Brief Frequently Asked Question (FAQ)

1. How do I log in?

You can log in using your existing @A-Click Plus User ID and Password

2. I am a new user, how do I register?

<u>Registration Process</u>

Step 1. Click on the "Register" button
Step 2. Choose to register as "Investor" (default option)
Step 3. Read and understand the terms and conditions
Step 4. Click on "Agree" button
Step 5. Fill up the required information (base on the account opening form)

If the detail provided is as per our record, you will be taken to an additional form filling section, else you will be required to correct any wrong information. Please take note that the information must be the same as per your account opening form.

Step 6. Complete the remaining forms (email and phone number must be the same as the ones in the account opening form).
Step 7. Provide your preferred User ID.
Step 8. Click on register and view the confirmation.

Upon successful registration, an email with a temporary password will be sent out to your respective email. Use the temporary password along with the User ID to access the system.

Step 9. You will be prompted securities questions and be asked to provide your own password.

For more information, kindly contact our customer service department at 03 2031 6603.

3. I have forgotten my User ID

Step 1. Fill up the forms (make sure that the details are the same as in the account opening form).

Your User ID will be given once the details given is correct.

Please contact our customer service department at 03 2031 6603 for any inquiries.

4. I have forgotten my Password

Step 1. Fill up the forms (make sure that the details are the same as in the account opening form).
Step 2. Answer the security question

If you have forgotten your security question's answers, please contact our customer service department at 03 2031 6603.

5. Viewing Personal Portfolio

View summary report page

You can set the date of the summary date by clicking on the calendar icon.

To “expand” and view all your current portfolio composition analysis sections, just click on the title. To close the section, just click on the title again. The same applies:
- Top 10 Holding
- Holding Piechart

The chart:

Portfolio Valuation: This chart shows your portfolio value at various transaction points.
Portfolio Returns: This chart shows your portfolio percentage returns at various transaction points.

View Transaction Report Page

To view your whole investment related transaction, click on the “Transaction” button on the second table.

The system limits up to 30 transactions per page. Kindly click on the page number to view subsequent transactions.

You can choose to view transactions from individual funds via the available drop down menu. Alternatively, you can also use the search column.