

4.7 Enquiry

4.7.1 Balance Enquiry By Depositor

- 4.7.1.1 The depositor may from time to time request for his/her 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.
- 4.7.1.6 For depositors that have registered for CDS eServices, he/she may check the balance of securities in his/her securities account at any time without the need to complete any form.

Note:

The securities balances in CDS eServices platforms are updated three (3) times a day i.e. 7:00 am, 2:30 pm and 8:00 pm

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

- i. a third party representative or his dealer's representative to enquire into his CDS account balance; or
- ii. Bursa Depository to share the depositor's anticipated securities balances with ADA arising from SPEEDS corporate exercises; and any subsequent revocation by that depositor.

This authorisation is for making balance enquiry requests and sharing securities balances with ADA and not for ad-hoc statement requests.

The 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 / Consent 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 ADA is to advise the dealer representative to inform the depositor that by signing the AFBIR, the depositor have given authorisation to the dealer representatives to access to the CDS account for balance enquiry and authorises the ADA to obtain the depositor's anticipated securities balances arising from SPEEDS corporate exercise from Bursa Depository.

4.7.3.2.4 Ensure that the "received by" and "time/date received" columns are completed.

4.7.3.2.5 Verify the signature on the AFBIR and the CDS Account Listing (if applicable) against the ADA's records of specimen signature(s).

4.7.3.2.6 Verify all particulars on the AFBIR against the **Checklist For Verification Of Authorisation For Balance Enquiry Request Form** (Appendix 42).

4.7.3.2.7 Reject the AFBIR if there is(are) error(s) or non-compliance. For rejection procedures, proceed to Section 4.7.3.2.14.

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

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- 4.7.3.2.9 Ensure that the “verified by” and “approved by” columns in the AFBIR are completed by two (2) different authorised signatory(ies) of the ADA.
- 4.7.3.2.10 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.
- 4.7.3.2.11 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.
- 4.7.3.2.12 Where the amendments are signed by the depositor, verify the signature against the ADA’s records of specimen signature(s).
- 4.7.3.2.13 Complete the **Notice Of Acceptance / Rejection Of Authorisation For Balance Enquiry Form** (Notice-AFBIR) (Appendix 43).
- 4.7.3.2.14 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.
- 4.7.3.2.15 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.*

4.7.3.2.16 File the following:-

- a. Authorisation / Consent 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.

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- 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.
- 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.
- 4.7.3.3.8. Where the amendments are signed by the depositor, verify the signature against the ADA's records of specimen signature(s).
- 4.7.3.3.9. Enter all enquiry data using the CDS "Account Enquiry" screen. Ensure that the CDS account number is keyed-in correctly.
- 4.7.3.3.10. File the Balance Enquiry Request Form.
- 4.7.3.3.11. Do not send the completed Balance Enquiry Request Form to Depository

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

- 4.7.3.3.12 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 and any other mode used by Bursa Depository;

- 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 4.7.3.3.13 to 4.7.3.3.22 are applicable to ADAs that have received the AFBIR and 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

- 4.7.3.3.13 Proceed to the Account Consent Maintenance screen and key-in the CDS account number to retrieve the depositor's details.
- 4.7.3.3.14 Ensure the details displayed correspondence with the details in AFBIR.
- 4.7.3.3.15 If the details differ from that in the system, reject the consent request.
- 4.7.3.3.16 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.
- 4.7.3.3.17 ADA is to ensure that the consent period given by the depositor is keyed-in correctly into CDS.
- 4.7.3.3.18 Proceed to register the depositor's consent via Account Consent Maintenance screen.
- 4.7.3.3.19 Alternatively, ADA may use the file upload facilities i.e. Bulk Account Tagging via eFIX
- 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 Bursa Depository will only share anticipated securities balances or indicative securities balance of the depositors that have provided their consent via eFix file on the last cum date of the corporate exercise.

4.7.3.4 Accepting Revocation Of Authorisation / Consent For Balance Enquiry Request Form

4.7.3.4.1. Receive the authorisation letter or the duly completed **Revocation Of Authorisation / Consent 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 / Consent 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 received RAFBIR and using such form 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 / Consent 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.

