1.11 is only applicable during the opening of the first principal account and the first CDS account for each of its wholly owned nominee company.*
 - (ii) *However, where there is a change in the authorised signatory(ies) information stated in the supporting documents, ADA is required to furnish Depository with updated copies.*
- 4.1.1.15 Principal accounts can be used to facilitate trading activities which are subject to the rules and regulations of the relevant Stock Exchange. The following are the abbreviations for each account:-
- a. CLR – for purposes of clearing or any other similar activities
 - b. ERROR – for purposes of error and mistake or any other similar activities
 - c. IDA – for purposes of intra-day activities or any other similar activities
 - d. IVT – for purposes of investment or any other similar activities.

- 4.1.1.16 For each principal account, any one of these codes will form part of the account qualifier for that particular CDS account. For example, in a clearing account, the account qualifier field will be “CLR XXXX” where XXXX are the descriptive particulars prescribed by the relevant Stock Exchanges.
- 4.1.1.17 Each wholly owned nominee account opened can be for one beneficial owner or as an exempt nominee account by indicating the name of the Instructing Client that is a body corporate. Kindly refer to **Guidelines On Account Qualifier** (Appendix 16) for the naming convention to open a wholly owned nominee account.
- 4.1.1.18 Ensure the correct codes are used when entering the details into the CDS. Refer to **Codes For ADA** (Appendix 17) for codes to be used for the relevant fields.

ELIGIBILITY

- 4.1.1.19 Ensure that the applicant falls under one of the categories stated here below:-
- a. An individual who has attained the age of eighteen (18) years as of the application date
 - b. A corporation incorporated under the Companies Act 2016
 - c. Any corporate body that is incorporated within Malaysia and is by notice published in the Gazette declared to be a public authority or an instrumentality or agency of the Government Of Malaysia or of any State
 - d. A society under any written law relating to co-operative societies
 - e. A trustee or trust corporation duly constituted under any written law relating to co-operative societies
 - f. A society registered under the Societies Act 1966
 - g. Statutory bodies incorporated under an Act of Parliament.
 - h. A limited liability partnership within the meaning of section 2 of the Limited Liability Partnerships Act 2012.

INELIGIBILITY

- 4.1.1.20 The following categories of persons shall not be eligible to open a CDS account:-
- a. A person who has been adjudicated a bankrupt under the Bankruptcy Act 1967 and remains an undischarged bankrupt at the time of application
 - b. A “mentally disordered person” within the meaning of the Mental Health Act 2001
 - c. A partnership within the meaning of the Partnership Act 1961

- d. A sole proprietorship cannot open an account in the name of the sole proprietorship but can open an account in his own personal capacity
- e. A person who is not a beneficial owner or not an authorised nominee of the deposited securities.

4.1.2 Verification Of Application For Opening Of Individual / Corporate Account Requests

- 4.1.2.1 Verify the original NRIC / Passport / Authority Card to authenticate the applicant's identity for those individuals appearing in person.
- 4.1.2.2 Reject the application if the form is not signed.
- 4.1.2.3 Verify the particulars stated by the applicant on the FMN070 against the Checklist For Verification Of Opening An Account (Appendix 15).
- 4.1.2.4 Where the supporting documents provided are incomplete, do not proceed to open the CDS account for the applicant. The ADA must ensure that all supporting documents are complete before the opening of the CDS account.

Note: All documents in a foreign language must be accompanied by an English translated copy. The English copy must be certified by the translator.

- 4.1.2.5 In respect of requirements for different categories of CDS accounts, please refer to the **Checklist For Verification Of Opening An Account** in Appendix 15 and if applicable, **Guidelines On Account Qualifier** in Appendix 16.
- 4.1.2.6 Where the FMN070 has been executed by a person who is **not able to read or understand the content**, it should be accompanied by a Jurat Clause. The Jurat Clause needs to be affixed and signed by a person stated in the List Of Acceptable Witnesses in Chapter 9.

Jurat Clause:-

I (NRIC No.) have distinctly, clearly and audibly interpreted the above in the language/dialect to the abovenamed person who seemed to clearly understand the above and who made his/her mark in my presence.

Signed by

- 4.1.2.7 For corporate bodies and societies, ensure that the FMN070 is executed by the signatory(ies) as authorised by the corporate body's Board Resolution / Power of Attorney / Minutes of Meeting.
- 4.1.2.8 The basic provisions required by Depository in a corporate investor's Board Resolution are:-
- a. Authorisation to open and operate CDS accounts
 - b. List of Authorised Signatories to execute CDS documents for opening and operation of the CDS accounts
 - c. Condition of signing of the appointed authorised signatories for CDS documents.
- 4.1.2.9 Refer to Appendix 18 for **Criteria For Board Resolution** required and ensure that the corporate body's Board Resolution comply with Depository's criteria.
- 4.1.2.10 Where the Board Resolution states that the corporate body's common seal shall be affixed on the FMN070, ensure that the corporate body's common seal is affixed in accordance with the rules governing the corporate body in the relevant documents.
- 4.1.2.11 The authorised signatories are to execute the form in the manner specified in the corporate body's Board Resolution.
- 4.1.2.12 Ensure that all applicants furnish the specimen signature(s) in accordance with the Board Resolution / Power of Attorney / Minutes of Meeting submitted. This may be done by way of providing two (2) original or certified true copies of the list of authorised signatory(ies) and specimen signatures.
- 4.1.2.13 Ensure that the conditions of signing are stated in the Board Resolution / Power of Attorney / Minutes of Meeting submitted e.g. whether it is one (1) or more signatories to sign.
- 4.1.2.14 Where the FMN070 is signed under Power of Attorney, refer to **Usage Of Power Of Attorney** (Appendix 19).
- 4.1.2.15 For all CDS transaction forms that are to be executed by Power of Attorney, the ADA is to affix the following rubber-stamp on the "Declaration By The Applicant" column in the FMN070:-

“I/We as stated here below hereby affirm that the Power of Attorney dated _____ bearing Registration No. _____ pursuant to which this form is executed has not been revoked and I/We undertake to notify Depository of any revocation of this Power of Attorney”.

Name Donee(s)	of	NRIC / Passport No. / Reg. No.

Ensure that the Donee(s) complete(s) the above rubber-stamp and signs the FMN070.

- 4.1.2.16 Ensure that all Donees sign the FMN070 for Power of Attorney in accordance with the requirements of Depository in Appendix 19.
- 4.1.2.17 The ADA must maintain one (1) of the two (2) original or certified true copy of the list of authorised signatory(ies) and specimen signatures.
- 4.1.2.18 The term “Master Record” must be stated on the list of authorised signatory(ies) and specimen signatures of the corporate depositors who wish to maintain only one set of specimen signature(s) throughout for the operation of all their CDS accounts maintained at an ADA.
- 4.1.2.19 For cross reference purposes, ensure that the “Master Record” is filed properly for subsequent account opening of this corporate depositor.
- 4.1.2.20 Where facsimile signatures are to be used on any of the CDS forms executed by the corporate applicant, the ADA is to:-
 - a. Obtain two (2) original or certified true copies of the Board Resolution containing:-
 - i. Authorisation to use the facsimile signature(s)
 - ii. A clause stating that the Letter Of Indemnity will be furnished to Depository
 - iii. The names of the authorised signatories who will be signing the Letter Of Indemnity

- b. Obtain the specimen facsimile signatures of the authorised signatories
 - c. Obtain the original stamped copy of the **Letter Of Indemnity For Facsimile Signatures** (Appendix 20) from the corporate applicant addressed to Depository.
- 4.1.2.21 Forward the original stamped copy of the Letter of Indemnity to Depository together with copies of the supporting documents.
- 4.1.2.22 The ADA must file the duplicate copy of the stamped Letter of Indemnity together with the original supporting documents for record and verification purposes.
- 4.1.2.23 Affix the ADA's company rubber-stamp at the space marked "to be completed by ADA" on the FMN070.
- 4.1.2.24 Ensure that the "approved by" column of the FMN070 is signed by an authorised signatory of the ADA.
- 4.1.2.25 Every amendment made on the form must be countersigned by the applicant and the authorised signatory(ies) of the ADA with a rubber-stamp bearing the ADA's name affixed. Do not use correcting fluid. Cancel the error and make the correction.
- 4.1.2.26 Any amendments made on Declaration by "Dealer Representative / ADA's Authorised Officers / Notary Public / Others as approved by Depository" column of FMN070 must be countersigned by the ADA and the witness.
- 4.1.2.27 Any amendments made in the "for office use only" column in the form must be signed by the authorised signatory(ies) of the ADA with a rubber-stamp bearing the ADA's name affixed.
- 4.1.2.28 Where the amendments are signed by the depositor, verify the signature against the ADA's records of specimen signature(s).

4.1.3 Keying-In Account Opening Data Into The CDS By First (1st) Level User

- 4.1.3.1 Key-in the applicant particulars using the CDS "Account Maintenance" screen. Comply with the Depository's **Standard Identification Guidelines On Data Entry Of Depositor's Identification Number In CDS** (Appendix 21).

Note: If there is a prior approval obtained from Depository to waive the opening of account fee, ADA is required to click on the fee waived and enter the letter reference number. Failing to enter both the information, will result in the billing for the opening of account.

- 4.1.3.2 If the applicant has a new NRIC, the ADA must key-in **both the old (if any) and new NRIC numbers** at the respective fields to verify that the applicant does not already have a CDS account under the old NRIC.
- 4.1.3.3 **If the name and investor id differ from that in the system, do not proceed further. Inform Account Management of Depository immediately.**
- 4.1.3.4 In the case of registered address, if the address stated in the FMN070 differs from that in the system, the ADA may proceed to update the registered address only after sighting either the original or certified true copy of identification document to ensure that the address on the identification document is as per that stated in FMN070.
- 4.1.3.5 Ensure that the FMN070 is also completed to give effect to the new update of registered address. For further details, please refer to Section 4.4.2 and 4.4.4.
- 4.1.3.6 Ensure that all particulars as per FMN070 have been keyed-in correctly before confirming the data entry.
- 4.1.3.7 Ensure that the “data entry by” column in FMN070 is completed by the ADA personnel who performed the data entry.

Note:

- (i) *The data entry personnel must not be the same person approving the transaction.*
- (ii) *All complete account opening applications lodged by an applicant before 12.00pm on any market day must be keyed-in to the CDS on the same market day*
- (ii) *Where complete account opening applications are lodged after 12.00pm on any market day, subject to the ADA’s discretion, these requests may be keyed-in on the same market day or at the very latest the next market day.*

4.1.4 Confirmation Of Account Opening Data By Second (2nd) Level User

- 4.1.4.1 The 2nd level user to retrieve the account opening data via the Unattended Request List and link to Verifier’s Details Page to verify against the FMN070.
- 4.1.4.2 Alternatively, 2nd level user may verify the data entry using Pending Approval Listing (Appendix 97) to verify against the FMN070.
- 4.1.4.3 Verify and ensure the data keyed in correctly before confirming and approving the account opening.

- Note:*
- a. Once the 2nd level user confirmed the data entered by the 1st level user, Depository deems that the 2nd level user had verified and confirmed the accuracy of the data entered.
 - b. 2nd level user is required to confirm the data entered by the 1st level user latest by next market day. Failing which, the data entered will be removed from the system and it will capture in the Account Rejected/Expired Control Report (Appendix 98).

4.1.4.4 If there is any data entry error or discrepancies on the applicant's information, return the FMN070 to the data entry staff to amend the data. If the data entered is required to be removed from the system, the 2nd level user is to reject the data entered by the 1st level user and provide the reason for rejection. The rejected transaction information will be reflected on the Account Rejected/Expired Control Report.

4.1.4.5 If the account opening data entry is free from error, the 2nd level user is to confirm the data entry and sign on the "verified by" column of the FMN070.

4.1.4.6 Upon completion, record the CDS account number generated by CDS on the appropriate column in FMN070.

4.1.4.7 The ADA is to print and provide the applicant the invoice (Appendix 92) from the CDS in respect of the fee for the opening of account unless the applicant indicates he does not require the same.

Note : ***In the event there is a request from a depositor to reprint the invoice, the ADA is to reprint the invoice from CDS and endorse it with a rubber stamp bearing the word "COPY" on the top section of the reprinted invoice before forwarding it to the depositor.***

4.1.4.8 On the next market day, ADA has the option to print the CDS Transaction Invoice Report (Appendix 93) from CDS. The purpose of this report is to assist the ADA to reconcile the amount collected for all the CDS transactions initiated on previous day. The report can be printed by type of CDS transaction, by account type and by a specific period.

4.1.5 Acknowledge Receipt Of Account Opening Requests

4.1.5.1 Receive the account opening fee amount.

4.1.5.2 Return the **Applicant copy** of the FMN070 to the depositor as acknowledgement **only after the CDS account number has been generated and recorded on the applicant copy of the form.**

4.1.5.3 The ADA must maintain proper records of all account opening fees received.

4.1.7. Generate Participant Accounts Listing And eServices Registration Report

- 4.1.7.1 Print the Participant Accounts Listing (Appendix 23) and eServices Registration Report (Appendix 94).
- 4.1.7.2 The ADA personnel who checked and verified the data entry before confirming the account opening must sign on the respective reports.
- 4.1.7.3 If there is(are) any data entry error(s), proceed with the Updating Of Account Particulars from Section 4.4.2.7 onwards.

4.1.8 Verifying Account Maintenance Control Report (Optional)

- 4.1.8.1 Printing and verifying the Account Maintenance Control Report (Appendix 99) on a daily basis is optional. This report is a summary report that would contain information of all account opening, updating and closure requests that have been confirmed and attended to.

4.1.9 Opening Of Principal And Wholly Owned Nominees Account(s) Of The ADA

- 4.1.9.1 FMN070 is not required to be completed for opening of ADA's principal and its wholly owned nominees account.
- 4.1.9.2 Upon checking the details of all ADA's principal account and its wholly owned nominees account entered into CDS are correct, print the **Principal And Nominees Account Report** (Appendix 24). It is optional for the ADA to print the Participant Account Listing to verify the data entry.
- 4.1.9.3 The Principal And Nominees Account Report will reflect all the ADA's principal accounts and its wholly owned nominees account opened for the day.
- 4.1.9.4 This report is sorted as follows:
 - a. by principal and wholly owned nominees account
 - b. within the principal account, by the type of principal account i.e. CLR, ERROR, IDA and IVT.

- 4.1.9.5 ADA and its wholly owned nominees company's authorised signatory(ies) as per Board Resolution is(are) required to sign the 'Declaration Clause' on this report.
- 4.1.9.6 Where the Board Resolution states that the company's common seal will be used, then the company's common seal will need to be affixed at the 'Declaration Clause' on this report.
- 4.1.9.7 All other opening of account application procedures detailed in section 4.1 (if relevant) are also applicable for opening of Principal and Wholly Owned Nominee account(s) of the ADA.

4.1.10 Bank Account Information For ADA's Principal Account(s) And Wholly-Owned Nominees Account(s)

- 4.1.10.1 FMN070 is not required to be completed to provide bank account information with regards to ADA's principal account(s) and wholly-owned nominees account(s).
- 4.1.10.2 Ensure all the bank account information with regards to the ADA's principal account(s) and wholly-owned nominees account(s) have been keyed-in correctly by verifying against the eServices Registration Report.
- 4.1.10.3 Upon verifying that the data has been keyed-in correctly, proceed to print the Principal And Nominees eDividend Registration Report (Appendix 88).
- 4.1.10.4 The Principal And Nominees eDividend Registration Report will reflect all the ADA's principal account(s) and wholly-owned nominees account(s)' bank account information registered for eDividend for the day.
- 4.1.10.5 The report will be sorted as follows:-
- a. By principal account(s) and wholly-owned nominees account(s)
 - b. Within the principal account, by the type of principal account i.e. CLR, ERROR, IDA and IVT.
- 4.1.10.6 ADA and its wholly-owned nominees' authorised signatory(ies) as per Board Resolution is(are) required to sign the relevant 'Declaration Clause'.
- 4.1.10.7 Where the Board Resolution states that the company's common seal will be used, then the company's common seal will need to be affixed at the 'Declaration Clause' on this report.

4.1.10.8 All other related procedures detailed in Section 4.1 (if applicable) are also applicable for providing bank account information for principal account(s) and wholly-owned nominee account(s) of the ADA.

4.1.11 Email Address For ADA's Principal Account(s) And Wholly Owned Nominees Account(s)

ADAs and their wholly owned nominee companies, in respect of the ADA's principal account(s) and wholly-owned nominees account(s), may provide an email address to receive electronic notification in connection with their deposited securities, although such electronic notification will be confined to the following:-

- a. Communication from Bursa Malaysia Berhad's Group of Companies related to capital market matters,
- b. Notices and other communication from the issuers of securities and Participating Organisations ("POs"), as and when the service to enable such electronic notification becomes available and the relevant persons such as the issuers, POs or other entities within Bursa Malaysia Berhad's Group of Companies elect to use such service.

- Notes :
- i. ADA's principal and wholly owned nominee companies accounts will receive CDS statement of accounts and notices from Depository via eFIX.
 - ii. The ADA and its wholly-owned nominee companies need not complete the FMN070 when providing the bank account information only or email address and bank account information together to Depository. However, FMN070 will need to be completed when providing the email address only to Depository.

4.1.12 Transmitting Principal And Nominee Account Report To Depository

4.1.12.1 ADAs are to submit the Principal and Nominee Account Report accompanied with the relevant declaration on a weekly basis. This report will be submitted on the first market day of the following week by initiating the following processes in CDS:-

- a. Print the Principal and Nominee Account Report for the whole of previous week transactions by indicating on start date as the first market day of the previous week and on end day as the last market day of the previous week.

- b. Proceed to the Declaration Module and select the Principal/Nominee Account Opening Report and press the “Search” button. View the report to ensure it is the correct report containing the transactions for the whole of previous week.
- c. Click the “Submit To Bursa” button upon confirming the contents of the report is correct. The ‘Declaration Clause’ will appear and ADAs are required to press the “Submit” button to transmit the report to Depository.
- d. ADAs are allowed to enquire on their submission of report to Depository via the Submitted Principal/Nominee Account Opening Report Enquiry.

Note: *No signature is required for the declaration appearing on this report that is being submitted electronically to Depository.*

4.1.13 Transmitting Principal And Nominees eDividend Registration Report To Depository

4.1.13.1 ADAs are to submit the Principal And Nominees eDividend Registration Report accompanied with the relevant declaration on a weekly basis. The report will be submitted on the first market day of the following week by initiating the following processes in the CDS:-

- a. Print Principal And Nominees eDividend Registration Report for the whole of previous week’s transactions by indicating the first market day of the previous week as the “start date” and the last market day of the previous week as the “end date”.
- b. Proceed to the Declaration Module and select the Principal And Nominees eDividend Registration Report and press the “Search” button. View the report to ensure it is the correct report containing the transactions for the whole of previous week.
- c. Click the “Submit To Bursa” button confirming the contents of the report is correct. The Declaration Clause will appear and ADAs are required to press the “Submit” button to transmit the report to Depository
- d. ADAs are allowed to enquire on their submission of report to Depository via the Submitted Principal And Nominees eDividend Registration Report Enquiry.

Note: *No signature is required for the declaration appearing on this report that is being submitted electronically to Depository.*

4.1.14 Sorting And Packing Of Forms

4.1.14.1 Print the Account Maintenance Control Report for the whole month period.

4.1.14.2 The following documentations related to individual and corporate body depositors' account opening requests must be packed separately and sorted by date according to the Account Maintenance Control Report.

- a. Depository copies of the FMN070.
- b. Copies of supporting documents attached to FMN070.
- c. The original or certified true copies of list of authorised signatory(ies) and specimen signatures attached to FMN070.

4.1.14.3 The sorted and packed documentations must be bundled together and accompanied with the printed Account Maintenance Control Report.

4.1.14.4 The Account Maintenance Control Report must be declared and signed by the authorised signatory(ies) of the ADA.

4.1.15 Submission Of Account Opening Documents To Depository

4.1.15.1 ADA and its branches must submit Depository's copies of FMN070 (with the relevant supporting documents) to Depository by the fifth (5th) market day of the following month or such other day as instructed by Depository.

4.1.15.2 For individual depositors, send the following to Depository:

- a. Depository copy of the completed FMN070
- b. Copy of NRIC / Passport / Authority Card or other acceptable documents of identification as stated in Section 4.1.1.2 (b), or 4.1.1.3 or 4.1.1.4. This document must have been attested or stamped according to Section 4.1.1 (A) or 4.1.1 (B) unless Section 4.1.1 (C) applies.
- c. Copy of any of the supporting documents that captures applicant's **name, bank account number and bank's name** as stated in Section 4.1.1.2 (c). This document must have been attested or stamped according to Section 4.1.1 (A) or 4.1.1 (B) unless Section 4.1.1 (C) applies.

- d. Power of Attorney (if applicable)

4.1.15.3 For corporate depositors, send the following to Depository:-

- a. Depository copy of the completed FMN070
- b. Document(s) evidencing the incorporation or registration of the company, the company's current name and registration number
- c. Board Resolution or its equivalent (for e.g. Approved Minutes of meeting or Investment Panel's Resolution)
- d. One (1) certified true copy of any of the supporting documents that captures applicant's **name, bank account number and bank's name as stated in Section 4.1.1.11 (d)**
- e. One (1) original or certified true copy of the list of authorised signatory(ies) and specimen signatures.
- f. Power of Attorney (if applicable)

4.1.15.4 For ADA's Principal accounts and its Wholly Owned Nominee account, send the following to Depository:-

- a. Board Resolution
- b. Document(s) evidencing the incorporation or registration of the company, the company's current name and registration number
- c. One (1) original or certified true copy of the list of authorised signatory(ies) and specimen signatures
- d. Document(s) evidencing the ownership of the company e.g. the latest return of allotment of shares or annual return

4.1.15.5 For corporate depositors' accounts, ADA's Principal and wholly owned nominee accounts, do not submit the supporting documents required as per sections 4.1.15.3, "b" to "f" and 4.1.15.4" for subsequent account openings unless the authorised signatory(ies) / information contained in the above documents have been updated.

4.1.16 Filing Of Documents

4.1.16.1 File the following documents:-

- a. ADA/ADM copy of the FMN070 for individual and corporate depositor.
- b. Participant Accounts Listing
- c. eServices Registration Report
- d. The duly signed and stamped Principal and Nominees Account Report.
- e. The duly signed and stamped Principal and Nominees eDividend Registration Report.
- f. The duly signed and stamped Account Maintenance Control Report.
- g. Account Rejected/Expired Control Report
- h. Original or certified true copy of the list of authorised signatory(ies) and specimen signatures
- i. A copy of the NRIC / Passport / Authority Card. This document has been attested or stamped according to Section 4.1.1 (A) or 4.1.1 (B) unless Section 4.1.1 (C) applies.
- j. A copy of any of the supporting documents that captures applicant's **name, bank account number and bank's name**. This document has been attested or stamped according to Section 4.1.1 (A) or 4.1.1 (B) unless Section 4.1.1 (C) applies.
- k. Certified true copies of:-
 - i. Document(s) evidencing the incorporation or registration of the company, the company's current name and registration number
 - ii. Document(s) evidencing the ownership of the company e.g. the latest return of allotment of shares (Appendix 27) or annual return
 - iii. Board Resolution
- l. Power Of Attorney (if any).

4.1.16.2 Filing the following reports are optional to the ADA:

- a. Pending Approval Listing
- b. Unattended Account Maintenance Report (Appendix 100)
- c. Account Maintenance Control Report (if printed on daily basis)

4.2 Formalisation Of Centrally Opened Accounts

Pursuant to Rule 5.02A(2) of the Rules of Depository, in relation to processing an application to formalise a securities account, an ADA must comply with the procedures prescribed by Depository to verify the applicant’s identity and the authenticity of the application.

Where accounts are centrally opened by Depository, the ADA will receive the **Public Issue Account Opening Notify Report** (Appendix 29).

4.2.1 Accepting, Verifying And Updating Of Data To Formalise Centrally Opened Accounts

- 4.2.1.1 The procedures for verification, acknowledging receipt, for the formalisation of centrally opened accounts are the same as Section 4.1, i.e. Opening Of Account Applications, except that the procedures on Non Face-To-Face Verification in Section 4.1.1(C) are not applicable to formalisation of centrally opened CDS accounts.
- 4.2.1.2 Affix the ADA’s company rubber-stamp on FMN070 at the space marked “to be completed by ADA”.
- 4.2.1.3 Ensure that the “approved by” column of the application form is signed by an authorised signatory of the ADA prior to data entry.
- 4.2.1.4 Every amendment made on the form must be countersigned by the applicant and the authorised signatory(ies) of the ADA with a rubber-stamp bearing the ADA’s name affixed. Do not use correcting fluid. Cancel the error and make the correction.
- 4.2.1.5 Any amendment made on “Declaration by Dealer Representative / ADA’s Authorised Officers / Notary Public / Others as approved by Depository” column of FMN070 must be signed by the ADA and the witness.
- 4.2.1.6 Any amendments made in the “for office use only” column in the form must be signed by the authorised signatory(ies) of the ADA with a rubber-stamp bearing the ADA’s name affixed.
- 4.2.1.7 Where the amendments are signed by the depositor, verify the signature against the ADA’s records of specimen signature(s).
- 4.2.1.8 Retrieve the depositor’s details via the CDS using the “Account Maintenance” screen

- 4.2.1.9 Ensure the details displayed correspond with the details on the FMN070
- 4.2.1.10 **If the name or investor id differ from that in the system, do not proceed further. Inform Account Management of Depository immediately.**
- 4.2.1.11 Where formalisation of a centrally opened account requires the updating of the account particulars, i.e. correspondence address, telephone number of a depositor, the ADA may complete the FMN070 on the depositor's behalf. For further details, please refer to Section 4.4.2 and 4.4.4 whichever procedures that are applicable.
- 4.2.1.12 The account particulars to be completed in FMN070 for the purpose of updating must be the same particulars completed by the depositor in FMN070 during the course of his account formalisation.
- 4.2.1.13 In the case of registered address, if the location address stated in the FMN070 differs from that in the system, the ADA may proceed to update the registered address only upon sighting the **original** identification document presented by the applicant to verify that the person before the ADA is the applicant himself and that the address on the identification document is as per that stated in FMN070.
- 4.2.1.14 Proceed to update the status of the depositor's account.
- 4.2.1.15 Complete and update the remaining fields on the "Account Maintenance" screen that are blank. Obtain the details from FMN070.
- 4.2.1.16 Ensure the "data entry by" column in FMN070 is completed by the ADA personnel who performed the data entry
- Note*
- i. The data entry personnel must not be the same person approving the transaction.
 - ii. The verifier and approver may be the same person signing the FMN070

4.2.2 Generate And Verify The Formalised Account Listing And eServices Registration Report

- 4.2.2.1 Print the **Formalised Account Listing** (Appendix 30).
- 4.2.2.2 Check and verify that the total number of accounts formalised for the day against the report is correct.
- 4.2.2.3 Print the eServices Registration Report (Appendix 94)

- 4.2.2.4 The ADA personnel who checked and verified the report against the FMN070 must sign on the report.

4.2.3 Sorting And Packing Of Forms

- 4.2.3.1 Print the Formalised Account Listing for the whole month period.
- 4.2.3.2 The following documentations related to individual and corporate body depositors' account opening requests must be packed separately and sorted by date according to the Formalised Account Listing.
- a. Depository copies of the FMN070.
 - b. Copies of supporting documents attached to FMN070.
 - c. The original or certified true copies of list of authorised signatory(ies) and specimen signatures attached to FMN070.
- 4.2.3.3 The sorted and packed documentations must be bundled together and must be accompanied with the Formalised Account Listing.
- 4.2.3.4 The Formalised Account Listing must be signed by the authorised signatory(ies) of the ADA.

4.2.4 Submission Of Account Formalised Documents To Depository

- 4.2.4.1 ADA and its branches must submit Depository's copies of FMN070 (with the relevant supporting documents) to Depository by the fifth (5th) market day of the following month or such other day as instructed by Depository.
- 4.2.4.2 For individual depositors, send the following to Depository:
- a. Depository copy of the completed FMN070
 - b. Copy of NRIC / Passport / Authority Card or other acceptable documents of identification as stated in Section 4.1.1.2 (b), or 4.1.1.3 or 4.1.1.4. This document must have been attested or stamped according to Section 4.1.1 (A) or 4.1.1 (B).

- c. Copy of any of the supporting documents that captures applicant's **name, bank account number and bank's name** as stated in Section 4.1.1.2 (c). This document must have been attested or stamped according to Section 4.1.1 (A) or 4.1.1 (B).
- d. Power of Attorney (if applicable)

4.2.4.3 For corporate depositors, send the following to Depository:-

- a. Depository copy of the completed FMN070
- b. Document(s) evidencing the incorporation or registration of the company, the company's current name and registration number
- c. Board Resolution or its equivalent (for e.g. Approved Minutes of meeting or Investment Panel's Resolution)
- d. One (1) certified true copy of any of the supporting documents that captures applicant's **name, bank account number and bank's name as stated in Section 4.1.1.11 (d)**
- e. One (1) original or certified true copy of the list of authorised signatory(ies) and specimen signatures.
- f. Power of Attorney (if applicable)

4.2.4.4 Depository will acknowledge receipt on the duplicate copy of the covering letter upon receipt of FMN070s and the related supporting documents.

4.2.5 Filing Of Documents

4.2.5.1 File the following documents:-

- a. ADA copy of the FMN070 for individual and corporate depositor
- b. The duly signed and stamped Formalised Account Listing.
- c. The duly signed and stamped eServices Registration Report.
- d. Original or certified true copy of the list of authorised signatory(ies) and specimen signatures.

- e. A copy of the NRIC / Passport / Authority Card. . This document has been attested or stamped according to Section 4.1.1 (A) or 4.1.1 (B).
 - f. A copy of any of the supporting documents that captures applicant's **name, bank account number and bank's name**. This document has been attested or stamped according to Section 4.1.1 (A) or 4.1.1 (B).
 - g. Certified true copies of:-
 - i. Document(s) evidencing the incorporation or registration of the company, the company's current name and registration number
 - ii. Document(s) evidencing the ownership of the company e.g. the latest return of allotment of shares (Appendix 27) or annual return
 - iii. Board Resolution
 - h. Power Of Attorney (if any).
- 4.2.5.2 File the Formalised Account Listing and eServices Registration Report according to date.

4.3 Updating Of Signature / Signatories

A depositor, whether an individual or corporate body may at one time or another, update their signature / signatories. Updating of signatures of individual depositors may be done by way of:-

- a. An individual depositor being present in person at the ADA to update his signature with a letter requesting for the signature to be updated
- b. Tendering a written request to the ADA stating that an individual depositor is suffering from a critical medical condition which prevents him from coming in person to update his signature
- c. An individual depositor, being unable to recall his “old” signature or due to “signature evolution” is unable to reproduce his “old” signature, comes in person to update his signature with a written request.
- d. Tendering a written request to the ADA stating that an individual depositor has been declared to be mentally disordered and a committee or committees of the person and of the estate of the person (“Committee”) has been appointed to take over his CDS account. The specimen signature of the individual depositor to be changed to the specimen signature of the Committee.

For updating of authorised signatories for corporate bodies, please proceed to Section 4.3.2.

4.3.1 Verification And Updating Of Signature For Individual

A. Individual Depositor Appearing In Person

The individual depositor must be present in person before the ADA to request for an update of his/her signature with a letter unless he falls under the circumstances as stated in Section 4.3, Section “b” and “d”. Proceed to section 4.3.1.8 and 4.3.1.14 for procedures on updating of signatures for those under Section 4.3, Section “b” and “d”.

4.3.1.1 Two letters from the individual depositor officially stating his/her intention to update his/her signature should contain the following:-

- a. The depositor’s CDS account number
- b. The “old” and “new” signature must be on the letter
- c. The effective date of the new signature

Verify the original NRIC / Passport / Authority Card (for armed forces and police personnel) to authenticate the depositor’s identity for individuals appearing in person.

- 4.3.1.2 Retrieve the specimen signature card (Appendix 14) (if any) / FMN010/FMN070 based on the CDS account number provided.
- 4.3.1.3 Verify the depositor's "old" signature on the letter against the ADA's records of specimen signature(s).
- 4.3.1.4 Reject the depositor's request if the signatures differ and return the documents to the depositor.
- 4.3.1.5 Ensure the old specimen signature card (if any) is marked "Cancelled" and signed by the authorised signatory(ies) of the ADA.
- 4.3.1.6 The effective date will be the date the ADA receives the letter from the depositor or the effective date stated in the letter, whichever is later.

B. Individual Depositor Unable To Sign Due To Critical Medical Condition

The following are the procedures to be complied with in cases where an individual depositor of sound mind is suffering from a critical medical condition which prevents the depositor from signing his signature.

- 4.3.1.7 The depositor who is unable to be present in person to execute his "old" signature must submit the following:-
 - a. Two letters to state his intention to change his "old" signature with the following information:
 - i. CDS account number
 - ii. Left / right thumbprint or new signature
 - iii. The effective date of the left / right thumbprint or "new" signature
 - b. Letter from doctor addressed to the ADA

***Note:** The left / right thumbprint or new signature of the depositor contained in Section "a" stated above must be witnessed by the same doctor.*

- 4.3.1.8 As the depositor is unable to execute his “old” signature due to his medical condition, the thumbprint / new signature affixed / signed on the depositor’s written request must be witnessed by the depositor’s doctor. The following attestation clause is to be used:-

“I, _____ (name and NRIC No. of doctor), hereby affirm and attest that the right / left thumbprint / signature of _____ (name of depositor) has been affixed / signed in my presence and belongs to _____ (name of depositor) who has so appeared in person before me and that _____ (name of depositor) is of sound mind.

Signed by _____”

- 4.3.1.9 A letter from the doctor who attested to the above clause must also be submitted to the ADA. This letter, using the medical centre’s letterhead, must confirm that the depositor is unable to sign his “old” signature due to a critical medical condition and must be addressed to the specific ADA of which the signature update is to be carried out.

Proceed with procedures stated in Sections 4.3.1.6 to 4.3.1.7 to update the depositor’s signature.

C. Individual Depositor Unable To Recall Signature Or Unable To Sign Due To Signature Evolution

In respect of individual depositors who are present before the ADA but are unable to recall their signature in Depository’s records OR are unable to sign as per their “old” signature due to “signature evolution”, proceed with the following updating procedures.

- 4.3.1.10 Ensure the depositor is present in person.
- 4.3.1.11 Obtain the original NRIC / Passport / Authority Card of the depositor and verify that the particulars stated in the NRIC / Passport / Authority Card and in the system are the same.
- 4.3.1.12 Depositor is to produce a written request in two original copies to the ADA, stating that he is unable to recall his signature in Depository’s records OR that he is unable to sign his “old” signature due to “signature evolution”.

Proceed with procedures stated in Sections 4.3.1.6 to 4.3.1.7 to update the depositor’s signature.

D. Individual Depositor Unable To Sign And Declared Mentally Disordered

The following are the procedures to be complied with in cases where an individual depositor has been declared mentally disordered by the Court and is unable to manage his own CDS account.

4.3.1.14 A letter from the Committee that have been appointed to manage the depositor's account(s) and the reason for the appointment of Committee.

4.3.1.15 Two (2) letters to state the following:

- a. The intention of the Committee to change the specimen signature of the depositor.
- b. The reason for changing the signature
- c. The specimen signature of the Committee
- d. The mode of operations will be signed by the Committee

4.3.1.16 Obtain the following supporting documents:

- a. Two (2) certified true copies of the Court Order
- b. Two (2) certified true copies of identification documents of the Committee

Proceed with procedures stated in Sections 4.3.1.6 to 4.3.1.7 to update the depositor's signature.

4.3.2 Verification And Updating Of Signature(s) For Corporate Body

4.3.2.1 Updating of signature(s) for corporate body may be done by way of:-

- a. Submitting an authorisation letter from the corporate depositor containing the name(s) of the new authorised signatory(ies), or
- b. Submitting a new Board Resolution containing the name(s) of the new authorised signatory(ies)

4.3.2.2 For an update via an authorisation letter from the corporate depositor, ensure that the existing Board Resolution authorises the corporate depositor to do so.

4.3.2.3 If the existing Board Resolution does not authorise an update via an authorisation letter from the corporate depositor, then a new Board Resolution containing the name(s) of the new authorised signatory(ies) must be submitted.

- 4.3.2.4 Ensure that the certified true copy of the Board Resolution is signed by the Company Secretary, Director or other authorised personnel empowered to do so.
- 4.3.2.5 Where update of facsimile signatures is required, the ADA is to obtain the following supporting documents from their clients:-
- a. An certified true copy of the Board Resolution authorising the update of the facsimile signature of the respective authorised signatories on the said forms with the effective date stated
- Note: The effective date will be the date of receipt of the Board Resolution or the effective date as stated in the Board Resolution, whichever is later*
- b. The specimen facsimile signatures of the authorised signatories
 - c. An updated original stamped copy of the Letter Of Indemnity For Facsimile Signatures from the depositor addressed to Depository (as per Appendix 20).
- 4.3.2.6 Forward the original updated copy of the Letter Of Indemnity from the depositor to Depository together with copies of the supporting documents.
- 4.3.2.7 The ADA must file the duplicate copy of the updated Letter Of Indemnity together with the original supporting documents for record and verification purposes.
- 4.3.2.8 For updating of signature(s) for a corporate depositor, ensure the particulars on two (2) original or certified true copies of the list of authorised signatory(ies) and specimen signatures are provided, and that:-
- a. The corporate body states the name(s) of the signatory(ies) beside the signature(s), and if applicable,
 - b. The designation(s) of the authorised signatory(ies) are stated
- 4.3.2.9 The operating instructions of the specimen signatures as per the Board Resolution should be stated on the original or certified true copy of the list of authorised signatories and specimen signatures, i.e. whether it is one or more signatories to sign.

- 4.3.2.10 Ensure that the updates are verified and signed by the authorised signatory(ies) of the ADA and are marked with the word “Cancelled” when applicable.
- 4.3.2.11 Ensure that the updates are marked with the words “Effective dd/mm/yyyy” where dd/mm/yyyy is defined as the effective date.
- 4.3.2.12 The effective date will be the date of receipt of the authorisation letter / Board Resolution from the corporate depositor to the ADA or the effective date stated in the authorisation letter / Board Resolution, whichever is later.

Note: The “effective date” of the updated signature(s) must not be earlier than the current date.

4.3.3 Filing Of Documents

- 4.3.3.1 File the following documents:-
 - a. Original or certified true copy of the list of authorised signatory(ies) and specimen signatures
 - b. Authorisation letter / Board Resolution from corporate depositor
 - c. Letter from individual depositor (if applicable).

4.3.4 Sorting And Packing Of New List Of Signatory(ies) and Specimen Signatures

- 4.3.4.1 Pack the following by CDS account number:-
 - a. All the second copies of the original or certified true copy of the list of authorised signatory(ies) and specimen signatures
 - b. A duplicate copy of the authorisation letter / Board Resolution specifying the change of signatory(ies) from corporate depositor.
 - c. The original letter from individual investor specifying the change of signatory(ies) together with the supporting documents (if applicable).

4.3.4.2 Send them to Depository together with the covering letter.

4.3.4.3 Depository will acknowledge receipt on the duplicate copy of the covering letter.

4.3.5 Submission Of Documents To Depository

4.3.5.1 ADA and its branches to submit the documents mentioned under section 4.3.4.1 'a' to 'c' together with a covering letter to Depository by the fifth (5th) market day of the following month or such other day as instructed by Depository.

4.3.5.2 The covering letter to Depository must state the number of request for updating of signature.

4.3.5.3 The covering letter must be signed by the authorised signatory(ies) of the ADA.

4.4 Updating Of Depositor's Particulars

A. Updating Performed At ADA Offices

A depositor may choose to update his particulars by appearing in person at the ADA where his account is maintained or by writing to the ADA. However, for depositors that are not able to be present in person, the supporting documents must be certified by a person stated in the List Of Acceptable Witnesses in Chapter 9.

If a depositor update any of the following particulars, such update will result in a global update reflected in respect of all other CDS accounts of the same depositor:

- a. Name
- b. NRIC/Company Registration Number
- c. Registered Address
- d. Nationality/Place of Incorporation
- e. Race/Ownership
- f. Handphone number
- g. Email Address
- h. Consolidated bank account information

Additionally, the particulars referred to above will also be replicated for any new CDS account that may be opened by such depositor.

If a depositor updates the other particulars in respect of a CDS account such as the correspondence address, telephone number, account qualifier, account type and beneficiary details, such update will only affect that particular CDS account at that particular ADA where the change was made.

In relation to bank account information, depositors have the option to maintain the same bank account information across all its CDS accounts including any new CDS accounts by updating their bank account information and opting for the "Consolidation" feature. Otherwise, depositors can maintain separate bank account information for each of their CDS accounts. As such, depositors have the choice to either opt for the "Consolidation" feature or revoke the "Consolidation" feature in terms of managing their bank account information reflected in respect of their CDS accounts. This is applicable for depositors changing the particulars of their existing bank account information in CDS or an existing depositor that is providing its bank account information to Depository for the first time.

In respect of the ADA's wholly owned nominee company that has provided /updated its email address and opted for the "Consolidation" of bank account information feature, the same email address and bank account information will be automatically linked to the same nominee account(s) at a particular ADA's branch. It will not affect the same nominee CDS account maintained with other ADA branches.

Updating Of Investor Particulars

The investor id, registered address, investor type, nationality / place of incorporation, name, race/ownership particulars, email address, handphone number and consolidated/unconsolidated bank account information fields are known as "**investor particulars**".

Any update made to the investor particulars will result in a global update on other accounts belonging to the same depositor maintained with other ADA.

Updates Of Investor Particulars and the Supporting Documents Required

Types Of Changes	Individual	Corporate Depositor
1. Investor ID	Two (2) copies of NRIC / Passport / Authority Card or other forms of acceptable identification documents.	Two (2) certified true copies of document(s) evidencing the incorporation or registration of the company, the company's current name and registration number or Letter Of Confirmation from Companies Commission Of Malaysia (CCM) or any other confirmation letter from relevant authority.
2. Registered Address	Two (2) copies of NRIC / Passport / Authority Card or other forms of acceptable identification documents indicating the change in registered address.	One (1) certified true copy of notice of change of registered address lodged with the Registrar of Companies or its equivalent.

Types Of Changes	Individual	Corporate Depositor
3. Investor Type	Depositor to indicate accordingly by completing FMN070.	Two (2) certified true copies of notice of conversion to a private company/public company issued by the Registrar of Companies or its equivalent.
4. Nationality / Place of Incorporation	Two (2) copies of Malaysian NRIC or passport indicating the nationality.	One (1) certified true copy of document(s) evidencing the incorporation or registration of the company, the company's current name and registration number or its equivalent.
5. Name	Two (2) copies of NRIC / passport / Authority Card or other forms of acceptable identification documents.	One (1) certified true copy of document(s) evidencing the incorporation or registration of the company, the company's current name and registration number or its equivalent.
6. Race / Ownership	Depositor to indicate accordingly by completing FMN070.	One (1) certified true copy of document(s) evidencing the ownership of the company e.g. the latest return of allotment of shares or if unavailable, the latest annual return or its equivalent.
7. Bank Account Information a. name of bank b. bank account number (Also applicable for existing depositors registering their bank account information in its CDS account for the first time)	Two copies of any of the supporting document that captures applicant's name, bank account number and bank's name as stated in Section 4.1.1.2 (c)	Two (2) certified copy of any of the supporting documents that captures applicant's name, bank account number and bank's name as stated in Section 4.1.1.11 (d)

Types Of Changes	Individual	Corporate Depositor
8. Consolidate/Revoke Consolidation (Bank Account)	Depositor to indicate accordingly by completing FMN070.	The update will be according to the declaration made by the depositor in FMN070.
9. Joint Bank Account	Depositor to indicate accordingly by completing FMN070 or provide the relevant supporting document indicating the change.	ADA to complete the FMN070 in cases of data entry error and send to Depository.
10. Email Address/ Handphone Number	Depositor to indicate accordingly by completing FMN070.	The update will be according to the declaration made by the depositor in FMN070.
11. Remove Handphone Number	Depositor to complete the FMN070 indicating "Remove Handphone Number" at the Handphone Number column	To indicate "Remove Handphone Number" at the Handphone Number column

Note:

- (i) ADA to complete the FMN070 in case of data entry error and send to Depository.
- (ii) The original supporting documents of individual depositor's mentioned in section (5) must be sighted by the ADA personnel. The ADA personnel who sighted and verified the original supporting documents is required to sign and stamp the ADA's company rubber-stamp bearing the ADA personnel's name and designation on the supporting documents
- (iii) For individual depositors who do not appear in person, the supporting documents must be certified by a person stated in the List Of Acceptable Witnesses in Chapter 9.
- (iv) Depositor is **NOT** allowed to remove or revoke their existing email address in CDS however if they wish to update, they can do so.

- (v) *For individual and corporate accounts, where the depositor has opted for the consolidation feature, the same bank account information will be used across all its CDS accounts maintained at other ADAs and any subsequent update on bank account information will also be updated across all the CDS accounts of the depositor maintained at other ADAs. .*
- (vi) *For nominee account, where it has opted for the consolidation feature, the same bank account information will be used across all its CDS accounts maintained at the particular ADA or ADA branches and any subsequent update on the bank account information will also be updated across all the CDS accounts of the nominee maintained at the particular ADA or ADA branches.*
- (vii) *Updates on the Investor Type and Investor Id can only be performed by Depository.*

Updating Of Account Particulars

The correspondence address, account type, account qualifier, telephone number, beneficiary fields are known as “**account particulars**”.

Any update made to the account particulars of a depositor will only affect the CDS account at that particular ADA where the change was made.

Type Of Changes

1. Account qualifier
 - a. Replacing the existing beneficial owner's full name with another beneficial owner's name in the account qualifier **is not permitted**. However, changes to the beneficial owner's name are permitted for those arising from due process of the law, i.e. change of company name (these changes must be supported by relevant legal documentation)
 - b. Other forms of updating may be a misspelling or abbreviation of an intermediary's name
2. Account Type
3. Tagging code
4. Correspondence address
5. Telephone number

Note:

- (i) *Except for the account qualifier i.e. beneficial owner's name, other account particulars' changes do not require any supporting documents*
- (ii) *For a complete list of **Permitted Updates Of Account Qualifier By Authorised Nominees** please refer to Appendix 31.*

Updating Of CDS Account Particulars of ADA's Principal Accounts And Wholly Owned Nominee Accounts

In relation to an ADA's principal account(s) and wholly-owned nominee account(s), the ADA is required to complete FMN070 and submit the relevant supporting document (if applicable) when performing changes to their CDS account information.

Verify FMN070 for completeness before proceeding to key-in the changes in CDS. Upon executing the relevant updates in CDS, the ADA is required to submit Depository's copy of FMN070 and the relevant supporting documents (if any) as per those required for investor and account particular updates.

For bulk updating of **correspondence address** and **telephone number**, the ADA, or its wholly owned nominee may utilise a single FMN070. The following are required to be submitted to Depository:

- a. A letter from the ADA if the request is related to its principal accounts or from the appropriate nominee company if the request is related to any of its wholly owned nominee accounts. The letter needs to state the ADA's or the appropriate nominee company's intention to update particulars of multiple CDS accounts using a single FMN070 together with an attached listing detailing the following:
 - i. The number of CDS accounts to be updated
 - ii. CDS account numbers
 - iii. Account Qualifiers
- b. A duly completed FMN070. Indicate "To update all CDS accounts as per the authorised list attached" at the "CDS Account Number" column and "Refer to authorised list attached" at the "Account Qualifier" column of the updating form.

The request letter, FMN070 and each page of the listing must be signed by the authorised signatories as stated in the ADA's principal, or its wholly owned nominee's Board Resolution.

All the other updating of particulars in CDS account procedures detailed in section 4.4 (if relevant) are also applicable for updating account particulars of ADA's principal and its wholly owned nominee account.

Note: Procedures related to bulk updating of correspondence address and telephone number is also applicable to nominee companies that are not wholly owned by the ADA.

4.4.1 Accepting Updating Of Individual / Corporate Account Requests

If an individual depositor wishes to update the particulars in his/her account, he/she may choose to be present in person at the ADA office to make such an application.

- 4.4.1.1 Ensure the depositor completes FMN070 and attached relevant supporting documents (where applicable).

4.4.2 Verification Of Updating Of Individual / Corporate Account Requests Made In Person To The ADA

- 4.4.2.1 Receive FMN070 from the depositor.
- 4.4.2.2 Verify the details in the form against the relevant supporting documents.
- 4.4.2.3 Ensure the signature on the form corresponds with that on the ADA's records of specimen signature(s).
- 4.4.2.4 Reject the application if the signature differs. Return the form to the depositor.
- 4.4.2.5 Obtain copies of the relevant supporting documents. For an individual depositor, compare the copies with the original supporting documents. In the case of a corporate body, obtain certified true copies of the relevant supporting documents.
- 4.4.2.6 Any changes requested by a depositor must be accompanied by the relevant supporting documents as stated in the matrix found in Section 4.4.

- 4.4.2.7 If the change of depositor's particulars is due to a data entry error made by the ADA personnel:-
- a. Complete the FMN070 and initiate the update in CDS. Submit the appropriate copy of FMN070 to Depository.
 - b. Affix the form with the designated "Updating of account particular(s) due to data entry error request" rubber-stamp.
 - c. The ADA must justify the data entry error by providing Depository with the relevant supporting documents furnished by the depositor showing the discrepancy in data entry.
- 4.4.2.8 Affix the ADA's company rubber-stamp on FMN070 at the space marked "to be completed by ADA".
- 4.4.2.9 Ensure that the "approved by" columns are signed by an authorised signatory of the ADA before data entry.
- 4.4.2.10 Every amendment made on the form must be countersigned by the depositor and the authorised signatory(ies) of the ADA with a rubber-stamp bearing the ADA's name affixed. Do not use correcting fluid. Cancel the error and make the correction.
- 4.4.2.11 Where the signature(s) of the depositor and the authorised signatory(ies) of the ADA are the same, the amendment made on the form need only be signed by that signatory(ies).
- 4.4.2.12 Any amendments made in the "for office use only" column in the form must be signed by the authorised signatory(ies) of the ADA with a rubber-stamp bearing the ADA's name affixed.
- 4.4.2.13 Where the amendments are signed by the depositor, verify the signature against the ADA's records of specimen signature(s).

4.4.3 Accepting Updating Of Individual / Corporate Account Requests Made In Writing To The ADA

- 4.4.3.1 All depositor's particulars may be updated by way of writing to the ADA concerned.

4.4.3.2 A depositor may do so by way of:-

- a. Completing FMN070 and sending it to the ADA, or
- b. Submitting a letter to the ADA, indicating the type of updating required. However, this is not applicable for updating of bank account information, email address and handphone number, whereby the depositor will need to complete FMN070.

In both cases, relevant documents must be attached supporting the reason(s) for updating the account.

4.4.3.3 For written requests by the depositor, the ADA is to complete FMN070 on the depositor's behalf.

4.4.4 Verification Of /Updating Of Individual / Corporate Account Requests Made In Writing To The ADA

4.4.4.1 Receive the completed FMN070 or written request and supporting documents from the depositor.

4.4.4.2 Verify the details in FMN070/letter against the relevant supporting documents. In the case of individual depositors, any changes, must be accompanied by two (2) certified true copies of the NRIC / Passport / Authority Card or any other identification documents reflecting the change. These supporting documents must be certified by a person stated in the List Of Acceptable Witnesses in Chapter 9.

4.4.4.3 In the case of updating of bank account information, the supporting document evidencing the bank account information must be certified by any of the acceptable witnesses stated in the List Of Acceptable Witnesses in Chapter 9.

4.4.4.4 In the case of a corporate body, any changes must be accompanied by the supporting documents as per those in the matrix in Section 4.4 or in Appendix 31 in case of any changes to the Account Qualifier information.

4.4.4.5 Verify and ensure the signature on FMN070/letter corresponds with that on the ADA's records of specimen signature(s).

4.4.4.6 Reject the application if the signature differs and return FMN070/letter to the depositor.

- 4.4.4.7 For written requests by a depositor, if the signature in letter matches with the ADA's records of specimen signature(s), the ADA is to complete FMN070 on behalf of the depositor.
- 4.4.4.8 Affix the ADA's designated rubber-stamp bearing "Updating of account particulars due to account holder's written request" at the space marked "Signature(s)/ Thumbprint(s) Of Applicant/Depositor/Authorised Signatory(ies)/Attorney(s)".
- 4.4.4.9 Affix the ADA's company rubber-stamp on FMN070 at the space marked "to be completed by ADA".
- 4.4.4.10 Ensure that the "approved by" columns are signed by an authorised signatory of the ADA before data entry.
- 4.4.4.11 Proceed to Section 4.4.6 for procedures to edit and update the affected field(s).

4.4.5 Verification Of Updating Of Individual / Corporate Account Details By Way Of Authorisation From Depository

- 4.4.5.1 Receive the authorisation letter from Depository.
- 4.4.5.2 To complete FMN070 on behalf of the depositor by completing the relevant details that need to be updated.
- 4.4.5.3 FMN070 to be completed by the ADA with words "Account Updated Due to Depository's Authorisation" at the space marked "Signature(s)/ Thumbprint(s) Of Applicant/Depositor/Authorised Signatory(ies)/Attorney(s)".

4.4.6 Keying-In Updating Of Account Data Into The CDS By First (1st) Level User

- 4.4.6.1 After verification of the completeness and validity of FMN070, proceed to update the details into the CDS via the "Account Maintenance" screen.
- 4.4.6.2 Compare the particulars on the CDS terminal against the particulars on FMN070.
- 4.4.6.3 ADA is allowed to change all depositor's particulars **except** for the change of "Investor ID" and change of "Investor Type".

- 4.4.6.4 For updates of “Investor ID” or “Investor Type” requested by the depositor, the ADA should verify the signature on the FMN070/letter against the ADA’s records of specimen signature(s) before forwarding the completed FMN070 and all relevant supporting documents to Depository.
- 4.4.6.6 For updates of “Investor ID” or “Investor Type” due to a data entry error by the ADA, the ADA must complete the FMN070, affixed with the rubber-stamp “Updating of account particular(s) due to data entry error request”.
- 4.4.6.7 The ADA’s authorised signatory(ies) must sign on the FMN070 on behalf of the depositor in cases where the update is due to a data entry error by the ADA.

Notes:

- a. *A fee of RM10 will be imposed on an existing depositor providing his bank account information to the Depository for the first time.*
- b. *The ADA is to print and provide such depositor with the invoice from CDS in respect of this fee unless such depositor indicates he/she does not require the same.*
- c. *In the event Depository has waived the fee for providing for bank account information, ADAs are required to click the “Fee Waived” field on the Account Maintenance screen and thereafter to key in the reference number of the approval letter from Depository.*
- d. *In the event there is a request from depositor to reprint the invoice, the ADA is to reprint the invoice from CDS and endorse it with a rubber stamp bearing the word “COPY” on the top section of the reprinted invoice before forwarding it to the depositor.*

4.4.7 Confirmation of Updating Of Depositor’s Particulars By Second (2nd) Level User

- 4.4.7.1 The 2nd level user to retrieve the new depositor’s particulars via the Unattended Request List and link to Verifier’s Details Page to verify against the FMN070.
- 4.4.7.2 Alternatively, 2nd level user may print the Pending Approval Listing and use it to verify the data entry against the FMN070.

- 4.4.7.3 Ensure the data entered is correct before confirming and approving the updating of investor/account particulars.

Notes:

- a. *Once the 2nd level user confirmed the data entered by the 1st level user, Depository would deemed that the 2nd level user had verified and confirmed the accuracy of the data entered.*
- b. *2nd level user is required to confirm the data entered by the 1st level user latest by next market day. Failing which, the data entered will be removed from the system and it will capture in the Account Rejected/Expired Control Report.*

- 4.4.7.4 If there is any data entry error or discrepancies on the depositor's particulars, return the FMN070 to the 1st level user to amend the depositor's particulars. If the data entered is required to be removed from the system, the 2nd level user is to reject the data entered by the 1st level user and provide the reason for rejection. The rejected transaction is will capture in the Account Rejected/Expired Control Report.

- 4.4.7.5 If the updated depositor's particulars is free from error, the 2nd level user is to confirm the data entry and sign on the "Verified by" column of the FMN070.

B. Updating Performed Through CDS eServices Platform

CDS eServices is a self-service electronic platform that allows individual depositors to perform certain CDS related transactions through this platform. Body corporate and Nominee companies are not allowed to use CDS eServices to perform CDS transactions.

Individual depositor may register for CDS eServices and the pre-requisite is that the depositor must register his/her email address and handphone number to use this service. Existing individual depositors that have subscribed for eStatement but have not updated their handphone number in CDS must register their handphone number when registering for CDS eServices.

CDS eServices permits registered individual to update the following depositor's information:

- a. Name
- b. Registered address
- c. Nationality
- d. Race
- e. Bank account information
- f. Correspondence Address
- g. Telephone Number
- h. Consolidation of bank account information
- i. Revocation of consolidated of bank account information

Updating of depositor's information for item (a) to (e) above through CDS eServices would still need the ADA's confirmation and approval as updates to these information requires supporting documents that need to be verified against the information updated by depositor. Additionally, any changes to information from (a) to (d) above will have global effects on all other CDS accounts that belongs to the same depositor. Changes to bank account information will have global effect on all other CDS accounts of the same depositor provided such depositor have opted for consolidation of bank account information.

However, request for updating depositor's particulars from (f) to (i) through CDS eServices does not require any supporting documents or ADA's approval and changes to these information in depositor's CDS account will be effected immediately once the depositor had successfully submitted through CDS eServices.

4.4.8 Accepting Updating of Individual Account Request Made Through CDS eServices

- 4.4.8.1. CDS eServices registered depositor may submit his/her request to update permitted individual information through CDS eServices platform by completing the electronic form (Updating eForm) and upload the relevant supporting documents attached in an image format.

4.4.8.2. The Updating eForm and the related supporting documents will be stored in CDS electronically and ADA is able to access the stored documents in CDS.

4.4.9 Keying-In Updating Of Account Data Into The CDS

4.4.9.1. As the 1st level data entry is performed by the individual depositor himself, the ADA's data entry staff is not required to perform this function.

4.4.9.2. The data entered by the depositor through CDS eServices platform will be automatically captured in the Account Maintenance screen.

4.4.9.3. Request for updating of depositors' information such as name, registered address, bank account information, nationality and race, submitted through CDS eServices will not be updated in CDS until the 2nd level user confirms the update request.

4.4.9.4. However, the information entered by depositor for updating of correspondence address, telephone number, consolidation of bank account information and revocation of consolidated bank account information will be automatically updated in CDS and does not require any confirmation from ADA's 2nd level User.

4.4.10 Confirmation of Updating Of Depositor's Particulars Made Through CDS eServices By 2nd Level User

4.4.10.1. The ADA's 2nd level User is to retrieve the information entered by depositor for updating of account information and its related supporting documents via the CDS eServices Request List and link to Verifier's Details Page. Verify the information entered by depositor against the uploaded supporting document.

4.4.10.2. Alternatively, 2nd level User may print the Pending Approval Listing report and use it to verify the data entry against the supporting document.

4.4.10.3. Ensure the information entered is correct before confirming and approving the updating of investor particulars.

Notes:

- a. *Once the 2nd level user confirmed the information entered by the depositor himself, Depository would deemed that the 2nd level user had verified and confirmed the accuracy of the information entered.*
- b. *2nd level user is required to attend to all request in the CDS eServices Request List within 2 market days from the date of the request received. Failing which, the information entered will be removed from the system and it will capture in the Account Rejected/Expired Control Report.*
- c. *Email notification will be sent to the depositor notifying him/her that his/her request in CDS eServices to update the depositor's particulars have been approved / rejected.*

4.4.10.4. If there is any data entry error or discrepancies on the depositor's particulars, the 2nd level User may amend the depositor's particulars. If the data entered is required to be removed from the system, the 2nd level User is to reject the data entered by the depositor and provide reason for the rejection. The rejected transaction will be captured in the Account Rejected/Expired Control Report.

4.4.10.5. If the updated depositor's particulars is free from error, the 2nd level User is to confirm the data entry.

4.4.11 Access To Confirmed Request And Supporting Documents

4.4.11.1. ADA may access to confirmed request and supporting documents via the CDS eServices module and link to Completed CDS eServices Request.

4.4.11.2. The confirmed request and the relevant supporting document can be retrieved by entering the depositor's NRIC / Passport number or enquire by date.

4.4.12 Verifying Account Maintenance Control Report (Optional)

4.4.12.1. Printing and verifying the Account Maintenance Control Report (Appendix 99) on a daily basis is optional. This report is a summary report that would contain information of all account opening, updating and closure requests that have been confirmed and attended to.

4.4.13 Generate And Verify Account / Investor Audit Report

- 4.4.13.1. Print the **Account / Investor Audit Report** (Appendix 32) which highlights the update of depositor's particulars.
- 4.4.13.2. Verify that the updates made to the CDS accounts for the day are correct against the relevant report.
- 4.4.13.3. The ADA personnel who checked and verified the reports must sign the reports.
- 4.4.13.4. If there are any data entry errors in the updates, the ADA must initiate the update procedures again as mentioned in Section 4.4.6
- 4.4.13.5. If there are any data entry errors in the updates where the request originated from CDS eServices , the ADA must initiate the update procedures again by completing the FMN070 on the depositor's behalf by indicating "Correction for CDS eServices Request" at the space marked "Signature(s)/ Thumbprint(s) Of Applicant/ Depositor/ Authorised Signatory(ies) /Attorney(s)".
- 4.4.13.6. Update on correspondence address and telephone number performed by the depositor via CDS eServices platform will be captured in this report and is for the ADA's notation only.

4.4.14 Generate And Verify eServices Audit Report

- 4.4.14.1. Print the **eServices Audit Report** (Appendix 95) which highlights the updating of bank account number, email address and handphone number, removal of handphone number, consolidation of bank account information and revocation of consolidated bank account information.
- 4.4.14.2. Verify that the updates made to the CDS accounts for the day are correct against the relevant reports.
- 4.4.14.3. The ADA personnel who checked and verified the reports must sign the report.
- 4.4.14.4. If there are any data entry errors in the updates, the ADA must initiate the update procedures again as mentioned in Section 4.4.6.

4.4.15 Generate Rejected Email Address Report

4.4.15.1. Print the Rejected Email Address Report (Appendix 101) which captures email addresses that was provided by depositors during the CDS account opening and/or updating of email address processes and subsequently rejected by CDS during the validation process.

4.4.15.2. Verify the rejected email address against the FMN070 to ensure the rejection was not due to data entry error by the ADA. If it was due to data entry error by the ADA, the ADA must initiate an update procedure by completing the FMN070 on the depositor's behalf by indicating "Updating of account particular(s) due to data entry error" at the space marked "Signature(s)/ Thumbprint(s) Of Applicant/ Depositor/ Authorised Signatory(ies) /Attorney(s)".

4.4.15.3. If the email address rejection was not due to data entry error, kindly contact the depositor and inform the depositor to update the email address.

Notes:

Depositor with a rejected email address status in CDS will not be allowed to perform any updates to its account particulars if such depositor is not updating his email address as well.

4.4.16 Sorting And Packing Of Forms

4.4.16.1. For updating of "Investor ID" and "Investor Type", pack according to ascending account number as follows:

- a. **ADA and Depository copies** of FMN070

Note: The Depositor copy of FMN070 is to be forwarded to the depositor as acknowledgement.

- b. Letters from depositors (if applicable)
- c. Photocopies of supporting documents.

4.4.16.2. For updating of depositor's particulars not including in Section 4.4.16.1, pack the following according to the Account Maintenance Control Report :-

- a. Depository copies of FMN070
- b. Letters from depositors (if applicable)
- c. Photocopies of supporting documents

4.4.16.3. For those update request submitted via CDS eServices, no forms or supporting document is required to be packed and submitted to Bursa Depository.

4.4.16.4. The Account Maintenance Control Report must be declared and signed by the authorised signatory(ies) of the ADA.

4.4.17 Submission Of Account Updating Documents To Depository

4.4.17.1. Submit FMN070 together with the relevant supporting documents in relating to updating of "Investor ID" or "Investor Type" to Depository **latest by next market day**.

4.4.17.2. For updating of depositor particulars ADA and its branches to forward the FMN070 together with the relevant supporting documents (if any) to Depository by the fifth (5th) market day of the following month or such other day as instructed by Depository

4.4.17.3. All the documents mentioned under section 4.4.16.1 must be accompanied with a covering letter addressed to Depository.

4.4.17.4. The covering letter must be signed by the authorised signatory(ies) of the ADA.

4.4.17.5. Depository will acknowledge receipt on the duplicate copy of the covering letter upon receipt of FMN070 and the relevant supporting documents.

4.4.17.6. For updating of "Investor ID" or "Investor Type", Depository will return the ADA copies of the FMN070 to the ADA once the update has been done.

4.4.17.7. All the documents mentioned under section 4.4.16.2 must be accompanied with Account Maintenance Control Report which has been declared and signed by the authorised signatory(ies) of the ADA before sending to Depository.

4.4.18 Filing Of Documents

4.4.18.1. File the following documents:-

- a. The **ADA** copies of the FMN070
- b. Letters from the depositors (if applicable)
- c. Any supporting documents
- d. Account Rejected/Expired Control Report
- e. The duly signed and stamped Account Maintenance Control Report
- f. Account / Investor Audit Report
- g. eServices Audit Report
- h. Rejected Email Address Report

4.4.18.2. Printing and filing the following reports are optional to the ADA:

- a. Pending Approval Listing
- b. Unattended Account Maintenance Report
- c. Account Maintenance Control Report (if printed on daily basis)

4.5 Application For Closing Of Accounts

The following parties can authorise the closure of an account:-

- a. The depositor
- b. Depository.

4.5.1 Accepting Account Closure Requests

4.5.1.1 A CDS account may be closed by way of:-

- a. Depositor completing (FMN070) in person before the ADA or sending the completed FMN070 to the ADA, or
- b. Depositor writing a letter to the ADA stating his request to close the CDS account, or
- c. A letter of authorisation from Depository, or
- d. ADA completing FMN070 and sending it to Depository in the case of an ADA requesting for the closure of their owned Principal account(s).

4.5.1.2 For item “b”, FMN070 must be completed by the ADA on the depositor’s behalf with the words “Account Closure Due To Depositor’s Written Request” on the space marked “Signature(s) / Thumbprint(s) Of Applicant / Depositor / Authorised Signatory(ies) / Attorney(s)”.

4.5.1.3 For item “c”, FMN070 must be completed by the ADA with the words “Account Closure Due To Depository’s Authorisation” stated on the signature column.

4.5.2 Verification Of Application For Closing Of Account Requests

4.5.2.1 Verify the signature on FMN070/letter from depositor against the ADA’s records of specimen signature(s).

4.5.2.2 Verify the details against the **Checklist For Verification Of Closing Of Account** (Appendix 34).

- 4.5.2.3 Verify and ensure that the “verified by” and “approved by” columns are completed by two (2) different Authorised Signatories of the ADA.
- 4.5.2.4 Every amendment made on the form must be countersigned by the depositor and the authorised signatory(ies) of the ADA with a rubber-stamp bearing the ADA’s name affixed. Do not use correcting fluid. Cancel the error and make the correction.
- 4.5.2.5 Where the signature(s) of the depositor and the authorised signatory(ies) of the ADA are the same, the amendment made on the form need only be signed by that signatory(ies).
- 4.5.2.6 Any amendments made in the “for office use only” column in the form must be signed by the authorised signatory(ies) of the ADA with a rubber-stamp bearing the ADA’s name affixed.
- 4.5.2.7 Where the amendments are signed by the depositor, verify the signature against the ADA’s records of specimen signature(s).

4.5.3 Closure Of Principal And Wholly Owned Nominee Account Of The ADA

- 4.5.3.1 To complete a separate FMN070 for closure of ADA’s principal, its wholly owned nominee account respectively.
- 4.5.3.2 ADA may use a single FMN070 to close multiple CDS accounts of the ADA i.e. its principal or its wholly owned nominee accounts. The following are required to be submitted to Depository:
 - a. A letter from the ADA if the request is related to its principal accounts or from the appropriate nominee company if the request is related to any of its wholly owned nominee accounts. The letter needs to state the ADA’s or the appropriate nominee company’s intention to close multiple CDS accounts using a single FMN070 together with an attached listing detailing the following:
 - i. The number of CDS accounts to be closed
 - ii. CDS account numbers
 - iii. Account qualifiers

- b. A duly completed FMN070. Indicate “To close all CDS accounts as per the authorised list attached” at the ‘CDS Account Number’ column and “Refer to authorised list attached” at the “Account Qualifier” column of the FMN070.

- 4.5.3.3 The request letter, FMN070 and each page of the listing must be signed by the authorised signatories as stated in the respective board resolution of the ADA or its wholly owned nominee company(ies).
- 4.5.3.4 Verify FMN070 for completeness before proceeding to initiate the closure into CDS.
- 4.5.3.5 Upon executing the closure in CDS, the ADA is required to submit Depository’s copy of FMN070 and supporting documents (if any).
- 4.5.3.6 All the other closing of CDS account procedures detail in section 4.5 (if relevant) are also applicable for closing of ADA’s Principal its wholly Owned Nominee account.

Note: **Procedures related to bulk closing of CDS accounts is also applicable to nominee companies that are not wholly owned by the ADA.**

4.5.4 Keying-In Account Closure Request Into The CDS By First (1st) Level User

- 4.5.4.1 Proceed to the Account Maintenance Screen and key-in the CDS account number stated in FMN070 to retrieve the depositor’s details.
- 4.5.4.2 Ensure the details displayed correspond with the details stated in FMN070.
- 4.5.4.3 If the details differ from that in the system, reject the account closure request.
- 4.5.4.4 Proceed to close the depositor’s account.
- 4.5.4.5 Ensure the “data entry by” column is completed by the ADA personnel who performed the data entry.

Note: *The person who performed the data entry must not be the same person approving the request.*

4.5.5 Confirmation Of Account Closure Data By Second (2nd) Level User

- 4.5.5.1 The 2nd level user to retrieve the account closure request via the Unattended Request List and link to Verifier’s Details Page to verify against the FMN070.

4.5.5.2 Alternatively, 2nd level user may verify the data entry using Pending Approval Listing to verify against the FMN070.

4.5.5.3 Verify and ensure the data entry is keyed is correct before confirming and approving the account closing.

Note: a. *Once the 2nd level user confirmed the data entered by the 1st level user, Depository considered the 2nd level user had verified and confirmed the accuracy of the data entered.*

b. *2nd level user is required to confirm the data entered by the 1st level user latest by next market day. Failing which, the data entered will be removed from the system and it will capture in the Account Rejected/Expired Control Report.*

4.5.5.4 If there is any data entry error or discrepancies on the applicant's CDS account number, reject the account closing request and provide the reason for rejection. Return the FMN070 to the data entry staff to initiate the account closing request again. The rejection will be captured in the Account Rejected/Expired Control Report.

4.5.5.5 If the account closing data entry is free from error, the 2nd level user is to confirm the data entry and sign at the "Verified by" column of the FMN070.

4.5.6 Acknowledge Receipt Of Account Closure Requests

4.5.6.1 Affix the ADA's company rubber-stamp at the space marked "to be completed by ADA".

4.5.6.2 Return the **Depositor copy** of FMN070 to the depositor as acknowledgement.

4.5.8 Verifying Account Maintenance Control Report

4.5.8.1 Printing and verifying the Account Maintenance Control Report (Appendix 99) on a daily basis is optional. This report is a summary report that would contain information of all account opening, updating and closure requests that have been confirmed and attended to.

4.5.9 Status Of Account Closure

Account closure status are divided into two (2) categories:-

- a. Temporarily closed
- b. Permanently closed

4.5.9.1 Account closures initiated and confirmed for the day will be under the temporarily closed status. This is indicated with a small “c” at the account status column.

4.5.9.2 The system will further proceed to permanently close the account if there are no outstanding trade transactions and corporate exercises. This is indicated with a capital “C” at the account status column.

4.5.9.3 Keep both the **ADA and Depository copies** of FMN070 together with any supporting documents in a “Keep In View” file.

4.5.9.4 Obtain and check the **Confirmed Closed Account Report** and the **Rejected Closed Account Report** extracted from **Daily Finalised Account Closure File (CFT015)** against the ADA and Depository copies of FMN070 in the “Keep In View” file.

Note:

(i) *The Confirmed Closed Account Report shows the details of accounts that have been confirmed closed on that particular business date.*

(ii) *The Rejected Closed Account Report shows the details of accounts for which the application for closure has been rejected due to the existence of outstanding transactions.*

4.5.9.5 Retrieve the specimen signature card (if any) / list of authorised signatory(ies) and the specimen signature(s) and the **ADA and Depository copies** of the forms for all accounts that appear on the Confirmed Closed Account Report.

4.5.9.6 Ensure that the “account closed on” date is completed in the ADA and Depository copies of FMN070.

4.5.9.7 Ensure that the specimen signature card (if any) / list of authorised signatory(ies) is marked “Account Closed” and signed by the ADA’s authorised signatory(ies) with the words “Effective dd/mm/yyyy” stated where dd/mm/yyyy is defined as the effective date.

4.5.9.8 For those using the signature verification system (SVS), ensure that the account closure status is updated accordingly.

4.5.9.9 A corporate depositor may also request for the closure of an account to which a certain Master Record is tagged against. The ADA is to mark “Account Closed” on the specimen signature card (if any) / list of authorised signatory(ies) to give effect to the closure of this account. However, this Master Record’s specimen signature(s) of the authorised signatory(ies) is not to be discarded as it is still valid and to be used for verification of the authorised signatories and their specimen signatures for any other CDS accounts of the same corporate depositor at the ADA.

4.5.9.10 This closure does not nullify all other accounts belonging to the same corporate depositor. These accounts are still active and reference to the specimen signature(s) and operations of the authorised signatory(ies) in the Master Record for these accounts may continue to be used.

4.5.10 Rejection Of Account Closure Requests

4.5.10.1 Retrieve both the **ADA and Depository copies** of FMN070 from the “Keep In View” file.

4.5.10.2 Check if there are any outstanding transactions for the affected accounts.

4.5.10.3 If there are no outstanding transactions in this account, proceed to Section 4.5.4 and 4.5.5 for keying-in account closure data and confirmation of account closure data respectively into the CDS.

4.5.11 Closing Of Account For Deceased Depositor (With Nil Balance)

In the event of the death of a CDS depositor, the following persons (hereinafter known as “the applicant”) can apply for the closure of the deceased depositor’s CDS account:-

- a. Next-of-kin of the deceased (please note that the request may be made by the next-of-kin as set out in sections 1(a) and (b) of Appendix 37, **Checklist For Request For Suspension Of Deposited Securities In A Deceased Depositor’s CDS Account**).
- b. Personal Representative of the Estate of the Deceased pursuant to a Grant Of Representation
- c. Official Administrator appointed by the **Court**.

This applies only to CDS accounts with “Nil Balance” in the account. The ADA is required to advise the applicant to follow the procedures stipulated below. Under no circumstances is the ADA to close the deceased depositor’s account without prior authorisation from Depository.

4.5.11.1 The applicant is to notify Depository in writing of the death of the depositor and request for the CDS account of the deceased to be closed.

4.5.11.2 The request should be accompanied by a set of the following documents, duly certified by a person stated in the List Of Acceptable Witnesses in Chapter 9:-

- a. Marriage certificate / birth certificate as the case may be as proof of relationship between the deceased and the next-of-kin, or
- b. Grant of Probate or Letter of Administration, where applicable, or
- c. Court Order, and
- d. Death Certificate, and
- e. Applicant’s NRIC.

4.5.11.3 Depository will authorise the closure of the deceased depositor’s account after due verification that the notice and supporting documents are in order and provided that there are no shares standing to the credit in the deceased person’s CDS account.

4.5.11.4 Upon receiving authorisation from Depository to close the deceased depositor’s account, the ADA is required to follow the procedures stipulated in Section 4.5.1 onwards for closing of accounts.

4.5.12 Packing And Submission Of Account Closure Documents To Depository

4.5.12.1 For closing of depositor account, pack the documentation according to the Account Maintenance Control Report, as follows:

- a. Depository copies of FMN070
- b. Letter from depositor / Depository (if applicable)

4.5.12.2 All the above-mentioned documentation must be accompanied with Account Maintenance Control Report.

4.5.12.3 The Account Maintenance Control Report must be signed by the authorised signatory(ies) of the ADA.

4.5.12.4 ADA and its branches to deliver FMN070 with the relevant supporting document to Depository by the fifth (5th) market day of the following month or such other day as instructed by Depository.

4.5.13 Filing Of Documents

4.5.13.1 File the following:-

- a. The ADA copies of FMN070
- b. Any supporting documents
- c. Cancelled specimen signature cards (if any)
- d. Cancelled certified true copies of the list of authorised signatory(ies) (if applicable)
- e. Confirmed Closed Account Reports extracted from CFT015.
- f. Rejected Closed Account Reports extracted from CFT015.
- g. Account Rejected/Expired Control Report
- h. The duly signed and stamped Account Maintenance Control Report

4.5.13.2 Printing and filing the following reports are optional to the ADA:

- a. Pending Approval Listing
- b. Unattended Account Maintenance Report
- c. Account Maintenance Control Report (if printed on daily basis)

4.5.13.3 Depository will only send a notice to the depositor whose application has been rejected.

4.5.14 Automatic Closure Of Dormant Accounts

Pursuant to Rule 26.06A(1), Depository may proceed to close a dormant account with Nil balance as defined in Rule 26.10(1)(a) upon the expiry of the 4th year of such account being designated as dormant.

Automatic Closure of Dormant Accounts is a yearly exercise undertaken by Depository to automatically close dormant accounts maintained in the Central Depository System (CDS) which fulfil the following criteria:

1. There are no securities in such account; and
2. there have not been any debit or credit entries in such accounts for at least seven (7) consecutive years prior to the date of the closure.

ADAs will receive the following two (2) files for the closure of dormant accounts:

a. Pending Closing Dormant Account File (CFT050)

This file will be sent one (1) month prior to the closure of the affected dormant accounts. Depository will send CFT050 via eFIX to all the affected ADAs detailing the dormant accounts that will be subjected to this automatic closure exercise.

b. Confirmed Closed Dormant Account File (CFT051)

This file will be sent upon successful closure of the affected dormant accounts. Depository will send CFT051 via eFIX to all the affected ADAs. The file will contain all the affected dormant accounts that have been closed by Depository which are maintained with the respective ADAs.

4.5.14.1 Housekeeping of Account Opening related Documentations (Optional)

ADAs are provided with an option whether to retrieve all the account opening related documents of the affected dormant accounts that have been closed and have it destroyed or to continue to retain such documents in its current manner.

4.5.14.2 Filing Of Documents

4.5.11.2.1 File the following:

- a. Reports extracted from the Confirmed Closed Dormant Account File i.e. CFT051 (optional)

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4.6 Suspension / Release Of Suspension Of Securities

The deposited securities in a particular depositor's account can be suspended under any one of the circumstances stipulated under Rule 36.02 of the Rules of Depository.

The request for suspension / release of suspension of deposited securities in a securities account may be made by the following persons:-

- a. The Authorised Depository Agent (ADA), subject to prior approval from Depository unless the suspension / release of suspension is for the ADA's own Principal account(s)
- b. The depositor,
- c. Personal Representative of the Estate of the Deceased (refer to Appendix 37 for details on documentation required for submission to Depository), or
- d. Official Administrator appointed by the Court, or
- e. Such other persons stated under Rule 36.02 of the Rules of Depository.

The ADA / depositor / applicant must complete the **Application For Suspension / Release Of Suspension Of Securities Form (FMN030)** (Appendix 38).

4.6.1 Types Of Suspension

- 4.6.1.1 Freeze/hold on a particular securities account or on all securities accounts of a particular depositor.
- 4.6.1.2 Freeze/hold of deposited securities of a particular security in all securities account held by Depository or a particular ADA or ADM.
- 4.6.1.3 Freeze/hold of a particular security of deposited securities in a particular depositor's securities account.
- 4.6.1.4 Freeze/hold of a particular quantum of deposited securities in a particular depositor's securities account

Note: *Suspension of securities in the account does not affect trade settlement for trades committed prior to the suspension of securities date. However, the suspended shares may not be used for outward CDS transactions and for trade settlement if the trade is committed after the suspension of securities date.*

4.6.2 Categories Of Persons Requesting For Suspension / Release Of Suspension

4.6.2.1 Request by the ADA

4.6.2.1.1 For applications made by the ADA, prior approval must be obtained from Depository unless the suspension / release of suspension is for the ADA's own Principal account(s). Once approval in writing has been obtained, forward the completed FMN030 to Depository.

4.6.2.2 Request by the depositor

4.6.2.2.1 For requests made in person, the ADA is to verify the details stated in FMN030 against the **Checklist For Verification Of Suspension / Release Of Suspension Of Securities** (Appendix 39). Once verified, the ADA is to forward the FMN030 to Depository.

4.6.2.2.2 For requests from depositors made in writing, by way of letter / completed FMN030 (if applicable), in addition to complying with Appendix 39, the ADA is to verify the signature on the letter / completed FMN030 against the ADA's records of specimen signature(s) and forward to Depository.

Note:

(i) *In cases where the letter is not accompanied by a completed FMN030, the ADA is to complete the FMN030 on the depositor's behalf and forward the same to Depository.*

(ii) *At the signature column of FMN030, the ADA must state "Suspension / Release Of Suspension Due To Depositor's Written Request".*

4.6.2.3 Request by the applicant in cases of deceased depositor

4.6.2.3.1 For applications made by applicants in person, ADA is to verify the supporting documents furnished against Appendix 37 in order to establish the relationship between the applicant and the deceased depositor. Once verified, the ADA is to forward the FMN030 and the supporting documents to Depository.

4.6.2.3.2 For requests from applicants made in writing, by way of letter / completed FMN030 (if applicable), the ADA is to forward the letter / completed FMN030 (if applicable) to Depository.

4.6.2.3.3 For all applications made by applicants, whether in person or in writing, ADA is to ensure that Appendix 39 is complied with.

4.6.2.4 Request by other persons stated in Rule 36.02 of the Rules of Depository.

4.6.2.4.1 **For any other applications other than the above, forward these requests directly** to Depository together with the relevant supporting documents.

4.6.3 Verification Of Application For Suspension / Release Of Suspension Of Securities Requests

- 4.6.3.1 Verify the details on the FMN030 against the Checklist For Verification Of Suspension / Release Of Suspension Of Securities (Appendix 39).
- 4.6.3.2 **Reject the FMN030 if the particulars on the form differ from supporting documents provided.**
- 4.6.3.3 **Where the application is made by the depositor, verify the depositor's signature in FMN030 / letter against the ADA's records of specimen signature(s).**
- 4.6.3.4 Reject the application if the depositor's signature in FMN030 / letter differs.
- 4.6.3.5 Where the application is made by an applicant in person, ensure that the signature of the applicant on FMN030 is duly witnessed by the authorised officer of the ADA.
- 4.6.3.6 Ensure that the reason(s) for suspension of securities is stated on the form (if applicable).
- 4.6.3.7 The effective date of suspension / release of suspension will be the date stated in the Account Suspension Notice / Release Of Account Suspension Notice or the Securities Suspension Notice / Release Of Securities Suspension Notice (whichever is applicable).
- 4.6.3.8 Verify and ensure that the "checked by" and "verified by" columns in the space "to be completed by ADA/ADM" are completed by two (2) different authorised signatories of the ADA.
- 4.6.3.9 Every amendment made on the form must be countersigned by the depositor and the authorised signatory(ies) of the ADA with a rubber-stamp bearing the ADA's name affixed. Do not use correcting fluid. Cancel the error and make the correction.
- 4.6.3.10 Where the signature(s) of the depositor and the authorised signatory(ies) of the ADA are the same, the amendment made on the form need only be signed by that signatory(ies).
- 4.6.3.11 Any amendments made in the "for office use only" column in the form must be signed by the authorised signatory(ies) of the ADA with a rubber-stamp bearing the ADA's name affixed.
- 4.6.3.12 Where the amendments are signed by the depositor, verify the signature against the ADA's records of specimen signature(s).
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4.6.4 Packing And Submission Of Suspension / Release Of Suspension Documents To Depository

- 4.6.4.1 Pack **all copies** of the FMN030 and any supporting documents together with the covering letter stating the number of FMN030 being submitted to Depository. This covering letter must be signed by the authorised signatory(ies) of the ADA.
- 4.6.4.2 All FMN030s received by the ADA for submission to Depository must be forwarded to Depository immediately.

4.6.5 Acknowledgement Of Receipt Of Suspension / Release Of Suspension Of Securities Requests By Depository

- 4.6.5.1 Depository will acknowledge receipt of the suspension / release of suspension of securities requests by acknowledging the duplicate of the covering letter upon receipt of FMN030.
- 4.6.5.2 The **Depositor/Applicant copy** of the FMN030 will be sent to the depositor if the suspension / release of suspension of securities request is successful.
- 4.6.5.3 A notice will be sent by Depository if the suspension / release of suspension of securities request is successful.

4.6.6 Filing Of Documents

- 4.6.6.1 The **ADA/ADM copy** of the FMN030 will be returned to the ADA, once the suspension / release of suspension of securities has been initiated.
- 4.6.6.2 File the following:-
 - a. The **ADA/ADM copy** of the FMN030

4.7 Enquiry

4.7.1 Balance Enquiry By Depositor

- 4.7.1.1 The depositor may from time to time request for his CDS account balance by completing the **Balance Enquiry Request Form** (Appendix 40).
- 4.7.1.2 Verify the depositor's signature against the ADA's records of specimen signature(s).
- 4.7.1.3 Reject the request if the signature differs.
- 4.7.1.4 Do not send the completed Balance Enquiry Request Form to Depository.
- 4.7.1.5 File the Balance Enquiry Request Form.

4.7.2 Balance Enquiry On A Deceased Depositor's Account

- 4.7.2.1 For a balance enquiry, the applicants as per those defined in Section 4.5.8 "a", "b" and "c", or its advocate and solicitor, must apply to Depository in writing.
- 4.7.2.2 The request should be accompanied by a set of the following documents, duly certified by a person stated in the List Of Acceptable Witnesses in Chapter 9:-
 - a. Marriage certificate / birth certificate as the case may be as proof of relationship between the deceased and the next-of-kin, or
 - b. Grant of Probate or Letter of Administration, where applicable, and
 - c. Death Certificate, and
 - d. Applicant's NRIC.
- 4.7.2.3 In addition to the above requirements, where the request is submitted by an advocate and solicitor, a letter from the applicant to Depository, authorising Depository to release information on the deceased depositor's account to the advocate and solicitor, must be submitted.
- 4.7.2.4 Under no circumstances is the ADA to release any information to anyone without prior notification and authorisation from Depository.

4.7.3 Balance Enquiry Through Depositor's Authorisation

This section stipulates the procedures to be applied by the ADA in processing a depositor's request to authorise a third party representative or his dealer's representative to enquire into his CDS account balance and any subsequent revocation by that depositor.

This authorisation is only for making balance enquiry requests and not for ad-hoc statement requests.

Balance enquiry authorisation may be given by a depositor to:-

- a. A third party representative other than a dealer's representative
- b. A dealer's representative attached to an ADA where the depositor's CDS account is maintained.

Third Party Representative Other Than A Dealer's Representative

The authorisation given to a third party representative other than a dealer's representative is only effective for the purpose of making one (1) balance enquiry only. To authorise a third party representative, the depositor has to write a letter of authorisation containing the following information:-

- a. Name and CDS account number of depositor
- b. Name and NRIC / Passport No. / Authority Card No. of third party representative
- c. Signature of depositor.

4.7.3.1 Accepting Letter Of Authorisation From Third Party Representative

4.7.3.1.1 Ensure the depositor's particulars are completed in the Balance Enquiry Request Form and that the representative signs on behalf of the depositor.

4.7.3.1.2 Obtain the letter of authorisation and completed Balance Enquiry Request Form from the representative.

4.7.3.1.3 Check the depositor's signature on the letter of authorisation against the ADA's records of specimen signature(s).

- 4.7.3.1.4 Sight the representative's original NRIC / Passport / Authority Card to verify the name and NRIC / Passport No. / Authority Card No. stated in the letter of authorisation from the depositor.
- 4.7.3.1.5 Reject the request if the depositor's signature differs or if there are discrepancies in the representative's particulars.
- 4.7.3.1.6 Enter all enquiry data using the CDS "Account Enquiry" screen. Ensure that the CDS account number is keyed-in correctly.
- 4.7.3.1.7 The two (2) different persons who approve and release the information to the representative must sign at the appropriate columns in the Balance Enquiry Request Form.
- 4.7.3.1.8 File the letter of authorisation from the depositor together with the Balance Enquiry Request Form after the enquiry has been done.

Dealer's Representative

4.7.3.2 Accepting Authorisation For Balance Enquiry Request Form

4.7.3.2.1 To receive the duly completed **Authorisation For Balance Enquiry Request Form (AFBIR)** (Appendix 41) for each authorisation relating to an individual depositor.

4.7.3.2.2 Receive the duly completed AFBIR for authorisation by corporate depositor. Corporate depositor can perform the function of giving authorisation to enquire the balance of its CDS account by completing the AFBIR as follows:-

- a. Corporate depositor giving authorisation to more than one (1) CDS account can complete separate AFBIR for each different CDS account, or

Corporate depositor giving authorisation to more than one (1) CDS account can complete only one (1) AFBIR and attached a listing detailing the CDS accounts' numbers that can be enquired by the Dealer's Representative. The AFBIR and the CDS Account Listing must be signed by the same authorised signatory(ies) with either the Company Seal or company's rubber-stamp affixed, or

-
- b. Corporate depositor giving authorisation to more than one (1) CDS account can complete only one (1) AFBIR and indicate on the AFBIR that the authorisation will be for all CDS accounts including any CDS account to be opened in the future.
- 4.7.3.2.3 Ensure that the “received by” and “time/date received” columns are completed.
- 4.7.3.2.4 Verify the signature on the AFBIR and the CDS Account Listing (if applicable) against the ADA’s records of specimen signature(s).
- 4.7.3.2.5 Verify all particulars on the AFBIR against the **Checklist For Verification Of Authorisation For Balance Enquiry Request Form** (Appendix 42).
- 4.7.3.2.6 Reject the Authorisation For Balance Enquiry Form if there is(are) error(s) or non-compliance. For rejection procedures, proceed to Section 4.7.3.2.14.
- 4.7.3.2.7 Affix the ADA’s company rubber-stamp on the AFBIR at the space marked “to be completed by ADA”.
- 4.7.3.2.8 Ensure that the “verified by” and “approved by” columns in the AFBIR are completed by two (2) different authorised signatory(ies) of the ADA.
- 4.7.3.2.9 Every amendment made on the AFBIR or the CDS Account Listing (if applicable) must be countersigned by the depositor and the authorised signatory(ies) of the ADA with a rubber-stamp bearing the ADA’s name affixed. Do not use correcting fluid. Cancel the error and make the correction.
- 4.7.3.2.10 Any amendments made in the “for office use only” column in the AFBIR must be signed by the authorised signatory(ies) of the ADA with a rubber-stamp bearing the ADA’s name affixed.
- 4.7.3.2.11 Where the amendments are signed by the depositor, verify the signature against the ADA’s records of specimen signature(s).
- 4.7.3.2.12 Complete the **Notice Of Acceptance / Rejection Of Authorisation For Balance Enquiry Form** (Notice-AFBIR) (Appendix 43).

4.7.3.2.13 If the authorisation is accepted, retain the original AFBIR and the CDS Account Listing (if applicable) and return a copy of the AFBIR and a copy of the CDS Account Listing (if applicable) to the depositor along with the Notice-AFBIR clearly stating the period of validity, no later than two (2) market days from the day the AFBIR was received.

4.7.3.2.14 If authorisation for balance enquiry request is rejected, return the original AFBIR and the CDS Account Listing (if applicable) to the depositor along with the Notice-AFBIR clearly stating the reason(s) for the rejection, no later than two (2) market days from the day the AFBIR was received.

Note: The authorisation given to the dealer's representative for the purpose of balance enquiry may be valid for a period as specified by the depositor in the AFBIR unless revoked earlier by the depositor or revoked automatically as the result of dealer's representative ceased to be a dealer's representative of the ADA where the depositor's CDS account is maintained.

4.7.3.2.15 File the following:-

- a. Authorisation For Balance Enquiry Request Form (AFBIR) together with the CDS Account Listing (if any)
- b. Notice Of Acceptance / Rejection Of Authorisation For Balance Enquiry Request Form (Notice-AFBIR) together with the CDS Account Listing (if any).

4.7.3.3 The ADA May Process A Balance Enquiry Request By A Dealer's Representative Via The Following Methods:-

- a. Accepting Balance Enquiry Request form; or
- b. The ADA's online system if the online system satisfies the following requirements:-
 - i. The online system gives the Dealer's Representative access to the CDS account balances obtained by the ADA via the CDS-STP service;

- ii. the online system gives the Dealer's Representative access to the CDS account balances of only those depositors who have authorised that Dealer's Representative via the AFBIR and not any other depositor; and
- iii. the ADA has taken all reasonable security measures to prevent unauthorised access into the online system.

Accepting Balance Enquiry Request Form

- 4.7.3.3.1 Receive the Balance Enquiry Request Form (Appendix 40) duly completed from the dealer's representative. Separate Balance Enquiry Request Form for each depositor. For corporate depositor opted for a single Balance Enquiry Request Form for more than one (1) CDS account, the appropriate details on the Balance Enquiry Request Form must be completed.
- 4.7.3.3.2 Verify the signature of the dealer's representative.
- 4.7.3.3.3 Ensure that the request from the dealer's representative is valid and that the authorisation in favour of the dealer's representative has not expired.
- 4.7.3.3.4 Ensure that all balance enquiry requests are released only to the authorised dealer's representative. For corporate depositor using a single Balance Enquiry Request Form accompanied by a CDS Account Listing, ensure the CDS Account Listing belongs to the same corporate depositor and that the account balance released is in relation to the account stated in the CDS Account Listing.
- 4.7.3.3.5 Affix the ADA's company rubber-stamp on the Balance Enquiry Request Form at the space marked "to be completed by ADA".
- 4.7.3.3.6 Ensure that the "approved by" and "balance released by" columns are completed by two (2) different authorised signatories of the ADA.
- 4.7.3.3.7 Every amendment made on the Balance Enquiry Request Form must be countersigned by the depositor and the authorised signatory(ies) of the ADA with a rubber-stamp bearing the ADA's name affixed. Do not use correcting fluid. Cancel the error and make the correction.
- 4.7.3.3.8 Any amendments made in the "for office use only" column in the Balance Enquiry Request Form must be signed by the authorised

signatory(ies) of the ADA with a rubber-stamp bearing the ADA's name affixed.

4.7.3.3.9 Where the amendments are signed by the depositor, verify the signature against the ADA's records of specimen signature(s).

4.7.3.3.10 Enter all enquiry data using the CDS "Account Enquiry" screen. Ensure that the CDS account number is keyed-in correctly.

4.7.3.3.11 File the Balance Enquiry Request Form.

4.7.3.3.12 Do not send the completed Balance Enquiry Request Form to Depository.

Processing A Balance Enquiry Request Via The ADA's Online System

4.7.3.3.13 An ADA that processes a balance enquiry request via the ADA's online system must ensure that the online system satisfies the following requirements:-

- a. the online system gives the Dealer's Representative access to the CDS account balances obtained by the ADA via the Central Depository System-Straight Through Processing ("CDS-STP") service;
- b. the online system gives the Dealer's Representative access to the CDS account balances of only those depositors who have authorised that Dealer's Representative via the AFBIR and not any other depositor; and
- c. the ADA has taken all reasonable security measures to prevent unauthorised access into the online system.

Sections 4.7.3.3.14 to 4.7.3.3.22 are only applicable to ADAs that have subscribed for CDS-STP and are using the AFBIR to update the details of depositors with consent via the "Account Consent Maintenance" screen in CDS.

Keying-In Depositor Consent Into CDS

4.7.3.3.14 Proceed to the Account Consent Maintenance screen and key-in the CDS account number to retrieve the depositor's details.

4.7.3.3.15 Ensure the details displayed correspondence with the details in AFBIR.

-
- 4.7.3.3.16 If the details differ from that in the system, reject the consent request.
- 4.7.3.3.17 ADA is to ensure that only CDS account number of depositors who have given consent are to be registered into CDS via Account Consent Maintenance screen.
- 4.7.3.3.18 ADA is to ensure that the consent period given by the depositor is keyed-in correctly into CDS.
- 4.7.3.3.19 Proceed to register the depositor's consent via Account Consent Maintenance screen.
- 4.7.3.3.20 Print the Depositor Consent Listing and verify the data entry against the AFBIR.
- 4.7.3.3.21 The authorized Dealer's Representative will access the CDS account balances of its clients via the ADA's online system. The authorized Dealer Representative will only be accessing the CDS account balances of clients that have provided their consent via the AFBIR.
- 4.7.3.3.22 Please refer to CDS-STP User Guide for detailed instructions.

4.7.3.4 Accepting Revocation Of Authorisation For Balance Enquiry Request Form

- 4.7.3.4.1 Receive the authorisation letter or the duly completed **Revocation Of Authorisation For Balance Enquiry Request Form (RAFBIR)** (Appendix 44) for each authorisation relating to a depositor. Corporate depositor is allowed to complete a single RAFBIR for more than one (1) CDS account by completing the appropriate details in the RAFBIR.
- 4.7.3.4.2 For the authorisation letter, affix the acknowledged receipt stamp on the letter and state the date of receipt clearly on the letter.
- 4.7.3.4.3 Ensure that the "received by" and "time/date received by" columns are completed in the RAFBIR.
- 4.7.3.4.4 Verify the signature on the authorisation letter / RAFBIR against the ADA's records of specimen signature(s)

Note:

- (i) *For cases where the revocation request is made by way of an authorisation letter, the ADA must complete the RAFBIR on the depositor's behalf*

(ii) *At the signature column of the RAFBIR, the ADA must state “Revocation Due To Depositor’s Written Request”.*

4.7.3.4.5 Verify all particulars on the RAFBIR against the **Checklist For Verification Of Revocation Of Authorisation For Balance Enquiry Request Form** (Appendix 45).

4.7.3.4.6 Reject the authorisation letter / RAFBIR if there is(are) error(s) or non-compliance. For rejection procedures, please proceed to section 4.7.3.4.14.

4.7.3.4.7 Affix the ADA’s company rubber-stamp on the RAFBIR at the space marked “to be completed by ADA”.

4.7.3.4.8 Ensure that the “verified by” and “approved by” columns are completed by two (2) different authorised signatory(ies) of the ADA.

4.7.3.4.9 Every amendment made on the RAFBIR must be countersigned by the depositor and the authorised signatory(ies) of the ADA with a rubber-stamp bearing the ADA’s name affixed. Do not use correcting fluid. Cancel the error and make the correction.

4.7.3.4.10 Any amendment made in the “for office use only” column in RAFBIR must be signed by the authorised signatory(ies) of the ADA with a rubber-stamp bearing the ADA’s name affixed.

4.7.3.4.11 Where the amendments are signed by the depositor, verify the signature against the ADA’s records of specimen signature(s).

4.7.3.4.12 Complete the **Notice Of Acceptance / Rejection Of The Revocation Of Authorisation For Balance Enquiry Form** (Notice-RAFBIR) (Appendix 46).

4.7.3.4.13 If the revocation is accepted, retain the original RAFBIR and return a copy of the RAFBIR to the depositor along with the Notice-RAFBIR no later than two (2) market days from the day the RAFBIR was received.

4.7.3.4.14 If the revocation is rejected, return the original RAFBIR to the depositor along with the Notice-RAFBIR clearly stating the reason(s) for the rejection, no later than two (2) market days from the day the RAFBIR was received.

4.7.3.4.15 File the following:-

- a. Authorisation Letter / Revocation Of Authorisation For Balance Enquiry Form (RAFBIR) (if applicable)
- b. Notice Of Acceptance / Rejection Of The Revocation Of Authorisation For Balance Enquiry Form.

4.7.3.5 Automatic Revocation Of Authorisation On Enquiry As The Result Of Dealer's Representative Ceased To Be An Authorised Dealer's Representative Of An ADA Where The Depositor's CDS Account Is Maintained

4.7.3.5.1 Complete a RAFBIR on behalf of the affected depositors. Print a listing of all the affected CDS accounts from the ADA's Online System and attach to the duly completed RAFBIR.

4.7.3.5.2 At the signature column of the RAFBIR, the ADA must state "Revocation Due To Authorised Dealer's Representative No Longer With ADA".

4.7.3.5.3 File the RAFBIR completed by the ADA.

Sections 4.7.3.5.4 only applicable to ADAs that have subscribed for CDS-STP and are using the RAFBIR to update the details of depositors with revocation of consent via the "Account Consent Maintenance" screen in CDS.

Keying-In Revocation Of Depositor Consent Into CDS

4.7.3.5.4 Revocation Of Consent Requested By Depositor Via The Revocation Of Authorisation For Balance Enquiry Request Form (RAFBIR).

4.7.3.5.4.1 Verify the signature of the depositor against the ADA's records of specimen signature.

4.7.3.5.4.2 Proceed to the Account Consent Maintenance screen and key –in the CDS account number to retrieve the depositor's details.

4.7.3.5.4.3 Ensure the details displayed correspondence with the details in RAFBIR.

4.7.3.5.4.4 If the details differ from that in the system, reject the revocation consent request.

4.7.3.5.4.5 Proceed to revoke the depositor's consent via Account Consent Maintenance screen.

4.7.3.5.4.6 Print the Depositor Consent Audit to verify the data entry against the RAFBIR.

4.7.3.5.4.7 Please refer to CDS-STP User Guide for detailed instructions.



4.8 Ad-Hoc Statement

4.8.1 Ad-Hoc Statement For Depositors

- 4.8.1.1 A depositor may also request for an ad-hoc statement on their CDS account by:-
- a. Completing the **Ad-Hoc Statement Request Form** (Appendix 47)
 - b. Writing to the ADA
- 4.8.1.2 For item b, the ADA is to complete the Ad-Hoc Statement Request Form on behalf of the depositor.
- 4.8.1.2 Verify the depositor's signature on the Ad-Hoc Statement Request Form / letter against the ADA's records of specimen signature(s).
- 4.8.1.3 Reject the request if the signature differs.
- 4.8.1.4 Do not send the completed Ad-Hoc Statement Request Form to Depository.
- 4.8.1.5 File the following:-
- a. Ad-Hoc Statement Request Form
 - b. Letter from depositor (if applicable).

4.8.2 Ad-Hoc Statement For Next-Of-Kin / Beneficiaries

- 4.8.2.1 For an ad-hoc statement, the applicants as per those defined in Section 4.5.8 "a", "b" and "c", or its advocate and solicitor, must apply to Depository in writing.
- 4.8.2.2 The request should be accompanied by a set of the following documents, duly certified by a person stated in the List Of Acceptable Witnesses in Chapter 9:-
- a. Marriage certificate / birth certificate as the case may be as proof of relationship between the deceased and the next-of-kin, or
 - b. Grant of Probate or Letter of Administration, where applicable, and
 - c. Death Certificate, and
 - d. Applicant's NRIC.

- 4.8.2.3 In addition to the above requirements, where the request is submitted by an advocate and solicitor, a letter from the applicant to Depository, authorising Depository to release information on the deceased depositor's account to the advocate and solicitor, must be submitted.
- 4.8.2.4 Under no circumstances is the ADA to release any information to anyone without prior notification and authorisation from Depository.

4.8.3 Ad-Hoc Statements For ADA's Principal Accounts

- 4.8.3.1 Printing of ad-hoc statements for an ADA's Principal and wholly-owned Nominee account(s) may be done by way of printing an **Intra-Day Activities Report** (Appendix 48).
- 4.8.3.2 Print report either by specifying account type or account number but not both. Alternatively, you may view the report in softcopy without the need to print hardcopy.

***Note:** To print all accounts or stock, key in an asterisk (*) in the respective field.*

4.9 Reactivation Of Dormant Account Requests

4.9.1 Accepting Reactivation Of Dormant Account Requests

4.9.1.1 Receive completed and duly signed **Application For Reactivation Of CDS Account Form** (Reactivation Form) (Appendix 49) / written request from depositor for each request.

4.9.1.2 Ensure that the Reactivation Form / letter is submitted together with payment.

4.9.2 Verification Of Reactivation Requests

4.9.2.1 Verify the depositor's signature on the Reactivation Form / letter against the ADA's records of specimen signature(s).

4.9.2.2 Reject if the signature in the Reactivation Form / letter differs or if payment is not received and state the reason(s) for rejection.

4.9.2.3 For written request by a depositor, if the signature in letter matches with the ADA's record of specimen signature(s), the ADA is to complete the Reactivation Form on behalf of the depositor.

4.9.2.4 Affix the ADA's designated rubber-stamp bearing "Reactivation of account due to account holder's written request" at the space marked "Signature of Depositor / Authorised Signatories / Attorney(s)".

4.9.2.5 Affix the ADA's company rubber-stamp in the Reactivation Form at the space marked "to be completed by ADA/ADM".

4.9.2.6 Ensure the "verified by" column is completed by the ADA personnel who received the payment and performed the verification.

4.9.2.7 Ensure the "approved by" column is completed by the ADA's Authorised Signatory(ies) before data entry.

4.9.2.8 Every amendment made on the form must be countersigned by the depositor and the authorised signatory(ies) of the ADA with a rubber-stamp bearing the ADA's name affixed. Do not use correcting fluid. Cancel the error and make the correction.

4.9.2.9 Any amendments made in the “for office use only” column in the form must be signed by the authorised signatory(ies) of the ADA with a rubber-stamp bearing the ADA’s name affixed.

4.9.2.10 Where the amendments are signed by the depositor, verify the signature against the ADA’s records of specimen signature(s).

4.9.3 Keying-In Reactivation Requests

4.9.3.1 Key-in depositor’s CDS account number through the “Account Maintenance” screen. Retrieve the depositor’s details and check against the details stated in the Reactivation Form / letter.

Note: If there is a prior approval from Depository to waive the fee for reactivation of dormant account, ADAs are required to click on the fee waived and enter the letter reference number. Failure to enter both the information will result in billing for such reactivation of dormant account.

4.9.3.2 Reject if the particulars differ and state the reason(s) for rejection.

4.9.3.3 Proceed to update the status of the depositor’s account.

4.9.3.4 Ensure that the “reactivated by” and “reactivated on” columns are completed by the ADA personnel who performed the data entry

Note: The data entry personnel must not be the same person approving the reactivation request.

4.9.3.5 Forward a copy of the Reactivation Form to the depositor upon completion of the updating process.

4.9.3.6 Do not send the completed Reactivation Form to Depository.

4.9.3.7 The ADA is to print and provide the depositor the tax invoice (Appendix 92) from the CDS in respect of the fee for the reactivation of dormant account unless the depositor indicates he does not require the same.

Note : In the event there is a request from a depositor to reprint the original tax invoice, the ADA is to reprint the tax invoice from CDS and endorse it with a rubber stamp bearing the word “COPY” on the top section of the reprinted tax invoice before forwarding it to the depositor.

4.9.3.8 On the next market day, ADA has the option to print the CDS Transaction Invoice Report (Appendix 93) from CDS. The purpose of this report is to assist the ADA to reconcile the GST amount collected for all the CDS transactions initiated on the previous day. The report can be printed by type of CDS transaction, by account type and by a specific period.

4.9.4 Acknowledge Receipt Of Reactivation Requests

4.9.4.1 Receive the reactivation fee and the relevant GST amount.

4.9.4.2 The ADA must maintain proper records of all reactivation fees received.

4.9.5 Reactivation Of ADA’s Principal Accounts And Wholly Owned Nominee Account

4.9.5.1 To complete a separate Reactivation Form for reactivation of ADA’s principal and its wholly owned nominee accounts respectively

4.9.5.2 ADA may use a single Reactivation Form to reactivate multiple CDS accounts of the ADA i.e. its principal or its wholly owned nominee accounts. The following are required to be submitted to Depository:

- a. A letter from ADA if the request is related to its principal accounts or from the appropriate nominee company if the request is related to any of its wholly owned nominee accounts. The letter needs to state the ADA’s or the appropriate nominee company’s intention to reactivate multiple dormant CDS accounts using a single Reactivation Form together with an attached listing detailing the following:
 - i. The number of dormant CDS accounts to be reactivated.
 - ii. CDS account numbers
 - iii. Account Qualifiers

-
- b. A duly completed Reactivation Form. Indicate “To reactivate all CDS accounts as per the authorised list attached” at the CDS Account Number” column and “Refer to authorised list attached” at the “Account Qualifier” column of the Reactivation Form.
 - c. The request letter, Reactivation Form and each page of the listing must be signed by the authorised signatories as stated in the ADA’s principal or its wholly owned nominee’s Board Resolution.

Note: Procedures related to bulk reactivation of dormant CDS accounts is also applicable to nominee companies that are not wholly owned by the ADA.

- 4.9.5.3 Verify the Reactivation Form for completeness before proceeding to key-in the reactivation request into CDS.
- 4.9.5.4 Upon executing the relevant updates in CDS, the ADA is not required to send the Reactivation Form to Depository.
- 4.9.5.5 All the other reactivation of Dormant Account procedures detailed in Section 4.9 (if relevant) are also applicable for reactivation of ADA’s Principal, Wholly Owned Nominee and Non Wholly Owned Nominee account.

4.9.6 Generate And Verify The Reactivated Account Report

- 4.9.6.1 Print the **Reactivated Account Report** (Appendix 50) which highlights depositors’ accounts reactivated for the day.
- 4.9.6.2 Verify the reactivation made to CDS account(s) for the day is correct.
- 4.9.6.3 The ADA personnel who checked and verified the report must sign the report.

4.9.7 Filing Of Documents

- 4.9.7.1 File the following documents:-
 - a. Completed Reactivation Form
 - b. Letters from depositor or listing of affected accounts (if applicable)
 - c. Reactivated Account Report.

4.10 Reactivation Of Inactive Account Requests

4.10.1 Accepting Reactivation Of Inactive Account Requests

4.10.1.1 Receive completed and duly signed **Application For Reactivation Of CDS Account Form** (Reactivation Form) (Appendix 49) / written request from depositor for each request.

4.10.2 Verification Of Reactivation Requests

4.10.2.1 Verify the depositor's signature on the Reactivation Form / letter against the ADA's records of specimen signature(s).

4.10.2.2 Reject if the signature in the Reactivation Form / letter differs.

4.10.2.3 For written request by a depositor, if the signature in letter matches with the ADA's records of specimen signature(s), the ADA is to complete the Reactivation Form on behalf of the depositor.

4.10.2.4 Affix the ADA's designated rubber-stamp bearing "Reactivation of account due to account holder's written request" at the space marked "Signature of Depositor / Authorised Signatories / Attorney(s)".

4.10.2.5 Affix the ADA's company rubber-stamp in the Reactivation Form at the space marked "to be completed by ADA/ADM".

4.10.2.6 Ensure the "verified by" column is completed by the ADA personnel who performed the verification.

4.10.2.7 Ensure the "approved by" column is completed by the ADA's authorised signatory(ies) before data entry.

4.10.2.8 Every amendment made on the form must be countersigned by the depositor and the authorised signatory(ies) of the ADA with a rubber-stamp bearing the ADA's name affixed. Do not use correcting fluid. Cancel the error and make the correction.

4.10.2.9 Any amendments made in the "for office use only" column in the form must be signed by the authorised signatory(ies) of the ADA with a rubber-stamp bearing the ADA's name affixed.

4.10.2.10 Where the amendments are signed by the depositor, verify the signature against the ADA's records of specimen signature(s).

4.10.3 Keying-In Reactivation Requests

4.10.3.1 Key-in depositor's CDS account number through the "Account Maintenance" screen. Retrieve the depositor's details and check against the details stated in the Reactivation Form / letter.

4.10.3.2 Reject if the particulars differ and state the reason(s) for rejection.

4.10.3.3 Proceed to update the status of the depositor's account.

4.10.3.4 Ensure that the "reactivated by" and "reactivated on" columns are completed by the ADA personnel who performed the data entry.

Note: The data entry personnel must not be the same person approving the reactivation request.

4.10.3.5 Forward a copy of the Reactivation Form to the depositor upon completion of the updating process.

4.10.3.6 Do not send the completed Reactivation Form to Depository.

4.10.4 Reactivation Of Principal And Wholly Owned Nominee Account Of The ADA

4.10.4.1 To complete a separate Reactivation Form for reactivation of ADA's Principal and its Wholly Owned Nominee accounts respectively.

4.10.4.2 ADA may use a single Reactivation Form to reactivate multiple CDS accounts of the ADA i.e. principal or its wholly owned nominee accounts. The following are required to be submitted to Depository:

- a. A letter from the ADA if the request is related to its principal accounts or from the appropriate nominee company if the request is related to any of its wholly owned nominee accounts. The letter needs to state the ADA's or the appropriate nominee company's intention to reactivate multiple inactive CDS accounts using a single Reactivation Form together with an attached listing detailing the following:
 - i. The number of inactive CDS accounts to be reactivated.
 - ii. CDS account numbers
 - iii. Account Qualifier
- b. A duly completed Reactivation Form. Indicate "To reactivate all CDS accounts as per the authorised list attached" at the CDS Account Number" column and "Refer to authorised list attached" at the "Account Qualifier" column of the reactivation form.
- c. The request letter, Reactivation Form and each page of the listing must be signed by the authorised signatories as stated in the ADA's principal or its wholly owned nominee's Board Resolution.

Note: Procedures related to bulk reactivation of active CDS accounts is also applicable to nominee companies that are not wholly owned by the ADA.

4.10.4.3 Verify the Reactivation Form for completeness before proceeding to key-in the reactivation request into CDS.

4.10.4.4 Upon executing the relevant updates in CDS, the ADA is not required to send the Reactivation Form to Depository.

4.10.4.5 All the other reactivation of Inactive Account procedures detailed in Section 4.10 (if relevant) are also applicable for reactivation of ADA's principal, wholly owned nominee and non wholly owned nominee account.

4.10.5 Generate And Verify Reactivated Account Report

4.10.5.1 Print Reactivated Account Report, which highlights depositors' accounts reactivated for the day.

4.10.5.2 Verify the reactivation made to CDS account(s) for the day is correct.

4.10.5.3 The ADA personnel who checked and verified the report must sign the report.

4.10.6 Filing Of Documents

4.10.6.1 File the following documents:-

- a. Completed Reactivation Form
- b. Letters from depositors or listing of affected accounts (if applicable).
- c. Reactivated Account Report.

4.11 Consolidation Of CDS Statement Of Account

This chapter stipulates the procedures to be complied with by the ADA with respect to accepting, verifying, keying-in and filing of the Consolidation of CDS Statement of Account as requested by the depositor via the CSA Form (“Consolidation Request”).

The requirements of this chapter must be complied with at all times by the ADA.

A. Request Was Made At ADA Office

4.11.1 Accepting A Consolidation Request

4.11.1.1 Receive completed and duly signed **Consolidation/Revocation Of Consolidated CDS Statement Of Account** form (“CSA Form”) (Appendix 51) from the depositor.

4.11.2 Verification Of A Consolidation Request

4.11.2.1 Verify the depositor’s signature on the CSA Form against the ADA’s records of specimen signature(s).

4.11.2.2 Reject the application if the depositor’s signature on the CSA Form differs.

4.11.2.3 Affix the ADA’s company rubber-stamp on the CSA Form at the space marked “to be completed by ADA”.

4.11.2.4 Ensure the “verified by” column is completed by the ADA personnel who performed the verification.

4.11.2.5 Ensure the “approved by” column is completed by the ADA’s authorised signatory(ies) before performing the data entry.

4.11.2.6 Every amendment made on the form must be countersigned by the depositor and the authorised signatory(ies) of the ADA with a rubber-stamp bearing the ADA’s name affixed. Do not use correcting fluid. Instead cancel the error and make the correction.

4.11.2.7 Any amendments made in the “for office use only” column in the form must be signed by the authorised signatory(ies) of the ADA with a rubber-stamp bearing the ADA’s name affixed.

4.11.2.8 Where the amendments are signed by the depositor, verify the signature against the ADA's records of specimen signature(s).

4.11.3 Keying-In The Consolidation Request

4.11.3.1 Key-in depositor's company registration number / passport number / NRIC number using the "Account Maintenance" screen. Retrieve the depositor's details and verify against the details stated in the CSA Form.

4.11.3.2 Reject the Consolidation Request if the particulars of the depositor differ in CDS from the CSA Form and state the reason(s) for rejection.

4.11.3.3 Proceed to update the status of the depositor's account if the particulars of the depositor are the same in the CSA Form and CDS

4.11.3.4 Ensure that the "data entry by" column of the CSA Form is completed by the ADA personnel who performed the data entry.

Note: The data entry personnel must not be the same person approving the Consolidation Request.

4.11.4 Acknowledgement Of Receipt Of The Consolidation Request

4.11.4.1 Return a copy of the CSA Form to the depositor as acknowledgement **after processing the Consolidation Request.**

B. Request Made Via CDS eServices Platform

4.11.5 Consolidation CDS Statement of Accounts

4.11.5.1. Individual depositor registered for CDS eServices may request to consolidate CDS Statement of Accounts through the electronic platform. Such request does not require any supporting documents or ADA's approval and changes to these information in depositor's CDS account will be effected immediately once the depositor had successfully submitted through CDS eServices.

4.11.6 Generate And Verify Account / Investor Audit Report

- 4.11.6.1 Print the **Account / Investor Audit Report** (“the report”) (Appendix 32).
- 4.11.6.2 The report will capture both types of transactions i.e. that was executed at the ADA office and via CDS eServices Platform.
- 4.11.6.3 Verify the particulars of the correspondence address and consolidation status against the CSA Form for transactions performed at ADA office. However, for the consolidation request performed by depositor through CDS eServices, the ADA is not required to do any verification.
- 4.11.6.4 The ADA personnel who checked and verified the report against the CSA Form must sign on the report.

4.11.7 Filing Of Documents

- 4.11.7.1 File the following documents:-
- a. CSA Forms
 - b. Account / Investor Audit Report.

4.12 Revocation Of Consolidated CDS Statement Of Account

This chapter stipulates the procedures to be complied with by the ADA with respect to accepting, verifying, keying-in and filing of the Revocation of Consolidated CDS Statement of Account as requested by the depositor via the CSA Form (“Revocation Request”).

The requirements of this chapter must be complied with at all times by the ADA.

A. Request Was Made At ADA Office

4.12.1 Accepting And Verifying A Revocation Request

4.12.1.1 Follow the procedures as stated in Section 4.11.1 – Accepting A Consolidation Request and Section 4.11.2 – Verification Of A Consolidation Request.

4.12.2 Keying-In The Revocation Request

4.12.2.1 Key-in the depositor’s company registration number / passport number / NRIC number using the “Account Maintenance” screen. Retrieve the depositor’s details from CDS and check it against the details stated in the CSA Form.

4.12.2.2 Follow procedures as stated in Section 4.11.3 – Keying-In The Consolidation Request to revoke the Consolidation Request of the depositor.

4.12.3 Acknowledgement Of Receipt Of The Revocation Request

4.12.3.1 Return a copy of the CSA Form to the depositor as acknowledgement **after the Revocation Request has been processed.**

B. Request Was Made Through CDS eServices Platform

4.12.4 Revoke Consolidation of Statement of CDS Accounts

4.12.4.1 Similar to consolidation of CDS statement of accounts, the individual depositor may also request to revoke the consolidation of CDS statement of accounts through CDS eServices platform. Such request will be immediately effected in CDS upon the depositor confirms the transactions and submitted via CDS eServices.

4.12.5 Generate And Verify Account / Investor Audit Report

4.12.5.1 Follow procedures as stated in Section 4.11.6 – Generate And Verify Account / Investor Audit Report. |

4.12.6 Filing Of Documents

4.12.6.1 Follow procedures as stated in Section 4.11.7 – Filing Of Documents. |



4.13 Inter Branch Transactions

Inter Branch Transactions are transactions initiated at the branch office of an ADA.

4.13.1 Inter Branch Transactions With Regards To Updating Of Depositor's Particulars

- 4.13.1.1 Depositor may choose to appear in person at the ADA's office to update his account particulars.
- 4.13.1.2 Ensure the depositor completes the FMN070.
- 4.13.1.3 Receive the completed FMN070 from the depositor
- 4.13.1.4 For change in investor particulars, verify the details in the form against the relevant supporting documents.
- 4.13.1.5 Ensure the signature on the form corresponds with that on the ADA's records of specimen signature(s).
- 4.13.1.6 Reject the application if the signature differs. Return the form to the depositor.
- 4.13.1.7 Obtain copies of the relevant supporting documents. For an individual depositor, compare the copies with the original documents. In the case of a corporate body, obtain certified true copies signed by any persons empowered to do so.
- 4.13.1.8 Any changes requested by a depositor must be accompanied by the relevant supporting documents as stated in the matrix found in Section 4.4.
- 4.13.1.9 If the change of depositor's particulars is due to data entry error made by the ADA personnel:-
 - a. Complete and submit to Depository the FMN070
 - b. Affix the form with the designated "Updating of account particular(s) due to data entry error request" rubber-stamp
 - c. The ADA must justify the data entry error by providing Depository with the relevant supporting documents furnished by the depositor showing the discrepancy in data entry

- 4.13.1.10 Affix the ADA's company rubber-stamp on FMN070 at the space marked "to be completed by ADA".
- 4.13.1.11 Ensure that the "approved by" columns are signed by an authorised signatory of the ADA.
- 4.13.1.12 Every amendment made on the form must be countersigned by the depositor and the authorised signatory(ies) of the ADA with a rubber-stamp bearing the ADA's name affixed. Do not use correcting fluid. Cancel the error and make the correction.
- 4.13.1.13 Where the signature(s) of the depositor and the authorised signatory(ies) of the ADA are the same, the amendment made on the form need only be signed by that signatory(ies).
- 4.13.1.14 Any amendments made in the "for office use only" column in the form must be signed by the authorised signatory(ies) of the ADA with a rubber-stamp bearing the ADA's name affixed.
- 4.13.1.15 Where the amendments are signed by the depositor, verify the signature against the ADA's records of specimen signature(s).
- 4.13.1.16 Ensure that all FMN070s are stamped with the rubber-stamp bearing the words "IBT" and the branch code where the transaction was executed. The rubber-stamp is to be stamped on the top right hand corner of each of these documents.
- 4.13.1.17 Ensure that the ADA/ADM copies of FMN070 bearing the IBT rubber-stamp are properly filed at the ADA.
- 4.13.1.18 All the other relevant procedures detailed in Section 4.4 are also applicable for Inter Branch Transaction with regards to Updating of Depositor Particulars.

4.13.2 Inter Branch Transactions With Regards To Updating of Signature

Individual Depositor Appearing In Person

Individual depositor must be present in person before the ADA's office to request for an update of his/her signature with a letter unless he falls under the circumstances as stated in Section 4.3 "b" and "d". Proceed to section 4.3.1.8 and 4.3.1.14 for procedures on updating of signatures for those under Section 4.3 "b" and "d".

- 4.13.2.1. Two letters from the individual depositor officially stating his/her intention to update his/her signature should contain the following:-
 - d. The depositor's CDS account number
 - b. The "old" and "new" signatures must be on the letter
 - c. The effective date of the new signature
- 4.13.2.2 Verify the original NRIC / Passport / Authority Card (for armed forces and police personnel) to authenticate the depositor's identity for individuals appearing in person.
- 4.13.2.3 Retrieve the specimen signature card (Appendix 14) (if any) / FMN010 / FMN070 based on the CDS account number provided.
- 4.13.2.4 Verify the depositor's "old" signature on the letter against the ADA's records of specimen signature(s).
- 4.13.2.5 Reject the depositor's request if the signatures differ and return the documents to the depositor.
- 4.13.2.6 Ensure the old specimen signature card (if any) is marked "Cancelled" and signed by the authorised signatory(ies) of the ADA.
- 4.13.2.7 The effective date will be the date the ADA receives the letter from the depositor or the effective date stated in the letter, whichever is later.
- 4.13.2.8 Ensure that all request letters are stamped with the rubber-stamp bearing the words "IBT" and the branch code where the updating was executed. The rubber-stamp is to be stamped on the top right hand corner of each of these documents.
- 4.13.2.9 Ensure that the letter bearing the IBT rubber-stamp are properly filed at the ADA.

Individual Depositor Unable To Recall Signature Or Unable To Sign Due To Signature Evolution

In respect of individual depositors who are present before the ADA's office but are unable to recall their signature in Depository's records OR are unable to sign as per their "old" signature due to "signature evolution", proceed with the following updating procedures.

4.13.2.10 Obtain the original NRIC / Passport / Authority Card of the depositor and verify that the particulars stated in the NRIC / Passport / Authority Card and in the system are the same.

4.13.2.11 Depositor is to produce a written request to the ADA, stating that he is unable to recall his signature in Depository's records OR that he is unable to sign his "old" signature due to "signature evolution".

4.13.2.12 Ensure the old specimen signature card (if any) is marked "Cancelled" and signed by the authorised signatory(ies) of the ADA.

4.13.2.13 The effective date will be the date the ADA receives the letter from the depositor or the effective date stated in the letter, whichever is later.

4.13.2.14 Ensure that all request letters are stamped with the rubber-stamp bearing the words "IBT" and the branch code where the updating was executed. The rubber-stamp is to be stamped on the top right hand corner of each of these documents.

4.13.2.15 Ensure that the letter bearing the IBT rubber-stamp are properly filed at the ADA

Individual Depositor Unable To Sign And Declared Mentally Disordered

In respect of changing the specimen signature of an individual depositor who is declared mentally disordered by the court and is unable to manage his own CDS account, proceed with the following updating procedures.

4.13.2.16 A letter from the Committee stating its intention to manage the depositor's account(s) and the reason for the appointment of Committee.

4.13.2.17 Two (2) letters from the Committee to state the following:

- a. The intention of the Committee to change the specimen signature of the depositor.
- b. The reason for changing the signature
- c. The specimen signature of the Committee
- d. The mode of operations will be signed by the Committee

- 4.13.2.18 Obtain the following supporting documents:
- a. Two (2) certified true copies of a court order declaring the depositor as mentally disordered and appointing the Committee to manage the affairs of such depositor; and
 - b. Two (2) certified true copies of identification documents of the Committee
- 4.13.2.19 Ensure the old specimen signature card (if any) is marked “Cancelled” and signed by the authorised signatory(ies) of the ADA.
- 4.13.2.20 The effective date will be the date the ADA receives the letter from the Committee or the effective date stated in the letter, whichever is later.
- 4.13.2.21 Ensure that all request letters are stamped with the rubber-stamp bearing the words “IBT” and the branch code where the updating was executed. The rubber-stamp is to be stamped on the top right hand corner of each of these documents.
- 4.13.2.22 Ensure that the letter bearing the IBT rubber-stamp are properly filed at the ADA
- 4.13.2.23 All the other relevant procedures detailed in Section 4.3 are also applicable for Inter Branch Transactions with regards to Updating of Signatures.

4.13.3. Inter Branch Transactions With Regards To Account Closure Request

- 4.13.3.1 Verify the signature on the FMN070 from depositor against the ADA’s records of specimen signature(s).
- 4.13.3.2 Verify the details against the **Checklist For Verification Of Closing Of Account** (Appendix 34).
- 4.13.3.3 Verify and ensure that the “approved by” columns are completed by an Authorised Signatory of the ADA before data entry.
- 4.13.3.4 Every amendment made on the form must be countersigned by the depositor and the authorised signatory(ies) of the ADA with a rubber-stamp bearing the ADA’s name affixed. Do not use correcting fluid. Cancel the error and make the correction.
- 4.13.3.5 Where the signature(s) of the depositor and the authorised signatory(ies) of the ADA are the same, the amendment made on the form need only be signed by that signatory(ies).

- 4.13.3.6 Ensure that all FMN070s are stamped with the rubber-stamp bearing the words “IBT” and the branch code where the transaction was executed. The rubber-stamp is to be stamped on the top right-hand corner of each of these documents.
- 4.13.3.7 Ensure that the ADA/ADM copies of FMN070 bearing the IBT rubber-stamp are properly filed at the ADA.
- 4.13.3.8 All the other relevant procedures detailed in Section 4.5 are also applicable for Inter Branch Transactions with regards to Closing of Accounts.

4.13.4 Inter Branch Transactions With Regards To Balance Inquiry / Ad-Hoc Statement Request

- 4.13.4.1 Ensure the depositor is present in person to perform this CDS transaction request(s).
- 4.13.4.2 The depositor may from time to time request for his CDS account balance by completing the Balance Enquiry Request Form or alternatively, for an ad-hoc statement on their CDS account by completing the Ad-Hoc Statement Request Form.
- 4.13.4.3 Verify the signature on the Balance Enquiry Request Form / Ad-Hoc Statement Request Form (whichever is applicable) against the ADA’s records of specimen signature(s).
- 4.13.4.4 Reject the request if the signature differs.
- 4.13.4.5 Ensure that all Balance Enquiry Request Forms / Ad-Hoc Statement Request Forms are stamped with the rubber-stamp bearing the words “IBT” and the branch code where the transaction was executed. The rubber-stamp is to be stamped on the top right-hand corner of each of these documents.
- 4.13.4.6 Do not send the completed Balance Enquiry Request Forms / Ad-Hoc Statement Request Forms to Depository.
- 4.13.4.7 Ensure that the Balance Enquiry Request Forms / Ad-Hoc Statement Request Forms bearing the IBT rubber-stamp are properly filed at the ADA.
- 4.13.4.8 All the other relevant procedures detailed in Section 4.7 and 4.8 are applicable to Inter Branch Transactions with regards to Balance Inquiry / Ad-hoc Statement Request.

Note: *In the case of a depositor who is physically present at an ADA office to perform IBT related transactions involving balance enquiry or requisition for ad hoc statement of his CDS account, and the ADA concerned is unable to perform such transaction in CDS, then the ADA concerned can obtain such information via another of its branch office. As such, the depositor’s physical presence is not required at that ADA’s branch office that will be obtaining the required information from the CDS.*

4.13.5 Inter Branch Transactions With Regards To Reactivation Of Inactive Account Request

- 4.13.5.1 Ensure the depositor completes the Application For Reactivation Of CDS Account Form (**Reactivation Form**) (**Appendix 49**).
- 4.13.5.2 Verify the signature on the Reactivation Form against the ADA's records of specimen signature(s).
- 4.13.5.3 Reject the request if the signature differs.
- 4.13.5.4 Affix the ADA's company rubber-stamp in the Reactivation Form at the space marked "to be completed by ADA/ADM".
- 4.13.5.5 Ensure the "verified by" column is completed by the ADA personnel who performed the verification.
- 4.13.5.6 Ensure the "approved by" column is completed by the ADA's authorised signatory(ies) before data entry.
- 4.13.5.7 Every amendment made on the form must be countersigned by the depositor and the authorised signatory(ies) of the ADA with a rubber-stamp bearing the ADA's name affixed. Do not use correcting fluid. Cancel the error and make the correction.
- 4.13.5.8 Where the signature(s) of the depositor and the authorised signatory(ies) of the ADA are the same, the amendment made on the form need only to be signed by that signatory(ies).
- 4.13.5.9 Any amendments made in the "for office use only" column in the form must be signed by the authorised signatory(ies) of the ADA with a rubber-stamp bearing the ADA's name affixed.
- 4.13.5.10 Where the amendments are signed by the depositor, verify the signature against the ADA's records of specimen signature(s).
- 4.13.5.11 Ensure that the Reactivation Form are stamped with the rubber-stamp bearing the words "IBT" and the branch code where the transaction was executed. The rubber-stamp is to be stamped on the top right-hand corner of each these documents.
- 4.13.5.12 Do not send the completed Reactivation Form to Depository.
- 4.13.5.13 File the completed Reactivation Form.
- 4.13.5.14 All the other relevant procedures mentioned in Section 4.10 are also applicable for Inter Branch Transaction with regards to Reactivation of Inactive Account.

4.13.6 Inter Branch Transactions With Regards To Reactivation Of Dormant Account Request

- 4.13.6.1 Ensure the depositor completes the Reactivation Form.
- 4.13.6.2 Verify the signature on the Reactivation Form against the ADA's records of specimen signature(s).
- 4.13.6.3 Reject the request if the signature differs or if any payment is not received and state the reason(s) for rejection.
- 4.13.6.4 Affix the ADA's company rubber-stamp in the Reactivation Form at the space marked "to be completed by ADA/ADM".
- 4.13.6.5 Ensure the "verified by" column is completed by the ADA personnel who performed the verification.
- 4.13.6.6 Ensure the "approved by" column is completed by the ADA's authorised signatory(ies) before data entry.
- 4.13.6.7 Every amendment made on the form must be countersigned by the depositor and the authorised signatory(ies) of the ADA with a rubber-stamp bearing the ADA's name affixed. Do not use correcting fluid. Cancel the error and make the correction.
- 4.13.6.8 Where the signature(s) of the depositor and the authorised signatory(ies) of the ADA are the same, the amendment made on the form need only to be signed by that signatory(ies).
- 4.13.6.9 Any amendments made in the "for office use only" column in the form must be signed by the authorised signatory(ies) of the ADA with a rubber-stamp bearing the ADA's name affixed.
- 4.13.6.10 Where the amendments are signed by the depositor, verify the signature against the ADA's records of specimen signature(s).
- 4.13.6.11 Ensure that the Reactivation Form are stamped with the rubber-stamp bearing the words "IBT" and the branch code where the transaction was executed. The rubber-stamp is to be stamped on the top right-hand corner of each of these documents.
- 4.13.6.12 Do not send the completed Reactivation Form to Depository.
- 4.13.6.13 File the completed Reactivation Form.
- 4.13.6.14 All the other relevant procedures detailed in Section 4.9 are also applicable for Inter Branch Transaction with regards to Reactivation of Dormant Account.

4.13.7 Inter Branch Transactions With Regards To Consolidation Of CDS Statement Of Account

- 4.13.7.1 Ensure that the depositor completes the **Consolidation/Revocation Of Consolidated CDS Statement Of Account** form (“CSA Form”) (Appendix 51).
- 4.13.7.2 Follow procedures as stated in Section 4.11.1 – Accepting A Consolidation Request and Section 4.11.2 – Verification Of A Consolidation Request in accepting and verifying the depositor’s request.
- 4.13.7.3 Ensure that the CSA Form is stamped with the rubber-stamp bearing the words “IBT” and the branch code where the transaction was executed. The rubber-stamp is to be stamped on the top right-hand corner of each of these documents.
- 4.13.7.4 Follow procedures as stated in Section 4.11.3 – Keying-In The Consolidation Request to enter the request of the depositor.
- 4.13.7.5 With respect to acknowledgement, follow procedures as stated in Section 4.11.4 – Acknowledgement Of Receipt Of The Consolidation Request.
- 4.13.7.6 Generate and verify CDS Account / Investor Audit Report by referring to and following the procedures as stated in Section 4.11.6 – Generate And Verify Account / Investor Audit Report.
- 4.13.7.7 With respect to filing of the documents, follow the procedures as stated in Section 4.11.7 – Filing Of Documents.

4.13.8 Inter Branch Transactions With Regards To Revocation Of Consolidated CDS Statement Of Account

- 4.13.8.1 Ensure that the depositor completes the CSA Form.
- 4.13.8.2 Follow procedures as stated in Section 4.12.1 – Accepting and Verifying A Revocation Request in accepting and verifying the depositor’s request.
- 4.13.8.3 Ensure that the CSA Form is stamped with the rubber-stamp bearing the words “IBT” and the branch code where the transaction was executed. The rubber-stamp is to be stamped on the top right-hand corner of each of these documents.
- 4.13.8.4 Follow procedures as stated in Section 4.12.2 – Keying-In The Revocation Request to revoke the Consolidation Request of the depositor.

- 4.13.8.5 With respect to acknowledgement, follow the procedures as stated in Section 4.12.3 – Acknowledgement of Receipt of The Revocation Request.
- 4.13.8.6 Generate and verify the CDS Account / Investor Audit Report by referring to and following the procedures as stated in Section 4.12.5 – Generate And Verify Account / Investor Audit Report.
- 4.13.8.7 With respect to filing of the documents, follow the procedures as stated in Section 4.12.6 – Filing of Documents.

4.14 **Codes**

- 4.14.1 Please refer to the **Codes For ADA** in Appendix 17 for a listing of all codes used by the ADA.

- 4.14.2 The country names in Appendix 17 are sorted in alphabetical order.