

ASNB eCHANNEL SERVICES FREQUENTLY ASKED QUESTIONS
Last updated on 22 November 2022

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 Institutional Unit Trust Advisors (“IUTAs”) as well as ASNB Agents that are authorised to market and distribute ASNB funds. Customers can perform ASNB transactions with ease at any HLISB/HLB’s branches nationwide or perform selected ASNB transactions online and on real-time basis on HLB Connect internet banking.
Q2:	Which ASNB transactions 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 investments in ASNB funds; (b) Addition of third party’s ASNB account as favourite account; (c) New investments in ASNB funds with no existing investment; and (d) Additional investments in ASNB funds with existing investment. <p>Customers who prefer face-to-face interaction can nonetheless visit any HLISB/HLB’s branches, ASNB’s branches or other ASNB Agents to perform these transactions.</p> <p>Initial investment, redemption, switching and transfer of ASNB funds as well as exercising of cooling-off right cannot be performed on HLB Connect. These transactions have to be performed at any HLISB/HLB’s branches, ASNB’s branches or other ASNB Agents*.</p> <p><i>* Note: Redemption can also be performed at myASNB portal / app.</i></p> <p>For clarification:</p> <ul style="list-style-type: none"> (a) “New investment” refers to new investment by ASNB customers in other ASNB fund(s) (e.g. new investment in ASN Sara 2 by customer who has existing investment in ASN Imbang 1); (b) “Initial investment” refers to initial investment by customers who have no existing investment in any ASNB funds.
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:</p> <ul style="list-style-type: none"> (a) refer the prospectus and product highlights sheet of the ASNB fund; (b) visit the ASNB’s website (www.asnb.com.my); or (c) contact ASNB Customer Service Centre at 03 7730 8899. Please refer to the ASNB’s website for their updated operation hours.
Q4:	Can I withdraw my existing investments in ASNB funds if I am not happy with the supplementary prospectus?
A4:	<p>For details on withdrawal from existing investments in ASNB funds, please:</p> <ul style="list-style-type: none"> (a) refer the latest prospectuses and product highlights sheets of the ASNB funds; (b) visit the ASNB’s website (www.asnb.com.my); or (c) contact ASNB Customer Service Centre at 03 7730 8899. Please refer to the ASNB’s website for their updated operation hours.

	<p>Please be informed that redemption of ASNB funds cannot be performed on HLB Connect. This transaction has to be performed at any HLISB/HLB's branches, ASNB's branches, myASNB portal /app or other ASNB Agents.</p>						
Q5:	What is cooling-off right and how do I exercise it?						
A5:	<p>Cooling-off right refers to the right of unitholders who are investing in any ASNB variable price funds for the first time to obtain a refund of their investments if they so request within the cooling-off period.</p> <p>For unitholders who are eligible for cooling off right, they may exercise the right by presenting the transaction receipt of initial / new investment in an ASNB variable price fund at any HLISB/HLB's branches, ASNB's branches or other ASNB Agents.</p>						
Q6:	When can I perform ASNB transaction on HLB Connect?						
A6:	<p>New and additional investments in ASNB funds 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 new and additional investments requests will be processed on real-time basis, unless notified otherwise.</p> <p>New and additional investments of forward pricing ASNB variable price funds (i.e. ASN Equity 5, ASN Equity Global, ASN Imbang (Mixed Asset Balanced) 3 Global and ASN Sara (Mixed Asset Conservative) 2) will be calculated based on the funds' Net Asset Value ("NAV") at the next valuation day (e.g. if customer purchases the funds today, the customer can only know the unit allotted the next business day).</p> <p>Please be informed that new and additional investments in ASNB funds 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's branches, ASNB's branches or other ASNB Agents.</p>						
Q7:	What are the minimum and maximum transaction amount limits for new and additional investments in ASNB funds on HLB Connect?						
A7:	<p>The transaction amount limits for new and additional investments in ASNB funds on HLB Connect are as follows:</p> <table border="1" data-bbox="292 1877 1388 2016"> <thead> <tr> <th>Transaction Amount Limit</th> <th>Amount</th> </tr> </thead> <tbody> <tr> <td>Minimum</td> <td>RM1.00</td> </tr> <tr> <td>Maximum for own ASNB account and registered minor's ASNB account</td> <td>RM50,000.00</td> </tr> </tbody> </table>	Transaction Amount Limit	Amount	Minimum	RM1.00	Maximum for own ASNB account and registered minor's ASNB account	RM50,000.00
Transaction Amount 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
	<p>Customers may change their preferred maximum transaction amount limits in HLB Connect.</p> <p>Please be informed that the new and additional investments:</p> <p>(a) Are 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) Are subject to ASNB's Sales Charge and the Bank's Service Charge.</p> <p>Customers can refer to the ASNB's website (www.asnb.com.my) for the latest update.</p>	
Q8:	Where can I obtain printed copy of the prospectuses of ASNB funds and ASNB subscription form?	
A8:	<p>Printed copy of the prospectuses of ASNB funds are available at any HLISB/HLB's branches, ASNB's branches or other ASNB Agents. Please be informed that the printed prospectuses at HLISB/HLB's branches is available for viewing in the premise only.</p> <p>With ASNB's move towards paperless transactions, ASNB subscription form is no longer in use and available on site.</p>	
Q9:	Where can I find the income distribution statement, annual report and interim report of my ASNB investments?	
A9:	<p>The annual report of ASNB funds and interim reports of the variable price funds, which contain the management company's report, the trustee's report, the summarised audited financial statement for the year and the auditor's report will be distributed to unitholders of the respective ASNB fund within two (2) months of the fund's financial year ended or interim period directly to unitholders' registered emails.</p> <p>Previous annual / interim reports of ASNB funds are accessible in the ASNB's website (www.asnb.com.my).</p>	
Q10:	Whom can I contact to enquire on my ASNB transaction status?	
A10:	<p>A retrievable confirmation receipt will be issued on HLB Connect upon processing of online ASNB transaction.</p> <p>Alternatively, customers may contact ASNB Customer Service Centre at 03 7730 8899. Please refer to the ASNB's website for their updated operation hours.</p>	
Q11:	Where can I learn more about investment in unit trust funds?	
A11:	<p>Customers can visit the Federation of Investment Managers Malaysia's ("FIMM") website (www.fimm.com.my) to learn about investment in unit trust funds.</p>	
Q12:	Are my investment in ASNB funds protected by Perbadanan Insurans Deposit Malaysia ("PIDM")?	
A12:	<p>No, customers' investments in ASNB funds are not protected by PIDM because unit trust funds are not deposit products. 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.</p>	