

Date of Issuance: 19 August 2024

# **HONG LEONG ASSET MANAGEMENT BHD**

## **HONG LEONG INSTITUTIONAL BOND FUND**

### **RESPONSIBILITY STATEMENT**

This Product Highlights Sheet has been reviewed and approved by the directors of Hong Leong Asset Management Bhd and they have collectively and individually accept full responsibility for the accuracy of the information. Having made all reasonable inquiries, they confirm to the best of their knowledge and belief, that there are no false or misleading statements or omission of other facts which would make any statement in the Product Highlights Sheet false or misleading.

### **STATEMENTS OF DISCLAIMER**

The Securities Commission Malaysia has authorised the issuance of the Hong Leong Institutional Bond Fund and a copy of this Product Highlights Sheet has been lodged with the Securities Commission Malaysia.

The authorisation of the Hong Leong Institutional Bond Fund and lodgement of this Product Highlights Sheet, should not be taken to indicate that the Securities Commission of Malaysia recommends the Hong Leong Institutional Bond Fund or assumes responsibility for the correctness of any statement made or opinion or report expressed in this Product Highlights Sheet.

The Securities Commission Malaysia is not liable for any non-disclosure on the part of Hong Leong Asset Management Bhd who is responsible for the Hong Leong Institutional Bond Fund and takes no responsibility for the contents of this Product Highlights Sheet. The Securities Commission Malaysia makes no representation on the accuracy or completeness of this Product Highlights Sheet, and expressly disclaims any liability whatsoever arising from, or in reliance upon, the whole or any part of its contents.

**This Product Highlights Sheet only highlights the key features and risks of the Hong Leong Institutional Bond Fund. Investors are advised to request, read and understand the disclosure documents before deciding to invest.**

## PRODUCT HIGHLIGHTS SHEET

# HONG LEONG INSTITUTIONAL BOND FUND

## BRIEF INFORMATION ON THE FUND

### 1. What is this fund about?

Hong Leong Institutional Bond Fund (“HLIBF” or the “Fund”) is a bond fund managed by Hong Leong Asset Management Bhd (the “Manager”) that aims to offer a stable stream of income<sup>1</sup> that is higher than the prevailing fixed deposit rate, and at the same time stability<sup>2</sup> in capital. It also allows corporations that have excess liquidity for periods exceeding a year to have some current income that is tax exempted.

## FUND SUITABILITY

### 2. Who is this fund suitable for?

HLIBF is suitable for investors who:

- are conservative<sup>3</sup> and desire higher returns than conventional fixed deposits;
- are seeking exposure to the wholesale fixed income market;
- wish to park excess funds in a relatively stable investment vehicle; and
- wish to diversify their investments.

The Fund has a Product Risk Rating of ‘Low Risk’.

## KEY FUND FEATURES

### 3. What am I investing in?

<b>Category of fund</b>	Bond.
<b>Type of fund</b>	Income.
<b>Investment objective</b>	To offer a stable stream of income <sup>1</sup> that is higher than the prevailing fixed deposit rate, and at the same time stability <sup>2</sup> in capital. It also allows corporations that have excess liquidity for periods exceeding a year to have some current income that is tax exempted.
<b>Asset allocation (% of the Fund’s net asset value (“NAV”))</b>	<ul style="list-style-type: none"> <li>• Fixed income securities: Minimum 70% and maximum 100%.</li> <li>• Liquid assets: Minimum 2%.</li> </ul>
<b>Performance benchmark</b>	Maybank 12-Month Fixed Deposit Rate.
<b>Investment process and strategy</b>	<p>To achieve the Fund’s investment objective, the Fund intends to invest mainly in money market instruments and short to medium-term<sup>4</sup> fixed income securities. The credit rating of fixed income securities must be at least “P2” or “A3” as rated by RAM Rating Services Berhad (“RAM”), or its equivalent ratings by Malaysian Rating Corporation Berhad (“MARC”).</p> <p>The Fund may employ derivatives, which include futures, options, forward contracts and warrants as a way for the Fund to hedge against investment risks such as market risk, interest rate risk and currency risk. The underlying reference of these derivatives instruments may include fixed income, interest rate and currency or any other investments that may be permitted by the Securities Commission Malaysia (“SC”) from time to time.</p>
<b>Distribution policy</b>	<p>The Fund aims to provide monthly cash distributions on a best effort basis. The rate of the cash distribution will be determined at every month end in order to bring the NAV of the Fund to the proposed range of RM0.5000 per unit. The distribution will be subject to availability of sufficient reserves for cash distribution.</p> <p>The Manager’s current intention is to declare distributions out of the income and/or capital* of the Fund after deducting fees and expenses incurred by the Fund. Income distribution may be declared out of capital* if the Fund does not have sufficient net realised gains or net realised income from the current financial year. The rationale for providing for payment of distribution out of capital* is to allow for the ability to provide a stable and consistent level of distribution to unit holders. Distribution out of capital* carries the risk of eroding the capital of the Fund and as a result the value of future returns may be</p>

Notes:

<sup>1</sup> Income may be distributed in the form of cash and/or units.

<sup>2</sup> Please take note that this Fund is not a capital guaranteed fund or a capital protected fund and the returns are not guaranteed.

<sup>3</sup> The Fund may invest in derivatives as a way for the Fund to hedge against investment risks such as market risk, interest rate risk and currency risk. The Fund may invest in structured products with conservative risk, in accordance with the investment objective of the Fund. These structured products may include features such as principal protection (if held to maturity) and regular coupon.

<sup>4</sup> ‘Short to medium-term’ refers to a period of 1 to 3 years.

	diminished.  <i>Notes: Income distributions (if any) are not guaranteed. Distributions of income will only be made from realised gains or realised income derived from the investments of the Fund. * Capital refers to unrealised income or unrealised gain.</i>
<b>Launch date</b>	10 October 2005.

#### 4. Who am I investing with?

<b>Manager</b>	Hong Leong Asset Management Bhd [199401033034 (318717-M)].
<b>Trustee</b>	Deutsche Trustees Malaysia Berhad [200701005591 (763590-H)].

#### 5. What are the possible outcomes of my investment?

There are many possible outcomes associated with an investment in the Fund. Unit holders can potentially make profit either (i) when the Fund declares and pays out distributions; or (ii) when the unit holder sells their investments in the Fund when the market value of the Fund's portfolio and the its NAV per unit increase. However, this also means that the market value of the Fund's portfolio and its NAV per unit may fall and as a result, unit holders may lose part of its capital. Unit holders should take note that the value of an investment in the Fund and its distribution payable (if any) may go down as well as up and are not guaranteed. Unit holders should also take note that investment in the Fund involves some degree of risk and that the value of their investment is at risk depending on the underlying investments of the Fund.

### KEY RISKS

#### 6. What are the key risks associated with this fund?

##### General risks

<b>Market risk</b>	Market risk refers to the potential losses that may arise from adverse changes in the market prices of the investments of the Fund. Prices of securities that a Fund has invested in may fluctuate in response to market developments (such as adverse changes in government regulations and policies, economic developments, investor sentiment, inflation, interest rates and exchange rates), which would then affect the Fund's NAV per unit.
<b>Liquidity risk</b>	<p>Liquidity risk comprises two broad risk types; Market Liquidity Risk and Funding Liquidity Risk. Market Liquidity Risk is defined as the ease with which a security can be sold at or near its fair value depending on the trading volume of that security in the market. If the Fund holds a large portfolio of securities that are less liquid, the securities may have to be sold at unfavourable prices and/or withdraw deposits placed with financial institutions prior to maturity which would expose the Fund to a higher degree of market liquidity risk. As such any premature withdrawal of deposits where interest income may be forfeited or forced sale of the Fund's investment to meet any shortfall will have adverse impact on the Fund's NAV per unit and subsequently the value of unit holders' investments in the Fund.</p> <p>Funding Liquidity Risk is defined as the risk that the Fund will not be able to meet efficiently both the expected and unexpected current and future cash outflow. The risk primarily involves the Fund's inability to meet redemption requests without major distortion to the portfolio allocation.</p> <p>To mitigate this risk, the Manager will employ prudent liquidity management such as cash flow and redemption monitoring to ensure that the Fund maintains reasonable levels of liquidity to meet any redemption request supplemented by a temporary defensive strategy should adverse conditions prevail. The Manager will apply Liquidity Risk Management tools inclusive of liquidity Stress Test to assess the Fund's viability to meet expected and unexpected redemptions under adverse scenarios. Additionally, the Manager will employ liquidity risk scoring. The liquidity risk scoring is part of the calculation of the risk profile of the fund. It measures the liquidity profile of the investments and is able to trigger the Manager on the investments that have a worsened liquidity positions.</p> <p>The Manager may, in consultation with the Trustee, suspend dealing in units under exceptional circumstances where there is sufficient reason to do so having regard to the interests of the unit holders in an effort to further curtail the liquidity risk experienced by the Fund. Exceptional circumstances can be considered where the market value or fair value of a material portion of the fund's assets cannot be determined.</p>
<b>Fund management risk</b>	The performance of the Fund is dependent on the experience, knowledge, expertise and investment strategies adopted by the personnel of the Manager. Lack of experience, knowledge and expertise, as well as poor execution of the investment strategy or general management of the Fund may jeopardies the unit holders' capital and returns. In view of this, proper training and stringent selection of personnel to manage the Fund is crucial towards mitigating this risk.
<b>Non-compliance risk</b>	This is the risk where the Manager does not comply with the provisions as set out in the Fund's deed; or the laws/guidelines that govern the Fund; or its internal procedures and policies. The non-compliance could be due to several factors such as a result of human errors and oversight, system failures or fraudulent acts by the Manager. Any non-compliance may adversely affect the Fund's NAV per unit, especially in situations where the Manager is forced to sell the investments of the Fund at unfavourable prices to resolve the non-compliance. The Manager has imposed stringent internal compliance controls to mitigate this risk.

<b>Warrant risk</b>	Warrants have a limited life, as denoted by the expiry date of each issue. After this date, warrants can no longer be traded or exercised. Hence, the warrants are worthless after their expiry date. It must also be noted that warrants experience time decay (erosion of their time value) throughout their life, and that the rate of this decay accelerates as warrants near expiry.
<b>Loan financing risk</b>	The risk occurs when investors take a loan to finance their investment. The inherent risk of investing with borrowed money includes investors being unable to service the loan repayments. In the event units are used as collateral, an investor may be required to top-up the investors existing instalment if the prices of units fall below a certain level due to market conditions. Failing which, the units may be sold at a lower NAV per unit as compared to the NAV per unit at the point of purchase towards settling the loan.  <i>Please see unit trust loan financing risk disclosure statement in the account opening form (individual) section.</i>
<b>Inflation/purchasing power risk</b>	This refers to the likelihood that a unit holder's investments are not growing at a rate equal or greater than the inflation rate, thus resulting in the unit holder's decreasing purchasing power.
<b>Suspension of repurchase request risk</b>	Having considered the best interest of unit holders, the repurchase requests by the unit holders may be subject to suspension due to exceptional circumstances, where the market value or fair value of a material portion of the fund's assets cannot be determined. In such case, unit holders will not be able to redeem their units and will be compelled to remain invested in the Fund for a longer period of time than original timeline. Hence, their investments will continue to be subject to the risk inherent to the Fund.

### **Specific risks**

<b>Particular security risk</b>	The performance of each individual security that the Fund invests in will affect the price of units. The performance of each security is dependent on factors which include but are not limited to the management quality of the particular company, its growth potential, changes in consumer tastes and preferences, and conditions specific to the industry of the security that the Fund has invested in. Valued collectively, the performance of individual securities will cause the Fund's NAV per unit to rise or fall accordingly. The Fund's NAV per unit is also dependent on the weightage of the individual securities within the Fund's portfolio. This risk is managed by adherence to a strict investment decision-making process which is applied in the security selection process and involves conducting primary and secondary research on factors relevant to each individual security issuer. For each security, emphasis will be on the company's industry and business outlook, management track record, financial health, earnings quality, growth potential and other financial valuations.
<b>Credit/default risk</b>	Credit risk relates to the creditworthiness of the issuer of the fixed income securities and the issuer's ability to make timely payments of interest and/or principal. If the issuer fails to meet its fixed income securities repayment obligation in a timely manner, it will lead to a loss in principal and/or interest and result in a default on the payment of principal and/or interest accrued and cause a decline in the value of the defaulted fixed income security and subsequently affect the Fund's NAV per unit. The Fund's credit/default risk can be mitigated through a rigorous and disciplined credit research and analysis to ascertain the creditworthiness of the issuer of fixed income securities prior to the investments. In addition, the Manager may also mitigate this risk by diversifying its investments in fixed income securities across many issuers. The Manager reserves the right to deal with rating downgrade of an investment in the best interest of the unit holders including to dispose the invested fixed income securities within a reasonable time frame if the downgrade is below the stipulated minimum rating.
<b>Interest rate risk</b>	This risk refers to the effect of interest rate changes on the market value of the Fund's investments in fixed income securities/debt securities. In the event of rising interest rates, prices/valuation of fixed income securities/debt securities tend to move inversely. Meanwhile, fixed income securities/debt securities with longer maturities and lower coupon/profit rates are more sensitive to interest rate changes. This risk can be mitigated via the management of the duration structure of the fixed securities/debt securities portfolio by diversifying the investments in fixed income securities/debt securities across different maturities (e.g. one year, three years and five years) and investing in short-term (i.e. less than three years) fixed income securities/debt securities.  The above interest rate is a general indicator that will have an impact on the management of the Fund regardless whether it is an Islamic unit trust fund or otherwise. It does not in any way suggest that the Islamic unit trust fund will invest in conventional financial instruments. All the investments carried out for the Islamic unit trust fund are in accordance with Shariah requirements.
<b>Counterparty risk</b>	The Fund's placements of deposits and/or investments in money market instruments with financial institutions are subject to the risk of the counterparty. Counterparty risk also refers to the possibility that the counterparty being unable to make timely payments of interest and/or principal payment on the maturity date. This may then lead to a default in the payment and/or interest and ultimately, affect the NAV per unit of the Fund. To mitigate this risk, the Manager will ascertain the creditworthiness of the financial institutions/counterparties of the money market instruments, deposits and negotiable instruments of deposit through a rigorous and disciplined credit research and analysis before prior to its investments.
<b>Single issuer risk</b>	The Fund may invest a greater portion of its assets in a single issuer, and as such, the Fund is susceptible to any adverse developments affecting the single issuer held in its portfolio. Any changes in the financial condition of the single issuer may cause fluctuations in the Fund's NAV. The Manager seeks to mitigate this risk by conducting fundamental research prior to its investments, where the Manager will conduct thorough analysis of the issuer's financial statements by assessing its potential earnings growth, cash flow sustainability, debt manageability as well as historical financial performance.

<b>Derivatives/structured products risk</b>	<p>The Fund may invest into derivatives or structured products, which are financial contracts whose value depends on, or is derived from, the value of an underlying asset, reference rate or index. Such assets, rates and indices may include shares, interest rates, currency exchange rates and stock indices. While the judicious use of these financial derivative instruments by the Manager can be beneficial, the risks involved in the investments of these financial derivative instruments may be higher than risks involved in traditional securities investments.</p> <p>Unit holders should be aware that there is a risk of higher volatility in the NAV per unit of the Fund when derivatives or structured products are part of the Fund's investment assets. Some of the risks associated with investments in derivatives or structured products by the Fund include the following:</p> <p>a) Leverage risk Investments in derivatives or structured products involve leverage risk because derivatives allow the Fund to buy exposure to a selected underlying with a nominal amount significantly larger than the premium paid for by the Fund. Unit holders should be aware that there is no assurance that the Fund's derivative strategy will succeed. Therefore, unit holders should carefully consider their risk tolerance level and be aware that there is a risk of higher volatility in the NAV per unit of the Fund before investing in the Fund. However, this risk is mitigated as any downside risk will be limited only to the premium paid for by the Fund. In addition to that, investments in derivatives or structured products are closely monitored by the Manager with careful research before its investments.</p> <p>b) Derivatives/Structured products counterparty risk When the Fund invests in derivatives or structured products, it will be subjected to the derivatives or structured products counterparty default risk. This risk refers to the possibility of the counterparty of these financial derivative instruments being unable to make payments and/or pay/repay the obligations in a timely manner. As a result, this could lead to a lower or zero valuation of these financial derivatives instruments, which would then have an adverse impact on the NAV per unit of the Fund. Therefore, the Manager will only invest in derivatives or structured products issued by counterparties with a strong credit rating. A Malaysian counterparty must have a credit rating of at least "AA3" by RAM or its equivalent rating by MARC.</p> <p>c) Derivatives/Structured products valuation risk The Manager is relying on the counterparty of the derivatives or structured products to conduct the daily valuation of the derivatives or structured products. Any error in valuation would result in an under or over computation of the NAV per unit of the Fund. However, this risk is mitigated as the Manager will conduct a periodic independent in-house verification of the prices of the derivatives or structured products provided by its counterparty.</p>
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**INVESTORS SHOULD TAKE NOTE THAT THE ABOVE LIST OF RISKS MAY NOT BE EXHAUSTIVE AND IF NECESSARY, THEY SHOULD CONSULT THEIR ADVISER(S) FOR A BETTER UNDERSTANDING OF THE RISKS.**

## FEES & CHARGES

### 7. What are the fees and charges involved?

**There are fees and charges involved and investors are advised to consider them before investing in the Fund.**

The following table describes the charges that you may **directly** incur when you buy or redeem units:

<b>Sales charge<sup>1</sup></b>	Up to 4% of NAV per unit.
<b>Redemption charge<sup>1</sup></b>	No redemption charge is imposed upon redemption of units.
<b>Switching fee<sup>1</sup></b>	There is no switching fee imposed on switching of units.
<b>Transfer fee<sup>1</sup></b>	No transfer fee imposed on the transfer of units to a transferee.

The following table describes the fees that you may **indirectly** incur when you invest in the Fund:

<b>Annual management fee<sup>1</sup></b>	Up to 1.50% per annum of the NAV of the Fund calculated on a daily basis.
<b>Annual trustee fee<sup>1</sup></b>	0.07% per annum of the NAV of the Fund calculated on a daily basis, subject to a minimum of RM18,000 per annum (excluding foreign custodian fee and charges).

*Note:*

<sup>1</sup> The fees and charges stated are subject to any applicable taxes and/or duties and at such rate as may be imposed by the government from time to time. The Manager/Trustee (where applicable) shall have the right to charge and recover from the Fund any applicable taxes and/or duties now or hereafter imposed by law or required to be paid in connection with the products or services provided by the Manager/Trustee (where applicable).

## VALUATIONS AND EXITING FROM INVESTMENT

### 8. How often are valuations available?

The NAV per unit of the Fund is determined on each Business Day<sup>1</sup>. The daily NAV per unit of the Fund can be obtained from the Manager's website at [www.hlam.com.my](http://www.hlam.com.my) or our branch offices. Alternatively, you may contact the Customer Experience personnel at 03-2081 8600 ext 18603/18604 for the NAV per unit.

### 9. How can I exit from this investment and what are the risks and costs involved?

#### Cooling-off right

The cooling-off right allows investors an opportunity to reverse an investment decision, which could have been unduly influenced by certain external elements or factors.

The cooling-off period for the Fund is six (6) Business Days<sup>1</sup> commencing from the date the Manager receives the application for purchase of units.

A cooling-off right is only given to individual investors, who are investing in any of the Manager's fund(s) for the first time. However, the following persons and/or institutions are not entitled to the cooling-off right (as stipulated under the Guidelines on Unit Trust Funds issued by the SC):-

- A staff of the Manager; and
- Persons registered with a body approved by the SC to deal in unit trusts.

The refund for every unit held by the investor pursuant to the exercise of the cooling-off right shall be the sum of:-

- if the original price of a unit is higher than the price of a unit at the point of exercise of the cooling-off right ("market price"), the market price at the point of cooling-off; or
- if the market price is higher than the original price, the original price at the point of cooling-off; and
- the sales charge per unit originally imposed on the day the units were purchased.

Payment will be made to the investor within seven (7) Business Days<sup>1</sup>. For investments made through cheque, the payment for the cooling-off will only be made to the investor after the cheque has been cleared.

#### Redemption of Units

- No redemption charge is imposed upon redemption of units.
- Minimum redemption of units is 1,000 units.
- No restriction on the frequency for redemption.
- Cut-off time for redemption requests is 11.00 a.m. on every Business Day<sup>1</sup>.
- For partial redemption, you must maintain a minimum balance of 200,000 units in the Fund. Otherwise, the Manager will automatically effect a full redemption and inform the unit holder thereafter.
- Payment will be made to you within seven (7) Business Days<sup>1</sup>.
- Payment can be made either via cheque, telegraphic transfer to Hong Leong Bank Berhad or participating banks' GIRO account.

#### Transfer of Units

- Not applicable. Transfer of units is not permitted for this Fund.

#### Switching of Units

- Switching of units is allowed for this Fund. The minimum amount of units switch to other fund(s) is 200,000 units.

## FUND PERFORMANCE

### 10. Information on Fund Performance

#### (a) Average total return for the following periods ended 31 October 2023

	1-year	3-year	5-year	10-year	Since launch <sup>#</sup>
HLIBF (%)	2.83	1.02	2.89	3.72	4.34
12-Month KLIBOR Rate (%)	3.78	2.90	3.21	3.95	4.49

<sup>#</sup>The figure shown is for the period since launch of the Fund (10 October 2005)

#### (b) Annual total return for the financial years ended 31 October

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
HLIBF (%)	2.83	0.73	-0.50	5.39	5.39	3.95	3.52	4.91	3.04	2.99
12-Month KLIBOR Rate (%)	3.78	2.53	2.17	2.88	3.78	3.84	3.63	3.83	3.91	3.53

Source: Lipper for Investment Management.

Past performance is not necessarily indicative of future performance and unit prices and investment returns may go down, as well as up.

Note:

<sup>1</sup> 'Business Day' refers to a day (other than Saturday, Sunday and public holidays) on which the Manager is open for business and Bursa Malaysia is open for trading.

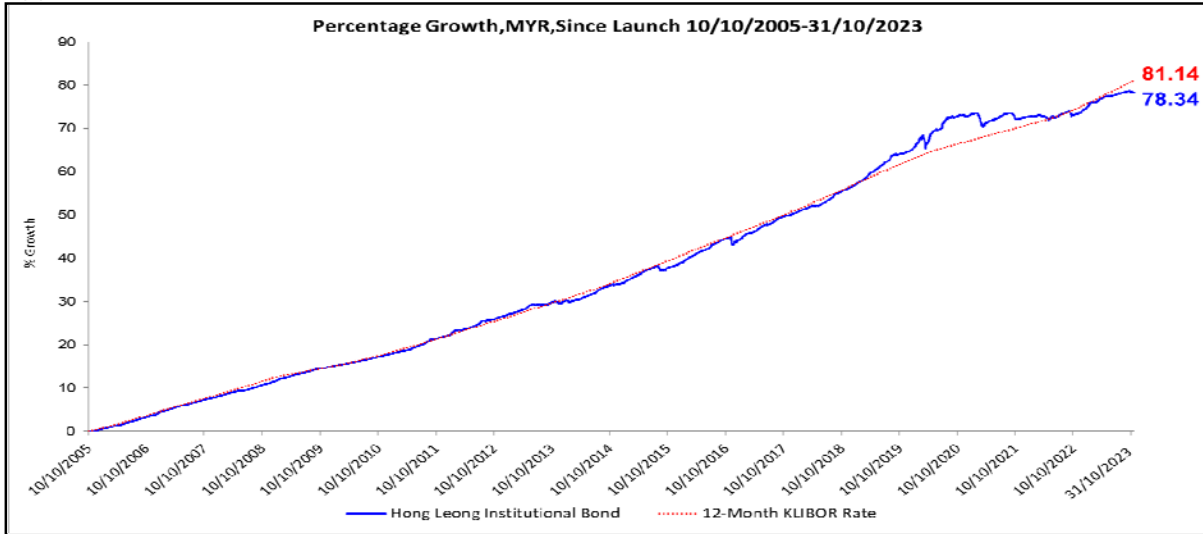
1-Year fund performance review

The Fund posted a return of 2.83% for the financial year ended 31 October 2023 while its benchmark the 12-Month KLIBOR Rate registered a return of 3.78%.

**(c) Basis of calculation**

Percentage Growth, NAV Per Unit-to-NAV Per Unit basis with gross income (if any) from HLIBF reinvested and in MYR terms.

**(d) Performance in Chart**



Source: Lipper for Investment Management.

Past performance is not necessarily indicative of future performance and unit prices and investment returns may go down, as well as up.

Since launch, the Fund has posted a return of 78.34% while its benchmark the 12-Month KLIBOR Rate has registered a return of 81.14%.

**(e) Portfolio turnover ratio (PTR)**

	Financial year ended 31 October		
	2023	2022	2021
PTR of the Fund (times)	0.33	0.80	0.31

The Fund recorded a lower PTR of 0.33 times during the financial year ended 2023 from 0.80 times during the financial year ended 2022 on account of lower level of rebalancing activities performed by the Fund.

**(f) Distribution**

Financial year	Additional units	Cash distribution
2021	-	Gross/Net 1.8000 sen/unit
2022	-	Gross/Net 1.9600 sen/unit
2023	-	Gross/Net 2.0400 sen/unit

**INVESTORS SHOULD NOT MAKE PAYMENT IN CASH TO A UNIT TRUST CONSULTANT OR ISSUE A CHEQUE IN THE NAME OF A UNIT TRUST CONSULTANT**

**PAST PERFORMANCE OF THE FUND IS NOT AN INDICATION OF ITS FUTURE PERFORMANCE**

## CONTACT INFORMATION

### 11. Who should I contact for further information or to lodge a complaint?

1. For internal dispute resolution, you may contact:  
**Hong Leong Asset Management Bhd**  
Level 18, Block B, Plaza Zurich  
No. 12, Jalan Gelenggang  
Bukit Damansara  
50490 Kuala Lumpur  
Tel : 03-2081 8600  
Fax : 03-2081 8500  
Website : [www.hlam.com.my](http://www.hlam.com.my)  
E-mail : [inquiry@hla.hongleong.com.my](mailto:inquiry@hla.hongleong.com.my)
2. If you are dissatisfied with the outcome of the internal dispute resolution process, please refer your dispute to the Securities Industry Dispute Resolution Center (SIDREC):  
(a) via phone to : 03-2282 2280  
(b) via fax to : 03-2282 3855  
(c) via e-mail to : [info@sidrec.com.my](mailto:info@sidrec.com.my)  
(d) via letter to : Securities Industry Dispute Resolution Center (SIDREC)  
Unit A-9-1, Level 9, Tower A  
Menara UOA Bangsar  
No. 5, Jalan Bangsar Utama 1  
59000 Kuala Lumpur
3. You can also direct your complaint to the Securities Commission Malaysia (SC) even if you have initiated a dispute resolution process with SIDREC. To make a complaint, please contact the SC's Consumer & Investor Office:  
(a) via phone to the Aduan Hotline at : 03-6204 8999  
(b) via fax to : 03-6204 8991  
(c) via e-mail to : [aduan@seccom.com.my](mailto:aduan@seccom.com.my)  
(d) via online complaint form available at : [www.sc.com.my](http://www.sc.com.my)  
(e) via letter to : Consumer & Investor Office  
Securities Commission Malaysia  
3 Persiaran Bukit Kiara  
Bukit Kiara  
50490 Kuala Lumpur
4. Federation of Investment Managers Malaysia (FIMM)'s Complaints Bureau:  
(a) via phone to : 03-7890 4242  
(b) via e-mail to : [complaints@fimm.com.my](mailto:complaints@fimm.com.my)  
(c) via online complaint form available at : [www.fimm.com.my](http://www.fimm.com.my)  
(d) via letter to : Legal & Regulatory Affairs  
Federation of Investment Managers Malaysia  
19-06-01, 6<sup>th</sup> Floor Wisma Tune  
No. 19, Lorong Dungun  
Damansara Heights  
50490 Kuala Lumpur