

4.9 Reactivation Of Dormant Account Requests

A. Reactivation Performed At ADA Office

4.9.1 Accepting Reactivation Of Dormant Account Requests

4.9.1.1 Receive completed and duly signed **Application For Reactivation Of CDS Account Form** (Reactivation Form) (Appendix 49) / written request from depositor for each request.

4.9.1.2 Ensure that the Reactivation Form / letter is submitted together with payment.

4.9.2 Verification Of Reactivation Requests

4.9.2.1 Verify the depositor's signature on the Reactivation Form / letter against the ADA's records of specimen signature(s).

4.9.2.2 Reject if the signature in the Reactivation Form / letter differs or if payment is not received and state the reason(s) for rejection.

4.9.2.3 For written request by a depositor, if the signature in letter matches with the ADA's record of specimen signature(s), the ADA is to complete the Reactivation Form on behalf of the depositor.

4.9.2.4 Affix the ADA's designated rubber-stamp bearing "Reactivation of account due to account holder's written request" at the space marked "Signature of Depositor / Authorised Signatories / Attorney(s).

4.9.2.5 Affix the ADA's company rubber-stamp in the Reactivation Form at the space marked "to be completed by ADA/ADM".

4.9.2.6 Ensure the "verified by" column is completed by the ADA personnel who received the payment and performed the verification.

4.9.2.7 Ensure the "approved by" column is completed by the ADA's Authorised Signatory(ies) before data entry.

4.9.2.8 Every amendment made on the 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.

4.9.2.9 Any amendments made in the “for office use only” column in the form must be signed by the authorised signatory(ies) of the ADA with a rubber-stamp bearing the ADA’s name affixed.

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

4.9.3 Keying-In Reactivation Requests

4.9.3.1 Key-in depositor’s CDS account number through the “Account Maintenance” screen. Retrieve the depositor’s details and check against the details stated in the Reactivation Form / letter.

Note: If there is a prior approval from Depository to waive the fee for reactivation of dormant account, ADAs are required to click on the fee waived and enter the letter reference number. Failure to enter both the information will result in billing for such reactivation of dormant account.

4.9.3.2 Reject if the particulars differ and state the reason(s) for rejection.

4.9.3.3 Proceed to update the status of the depositor’s account.

4.9.3.4 Ensure that the “reactivated by” and “reactivated on” columns are completed by the ADA personnel who performed the data entry

Note: The data entry personnel must not be the same person approving the reactivation request.

4.9.3.5 Forward a copy of the Reactivation Form to the depositor upon completion of the updating process.

4.9.3.6 Do not send the completed Reactivation Form to Depository.

4.9.3.7 The ADA is to print and provide the depositor the tax invoice (Appendix 92) from the CDS in respect of the fee for the reactivation of dormant account 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.

4.9.3.8 On the next market day, ADA has the option to print the CDS Transaction Invoice Report (Appendix 93) 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.

4.9.4 Acknowledge Receipt Of Reactivation Requests

4.9.4.1 Receive the reactivation fee and the relevant GST amount.

4.9.4.2 The ADA must maintain proper records of all reactivation fees received.

4.9.5 Reactivation Of ADA’s Principal Accounts And Wholly Owned Nominee Account

4.9.5.1 To complete a separate Reactivation Form for reactivation of ADA’s principal and its wholly owned nominee accounts respectively

4.9.5.2 ADA may use a single Reactivation Form to reactivate multiple CDS accounts of the ADA i.e. its principal or its wholly owned nominee accounts. The following are required to be submitted to Depository:

- a. A letter from ADA if the request is related to its principal accounts or from the appropriate nominee company if the request is related to any of its wholly owned nominee accounts. The letter needs to state the ADA’s or the appropriate nominee company’s intention to reactivate multiple dormant CDS accounts using a single Reactivation Form together with an attached listing detailing the following:
 - i. The number of dormant CDS accounts to be reactivated.
 - ii. CDS account numbers
 - iii. Account Qualifiers

- b. A duly completed Reactivation Form. Indicate “To reactivate all CDS accounts as per the authorised list attached” at the CDS Account Number” column and “Refer to authorised list attached” at the “Account Qualifier” column of the Reactivation Form.
- c. The request letter, Reactivation Form and each page of the listing must be signed by the authorised signatories as stated in the ADA’s principal or its wholly owned nominee’s Board Resolution.

Note: Procedures related to bulk reactivation of dormant CDS accounts is also applicable to nominee companies that are not wholly owned by the ADA.

- 4.9.5.3 Verify the Reactivation Form for completeness before proceeding to key-in the reactivation request into CDS.
- 4.9.5.4 Upon executing the relevant updates in CDS, the ADA is not required to send the Reactivation Form to Depository.
- 4.9.5.5 All the other reactivation of Dormant Account procedures detailed in Section 4.9 (if relevant) are also applicable for reactivation of ADA’s Principal, Wholly Owned Nominee and Non Wholly Owned Nominee account.

B. Reactivation Performed Through CDS eServices Platform

4.9.6 Reactivation of Dormant CDS Account Through CDS eServices

- 4.9.6.1. Individual depositor registered for CDS eServices may request to reactivate his/her Dormant CDS account through the electronic platform. Such request does not require the depositor to complete any form for the ADA’s approval.
- 4.9.6.2. The depositor opted to reactivate his/her Dormant CDS account through the CDS eServices platform will be required to make the reactivation fee payable through the Financial Processing Exchange (FPX) direct to Bursa Depository bank account.
- 4.9.6.3. The reactivation of Dormant CDS account will be affected immediately in CDS system once the reactivation fee payable through the FPX is successful.

4.9.6.4. If the reactivation fee transaction through FPX is failed, the affected Dormant CDS account status will remain dormant in CDS system.

4.9.6.5. For all successful reactivation of Dormant CDS account through CDS eServices platform, the invoice (Appendix 92) is printable at ADA office. The ADA is to print and provide the depositor the invoice from the CDS in respect of the fee for the reactivation of dormant account if the depositor request for one.

4.9.7 Generate And Verify The Reactivated Account Report

4.9.7.1 Print the **Reactivated Account Report** (Appendix 50) which highlights depositors' accounts reactivated for the day.

4.9.7.2 The Reactivated Account Report will capture all successful reactivation activities performed at ADA office and through CDS eServices

4.9.7.3 Verify the reactivation made to CDS account(s) for the day is correct.

4.9.7.4 The ADA personnel who checked and verified the report must sign the report.

4.9.8 Filing Of Documents

4.9.8.1 File the following documents:-

- a. Completed Reactivation Form for reactivation performed at ADA
- b. Letters from depositor or listing of affected accounts (if applicable)
- c. Reactivated Account Report.