AFFIN HWANG CAPITAL

Asset Management

I-ACCESS USER GUIDE – INVESTOR MODULE

Dear Investor,

Thank you for choosing Affin Hwang Asset Management Berhad's ("Affin Hwang AM") and welcome to our online platform. This online platform allows you access to your personal information and your investments wherever you are and whenever you want by logging into your i-Access account.

With i-Access, there is no need for paper statements – so there is less paperwork cluttering your life. In fact, all statements are stored securely online!

I-Access offers you real time investment information, online transactions, fund performance tracking and other functions – all are easily accessible via the internet.

I-Access is safe, fast and convenience, enabling you to manage your investment with total peace of mind. I-Access uses 256-bit SSL technology to provide a secure channel for data transmission; this means your information remains private and secure. I-Access is also user-friendly and easy to navigate.

Simply follow this user guide to discover how easy i-Access can be. Should you have any queries on i-Access, please contact our Customer Care Consultant at 1800-88-7080 anytime during working hours, Monday to Friday 8:45am to 5:30pm.

GETTING STARTED

- **Activate i-Access account**

Investor will receive an email from Affin Hwang AM with a system generated User Name and Password within one (1) week from the first investment date.

Follow the instructions below to activate i-Access account.

Activate You Account

- **Go to i-Access** at https://i-access.affinhwangam.com/investor
- Click **First Time Login**
- **Enter** the system generated **User Name** and **Password** and click **Activate**.
- **Verify all personal details** displayed and click **Next**.
- **Fill up** the details in **First Security Setup,** including Security Image and Security Phrase.
- Click **Submit**

LOGIN TO I-ACCESS

Step 1 : Go to https://i-access.affinhwangam.com/investor

Step 2 : Enter the registered **User Name** and click **Next**.

Step 3 : Check and ensure that the *security image* and *security phrase* are correct. Proceed to key-in your password and click **Login** if the security image and security phrase match the image and phrase you registered with.

If the security image and/or phrase does not match the image and/or phrase you registered, please do not key in your password and do not login **and contact our Customer Care Consultant at 1-800-88-7080 immediately.**

Step 4 : Select your desired feature from the Menu Bar or Quick Link.

Menu Bar

Dashboard	Account	Fund	Online Transaction
Contact Us	E-Reporting		

Quick Link

Information Corner	Download	Alerts	Profile

DASHBOARD

Contains announcements and updates from Affin Hwang AM and detailed information of user's portfolio.

Section	Description
1. **Account Summary**	List of user's account(s) and fund(s).
2. **Portfolio Value**	User's latest portfolio's market value vs initial amount invested.
3. **What's New**	Affin Hwang AM's announcements and updates (Default view at latest 10 announcements/updates. Click **View All** to view more announcements/updates)
4. **Total Returns Since Inception**	Shows user's portfolio annual net investment, gain/loss and total dividend paid out.
5. **Portfolio Allocation**	Shows user's portfolio investment by asset class.
6. **Portfolio Market Value Movement**	Shows user's portfolio AUM trend.
7. **Fund Allocation**	Shows list of all the funds in user's portfolio.

*Portfolio – consolidated of all account

MY ACCOUNT

Under My Account, user may view their account(s) summary at one glance.

Click on each account number to view the details of the investment such as:

➢ Investment Holdings

- View the fund allocation in pie chart format.
- View the performance for each fund in the account.
- View details the fund(s) invested such as the first investment date, current NAV price, unit holdings and etc.
- Click the **Actions** button to perform additional investment, online switching, set fund performance and fund price alert or contact your account manager.
- Click the fund's code to view the fund's investment details (latest data available is up to the past two (2) business days).
- Transaction advice slip can be obtained by clicking on the **Transaction Type** in **Investment Details**

➢ Statement Advices
▪ View the latest 3 Years Statement of Account. ▪ View the latest 3 Years Tax Voucher.
➢ Income Distribution Instructions
▪ View latest income distribution instruction by fund(s). ▪ User may submit income distribution instruction change request.

FUNDS

- View the summarised information of all Affin Hwang AM's funds in this section.
- Click the fund name to view :
  I. General information such as Launch Date/IOP, Currency Classes and the Suitability Assessment Test ("SAT") group.
     - **Fund Fact Sheet** – to view brief information of the fund.
     - **Interim Report** - to view the fund's interim report.
     - **Annual Report** - to view the fund's annual report.

     Click **Save** to download the fund fact sheet or reports.

  II. Historical Income Distribution
     - Click **Export** to download the historical income distribution in Excel file.

  III. Historical Fund Price
     - Click **Export** to download the historical fund price in Excel file.

TRANSACTIONS

- Perform additional investment, switching and online suitability assessment test.

To perform online switching

- Click **Online Switching** sub menu
- Click the account number that you wish to switch and the system will redirect you to **Investment Holdings** page.
- Click the action drop down list and select **Online Switching**
- Select switch out **All units** or **Partial Units**. If partial units, kindly key in the number of units that you wish to wish.
- Select **Switch** in fund.
- Tick the checkbox after you have read and understand the term and conditions.
- Click **Submit**.
- Verify the switching summary and click **Switch Now**.

To perform additional investment

- Kindly refer to the standalone user guide located at **Transaction** menu for additional investment.

Online SAT

- Read and complete all the questions, then click **Submit**.
- Verify the user information, the recommendation fund and read the declaration.
- Click **I agree with the recommendation** or **I do not agree with the recommendation**.
- Once you have completed the test, you may print the copy of the result for your record.

CONTACT US

Send your feedback or file a complaint by selecting one of the categories listed, fill in your message and click **Submit**. Our Customer Care Consultant will respond to your message within 3 business days.

- General Enquiry
- Compliment
- Complaint
- Feedback

E-REPORTING (ONLY APPLICABLE FOR DPM/NDPM INVESTOR)

Retrieve monthly statement for DPM/NDPM products.

INFORMATION CORNER

- Obtain various information, such as:

Type of information	Steps
Annual & Interim Reports	Click **Annual and Interim Reports** → **Select the Fund type** you wish to retrieve →Select **Annual** / **Interim Report**
Fund Fact Sheet	Click **Fund Fact Sheet** → **Select the Fund type** you wish to retrieve → Select **Fund Fact Sheet**
Income Distributions	Click **Income Distributions** → **Select the Fund** → Click **Export** if you wish to download
Fund Performance Table	Click **Fund Performance Table** to view the fund's performance rated by Lipper.

Asset Management

- There are various calculators available, such as risk profiler, general investment calculator etc.

Type on Information	Steps
Risk Profiler	Click **Risk Profiler** →Fill up the details →Click **Gauge My Risk Appetite**
General Investment Calculator	Click **General Investment Calculator** → Fill up initial investment, monthly investment, expected return, and investment period →Click **Calculate**
Retirement Calculator	Click **Retirement Calculator** → Fill up the required details → Click **Calculate**
Education Calculator	Click **Education Calculator** →Fill up the details →Click **Calculate**

- For more information on i-Access, download the User Guide:
  - Click **User Guide** → Click **Save** to **download this User Guide**

DOWNLOAD CENTRE

- User may download all documents available in the **Download Centre**.
- User may mark documents available as favourites by clicking the ☆ button.

ALERTS

- User will receive alerts such as EPF Due Date and Unsuccessful Transaction upon successful login. User may view the following alerts at the **Alert** menu.

  - Fund Maturity
  - Income Distribution
  - Fund Price Alert
  - Fund Performance Alert

PROFILE

❖ User may update their personal information at anytime.

Information	Description	Steps
My Profile	To check personal details	Click **Profile**
	To change contact particulars*	Click **Profile** → Click **Update** → Fill in the details → Click **Submit**
Change passwords	To change password	Click **Change Password** → Fill up the details → Click **Submit**
Settings	To make changes to the settings 3 preferred settings are available: 1. Notification 2. Return 3. e-Statement Subscription	Click **Settings** → Edit the changes → Click **Save Settings**
Log out	To sign out of -Access	Click **Log Out**

IMPORTANT NOTICE

Do not disclose your User ID and/or password for any reason. No one from Affin Hwang Asset Management Berhad ("Affin Hwang AM"), any other agency or business should ever ask you for your User ID and/or password. Additionally, Affin Hwang AM does not use automated telephone calls or emails to verify your personal information. Any such communications you may receive do not originate from Affin Hwang AM. Should anyone ask for your User ID and/or Password, please contact our Customer Care Consultant to file a report.

AFFIN HWANG
CAPITAL

Outthink. Outperform.

Asset Management

OUR OFFICES

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Sarawak - Miri
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If you have any queries or require further clarification, please contact our Customer Care Consultant at Toll Free Number 1-800-88-7080 or General Line 603-2116 6000 during office hours, from 8:45am to 5:30 pm, Mondays to Fridays, or email customercare@affinhwangam.com.