

**MEMORANDUM**

**To** : ALL DEALER'S REPRESENTATIVES  
**From** : THE MANAGEMENT  
**Date** : 30 OCTOBER 2018  
**Subject** : **IMPLEMENTATION OF E-BANKING AND E-STATEMENT**

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We refer to our earlier memos on the above implementation which is available via TCPro.

**IMPLEMENTATION OF E-BANKING**

Based on the feedbacks and appeals received from Dealer's Representatives, the Management has decided on a **final** deferment of the implementation date of e-banking to **1 December 2018**.

As such, we wish to seek your cooperation to get your clients to update their bank particulars so that the monies due to them can be credited into their bank accounts. If there is no such particulars, their monies will automatically be credited into trust and a fee of **RM10.00**, in addition to all the related charges, will be charged for issuance of a cheque from 1 December 2018 onwards.

You may refer to the "Non ESP Clients With Physical Cheque Payment" which is available in your TCPro for the list of your active clients who are still receiving cheques.

**IMPLEMENTATION OF E-STATEMENT**

Effective January 2019, for clients who have submitted the "Request for Electronic Statement" form, we will send electronic statements to them via their registered email addresses. For clients who have yet to sign up, a portal will be made available for them to register and obtain their electronic statements.

As the clients have not been responsive, we continue to seek your assistance to get your clients to update their email addresses while taking the opportunity to register them for the ongoing Electronic Share Payment (ESP) service. To assist you further on getting your clients to sign up for electronic statements, we will soon provide you with a list of clients that have already furnished their email addresses via e-Dividend and/or ESP facilities but have yet to sign up for electronic statements.

Should you need further clarification, please contact the officers at Documentation department of Principal office and respective branches.

Thank you.

