

ASNB eCHANNEL SERVICES FREQUENTLY ASKED QUESTIONS

Q1:	What is the relationship between Hong Leong Islamic Bank Berhad (“HLISB”) / Hong Leong Bank Berhad (“HLB”) and Amanah Saham Nasional Berhad (“ASNB”)?
A1:	Both HLISB and HLB are ASNB Agents that are authorised to market and distribute ASNB funds. Customers can perform ASNB transactions with ease at any HLISB/HLB branch nationwide or perform selected ASNB transactions online and on real-time basis on HLB Connect internet banking.
Q2:	Which ASNB transaction can and cannot be performed on HLB Connect?
A2:	<p>The following are selected ASNB transactions that can be performed on HLB Connect:</p> <ul style="list-style-type: none"> (a) Balance enquiry of investment in ASNB fund; (b) Addition of third party’s ASNB account as favourite account; and (c) Subscription of additional ASNB fund. <p>Customers who prefer face-to-face interaction can nonetheless visit any HLISB/HLB branches, ASNB branches or other ASNB Agents to perform these transactions.</p> <p>Initial subscription, redemption, switching and transfer of ASNB fund as well as exercising of cooling-off right cannot be performed on HLB Connect. These transactions have to be performed at any HLISB/HLB branches, ASNB branches or other ASNB Agents*.</p> <p><i>* Note: Redemption can also be performed at myASNB portal.</i></p>
Q3:	When is the closing date to apply for a new ASNB fund and would any new unit be issued after the closing date?
A3:	<p>For details on the application for a new ASNB fund, please refer the prospectus and product highlight sheet of the ASNB fund, visit ASNB’s website (www.asnb.com.my) or contact ASNB Customer Service Centre at 03 7730 8899 which operates from 8.00 a.m. to 10.00 p.m. on Monday to Sunday (excluding national and federal public holidays).</p> <p>Please be informed that application for new ASNB fund cannot be performed on HLB Connect. This transaction has to be performed at any HLISB/HLB branches, ASNB branches or other ASNB Agents.</p>
Q4:	Can I withdraw from my existing investment in ASNB fund if I am not happy with the supplementary prospectus?
A4:	<p>For details on withdrawal from existing investment in ASNB fund, please refer the prospectus and product highlight sheet of the ASNB fund, visit ASNB’s website (www.asnb.com.my) or contact ASNB Customer Service Centre at 03 7730 8899 which operates from 8.00 a.m. to 10.00 p.m. on Monday to Sunday (excluding national and federal public holidays).</p> <p>Please be informed that redemption of ASNB fund cannot be performed on HLB Connect. This transaction has to be performed at any HLISB/HLB branches, ASNB branches, myASNB portal or other ASNB Agents.</p>

Q5:	When can I perform ASNB transaction on HLB Connect?								
A5:	<p>Subscription of ASNB fund can be performed during the ASNB Business Operating Hours as follows:</p> <p>(a) ASNB fixed price funds 7.00 a.m. to 7.00 p.m. on Monday to Sunday (Including national and federal public holidays);</p> <p>(b) ASNB variable price funds 7.00 a.m. to 4.00 p.m. on Monday to Sunday (Including national and federal public holidays).</p> <p>The subscription request will be processed on real-time basis, unless notified otherwise.</p> <p>Subscription of Variable Price Funds for forward pricing fund (i.e. ASN Equity 5, ASN Sara 2 & ASN Imbang 3 Global) will be calculated based on the fund Net Asset Value (“NAV”) at the next valuation day (e.g. if customer purchases the fund today, the customer can only know the unit allotted the next business day).</p> <p>Please be informed that subscription would not be available on HLB Connect during transaction suspension period (e.g. due to income distribution of fund). A notice will be put up on HLB Connect three (3) days before the suspension period informing of such suspension.</p> <p>In the event of system interruption which results in non-availability of ASNB transactions on HLB Connect, a notice will be put up on HLB Connect to advise customers to perform ASNB transactions at any HLISB/HLB branches, ASNB branches or other ASNB Agents.</p>								
Q6:	What is the minimum and maximum limit for subscription of ASNB fund on HLB Connect?								
A6:	<p>The limits for subscription of ASNB fund on HLB Connect are as follows:</p> <table border="1" data-bbox="292 1249 1386 1435"> <thead> <tr> <th data-bbox="292 1249 890 1290">Limit</th> <th data-bbox="890 1249 1386 1290">Amount</th> </tr> </thead> <tbody> <tr> <td data-bbox="292 1290 890 1323">Minimum</td> <td data-bbox="890 1290 1386 1323">RM1.00</td> </tr> <tr> <td data-bbox="292 1323 890 1397">Maximum for own ASNB account and registered minor’s ASNB account</td> <td data-bbox="890 1323 1386 1397">RM50,000.00</td> </tr> <tr> <td data-bbox="292 1397 890 1435">Maximum for third party’s ASNB account</td> <td data-bbox="890 1397 1386 1435">RM25,000.00</td> </tr> </tbody> </table> <p>Customers may change their preferred maximum limits in HLB Connect.</p> <p>Please be informed that the subscription:</p> <p>(a) Is subject to respective ASNB fund’s availability and individual investment limit;</p> <p>(b) Must be in the multiples of RM1.00 (i.e. amount with sen is not acceptable);</p> <p>(c) Is subject to ASNB’s Sales Charge and the Bank’s Service Charge.</p> <p>Customers can refer to ASNB’s website (www.asnb.com.my) for the latest update.</p>	Limit	Amount	Minimum	RM1.00	Maximum for own ASNB account and registered minor’s ASNB account	RM50,000.00	Maximum for third party’s ASNB account	RM25,000.00
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Minimum	RM1.00								
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Q7:	Where can I obtain printed copy of the prospectus of ASNB fund and ASNB subscription form (ASNB PT)?								
A7:	<p>Printed copy of the prospectus of ASNB fund and ASNB subscription form (ASNB PT) are available at any HLISB/HLB branches, ASNB branches or other ASNB Agents. Please be informed that the printed prospectus at HLISB/HLB branches is available for viewing in the premise only.</p>								

Q8:	Where can I find the income distribution statement, annual report and interim report of my ASNB investment?
A8:	ASNB electronically delivers income distribution statement, annual report and interim report of ASNB funds to ASNB unitholder's registered email. The annual report and interim report of the funds can also be accessed via ASNB's website (www.asnb.com.my).
Q9:	Whom can I contact to enquire on my ASNB transaction status?
A9:	A retrievable confirmation receipt will be issued on HLB Connect upon processing of online ASNB transaction. Alternatively, customers may contact ASNB Customer Service Centre at 03 7730 8899 which operates from 8.00 a.m. to 10.00 p.m. on Monday to Sunday (excluding national and federal public holidays).
Q10:	Where can I learn more about investment in unit trust fund?
A10:	Customers can visit the Federation of Investment Managers Malaysia's ("FIMM") website (www.fimm.com.my) to learn about investment in unit trust fund.
Q11:	Is my investment in ASNB fund protected by Perbadanan Insurans Deposit Malaysia ("PIDM")?
A11:	No, customers' investment in ASNB fund is not protected by PIDM because unit trust fund is not a deposit product but is an investment product. Any money withdrawn from an insured deposit for the purpose of purchasing any units in a unit trust scheme is no longer protected by PIDM.