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## e-Statements and e-Payment Notice

As part of our commitment to promote environmental sustainability and reducing paper consumption, we are pleased to announce the transition to electronic statements (eStatements) and electronic payments (e-Payment). The phasing out of physical contract notes is also in compliance with the directive issued by the Securities Commission Malaysia.

### 1. E-Statement

Effective from **15 October 2023**, we will discontinue the issuance and mailing of physical statements. Instead, we will provide statements, including contract statements, contra statements, set-off statements, monthly statements, and other relevant documents, through electronic means, known as "eStatements," starting from **15 July 2023**. If you prefer to receive a physical copy of your statement, a fee of **RM10.00** per envelope will be charged after **15 October 2023**.

To sign up for eStatements, please follow these simple steps:

1. Visit the mnaonline website and click on the "eStatement" tab or visit <https://estatement.mnaonline.com.my>.
2. Click on "First time login."
3. Enter your email address or mobile number.
4. An One Time Password (OTP) will be sent to your email or mobile number.
5. Enter the OTP and click "Continue."
6. Enter your New Password and Confirm Password, then click "Save" to proceed.
7. Once your password is created, you will be directed back to the login screen.
8. Log in to the system using your registered email address or mobile number and password.

### Important Notes:

- i. Please ensure that the email address or mobile number used for registration matches the information in our records. If it differs, kindly complete and sign the "APPLICATION FOR UPDATING OF TRADING ACCOUNT PARTICULARS" form and submit it to our Credit Control Department to update your email address and mobile number.
- ii. If you are currently receiving your statements via email, you will continue to receive them in that manner until further notice. However, you are encouraged to sign up for the eStatement portal for more convenient and efficient management of your past statements.
- iii. All eStatements in our portal can be printed out or downloaded to an electronic storage medium. We will retain the eStatements in the portal for up to six (6) months.

If you require any assistance or clarification regarding the registration process or any other related services, please contact your Dealer's Representative or our customer service at 03-2282 1820.

### 2. E-Payment

Effective immediately, M&A will be making all payments to clients through electronic mode. We will no longer issue manual cheques. Sale proceeds, contra profits, dividends, and other balance of payments will be credited directly into your trust account on the due date, unless you have registered for e-payment. Requests for cheque issuance will be subject to a **RM10** fee per request after **15 October 2023**.

To register your bank account with us, please complete and sign the "APPLICATION FOR UPDATING OF TRADING ACCOUNT PARTICULARS" form. Additionally, please provide a copy of the supporting document for your bank account number.

We appreciate your cooperation in these efforts to enhance efficiency, reduce paper usage, and streamline our processes.

Thank you for your continued support.