

This chapter stipulates the procedures for the ADA to comply with, in respect of registration for eDividend, updating of depositor's bank account details, e-mail address, handphone number and consolidation of eDividend details, revocation of consolidated eDividend details as well as submission of these documents to Bursa Depository.

## **11.1 Registration For eDividend**

### **11.1.1 Accepting Application Form For eDividend**

#### **A. Registration For eDividend Together With Account Opening**

##### **Individual Applicant That Opt To Be Present In Person At ADA'S Office (registration for eDividend together with account opening)**

11.1.1.1 Receive the following documentation for each submission by an individual applicant for registration for eDividend and sight the original supporting documents of the applicant:-

- a. A completed and duly signed eServices Form (FMN060) (Appendix 86)
- b. Two (2) copies of any of the following supporting documents that captures applicant **name, bank account number and bank's name**:
  - i. Front page of bank-book; or
  - ii. Bank statement; or
  - iii. Confirmation letter from the bank; or
  - iv. Bank statement extracted from internet (**certified by a bank officer of the same bank**); 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.

**Where FMN060 of an Individual Applicant is witnessed by a Dealer's Representative / Authorised Officer of the ADA / Notary Public / Such Other Persons Approved by Bursa Depository (registration for eDividend together with account opening)**

11.1.1.2 Receive the following for each individual applicant's request for registration for eDividend:-

- a. A completed and duly signed eServices Form (FMN060) (Appendix 86)
- b. Two (2) copies of any of the supporting documents mentioned in 11.1.1.1 (b) capturing the applicant/ **name, bank account number and bank's name.**

11.1.1.3 The original copies of supporting documents mentioned in item 11.1.1.1 (b) above must be sighted by the following list of acceptable witnesses:-

- 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;
- b. Authorised officer of the Authorised Depository Agent;
- 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. Registered Representative registered pursuant to the Guidelines for Registered Person (Registered Representative) issued by the Securities Commission;

- i. Officer of a registered person referred to under the third column of Item 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 item 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 Bursa Depository from time to time provided that notification of such approval is forwarded to the Securities Commission within three (3) market days from the date of such approval.

**Non Face To Face Verification (registration for eDividend together with account opening)**

11.1.1.4 Receive the following for each individual applicant's request for registration for eDividend:-

- a. A completed and duly signed eServices Form (FMN060) (Appendix 86)
- b. Two (2) copies of any of the supporting documents mentioned in item 11.1.1.1 (b) capturing the applicant **name, bank account number and bank's name**.

11.1.1.5 Pursuant to Rule 38.01(4), the form and supporting documents mentioned in item 11.1.1.4 may be submitted by the depositor to the ADA by electronic means. The ADA is to print 3 copies of the eServices Form (FMN060) and 2 copies of the supporting documents submitted electronically by the applicant. A stamp stating NTFV i.e. Non Face to

Face Verification is to be affixed at the top section of each printed document.

**B. Registration For eDividend For An Existing CDS Account**

**Individual Depositor That Opt To Be Present In Person At ADA'S Office (existing CDS account)**

11.1.1.6 Receive the following documentation for each submission by an individual depositor for registration for eDividend and sight the original supporting documents of the applicant:-

- a. A completed and duly signed eServices Form (FMN060) (Appendix 86)
- b. Two (2) copies of any of the following supporting documents that captures **depositor name, bank account number and bank name**:
  - i. Front page of bank-book; or
  - ii. Bank statement; or
  - iii. Confirmation letter from the bank; or
  - iv. Bank statement extracted from internet (**certified by a bank officer of the same bank**); 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.

**Note:**

1. *The ADA personnel who sighted and verified the original copies of the 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*

**Where FMN060 of an Individual Depositor is witnessed by a Dealer's Representative / Authorised Officer of the ADA / Notary Public / Such Other Persons Approved by Bursa Depository (existing CDS account)**

11.1.1.7 Receive the following for each individual depositor's request for registration for eDividend:-

- a. A completed and duly signed eServices Form (FMN060) (Appendix 86)
- b. Two (2) original certified true copies of any of the supporting documents mentioned in 11.1.1.1 (b) capturing the **depositor name, bank account number and bank name.**

11.1.1.8 The original copies of supporting documents mentioned in items 11.1.1.1 (b) above must be sighted by the following list of acceptable witnesses. The acceptable witness who sighted and verified the original copies of the supporting documents is required to sign and stamp his/her rubber-stamp bearing his/her name and designation on the supporting documents:-

- 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;
- b. Authorised officer of the Authorised Depository Agent;
- 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;

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- h. Registered Representative registered pursuant to the Guidelines for Registered Person (Registered Representative) issued by the Securities Commission;
  - i. Officer of a registered person referred to under the third column of Item 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 item 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 Bursa Depository from time to time provided that notification of such approval is forwarded to the Securities Commission within three (3) market days from the date of such approval.

### **Corporate Depositor**

The following are the requirements for a corporate depositor registering for eDividend to be complied with by the ADA:-

11.1.1.9 Receive the following documentation during submission by a corporate depositor for registration for eDividend:-

- a. A completed and duly signed eServices Form (FMN060) (Appendix 86)

- b. Two (2) original certified true copies of any of the supporting documents mentioned in 11.1.1.1 (b) that captures the **depositor name, bank account number and bank name.**

**ADA's Principal Account(s) And Wholly-Owned Nominees Account(s)**

11.1.1.10 ADA's principal account(s) and wholly-owned nominees account(s) are **exempted** from completing the eServices Form as well as to submit any supporting documents for registration for eDividend.

**11.1.2 Verification Of Application For Individual / Corporate Depositor's eDividend Request**

11.1.2.1 Verify the details in the eServices Form, i.e. name, identification number, bank account number, bank name against the bank account's details stated on the supporting documents.

11.1.2.2 Verify the applicant's signature on the eServices Form against the ADA's records of specimen signature(s).

11.1.2.3 Reject the application if the eServices Form is not signed, the signature differs or if there are any discrepancies.

11.1.2.4 Where the sServices Form (FMN060) of the individual depositor is witnessed by an acceptable witness, ensure that the witness has stated his name and designation on the eServices Form.

11.1.2.5 The "Declaration By Dealer's Representative/ADA's Authorised Officer(s)/Notary Public/Others As Approved By Bursa Depository" column in the eServices Form is to be left blank if the eDividend registration request is during opening of securities account under the Non Face To Face Verification method.

11.1.2.6 For corporate body, ensure that the eServices Form is executed by the signatory(ies) as authorised by the corporate body's Board Resolutions / Power of Attorney / approved Minutes of Meeting.

11.1.2.7 Affix the ADA's company rubber-stamp at the column marked "to be completed by ADA" on the eServices Form.

11.1.2.8 Ensure that the “verified by” and “approved by” columns of the eServices Form are signed by two (2) different Authorised Signatories of the ADA before data entry.

11.1.2.9 Every amendment made on the eServices Form must be countersigned by the depositor and the Authorised Signatory(ies) of the ADA / acceptable witness mentioned in item 11.1.1.3 with a rubber-stamp bearing the ADA’s / acceptable witness’ name affixed. Do not use correcting fluid. Cancel the error and make the correction.

11.1.2.10 Any amendments made on the “for office use only” column in the eServices Form must be signed by the Authorised Signatory(ies) of the ADA with a rubber-stamp bearing the ADA’s name affixed.

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

### 11.1.3 Keying-In eDividend Registration Data Into The CDS

11.1.3.1 Key-in the particulars using the CDS “Account Maintenance” screen.

**Note: If there is prior approval from Bursa Malaysia Depository to waive on the registration for eDividend fee, ADAs are required to click on the fee waived and enter the letter reference number. Failing to enter both the information, may result in the billing for the registration for eDividend.**

**11.1.3.2 If the Name and Investor ID differ from that in the system, do not proceed further. Reject the eServices Form back to the depositor.**

11.1.3.3 Ensure that all particulars as per eServices Form have been keyed-in correctly before confirming the data entry.

11.1.3.4 Ensure that the “data entry by” column in eServices Form is completed by the ADA personnel who performed the data entry.

11.1.3.5 The data entry personnel must not be the same person approving the request.



***Important Note:***

- (i) *Indicate correctly in the CDS whether the depositor would like to link all the CDS accounts to the same bank account.*
- (ii) *All completed eServices Form requesting for registration for eDividend lodged by a depositor before 12.00 pm on any market day must be keyed-in into the CDS terminal on the same market day.*
- (iii) *Where completed eServices Form requesting for registration for eDividend is lodged after 12.00 pm on any market day, subject to the ADA's discretion, this request maybe keyed-in on the same market day or at the very latest the next market day.*

11.1.3.6 The ADA is to print and provide the depositor the tax invoice from the CDS in respect of the fee for registration for eDividend 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.

11.1.3.7 On the next market day, ADA has the option to print the Participants CDS Transaction Invoice Report 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.

**11.1.4 Acknowledge Receipt Of eServices Form**

11.1.4.1 Return the **Applicant's Copy** of the eServices Form **to the depositor as acknowledgement only after the ADA has entered the eDividend request in the CDS.**

**11.1.5 Generate And Verify eDividend Registration Report**

11.1.5.1 Print the eDividend Registration Report (Appendix 87).

11.1.5.2 Verify the eDividend Registration Report against the eServices Form to ensure that the data entry has been performed correctly.

11.1.5.3 The ADA personnel who checked and verified the report against eServices Form must sign on the report.

11.1.5.4 If there is(are) any data entry error(s), proceed with the Updating Of eDividend Request from item 11.2 onwards.

**11.1.6 Registration For eDividend For ADA's Principal Account(s) And Wholly-Owned Nominees Account(s)**

11.1.6.1 eServices Form is not required to be completed for registration for eDividend with regards to ADA's principal account(s) and wholly-owned nominees account(s).

11.1.6.2 Ensure all the bank account details with regards to the ADA's principal account(s) and wholly-owned nominees account(s) have been keyed-in correctly by verifying against the eDividend Registration Report.

11.1.6.3 Upon verifying that the data has been keyed-in correctly, proceed to print the Principal And Nominees eDividend Registration Report (Appendix 88).

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11.1.6.4 The Principal And Nominees eDividend Registration Report will reflect all the ADA's principal account(s) and wholly-owned nominees account(s)' bank account numbers registered for eDividend for the day.

11.1.6.5 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.

11.1.6.6 ADA and its wholly-owned nominees' authorized signatory(ies) as per Board Resolution is(are) required to sign the relevant Declaration Clause.

11.1.6.7 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.

11.1.6.8 If the usage of common seal is not specified in Board Resolution, then affix the respective company's rubber-stamp at the declaration clause on this report.

11.1.6.9 All other eDividend registration procedures detailed in Section 11.1 (if applicable) are also applicable for eDividend registration for principal account(s) and wholly-owned nominee account(s) of the ADA.

### **11.1.7 Transmitting Principal And Nominees eDividend Registration Report To Bursa Depository**

11.1.7.1 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 at the "start date" and the last market day of the previous week at 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 Bursa Depository
- d. ADAs are allowed to enquire on their submission of report to Bursa 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 Bursa Depository.*

### **11.1.8 Sorting And Packing of Forms**

11.1.8.1 Pack according to date of registration and within the date of registration by ascending account number, the following:-

- a. Bursa Depository’s copies of the eServices Form.
- b. Copies of supporting documents attached to the corresponding eServices Form.

11.1.8.2 Each package must be accompanied with a covering letter addressed to Bursa Depository stating the breakdown of eServices Form by date of registration.

**Note:** *ADAs are allowed to pack eServices Forms used for the purpose of eDividend or eStatement together in with one parcel when submitting to Bursa Depository*

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

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**11.1.9 Submission Of eDividend Documents To Bursa Depository**

11.1.9.1 ADA and ADA's branches located in Klang Valley must submit Bursa Depository's copies of eServices Form with the relevant supporting documents to Bursa Depository by the first (1st) market day of the following week or any such other day as instructed by Bursa Depository.

11.1.9.2 ADA and ADA's branches located outside Klang Valley must submit Bursa Depository's copies of eServices Form with the relevant supporting documents to Bursa Depository by the second (2nd) market day of the following week or any such other day as instructed by Bursa Depository.

11.1.9.3 Send the following to Bursa Depository:-

- a. Bursa Depository's copy of the completed eServices Form
- b. Copies or Original certified true copy of the supporting documents mentioned in 11.1.1.1 (b).

11.1.9.4 All the documents mentioned in items 11.1.9.3 must be accompanied with a covering letter addressed to Bursa Depository stating the breakdown of eServices Form by date of registration.

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

11.1.9.6 Bursa Depository will acknowledge receipt on the duplicate copy of the covering letter upon receipt of eServices Forms and the related supporting documents.

**11.1.10 Filing Of Documents**

11.1.10.1 File the following documents:-

- a. ADA/ADM copy of the eServices Form for individual and corporate depositors
- b. Copies or Original certified true copy of the supporting documents mentioned in 11.1.1.1 (b).

11.1.10.2 File the eDividend Registration Report according to date.

11.1.10.3 File the Principal And Nominees eDividend Registration Report according to date.

## **11.2 Updating Of Depositor's eDividend Details**

A depositor is allowed to update eDividend details, i.e. bank account details, indication whether joint bank account is used, e-mail address and handphone number.

### **Types Of Changes**

- a. Name of the Bank
- b. Bank Account Number
- c. Indication on joint bank account
- d. E-mail Address
- e. Handphone Number

### ***Important Note:***

- (i) *Required any of the supporting documents as mentioned in 11.1.1.1 (b) for updating of bank account details. Other type of updating, i.e. email address and handphone number do not require any supporting documents*
- (ii) *For individual and corporate accounts, where the depositor has consolidated the eDividend details, any subsequent update on eDividend details will have a global effect*
- (iii) *For nominee account, where it has consolidated its eDividend details, any subsequent update will only affect the same nominee accounts at the particular ADA or ADA's branches.*

### **11.2.1 Accepting Updating Of eDividend Details Request Made In Person**

11.2.1.1 Receive the following documentation for updating of eDividend details request:-

- a. A completed and duly signed eServices Form.
- b. Two (2) original certified true copies of any of the supporting documents mentioned in 11.1.1.1 (b) that captures the **depositor name, bank account number and bank name. [only applicable for updating of bank account details].**

*Note: The original copies of any of the supporting documents mentioned in item 11.1.1.1 (b) above must be sighted by the ADA personnel. The ADA personnel who sighted and verified the original copies of the 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*

#### **ADA's Principal Account(s) And Wholly-Owned Nominees Account(s)**

11.2.1.2 ADA's principal account(s) and wholly-owned nominees account(s) are **exempted** from submitting any supporting documents to update eDividend details.

### **11.2.2 Verification Of Updating Of eDividend Details Request**

11.2.2.1 Receive the eServices Form from the depositor.

11.2.2.2 Verify the details in the eServices Form against the relevant supporting documents.

11.2.2.3 Ensure the signature on the eServices Form corresponds with that of the ADA's records of specimen signature(s).

11.2.2.4 Reject the application if the signature differs. Return the eServices Form to the depositor.

11.2.2.5 Where applicable, obtain copies of the relevant supporting documents, of the individual depositor and compare the copies with the original documents. The supporting documents submitted by an individual depositor must be certified by the ADA personnel who sighted the original copies by stamping the ADA's company rubber-stamp bearing the ADA personnel's name and designation on the documents. In the case of a corporate body, obtain original certified true copies signed by the authorised personnel.

11.2.2.6 If the update of eDividend particulars is due to data entry error committed by the ADA personnel:-

- a. -Compare the eServices Form and perform the update in CDS. Submit the appropriate copy of eServices Form to Bursa Depository



- b. Affix the eServices 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 Bursa Depository with the relevant supporting documents furnished by the depositor showing the discrepancy in data entry.

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

11.2.2.8 Ensure that the “verified by” and “approved by” columns are signed by two (2) different authorised signatories of the ADA before data entry.

11.2.2.9 Every amendment made on the eServices 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.

11.2.2.10 Any amendments made in the “for office use only” column in the eServices Form must be signed by the Authorised Signatory(ies) of the ADA with a rubber-stamp bearing the ADA’s name affixed.

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

### **11.2.3 Accepting Updating Of eDividend Details Request Made Without Being Present in Person**

11.2.3.1 Depositor may request for the eDividend details to be updated by completing the eServices Form and submitting it to the ADA.

***Note:***

- i. *Where applicable, relevant documents must be attached to support the reason(s) for updating of eDividend details.*
- ii. *Where the request for updating is in relation to changes to bank account details, the eServices form and also the supporting documents must be certified by the acceptable witness as per item 11.1.1.3.*

11.2.3.2 Receive the following documentation for updating of eDividend details request:-

- a. Receive the completed and duly signed eServices Form.
- b. Two (2) original certified true copies of any of the supporting documents mentioned in 11.1.1.1 (b) that captures the **depositor name, bank account number and bank name.**  
**[only applicable to updating of bank account number only]**

*Note: The original copies of any of the supporting documents mentioned in item 11.1.1.1 (b) must be sighted by the acceptable witnesses mentioned in item 11.1.1.3 or any authorised personnel in the case of corporate body. The acceptable witness who sighted and verified the original copies of the supporting documents is required to sign and stamp his/her rubber-stamp bearing the witness' name and designation on the supporting documents.*

#### **11.2.4 Verification Of Updating Of Individual / Corporate eDividend Details Made Without Being Present in Person**

11.2.4.1 Verify the details in the eServices Form against the relevant supporting documents.

11.2.4.2 Ensure the signature on the eServices Form corresponds with that of the ADA's records of specimen signature(s).

11.2.4.3 Reject the application if the signature differs. Return the eServices Form to the depositor and notify the depositor accordingly.

11.2.4.4 Where applicable obtain original certified true copies of the relevant supporting documents. The supporting documents submitted by the individual depositor and the eServices form must be certified by the acceptable witnesses stated in item 11.1.1.3 by stamping the witness' rubber-stamp bearing the witness' name and designation on the supporting documents. In the case of a corporate body, obtain original certified true copies signed by the authorised personnel..

11.2.4.5 If the update of eDividend details is due to data entry error made by the ADA personnel:-

- a. Compare the eServices Form and perform the update in CDS. Submit the appropriate copy of eServices Form to Bursa 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 Bursa Depository with the relevant supporting documents furnished by the depositor showing the discrepancy in data entry.

11.2.4.6 Affix the ADA's company rubber-stamp on eServices Form at the space marked "to be completed by ADA".

11.2.4.7 Ensure that the "verified by" and "approved by" columns are signed by two (2) different authorised signatories of the ADA before data entry.

11.2.4.8 Every amendment made on the eServices Form must be countersigned by the depositor and the acceptable witness with a rubber-stamp bearing the acceptable witness' name affixed. Do not use correcting fluid. Cancel the error and make the correction.

11.2.4.9 Where the signature(s) of the depositor and the Authorised Signatory(ies) of the ADA are the same, the amendment made on the eServices Form need only be signed by that signatory(ies).

11.2.4.10 Any amendments made in the "for office use only" column in the eServices Form must be signed by the Authorised Signatory(ies) of the ADA with a rubber-stamp bearing the ADA's name affixed.

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

## **11.2.5 Keying-in The Updating Of eDividend Details Into The CDS**

11.2.5.1 After verification of the completeness and validity of the eServices Form, update the eDividend details into the CDS terminal via the CDS "Account Maintenance" screen.

11.2.5.2 Compare the particulars on the terminal against particulars on eServices Form.

11.2.5.3 Proceed with the updating via the CDS terminal.

11.2.5.4 The ADA's Authorised Signatory(ies) must sign on the eServices Form on behalf of the depositor in cases where the update is due to a data entry error by the ADA.

11.2.5.5 Ensure that the "data entry by" column of the eServices 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 Updating Request.*

#### **11.2.6 Acknowledge Receipt Of Updating Of Depositor's eDividend Details**

11.2.6.1 Return the Applicant Copy of the eServices Form to the depositor as acknowledgement only after the ADA has updated the eDividend details into the CDS.

#### **11.2.7 Generate And Verify The eDividend Audit Report**

11.2.7.1 Print the eDividend Audit Report (Appendix 89).

11.2.7.2 Verify that the updates made to the eDividend details for the day are correct against the eDividend Audit Report.

11.2.7.3 The ADA personnel who checked and verified the reports must sign the reports.

11.2.7.4 If there are any data entry errors in the updates, the ADA must perform the update procedures again mentioned in item 11.2.5.

#### **11.2.8 Sorting And Packing Of Forms**

11.2.8.1 Pack according to date of updating and within the date of updating by ascending account number, the following:-

- a. Bursa Depository's copies of the eServices Form
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- b. Original certified true copies of supporting documents.

11.2.8.2 Each package must be accompanied with a covering letter addressed to Bursa Depository stating the breakdown of eServices Form by date of updating.

*Note: ADAs are allowed to pack eServices Forms used for the purpose of eDividend or eStatement together in with one parcel when submitting to Bursa Depository*

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

### **11.2.9 Submission Of eDividend Updating Documents To Bursa Depository**

11.2.9.1 ADA and ADA's branches located in Klang Valley must submit Bursa Depository's copies of eServices Form with the relevant supporting documents to Bursa Depository by the first (1st) market day of the following week or any such other day as instructed by Bursa Depository.

11.2.9.2 ADA and ADA's branches located outside Klang Valley must submit Bursa Depository's copies of eServices Form with the relevant supporting documents to Bursa Depository by the second (2nd) market day of the following week or any such other day as instructed by Bursa Depository.

11.2.9.3 Send the following to Bursa Depository:-

- a. Bursa Depository's copy of the completed eServices form
- b. Original certified true copy of the supporting documents mentioned in 11.1.1.1 (b) with the **depositor name, bank account number and bank name.**

11.2.9.4 All the documents mentioned under items 11.2.9.3 must be accompanied with a covering letter addressed to Bursa Depository stating the breakdown of eServices Form by date of updating.

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

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11.2.9.6 Bursa Depository will acknowledge receipt on the duplicate copy of the covering letter upon receipt of eServices Forms and the related supporting documents.

### 11.2.10 Filing Of Documents

11.2.10.1 File the following documents:-

- a. ADA/ADM copy of the eServices Forms for individual and corporate depositors.
- b. Original certified true copy of supporting documents mentioned in 11.1.1.1 (b) with the **depositor name, bank account number and bank name.**

11.2.10.2 File the eDividend Audit Report according to date.

### **11.3 Consolidation Of eDividend Details**

This section stipulates the procedures to be complied with by the ADA with respect to accepting, verifying, keying-in and filing of the Consolidation Of eDividend Details as requested by the depositor via the eServices Form (“Consolidation Request”).

Once the depositor has consolidated the eDividend details, the depositor is only allowed to maintain the same bank account details, e-mail address and handphone number for all the CDS accounts maintained with various ADAs.

**For Consolidation Request in relation to nominee account, only those CDS accounts maintained at a particular ADA or its branches will be affected and will not affect the same nominee CDS account maintained with other ADAs.**

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

#### **11.3.1 Accepting Consolidation Request**

11.3.1.1 Receive completed and duly signed eServices Form from the depositor.

#### **11.3.2 Verification Of Consolidation Request**

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

11.3.2.2 Reject the application if the depositor’s signature on the eServices Form differs.

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

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

11.3.2.5 Ensure the “approved by” column is completed by the ADA’s Authorised Signatory(ies) before performing the data entry.

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11.3.2.6 Amendment made on the eServices 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.

11.3.2.7 Where the signature(s) of the depositor and the Authorised Signatory(ies) of the ADA are the same, the amendment made on the eServices Form need only be signed by that signatory(ies).

11.3.2.8 Any amendment made in the "for office use only" column in the eServices Form must be signed by the Authorised Signatory(ies) of the ADA with a rubber-stamp bearing the ADA's name affixed.

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

### **11.3.3 Keying-In The Consolidation Request**

11.3.3.1 Key-in the depositor's CDS account number using the "Account Maintenance" screen. Retrieve the depositor's details and verify against the details stated in the eServices Form.

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

11.3.3.3 Proceed to update the Consolidation Request into the CDS account if the particulars of the depositor are the same in the eServices Form and the CDS.

11.3.3.4 Ensure that the "data entry by" column of the eServices 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.*

### **11.3.4 Acknowledgement Of Receipt Of The Consolidation Request**

11.3.4.1 Return a copy of the eServices Form to the depositor as acknowledgement after processing the Consolidation Request.



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**11.3.5 Generate And Verify eDividend Registration Report / eDividend Audit Report**

- 11.3.5.1 Print the eDividend Registration Report for depositors that registered for eDividend and consolidate the eDividend details at the same time.
- 11.3.5.2 Print the eDividend Audit Report for depositors that consolidated the eDividend details at a later stage after the depositor had registered for eDividend.
- 11.3.5.3 Verify the eDividend Registration Report / eDividend Audit Report against the eServices Form to ensure that data entry has been performed correctly.
- 11.3.5.4 The ADA personnel who checked and verified the reports against the eServices Form must sign on the report.

**11.3.6 Sorting And Packing Of Forms**

- 11.3.6.1 Pack Bursa Depository's copies of the eServices Form according to date of consolidation and within the date of consolidation by ascending account number.
- 11.3.6.2 Each package must be accompanied with a covering letter addressed to Bursa Depository stating the breakdown of eServices Form by date of consolidation.

***Note:** ADAs are allowed to pack eServices Forms used for the purpose of eDividend or eStatement together in with one parcel when submitting to Bursa Depository*

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

**11.3.7 Submission Of eDividend Consolidation Documents To Bursa Depository**

- 11.3.7.1 ADA and ADA's branches located in Klang Valley must submit Bursa Depository's copies of eServices Form to Bursa Depository by the first

(1st) market day of the following week or any such other day as instructed by Bursa Depository.

11.3.7.2 ADA and ADA's branches located outside Klang Valley must submit Bursa Depository's copies of eServices Form to Bursa Depository by the second (2nd) market day of the following week or any such other day as instructed by Bursa Depository.

11.3.7.3 Send Bursa Depository's copies of the completed eServices Form to Bursa Depository.

11.3.7.4 All the eServices Form must be accompanied with a covering letter addressed to Bursa Depository stating the breakdown of eServices Form by date of consolidation.

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

11.3.7.6 Bursa Depository will acknowledge receipt on the duplicate copy of the covering letter upon receipt of eServices Forms and the related supporting documents.

### **11.3.8 Filing Of Documents**

11.3.8.1 File the following documents:-

- a. ADA/ADM copy of the eServices Form for individual and corporate depositors
- b. eDividend Registration Report / eDividend Audit Report.

#### **11.4 Revocation Of Consolidated eDividend Details**

This section stipulates the procedures to be complied with by the ADA with respect to accepting, verifying, keying-in and filing of the Revocation Of Consolidated eDividend Details as requested by the depositor via the eServices Form (“Revocation Request”).

The Revocation Request is meant for depositor that has consolidated the eDividend details and now intends to maintain different eDividend details for each of the CDS accounts. Once the depositor has revoked the consolidated eDividend details, the depositor is required to update the eDividend details, i.e. bank account details, e-mail address and handphone number individually at the ADAs where the CDS accounts are maintained.

If the depositor did not perform any updating, the eDividend details will remain the same for all the CDS accounts.

**For Revocation Request in relation to nominee account, only those CDS accounts maintained at a particular ADA or its branches will be affected and will not affect the same nominee CDS account maintained with other ADAs.**

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

##### **11.4.1 Accepting Revocation Of Consolidation Request**

11.4.1.1 Receive completed and duly signed eServices Form from the depositor.

##### **11.4.2 Verification Of Revocation Of Consolidation Request**

11.4.2.1 Verify the depositor’s signature on the eServices Form against the ADA’s records of specimen signature(s). Reject the application if the depositor’s signature on the eServices Form differs.

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

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

11.4.2.4 Ensure the “approved by” column is completed by the ADA’s Authorised Signatory(ies) before performing the data entry.

11.4.2.5 Every amendment made on the eServices 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.

11.4.2.6 Where the signature(s) of the depositor and the Authorised Signatory(ies) of the ADA are the same, the amendment made on the eServices Form need only be signed by that signatory(ies).

11.4.2.7 Any amendment made in the "for office use only" column in the eServices Form must be signed by the Authorised Signatory(ies) of the ADA with a rubber-stamp bearing the ADA's name affixed.

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

#### **11.4.3 Keying-In The Revocation Of Consolidation Request**

11.4.3.1 Key-in depositor's CDS account number using the "Account Maintenance" screen. Retrieve the depositor's details and verify against the details stated in the eServices Form.

11.4.3.2 Reject the Revocation Request if the particulars of the depositor in the CDS differ from eServices Form and state the reason(s) for rejection.

11.4.3.3 Proceed to update the Revocation Request into the CDS account if the particulars of the depositor are the same in the eServices Form and the CDS.

11.4.3.4 Ensure that the "data entry by" column of the eServices 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 Revocation Request.*

#### **11.4.4 Acknowledgement Of Receipt Of The Revocation Request**

11.4.4.1 Return a copy of the eServices Form to the depositor as acknowledgement after the Revocation Request has been processed.

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### **11.4.5 Generate And Verify eDividend Audit Report**

11.4.5.1 Print the eDividend Audit Report.

11.4.5.2 Verify the eDividend Audit Report against the eServices Form to ensure that data entry has been performed correctly.

11.4.5.3 The ADA personnel who checked and verified the reports against the eServices Form must sign on the report.

### **11.4.6 Sorting And Packing Of Forms**

11.4.6.1 Pack Bursa Depository's copies of the eServices Form according to date of revocation and within the date of revocation by ascending account number.

11.4.6.2 Each package must be accompanied with a covering letter addressed to Bursa Depository stating the breakdown of eServices Form by date of revocation.

*Note: ADAs are allowed to pack eServices Forms used for the purpose of eDividend or eStatement together in with one parcel when submitting to Bursa Depository*

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

### **11.4.7 Submission Of eDividend Revocation Documents To Bursa Depository**

11.4.7.1 ADA and ADA's branches located in Klang Valley must submit Bursa Depository's copies of eServices Form to Bursa Depository by the first (1st) market day of the following week or any such other day as instructed by Bursa Depository.

11.4.7.2 ADA and ADA's branches located outside Klang Valley must submit Bursa Depository's copies of eServices Form to Bursa Depository by the second (2nd) market day of the following week or any such other day as instructed by Bursa Depository.

11.4.7.3 Send Bursa Depository's copies of the completed eServices Form to Bursa Depository.

11.4.7.4 All the eServices Form must be accompanied with a covering letter addressed to Bursa Depository stating the breakdown of eServices Form by date of revocation.

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

11.4.7.6 Bursa Depository will acknowledge receipt on the duplicate copy of the covering letter upon receipt of eServices Form and the related supporting documents.

#### **11.4.8 Filing Of Documents**

11.4.8.1 File the following documents:-

- a. ADA/ADM copy of the eServices Form for individual and corporate depositors
- b. eDividend Audit Report.

## **11.5 Inter Branch Transactions For eDividend**

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

### **11.5.1 Inter Branch Transactions With Regards To Application For eDividend**

- 11.5.1.1 Ensure the depositor completes the eServices Form.
- 11.5.1.2 Receive the completed eServices Form from the depositor.
- 11.5.1.3 Obtain copies of the relevant supporting documents. For an individual, ensure the relevant supporting documents are original sighted and certified by the list of acceptable witnesses. In the case of a corporate body, obtain original certified true copies signed by the authorised personnel..
- 11.5.1.4 Verify the details in the eServices Form against the relevant supporting documents.
- 11.5.1.5 Ensure the signature on the eServices Form corresponds with that on the ADA's records of specimen signature(s).
- 11.5.1.6 Reject the application if the signature differs. Return the eServices Form and the relevant supporting documents to the depositor.
- 11.5.1.7 Affix the ADA's company rubber-stamp on eServices Form at the space marked "to be completed by ADA".
- 11.5.1.8 Ensure that the "verified by" and "approved by" columns are signed by two (2) different authorized signatories of the ADA before data entry.
- 11.5.1.9 Every amendment made on the eServices 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 made the correction.
- 11.5.1.10 Any amendments made in the "for office use only" column in the eServices Form must be signed by the Authorised Signatory(ies) of the ADA with a rubber-stamp bearing the ADA's name affixed.

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

11.5.1.12 Ensure that all eServices 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.

11.5.1.13 Ensure that the ADA/ADM copies of eServices Form bearing the IBT rubber-stamp are properly filed at the ADA.

11.5.1.14 All the other relevant procedures detailed in Section 11.1 are also applicable for Inter Branch Transaction With Regards To Registration For eDividend.

## **11.5.2 Inter Branch Transactions With Regards To Updating Of Depositor's eDividend Details**

11.5.2.1 Ensure the depositor completes the eServices Form.

11.5.2.2 Receive the completed eServices Form from the depositor.

11.5.2.3 Obtain copies of the relevant supporting documents. For an individual application, ensure that the relevant supporting documents are original sighted and certified by the ADA personnel or acceptable witnesses as specified in item 11.1.1.3. In the case of a corporate body, obtain original certified true copies signed by the authorised personnel.

11.5.2.4 Verify the details in the eServices Form against the relevant supporting documents.

11.5.2.5 Ensure the signature on the eServices Form corresponds with that on the ADA's records of specimen signature(s).

11.5.2.6 Reject the application if the signature differs. Return the eServices Form and the relevant supporting documents to the depositor.



11.5.2.7 If the change of depositor's eDividend details is due to data entry error made by the ADA personnel:-

- a. Complete and submit to Bursa Depository the eServices Form.
- b. Affix the eServices 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 Bursa Depository with the relevant supporting documents furnished by the depositor showing the discrepancy in data entry.

11.5.2.8 Affix the ADA's company rubber-stamp on eServices Form at the space marked "to be completed by ADA".

11.5.2.9 Ensure that the "verified by" and "approved by" columns are signed by two (2) different authorized signatories of the ADA before data entry.

11.5.2.10 Every amendment made on the eServices 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 made the correction.

11.5.2.11 Where the signature(s) of the depositor and the Authorised Signatory(ies) of the ADA are the same, the amendment made on the eServices Form need only be signed by that signatory(ies).

11.5.2.12 Any amendments made in the "for office use only" column in the eServices Form must be signed by the Authorised Signatory(ies) of the ADA with a rubber-stamp bearing the ADA's name affixed.

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

11.5.2.14 Ensure that all eServices 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.

11.5.2.15 Ensure that the ADA/ADM copies of eServices Form bearing the IBT rubber-stamp are properly filed at the ADA.

11.5.2.16 All the other relevant procedures detailed in Section 11.2 are also applicable for Inter Branch Transaction With Regards To Updating Of Depositor's eDividend Details.

### **11.5.3 Inter Branch Transactions With Regards To Consolidation Of eDividend Details**

11.5.3.1 Ensure the depositor completes the eServices Form.

11.5.3.2 Receive the completed eServices Form from the depositor.

11.5.3.3 Verify the signature on the eServices Form from depositor against the ADA's records of specimen signature(s).

11.5.3.4 Ensure that the "verified by" and "approved by" columns are signed by two (2) different authorized signatories of the ADA before data entry.

11.5.3.5 Every amendment made on the eServices 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 made the correction.

11.5.3.6 Where the signature(s) of the depositor and the Authorised Signatory(ies) of the ADA are the same, the amendment made on the eServices Form need only be signed by that signatory(ies).

11.5.3.7 Any amendments made in the "for office use only" column in the eServices Form must be signed by the Authorised Signatory(ies) of the ADA with a rubber-stamp bearing the ADA's name affixed.

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

11.5.3.9 Ensure that all eServices 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.

11.5.3.10 Ensure that the ADA/ADM copies of eServices Form bearing the IBT rubber-stamp are properly filed at the ADA.

11.5.3.11 All the other relevant procedures detailed in Section 11.3 are also applicable for Inter Branch Transaction With Regards To Consolidation Of eDividend Details.

#### **11.5.4 Inter Branch Transactions With Regards To Revocation Of Consolidated eDividend Details**

11.5.4.1 Ensure the depositor completes the eServices Form.

11.5.4.2 Receive the completed eServices Form from the depositor.

11.5.4.3 Verify the signature on the eServices Form from depositor against the ADA's records of specimen signature(s).

11.5.4.4 Ensure that the "verified by" and "approved by" columns are signed by two (2) different authorized signatories of the ADA before data entry.

11.5.4.5 Every amendment made on the eServices 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 made the correction.

11.5.4.6 Where the signature(s) of the depositor and the Authorised Signatory(ies) of the ADA are the same, the amendment made on the eServices Form need only be signed by that signatory(ies).

11.5.4.7 Any amendments made in the "for office use only" column in the eServices Form must be signed by the Authorised Signatory(ies) of the ADA with a rubber-stamp bearing the ADA's name affixed.

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

11.5.4.9 Ensure that all eServices 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.

11.5.4.10 Ensure that the ADA/ADM copies of eServices Form bearing the IBT rubber-stamp are properly filed at the ADA.

11.5.4.11 All the other relevant procedures detailed in Section 11.4 are also applicable for Inter Branch Transaction With Regards To Revocation Of Consolidated eDividend details.

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