

eWithdrawal via eInvest

Only applicable to Cash Management Account (CMA) and Cash Management Account Islamic (CMA-I) only.



Dear **Valued Clients**, in our constant efforts to enhance your trading experience with us at Affin Hwang Investment Bank Berhad, we are delighted to introduce our new **eWithdrawal Facility** on eInvest created for your convenience.

Convenience at your fingertips

Here at **Affin Hwang Investment Bank Berhad**, we work constantly to enhance our capabilities as we **navigate with you towards your investment journey goals**.

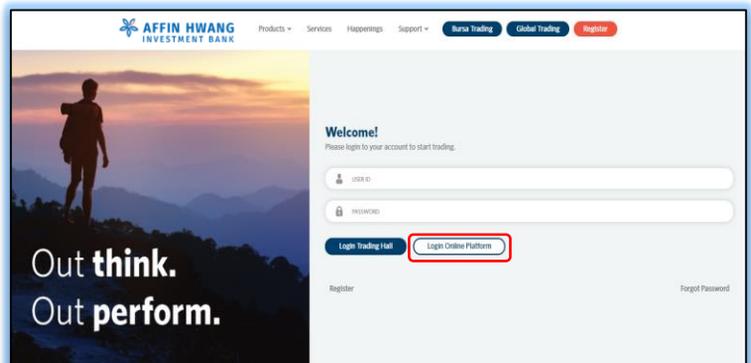
With that in mind, you can now enjoy easier withdrawal from your trading account on eInvest.

Below is the step-by-step guide to perform your first eWithdrawal!



1 LOGIN TO ONLINE PLATFORM

Key in your credentials and click **“Login Online Platform”** to login into your eInvest account.

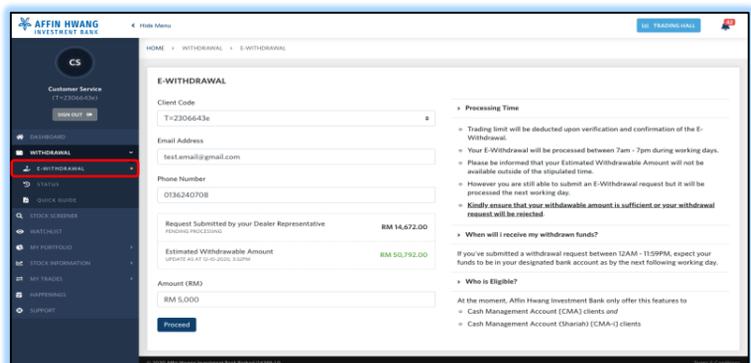


2 NAVIGATING TO FPX eWithdrawal PAGE

Under the **“Withdrawal”** menu, click **“eWithdrawal”**.

Your withdrawable amount will be based on the **“Estimated Withdrawable Amount”** i.e. amount that you can withdraw.

This will also include any earlier withdrawal instruction(s) to your dealer’s representative.

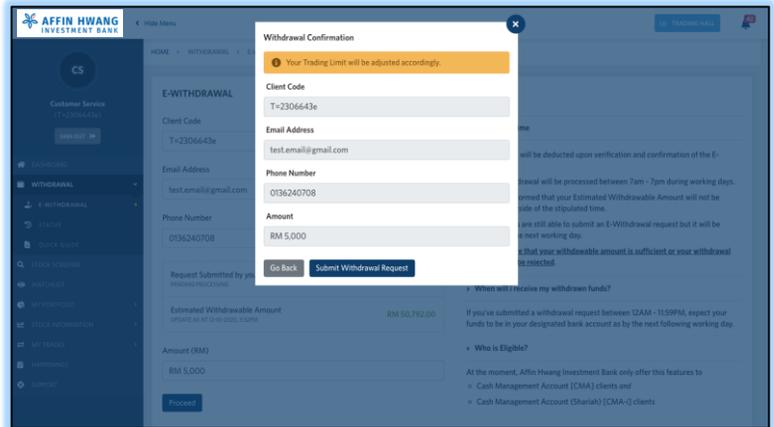


3 VERIFY YOUR INFORMATION

Before you proceed, please check the following information:-

- Client Code
- Email Address
- Phone Number
- Amount that you wish to withdraw

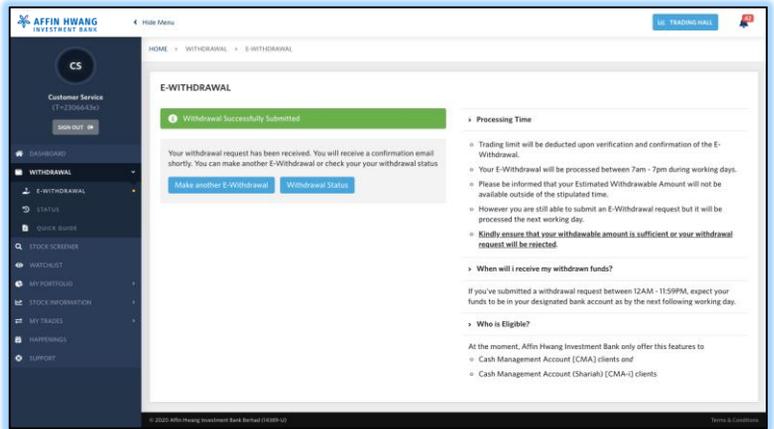
To make any corrections, click “GO BACK”, otherwise press “SUBMIT WITHDRAWAL REQUEST”.



4 SUCCESSFUL SUBMISSION

Congratulations on making your first eWithdrawal request!

We hope that this new facility will enhance your trading with us!



Checking your eWithdrawal Status / History

1 VIEW YOUR TRANSACTION HISTORY VIA EMAIL

For every eWithdrawal performed, you will receive an email notification sent to your email address registered with us.

Your Withdrawal Request has been received.

Hi Shawn Joseph,

We have received your withdrawal request of **RM 30,000.00**. It will take at least 1 day for your request to be processed and the amount transferred to your registered bank account.

Your withdrawal request ID is
DEA9AB00B9240CF895B8001CDB286A7219044

Should you have any enquiries, please do not hesitate to contact our Customer Service Team at +603 2143 1113 or email us at support@affinhwang.com for assistance.

The information contained in this electronic communication is confidential and is solely for the use of the intended recipient. Please do not forward this email to others.

If you have received this communication in error, please delete and dispose of all prints and paper copies and notify Affin Hwang Investment Bank (Affin Hwang) immediately. Electronic transmissions shall not be considered as an intention to create contractual or payment. Contractual transactions, such as an email, may be electronically transmitted and electronic copies may be accepted, in certain cases and transfer cannot be guaranteed to be secure or error free.

Affin Hwang takes steps to mitigate such risk, we do not accept liability for any errors or omission in relation to such transactions. You may view our privacy policy with regard to collection and management of personal data at <http://affinhwang.com/privacy>

Your Withdrawal Request has been received.

Hi Shawn Joseph,

We are **unable** to process your withdrawal request due to the possible reasons) below:

I. Insufficient Withdrawable Balance; OR
 II. Dealer's lock; OR
 III. Other reasons.

Your withdrawal request ID is
DEA9AB00B9240CF895B8001CDB286A7219044

Please contact your Dealer's Representative (if any) or our Customer Service Team at +603 2143 1113 or email us at support@affinhwang.com for assistance.

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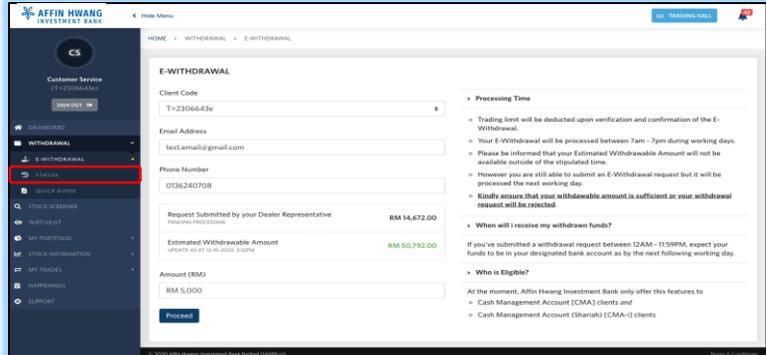
Affin Hwang takes steps to mitigate such risk, we do not accept liability for any errors or omission in relation to such transactions. You may view our privacy policy with regard to collection and management of personal data at <http://affinhwang.com/privacy>



2 NAVIGATING TO eWITHDRAWAL STATUS

To view your eWithdrawal status, simply go to **"Withdrawal"** and click on the **'Status'** button.

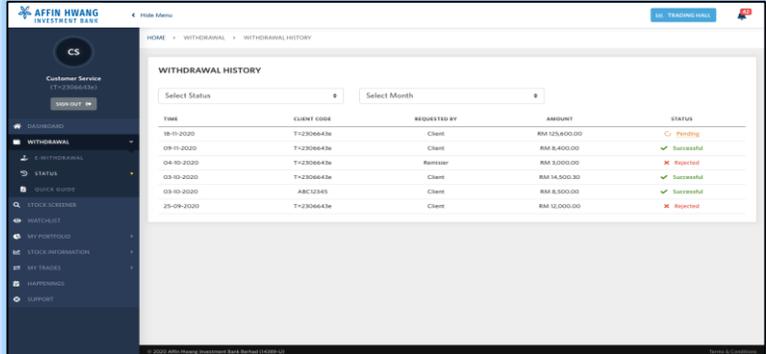
You will be redirected to view your eWithdrawal transactions history.



3 VIEW YOUR TRANSACTION HISTORY VIA eInvest

Here, you will find your eWithdrawal requests that you have performed in the past.

Do note that your transaction history will display up to the most recent **3 months of your transactions**.



TIME	CLIENT CODE	REQUESTED BY	AMOUNT	STATUS
18-10-2020	T12306643e	Client	RM 120,000.00	Pending
09-10-2020	T12306643e	Client	RM 8,400.00	Successful
04-10-2020	T12306643e	Ramazan	RM 3,000.00	Rejected
03-10-2020	T12306643e	Client	RM 14,500.30	Successful
03-10-2020	ABC12345	Client	RM 8,300.00	Successful
25-09-2020	T12306643e	Client	RM 12,000.00	Rejected

This is just the beginning of the many enhancements coming your way! We pledge to continuously improve and provide you with more value-added services as we navigate with you towards your investment journey goals.

Should you have any enquiries, please do not hesitate to contact our Customer Service Representatives at **+603 2143 1113** or email us at support@affinhwang.com.

Thank you for your trust and support in making us your top tier trading partner in Malaysia!