

Bursa Anywhere is Bursa Malaysia Depository's electronic platform that enables the depositors to access, manage, execute CDS transactions and receive CDS notifications electronically.

## A

### REGISTERING FOR BURSA ANYWHERE

**QA1: Who is eligible to register for Bursa Anywhere?**

Individuals with existing direct CDS account(s) with Bursa Malaysia Depository Sdn Bhd ("Bursa Malaysia Depository").

**QA2: If I am a corporate account holder, can I also use Bursa Anywhere?**

Bursa Anywhere services are currently offered to individuals with a direct CDS account(s) only.

**QA3: Can I register for Bursa Anywhere if I hold a nominee CDS account?**

Bursa Anywhere services are currently offered to individuals with a direct CDS account(s) only.

**QA4: My CDS Account is currently dormant/inactive. Can I register for Bursa Anywhere?**

Regardless of the account status, individuals with existing direct CDS accounts may register for Bursa Anywhere. Individuals may use Bursa Anywhere to reactivate their dormant or inactive account(s).

**QA5: What type of mobile phones are able to download the Bursa Anywhere Mobile App and register for an account?**

All Android users with software version 5.0 and above and supported by Google Play Store, as well as iOS (Apple) users with version 11.3 and above, are able to download and register for Bursa Anywhere.

**QA6: How do I subscribe/register for Bursa Anywhere?**

You need to download the Bursa Anywhere app from Google Play Store for Android or App Store for iOS (Apple). Then, follow the instructions on the Bursa Anywhere screen to complete the registration.

Please note that if you are a non-eStatement subscriber with Bursa Malaysia Depository, you need the unique six (6) digit password phrase provided in your hardcopy CDS statement of accounts and notices to register your email address. If you cannot locate your password phrase, kindly contact Bursa Anywhere Service Desk at 03-2034 7090.

**QA7: Can I register for a Bursa Anywhere account via a desktop/laptop?**

Bursa Anywhere is a Mobile App, hence it is only available on mobile phones and tablet

**QA8: Is it mandatory to register for Bursa Anywhere?**

Registration for a Bursa Anywhere account is not mandatory. Depositors have the option to register for Bursa Anywhere to enjoy the benefits and conveniences of the services offered.

**QA9: After registering for Bursa Anywhere, can I still go to the ADA to perform any CDS transactions?**

Depositors will always have the option to perform CDS related transactions at the ADA's office where the depositor's CDS account(s) is/are maintained.

**QA10: Will Bursa Malaysia Depository impose any joining or annual maintenance fees for Bursa Anywhere?**

There are no joining or maintenance fees for Bursa Anywhere.

**B****BURSA ANYWHERE ACCOUNT MANAGEMENT****QB1: Can I register for more than one Bursa Anywhere account?**

Registration of Bursa Anywhere account is on the basis of one account per NRIC/passport.

**QB2: Can I change my password in Bursa Anywhere account?**

Yes. The guide on how to change your Bursa Anywhere account password is available in the User Guide.

**QB3: Can I terminate my access to Bursa Anywhere account?**

Users may terminate their access to their Bursa Anywhere account at any time by following the simple steps in the Bursa Anywhere Mobile A

## C

### ACCESS TO BURSA ANYWHERE

**QC1: Is Bursa Anywhere accessible 24 hours and can I do CDS transactions during weekends or public holidays?**

Bursa Anywhere is accessible 24/7. However, for transactions that require the ADA's approval and are executed through Bursa Anywhere during a non-business day will be processed on the following business day.

**QC2: Where can I access to the Bursa Anywhere User Guide?**

Users can access the Bursa Anywhere User Guide upon login and click the menu on top left corner of the Bursa Anywhere Mobile App.

**QC3: If I encounter any issues or problems in accessing Bursa Anywhere, who can I contact?**

You can contact Bursa Anywhere Service Desk at 03-2034 7090 or drop your queries to [bursaanywhere@bursamalaysia.com](mailto:bursaanywhere@bursamalaysia.com) for any inquiry or problem.

## D

### SECURITY OF BURSA ANYWHERE

**QD1: How do I ensure my transactions via Bursa Anywhere Mobile App are secured?**

Transactions performed via Bursa Anywhere Mobile App requires two factors of authentication. The user is required to enter user ID and password to login to Bursa Anywhere. For executing a transaction, an SMS TAC is required. The SMS TAC will be sent to your registered mobile phone number.

## E

### SERVICES OFFERED IN BURSA ANYWHERE

**QE1: What are the services offered in Bursa Anywhere?**

Services available are as follows:

- a. CDS Account Opening
- b. Marked-to-market portfolio (for securities, viewed by CDS Account or Stock)
- c. Monthly CDS Statements (for all direct CDS accounts)
- d. Updating of Depositor's information in CDS:
  - Depositor's Name
  - Bank Account Information
  - Correspondence Address
  - Telephone Number (House or Office No.)
  - Registered Address
  - Race & Nationality

- Consolidation of CDS Statements of Accounts
- Consolidation of Bank Account Information
- Revocation of Consolidated CDS Statement of Accounts
- Revocation of Consolidated Bank Account Information.
- e. Transfer of Securities (No Change in Beneficial Owner)
- f. Reactivation of Inactive Account
- g. Reactivation of Dormant Account
- h. Subscription to eDividend
- i. Push/Blast\* communication on corporate action entitlement.

Please note that for CDS account opening, subscription for eDividend services as well as updating of depositor name, registered address, bank account information, race and nationality would require the depositors to attach relevant supporting documents for the Authorised Depository Agent's (ADA) approval.

*Note\*: Push/Blast communication is to enable depositors to receive communication on market developments and corporate actions of their shareholders.*

## F

### CDS ACCOUNT OPENING

**QF1: Can I open a new CDS account via Bursa Anywhere?**

Bursa Depository allows Malaysian individuals who meet the following criteria to submit an application to open a new CDS account via Bursa Anywhere.

- Malaysians with MyKad
- Age 18 and above (by birth date)
- A person who has not been adjudicated a bankrupt under the Bankruptcy Act 1967 and remains an undischarged bankrupt at the time of application
- A person who is not a "mentally disordered person" within the meaning of the Mental Disorders Ordinance 1952

Non-Malaysians and Permanent Residents of Malaysia can go through their preferred broker to open an account.

**QF2: Can a corporate open a CDS account via Bursa Anywhere?**

Currently, Bursa Anywhere is only catered for individuals with direct CDS accounts. Hence, a corporation needs to go through its preferred broker to submit an application to open an account.

**QF3: Can I open a new CDS account via Bursa Anywhere if I'm already a current CDS account holder?**

Yes, you could open a subsequent CDS account via Bursa Anywhere. However, one cannot open multiple CDS accounts with the same broker.

**QF4: Is my application for account opening immediate upon submission via Bursa Anywhere?**

All account opening applications will be processed by your preferred brokers within two market days.

**QF5: How would I know if the broker has approved or rejected my application for a CDS Account Opening?**

You will receive notification via the Bursa Anywhere inbox and registered email on the status of the account opening application.

**QF6: If my preferred broker rejected my application for CDS Account Opening, can I reapply via another preferred broker?**

Yes, you may reapply via another preferred broker.

**QF7: Can I select multiple preferred brokers during my application for CDS Account Opening?**

Bursa Anywhere provides users with the option to include a second preferred broker during the account opening application via Bursa Anywhere.

Please note that:

- Even though a second preferred broker is selected during the account opening application via Bursa Anywhere, if the account opening application is rejected by the primary preferred broker, the request will not be routed to the second preferred broker. However, user may reapply to another broker. For the rejection of application, the account opening fee payment will be refunded to user's bank account via FPX online system.
- If your request for account opening expired due to no response by your primary preferred broker within two market days, your application will be automatically routed to the second preferred broker. You will be notified via the Bursa Anywhere inbox and your registered email on the said matter. The account opening fee will not be refunded when your application is routed to the second preferred broker, it will only be refunded if your second preferred broker rejects the application

- QF8: How do I sign-off my application for CDS Account Opening via Bursa Anywhere?**  
Bursa Anywhere has adopted digital signature for CDS Account Opening. Hence, your application will be tied to a digital signature upon a successful application. Please note that each digital signature is only valid for one occasion of a successful account opening application.
- QF9: Do I need to pay for the digital signature?**  
The cost for digital signature will be borne by Bursa Malaysia Depository.
- QF10: How do I submit the supporting documents required for the CDS Account Opening?**  
The applicant is required to submit two (2) supporting documents for CDS Account Opening via Bursa Anywhere, i.e. a copy of MyKad and bank statement/passbook. For MyKad, the applicant is required to take an image of the front and rear side of the MyKad for submission. Whilst for the bank statement/passbook, the applicant can either take an image or upload a pdf copy.

## G

### MONTHLY CDS STATEMENT

- QG1: If I do not have any hardcopies of CDS statements with the six (6) digit password phrase, can I still register for Bursa Anywhere?**  
Yes, you can, however you need to complete the following 2 processes:
- i. Firstly, register your email address with the ADA where you are maintaining your CDS account. Should you have more than one CDS account, you only need to register one of your CDS accounts with the ADA where the account is maintained.
  - ii. Upon registration of your email address in CDS system by the ADA, you can download Bursa Anywhere Mobile App and register for a Bursa Anywhere account.
- QG2: Will I continue to receive CDS statements in hardcopy once I have registered for Bursa Anywhere?**  
Upon registering for Bursa Anywhere, you are deemed as registered for eStatement with Bursa Malaysia Depository. Hence, you will be receiving all your CDS statement of accounts electronically, via the Bursa Anywhere Mobile App and registered email. Note that the monthly eStatement is password protected and is downloadable.
- QG3: How do I obtain the password to access to the monthly eStatement?**  
The guideline to obtain the password is contained in the email with the monthly eStatement attached.
- QG4: Will I continue to receive CDS notices in hardcopy once I have registered for Bursa Anywhere?**

As you are deemed registered for eStatement upon successful registration for a Bursa Anywhere account, you will cease to receive all CDS notices in hardcopy. You will however, receive the notices via the email registered with Bursa Malaysia Depository.

**QG5: Can I continue to receive my CDS statement via email once I have de-registered/terminated my access to Bursa Anywhere?**

A depositor is still deemed as an eStatement subscriber should the depositor de-register/terminate his/her access to Bursa Anywhere. Post termination/de-registration of Bursa Anywhere, the depositor will receive his/her CDS notifications via the email address registered with Bursa Malaysia Depository.

## H

### TRANSFER OF SECURITIES

**QH1: Can I perform transfer of securities via Bursa Anywhere?**

Yes, transfer of securities can be performed through Bursa Anywhere but it is limited to No Change in Beneficial Owner (NCBO) type of transfer transactions. Meaning the depositor can only transfer his/her own securities from one direct CDS account to another direct CDS Account. A depositor cannot perform transfer of securities from a direct CDS account into a nominees CDS account through Bursa Anywhere.

The CDS account from which the securities will be transferred from, must be in "Active" status meanwhile the CDS account to which the securities will be transferred to, must be in either an "Active" or "Inactive" status.

**QH2: Can I perform a transfer of securities at any time of the day through Bursa Anywhere?**

The request for transfer of securities can only be performed via Bursa Anywhere from 9.00 am to 4.15 pm on a business day from Monday to Friday.

**QH3: Will the request for transfer of securities through Bursa Anywhere result in immediate movement of securities from transferor's CDS account to transferee's CDS account?**

All requests for transfer of securities through Bursa Anywhere will require the ADA's approval before the securities can be transferred to transferee's CDS account.

**QH4: How do I pay for the transaction fee if I perform transfer of securities via Bursa Anywhere?**

Once you have confirmed the request for transfer of securities in Bursa Anywhere, you will be guided to the FPX system which will lead to your online bank account to make the payment for the transfer fee.

**QH5: How do I know my request for transfer of securities through Bursa Anywhere have been accepted and submitted to my ADA?**

Once the transfer fee payment through FPX is successful, you will receive an inbox notification informing you of the successful submission of your request for transfer of securities. An email confirmation will be sent to your registered email address on the status of your transfer request.

Subsequently, by clicking on the securities under the Account or Stock View, you will see the quantity of the securities that you submitted for transfer has been earmarked.

*Note: Earmarked status refers to quantity of securities that have been committed specifically for transfer purpose.*

**QH6: What should I do if I don't receive any inbox or email confirmation on my request for transfer of securities after I successfully paid my transfer fee through the FPX?**

If you did not receive a confirmation notification from Bursa Anywhere after you have successfully submitted the transfer request, please immediately contact Bursa Anywhere Service Desk at 03-2034 7090 for assistance.

**QH7: How do I know if my request for transfer of securities have been approved or rejected by the ADA?**

By end of the transaction day, the securities balance under the Account or Stock View in your Bursa Anywhere account will be updated, and you will receive an email and inbox notification informing you that your request for transfer of securities has been processed by the ADA. If any of the transfer requests were rejected by the ADA, the reason for rejection will also be provided in the email notification.

**QH8: What happens if the ADA rejects or cancels my request to transfer of securities?**

If the request to transfer of securities through Bursa Anywhere is unsuccessful due to ADA cancellation/rejection of the transfer request, the securities will remain in your CDS account and the quantity of securities will be released from earmarked status.

The transfer transaction fee for cancelled or rejected request will be refunded through the FPX's online system. The refund process will take place on the next market day by Bursa Malaysia Depository.



**I****UPDATE OF CDS PARTICULARS**

**QI1: If I update my correspondence address in Bursa Anywhere during non-working hours, when can I expect the updates to be reflected in the CDS account?**

The changes made via Bursa Anywhere will be reflected next working day in the DS account.

**QI2: Can I perform multiple updates to my CDS account particulars via Bursa Anywhere?**

Yes, you could perform multiple updates via Bursa Anywhere.

The following updates are permitted through the Bursa Anywhere application:

- Name
- Registered address\*\*
- Bank Account Information\*\*
- Nationality/Race\*\*
- Correspondence Address
- Landline Telephone number
- Consolidation CDS Statements of Accounts
- Consolidation of Bank Account Information
- Revocation of Consolidated CDS Statement of Accounts
- Revocation of Consolidated Bank Account Information

\*\*Note: Updating of registered address, bank account information and nationality/race requires the depositor to upload the relevant supporting documents in the appropriate allowable format and requires the ADA's verification and approval before the update is processed in CDS system.

**J****REACTIVATION OF CDS ACCOUNT**

**QJ1: Can I perform reactivation of my CDS account through Bursa Anywhere?**

Yes, you can perform reactivation of Inactive and/or Dormant statuses CDS accounts through Bursa Anywhere.

**QJ2: Is there a fee that I must pay to reactivate my CDS account?**

The reactivation of an Inactive status CDS account is free however, a minimal fee will be imposed for the reactivation of a Dormant status CDS account.

**QJ3: Will my CDS account status updated immediately once I have submitted my request through Bursa Anywhere?**

Yes, an Inactive status CDS account will be updated immediately once you have successfully submitted the request, while a Dormant status CDS account will be updated once the reactivation fee is successfully made via the FPX online system.

**K****SUBSCRIPTION FOR EDIVIDEND****QK1: How can I register my bank account information for eDividend services through Bursa Anywhere?**

You can register your bank account information for eDividend by submitting your bank account information and provide the relevant supporting document i.e. copy of bank statement/passbook/online print of internet banking. For the submission of the supporting document, you may either take an image or upload a pdf copy. User must ensure that the supporting document contains the name of the bank, name of applicant and the bank account number.

**QK2: Can I register a bank account information of a bank that is located overseas?**

No, only bank accounts maintained with Malaysian financial institutions that offer the Inter-Bank Giro (IBG) service are allowed.

**QK3: Will I incur any cost to register my bank account information for eDividend?**

If your CDS account was opened prior to 19 April 2013, a nominal fee will be imposed for registration of bank account information for eDividend whilst, if your CDS account was opened after 19 April 2013, no fee will be imposed for registration for eDividend.

**QK4: Will I incur any additional cost for receiving Dividend payments electronically?**

No, you will not incur any charges for receiving dividend payments electronically.

**L****CONSOLIDATED BALANCE (ON DEMAND)****QL1: If I maintain more than one CDS account with the ADAs, can I access to all my balances in Bursa Anywhere?**

You may access all your direct CDS accounts and view the balances via single login to Bursa Anywhere.

## M

### **MARKET-TO-MARKET FOR SECURITIES (BY STOCKS AND BROKERS)**

**QM1: Are the prices of shares shown on Bursa Anywhere real-time?**

The prices displayed on the Bursa Anywhere App are not on a real-time basis. Prices displayed will be as of the following times during the trading days:

- 7.00 am
- 9.15 am
- 10.00 am
- 11.00 am
- 12.00 noon
- 12.35 pm
- 2.45 pm
- 3.00 pm
- 4.00 pm; and
- 5.15 pm