

FREQUENTLY ASKED QUESTIONS (FAQ) ON eDIVIDEND (PAYMENT OF ELECTRONIC CASH DIVIDEND)

1. What is eDividend?

eDividend is a service which allows an issuer to electronically pay your cash dividend entitlements directly into your bank account instead of making payment via bank cheques.

2. What do I have to do?

As a depositor, you have to provide your bank account information to Bursa Depository.

3. Why eDividend?

- Faster access to dividends which are credited directly into your bank account.
- Convenience of not having to deposit the dividend cheques into shareholders' bank accounts.
- One-off provision of bank account details for all the companies you invest in at Bursa Malaysia.
- Better account management with option to consolidate the dividends from all your CDS accounts into one bank account.
- Misplaced, lost or expired cheques will no longer be an issue.

4. When can I start providing my bank account information for eDividend?

You can start providing your bank account information to your Authorised Depository Agent (ADA) (referred to in this FAQ as your "stock broker") from **19 April 2010** and you have a grace period of one year, until **18 April 2011** to provide such information. The sooner you provide your bank account information, the sooner you will be able to benefit from the advantages of eDividend.

5. Will I incur any additional cost for receiving eDividend or in providing my bank account information for the purposes of eDividend?

No. You can benefit from eDividend without any charges, if your bank account information is provided to your stock broker within one year grace period.

6. What happens after that one year grace period?

After that one year grace period, depositors who have not provided their bank account information will not be able to benefit from receiving their dividends in a timely, effective and efficient manner. Moreover, depositors will have to bear an administrative fee when they provide their bank account information to their stock brokers after the one year grace period.

7. How do I provide my bank account information for eDividend?

You must complete the relevant prescribed form and submit it together with the required supporting documents at your stock broker's office where your CDS account is maintained.

Note : If you are unable to be present at the stock broker's office, the signing of the relevant prescribed form and the supporting documents must be witnessed by an acceptable witness specified by Bursa Depository. An acceptable witness includes an Authorised Officer of your stock broker, a Dealer's Representative, a notary public, or an Authorised Officer of Malaysian Embassy/ High commission. Once signed accordingly, the document should be submitted to your stock broker.

8. Is there any restriction on the type of bank account that can be assigned for the purpose of eDividend?

You are allowed to provide the details of existing active savings or current accounts maintained with a local bank that is under your name of in the case of a joint account, has your name as one of the accountholders.

9. Can I provide bank account information of a bank that is located overseas?

No, you must provide details of a bank account maintained with a financial institution that are offering MEPS Inter-bank GIRO (IBG) service. A current list of IBG members can be located via the following website:-

http://www.meps.com.my/faq/interbank_giro.asp?id=2#answer

10. Can I change my bank account information provided for eDividend?

Yes, you are allowed to change your bank account details by submitting the relevant prescribed form together with the relevant supporting documents substantiating your request to your stock broker. There will be no cost charged to you for changing or updating your bank account details.

11. How will I receive my dividends for those shares held in my CDS accounts if I have not provided my bank account information?

If you have not provided you bank account information, you will not be able to benefit from receiving your dividends in a timely, effective and efficient manner. You will then be paid your cash dividend entitlements through an existing manner as authorized under the issuer's Articles of Association.

12. When will listed issuers be required to pay dividends via eDividend to their shareholders?

All listed issuers who announce a book closing date for dividend entitlements on or after 1 September 2010 are required to pay dividends via eDividend to their shareholders who have provided their bank account information to Bursa Depository.

13. When will my bank account be credited with my dividend entitlement?

Dividends will be paid by the issuer on the payment date. Generally, your dividend will be credited into your bank account within same day of payment depending on your bank's processes.

14. How will my bank account information be used and will it remain confidential?

Your bank account details and other related information:

- (i) will be used solely for the purpose of enabling dividend payments to be credited directly into your bank account and for other purposes relevant for eDividend.g. using your email address to send notifications to you;
- (ii) will only be provided to those persons necessary to facilitate the payment of your dividends via eDividend e.g. the issuers, share registrars and the appointed paying banks; and
- (iii) is protected under the Securities Industry (Central Depositories) Act 1991 that strictly prohibits the disclosure of such information to any person unless you expressly authorize the disclosure in writing. All the parties, including those parties referred to in item (ii) above, are compelled to strictly adhere to these provisions. It should be noted that by signing the relevant form to provide your bank account information, you will be authorising the disclosure of your bank account information to these parties.

15. What will happen to my dividend if the payment cannot be credited into my bank account?

If the dividend cannot be credited into your bank account due to any reason whatsoever (for example due to an incorrect bank account number, a closed bank account or an inactive bank account), you will be contacted by Bursa Depository to validate your account details with your stock brokers. Arrangements will be made by issuer to pay dividends using an existing manner as authorized under the listed issuer's Articles of Association.

16. Will I be notified that my application for eDividend has been successful?

Bursa Depository will send a confirmation by posting a computer generated notice to your correspondence address as specified in your CDS account details. The confirmation will also include your bank account information which you have provided in the relevant prescribed form for providing your bank account information, for verification.

17. Will I still receive my dividend tax voucher?

Yes, you will continue to receive your tax voucher so long as it is required under the law.

18. Will I be notified once the listed issuer has paid the dividend?

Yes, you will be notified electronically once the listed issuer has paid the dividend out of its account, if you have provided your email address to Bursa Depository. You are also encouraged to provide your mobile phone number for SMS notification, which may be provided at the discretion of the listed issuer. Nevertheless, you will still receive your tax certificate as long as it is required under law.

19. Can I choose to discontinue receiving dividends via eDividend?

No, you are not allowed to discontinue receiving dividends via eDividend once you have provided your bank account information for the purposes of eDividend.

20. What if my CDS account is held in the name of nominee?

If your CDS account is held in the name of a nominee, the depositor entitled to provide the bank account information for eDividend will be the nominee.

21. Do I need to provide bank account information separately for eDividend for each of my CDS accounts if I have more than one CDS account?

If you want all dividend payments arising from shares held in your CDS accounts to be credited into the same bank account, you can request for consolidation of all your CDS accounts for dividend payment at the point of providing your bank account information for eDividend.

You can also opt to assign different bank accounts for each of your CDS accounts. In this case, you will need to provide your bank account information separately for each of the CDS accounts at the respective stock brokers where your CDS accounts are maintained.

22. Do I need to provide my bank account information again when opening a new CDS account after having provided my bank account information earlier and consolidating my CDS account?

No, once you have provided your bank account information for eDividend and opted for consolidation, your bank account details under your existing CDS accounts will be automatically assigned to your new CDS account.

However, if you had provided your bank account information for eDividend and had not opted for consolidation feature, you will need to provide your bank account information every time you open new CDS account.

23. Can I opt to consolidate all my CDS accounts for the purpose of eDividend after initially opting to have different bank accounts assigned to my various CDS account?

Yes, however you will need to decide and assign only one bank account to receive all the dividend payment arising from shares held in all your various CDS accounts. You will be able to perform the consolidation at the stock broker's office where you maintain a CDS account that your bank account has been assigned for the purpose of eDividend.

24. Do I need to provide my bank account information for eDividend to Bursa Depository if I have already been receiving my dividends from listed issuers who are currently providing payment of dividends via electronic means?

Yes, you will still be required to provide your bank account information to your stock broker.