

TA Securities Holdings Berhad (“TASH”) FAQ for TA SmarTrade

1) What is TA SmarTrade

TA SmarTrade is an application provided by TASH to our customer to carry out their investment trading activities.

2) Who is Eligible to Apply for the TA SmarTrade Account?

TASH allows all TA SmarTrade users to apply for a TA SmarTrade account but only those who maintained an active TASH trading account would be able to activate the account. TASH clients would need to inform their dealer’s representative or TASH front desk operation regarding the intention to use TA SmarTrade before their account activation by the TASH back office.

Depending on the client’s status, the TA SmarTrade account opening would be approved/completed within 1 to 3 business days. If the client did not have an active TASH trading account, the process might be longer due to the opening/reactivation of the TASH trading account and if additional documents are required.

3) Withdrawal or Suspension of Access to TA SmarTrade

The client must properly conduct their trading activities and abide by the rules and regulations of the relevant authorities and the terms and conditions of TASH. Failure to do so may result in the access to their TA SmarTrade account being withdrawn or suspended.

4) TA SmarTrade Account Types

TASH currently only offers TA SmarTrade cash account (credit limit based on collateral with TASH) to our clients to trade in the United States of America, Hong Kong and Singapore Exchanges. TASH will offer additional Exchanges in the future.

5) Are There Any Fees to Use TA SmarTrade?

There are no fees involved for the usage of TA SmarTrade but the types of fees and charges that might apply to clients include but are not limited to the below depending on the Exchanges the client trades with:

• Brokerage fees	• Trading fees	• Clearing fees
• Settlement fees	• FC/FRC transaction levy	• ADR custodian fees

For the most accurate and up-to-date fee structure, clients may refer to the Exchange website or consult their dealer’s representative for the latest applicable rates.

Clients should fully understand the fees and charges structure before they start trading especially our brokerage fees as the price and/or quantity of a counter would result in different kinds of calculations (i.e. by quantity of shares or by percentage of transacted value).

6) Accepted Fund Deposit Method

Depending on the branch of TASH where the clients have opened their account, the client can either make payment via online banking or bank-in direct to any of TASH bank accounts. The client may check with their dealer's representative or TASH back office regarding banking details.

For TASH to take immediate action upon the client's payment, the client shall provide the bank-in details (i.e. client code, amount, bank credited & bank-in date) via phone/email to their dealer's representative.

7) Fund Withdrawal Method

A client can request a withdrawal by informing their dealer's representative. TASH will refund the amount clear of any outstanding and relevant fees to the client's bank account that is maintained with TASH.

8) Existing Foreign Stocks Portfolio with TASH

TA SmarTrade is a new foreign stocks trading platform provided by TASH to our clients. Existing foreign stocks portfolio will not be reflected in TA SmarTrade and the client would need to continue their transaction through the existing platforms.

Only those transactions that are carried through TA SmarTrade will be reflected in the application, clients would need to carry out transactions according to the platform they traded on as TASH would not consolidate their position into one single platform.

9) Existing Trading Limit with TASH

By default, a TASH client's pre-determined credit limit will be shared across the platforms the client enrolled in.

In the event the client would like to utilize all his/ her credit limit in a single platform, the client may inform their dealer's representative to reconfigure their credit limit arrangement.

10) How to Reset Login Password

A client can change their login password in the account & security page which can be found in the "more" tab.

In the event the client forgets their password, they can select "forgot password" on the login page and obtain the verification code before entering the new password.

11) Are the Stock Quotes in Real-Time?

TASH provide real-time stock quotes with a monthly fee in TA SmarTrade. Clients may request to have real-time stock quotes through the mobile application or inform their dealer's representative.

TASH will debit the client's trust account for this fee settlement.

12) Miscellaneous

TASH reserves the right to vary or amend the terms and conditions of TA SmarTrade at any time at its absolute discretion with or without notice and without assigning any reason whatsoever.

TASH reserves the right to withdraw the access to TA SmarTrade application in the Google Play Store or Apple App Store at any point in time without notice and assigning any reason whatsoever.