

**MEMORANDUM**

TO : All Dealer's Representatives  
FROM : The Management  
DATE : 16 May 2019  
RE : eStatements Portal

We refer to our memo dated 11 April 2019 on the above.

We wish to remind that beginning 1 June 2019, **no hard copy of statements** will be send out to clients and all statements can only be accessed via the portal.

For clients who have registered their email address with us, they will also receive their eContracts via their email once the system is ready, tentatively by end of the month. In addition, we are also working on emailing their month end statements.

If your clients still insist to receive hard copy statements, they must request for it via the portal before 1 June 2019. A fee of **RM5.00** (subject to changes) will be charged for each envelope containing the relevant statements sent to client.

The User Guide for the portal is available in TCPPro and in the portal's help section.

If you or your clients need any assistance, please contact us at:

- Email address: [taonline@ta.com.my](mailto:taonline@ta.com.my)
- Contact number: 603 2167 9799 (Helpdesk)

Thank you.

