

## **FREQUENTLY ASKED QUESTIONS (FAQ)**

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## Section 1: General

<b>1.</b>	<b>Why are you closing the MIDF Invest platform?</b>
	Following a strategic review of our business, we have decided to exit our online stockbroking platform, MIDF Invest, and it will be gradually wound down and will officially cease all trading activities on 1 January 2026.
<b>2.</b>	<b>When are you closing the MIDF Invest platform?</b>
	<p>The MIDF Invest online stockbroking platform will officially cease all trading activities on 1 January 2026. Please take note of the following key dates and milestones:</p> <ul style="list-style-type: none"> <li>• 2 October 2025 : MIDF Invest will no longer accept or process new account openings.</li> <li>• 22 October 2025 : MIDF Invest will no longer accept or process any 'Buy' orders, MYR deposits, or MYR-to-USD conversions (effective after the close of US market on 21 October 2025).</li> <li>• 31 December 2025 : Final day for all 'Sell' trades.</li> <li>• 1 January 2026 : MIDF Invest to cease all trading activities.</li> <li>• 15 February 2026 : Final day to place withdrawal request for any remaining funds via the MIDF Invest platform.</li> <li>• 28 February 2026 : Final day to download any contract notes and monthly statements via the MIDF Invest platform.</li> </ul>
<b>3.</b>	<b>Are my monies and data safe?</b>
	Yes. Your cash, investments, and personal information remain fully protected and secure. Throughout the process, we'll ensure your funds and data are handled with the same care and safeguards as always.
<b>4.</b>	<b>Who can I contact for help?</b>
	<p>For assistance with transfers, bank details, or any questions:</p> <ul style="list-style-type: none"> <li>• Email: <a href="mailto:hello-midfinvest@midf.com.my">hello-midfinvest@midf.com.my</a></li> <li>• In-app chat with the Customer Service team</li> </ul>
<b>5.</b>	<b>What happens to my historical contract notes and monthly statements?</b>
	You may still download your historical contract notes and monthly statements and trade records until 28 February 2026.
<b>6.</b>	<b>Will customer support be available after the closure date?</b>
	Yes, our customer service team will continue to provide assistance for a limited time after closure. Please reach out via email to <a href="mailto:hello-midfinvest@midf.com.my">hello-midfinvest@midf.com.my</a> .
<b>7.</b>	<b>Will there be reminders before the closure date?</b>
	Yes. We will send email reminders leading up to the cut-off date to ensure you have sufficient time to liquidate your positions or make withdrawals.

## Section 1: General

<b>8.</b>	<b>What happens if a customer is deceased before the closure date?</b>
	<p>In the event of a customer's passing, the appointed personal representative or next of kin should notify us immediately. The release of cash balances will follow the standard estate settlement process, in accordance with legal documentation (such as probate, letters of administration, or will). Our customer service team will guide the appointed personal representative through the required steps.</p> <p>Please remember that 'Sell' trades are available and will remain open until 31 December 2025.</p>
<b>9.</b>	<b>What will happen to my personal information should I close my account with MIDF Invest?</b>
	<p>Your personal information remains secure with MBSB Investment Bank Berhad (formerly known as MIDF Amanah Investment Bank Berhad) ("MBSB Investment Bank") after the closing of your account with MIDF Invest, as the Bank is required to keep your information for a minimum of seven (7) years.</p>

## Section 2: Customers with No Cash Balance and No Shares

<b>1.</b>	<b>What if I do not have any cash balance or shares in my account?</b>
	<p>No further action is required on your part and your account will be closed with immediate effect. You will receive a confirmation email from us once the closure process is complete.</p>

## Section 3: Customers with Cash Balances in Account

<b>1.</b>	<b>What will happen to my cash balances?</b>
	<p>You will need to withdraw all your cash balances in your trust account <b>by 15 February 2026</b>. If you are unable to withdraw the cash balances by 15 February 2026, the monies will remain in the trust account maintained with MBSB Investment Bank and you will need to reach out directly to our Operations Department at <a href="mailto:EquityMarketsOperationsTeam@midf.com.my">EquityMarketsOperationsTeam@midf.com.my</a> to request the withdrawal of the said funds.</p>
<b>2.</b>	<b>What if my registered bank account with MIDF Invest is no longer active or valid?</b>
	<p>We will not be able to process your withdrawal request if your registered bank account with MIDF Invest is not active or valid or is dormant/closed.</p> <p>You will need to register another active bank account via the MIDF Invest app and go through the necessary verification process. After the new bank account has been registered on the MIDF Invest app, you can proceed to withdraw your cash balances.</p>

## Section 4: Customers with Open Positions or Shares in Holding

1.	<b>What will happen to my trading account?</b>
	<p>You may continue to trade as usual until the close of US market on 21 October 2025. From 22 October 2025 onwards, MIDF Invest will no longer accept or process any 'Buy' orders, MYR deposits, or MYR-to-USD conversions.</p> <p>As part of this transition, we are pleased to offer <b>ZERO COMMISSION</b> on all 'Sell' trades placed from 2 October 2025 until 31 December 2025.</p> <p>Below are the key dates and milestones:</p> <ul style="list-style-type: none"> <li>• 2 October 2025 : MIDF Invest will no longer accept or process new account openings.</li> <li>• 22 October 2025 : MIDF Invest will no longer accept or process any 'Buy' orders, MYR deposits, or MYR-to-USD conversions (effective after the close of US market on 21 October 2025).</li> <li>• 31 December 2025 : Final day for all 'Sell' trades.</li> <li>• 1 January 2026 : MIDF Invest to cease all trading activities.</li> <li>• 15 February 2026 : Final day to place withdrawal request for any remaining funds via the MIDF Invest platform.</li> <li>• 28 February 2026 : Final day to download any contract notes and monthly statements via the MIDF Invest platform.</li> </ul>
2.	<b>What will happen to my open orders or unsettled trades?</b>
	<p>MIDF Invest will no longer accept any 'Buy' orders from 22 October 2025 and all "Good till Done" 'Buy' orders will also be automatically cancelled.</p> <p>MIDF Invest will no longer accept any 'Sell' orders from 1 January 2026 and all "Good-till-Done" 'Sell' orders will also be automatically cancelled. Any pending or unsettled 'Sell' trades must be settled by the end of US market on 31 December 2025.</p>

## Section 5: Transfer of Shares to Another Broker

1.	<b>How do I request to transfer my shares to another broker?</b>						
	<p>Follow the steps below:</p> <p><b>Step 1</b> Check with the other broker on the following details:</p> <ol style="list-style-type: none"> <li><b>Account Name with the other broker</b>, which is the name that you used to open the account with the other broker;</li> <li><b>Customer Account Number with the other broker</b>, which is the account number assigned by the other broker to your account. Kindly ensure that this account number is assigned to trade on US securities; and</li> <li>Whether the securities you intend to transfer to the other broker are acceptable by them.</li> </ol> <p><b>Step 2</b> Complete the “Securities Transfer Form” via MIDF Invest, which will be <b>available from 27 Oct 2025 onwards</b>.</p> <p>Kindly note that we have enlisted Moomoo, M+ Global and Rakuten for ease of the Transfer of Securities. If you opt for a broker other than the ones mentioned above, the duration for the Transfer of Securities may vary and may possibly take longer.</p> <p><b>Step 3</b> Read the Terms &amp; Conditions for Transfer of Securities to Selected Broker (“Terms”) thoroughly and confirm your acceptance of and your agreement to the Terms prior to the Transfer of Securities.</p> <p><b>Step 4</b> Submit the Securities Transfer Form by 9 December 2025, Tuesday, 11.59 PM (“Final Cut-Off Date”).</p> <p>Kindly note the timelines regarding the Transfer of Securities below:</p> <table border="1"> <thead> <tr> <th>Date of Submission of the Securities Transfer Form by Customer</th><th>Estimated Timeline for the Transfer of Securities to Moomoo, M+ Global or Rakuten</th></tr> </thead> <tbody> <tr> <td>27 October until 10 November 2025, Monday 11.59 PM (MYT)</td><td>Thirty (30) days or more from 10 November 2025, subject to:                             <ol style="list-style-type: none"> <li>the processes, requirements and timelines of the Foreign Agent, the broker selected by the Customer and any other relevant party involved in the Transfer of Securities; and</li> <li>the Customer having provided information and documents that are true, complete, accurate, correct and up to date.</li> </ol> </td></tr> <tr> <td>11 November 2025 until 9 December, Tuesday 11.59 PM (MYT)</td><td>Thirty (30) days or more from 9 December 2025, subject to:                             <ol style="list-style-type: none"> <li>the processes, requirements and timelines of the Foreign Agent, the broker selected by the Customer and</li> </ol> </td></tr> </tbody> </table>	Date of Submission of the Securities Transfer Form by Customer	Estimated Timeline for the Transfer of Securities to Moomoo, M+ Global or Rakuten	27 October until 10 November 2025, Monday 11.59 PM (MYT)	Thirty (30) days or more from 10 November 2025, subject to: <ol style="list-style-type: none"> <li>the processes, requirements and timelines of the Foreign Agent, the broker selected by the Customer and any other relevant party involved in the Transfer of Securities; and</li> <li>the Customer having provided information and documents that are true, complete, accurate, correct and up to date.</li> </ol>	11 November 2025 until 9 December, Tuesday 11.59 PM (MYT)	Thirty (30) days or more from 9 December 2025, subject to: <ol style="list-style-type: none"> <li>the processes, requirements and timelines of the Foreign Agent, the broker selected by the Customer and</li> </ol>
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			<div>any other relevant party involved in the Transfer of Securities; and</div> <div>ii. the Customer having provided information and documents that are true, complete, accurate, correct and up to date.</div>
	After 9 December 2025, Tuesday 11.59 PM (MYT)	Any Securities Transfer Form submitted will not be processed and/or accepted.	
<p>Securities Transfer Form submitted after the Final Cut-Off Date will not be processed and/or accepted by us. The securities that are not transferred out from MIDF Invest by the Final Cut-Off Date will remain in your account. Customers are reminded that 31 December 2025 is the final day for 'Sell' trades on the platform and you may instruct the sale of the said securities on the platform by 31 December 2025.</p> <p><b>Step 5</b> Submit a request to your selected broker to carry out the transfer-in of securities to your selected broker and provide the necessary details, including MIDF Invest's broker details as follows:</p> <ul style="list-style-type: none"><li>• Brokerage name: Saxo Bank AS</li><li>• Transfer out acc no: 235188</li><li>• DTC no: 0908</li><li>• Brokerage contact person: Saxo Transfers</li><li>• Brokerage contact no: +91(124)4872360</li><li>• Brokerage contact email: <a href="mailto:BOST-SSC@saxobank.com">BOST-SSC@saxobank.com</a></li></ul> <p><b>Kindly ensure that Step 5 is performed, failing which the transfer will not be able to be carried out as the other broker cannot accept a transfer-in of shares if they do not receive such a request from the Customers.</b></p> <p>Customers with shares held via the MIDF Invest platform, will receive an email from us with the step-by-step guidance on your share transfer request. If you have not received the email, kindly contact our customer service team via the MIDF Invest application or email at <a href="mailto:hello-midfinvest@midf.com.my">hello-midfinvest@midf.com.my</a>.</p>			
2.	<b>Do I need to open an account with another broker before transferring my shares?</b>		
	Yes. You <b>must open an account or have an existing valid and active account with your preferred broker first</b> before submitting your Securities Transfer Form in the MIDF Invest app. The account details with your preferred broker will be required in the Securities Transfer Form.		
3.	<b>Do I need to submit any documents after filling in the form on the app?</b>		
	No additional documents are needed at the point of submission.		
	However, during the processing period, we may reach out to you via your <b>registered email with MIDF Invest</b> to request additional information or supporting documents to process your transfer request.		
4.	<b>Who can I transfer my shares to?</b>		

	<p>We have made arrangement with Moomoo, M+ Global and Rakuten for ease of the Transfer of Securities. You may select one of these brokers but please ensure that you have <b>opened your account or have an existing valid and active account with your preferred broker first</b> before submitting the Securities Transfer Form to us.</p>
<b>5.</b>	<p><b>What if I do not want to transfer my shares to the 3 brokers provided by MIDF Invest, can I choose another broker?</b></p> <p>Yes, you can opt for “Others” in the Securities Transfer Form and provide us with the name of the broker and other relevant details.</p> <p>Nevertheless, kindly note that by selecting “Others”, the time taken for the transfer may vary and may possibly take longer. If your preferred broker is not among the three enlisted brokers, kindly first check with your preferred broker to confirm on the following:-</p> <ol style="list-style-type: none"> <li>(i) <b>Account Name with the other broker</b>, which is the name that you used to open the account with the other broker;</li> <li>(ii) <b>Customer Account Number with the other broker</b>, which is the account number assigned by the other broker to your account. Kindly ensure that this account number is assigned to trade on US securities;</li> <li>(iii) <b>Broker Contact Person</b>, which is the contact person or the department involved in handling the transfer-in of US securities;</li> <li>(iv) <b>Broker Contact Number</b>, which is the phone contact number of the contact person or the department involved in handling the transfer-in of US securities;</li> <li>(v) <b>Broker Contact E-mail Address</b>, which is the e-mail address of the contact person or the department involved in handling the transfer-in of US securities;</li> <li>(vi) Whether the securities you intend to transfer to the other broker is acceptable by them; and</li> <li>(vii) Providing the other broker with the list of securities that you intend to transfer to them, which is your entire portfolio of securities with MIDF Invest together with the following necessary details that is needed to facilitate the transfer:- <ul style="list-style-type: none"> <li>• Brokerage name: Saxo Bank AS</li> <li>• Transfer out acc no: 235188</li> <li>• DTC no: 0908</li> <li>• Brokerage contact person: Saxo Transfers</li> <li>• Brokerage contact no: +91(124)4872360</li> <li>• Brokerage contact email: <a href="mailto:BOST-SSC@saxobank.com">BOST-SSC@saxobank.com</a></li> </ul> </li> </ol> <p><b>Kindly ensure that all the above requirements are adhered to, failing which the transfer will not be carried out. The prerequisites for a transfer of US Securities are very strict and include the requirement that there is <u>no change in beneficiary ownership (“NCBO”)</u> as a result of the transfer and the other broker cannot accept a transfer-in of shares if they do not receive such a request from the client as required under item no. (vii) above.</b></p>
<b>6.</b>	<p><b>Can I transfer my shares to more than one (1) broker?</b></p> <p>No, customers should transfer their <b>entire portfolio to a single broker</b> to ensure a smoother and more timely transfer.</p>

## Section 5: Transfer of Shares to Another Broker

<b>7.</b>	<b>What if the broker I selected does not accept some of the shares in my portfolio?</b>
	<p>If there are shares that are not acceptable or rejected by the other broker, customers will be required to <b>'Sell' the shares</b> via the MIDF Invest platform.</p> <p>Kindly note that all "Sell" trades must be settled by the end of US market of 31 December 2025. In the event that any of your shares are rejected by your selected broker after this date, kindly contact our customer service team at <a href="mailto:hello-midfinvest@midf.com.my">hello-midfinvest@midf.com.my</a>.</p>
<b>8.</b>	<b>Can I transfer my portfolio of shares to my wife or family member's trust account with another broker?</b>
	<p>No, transfers must be made to accounts held by the same beneficial owner. A change in beneficiary ownership is <b>NOT allowed</b>. There must be <b>no change in beneficiary ownership ("NCBO")</b> for the transfer of shares. [ Please contact your broker subsequent to the transfer for any other arrangements. ]</p>
<b>9.</b>	<b>How long will the transfer take?</b>
	<p>The transfer may take up to 30 days or more from the applicable cut-off date as set out in the answer to question 1 of this section, subject to:</p> <ul style="list-style-type: none"> <li>(i) the processes, requirements and timelines of our counterparty broker, your selected broker and any other relevant party involved in the Transfer of Securities; and</li> <li>(ii) customer having provided information and documents that are true, complete, accurate, correct and up to date.</li> </ul>
<b>10.</b>	<b>Can I still sell the shares after I have submitted the Securities Transfer Form?</b>
	<p>No, you are <b>not allowed to sell the shares after the submission of the Securities Transfer Form</b>. There will be a 'Freeze Period' once we have received your request to transfer out your shares. Any change in your portfolio during this 'Freeze Period' may result in a delay or cancellation of the transfer request. Note that you may not be able to withdraw any USD funds during this 'Freeze Period' and if so, kindly wait until the upliftment of the 'Freeze Period', which is after the completion of the transfer of securities, to withdraw your USD funds from your account.</p>
<b>11.</b>	<b>Can I submit the Securities Transfer Form more than once?</b>
	<p>No, you may only submit the Securities Transfer Form <b>once</b>. Should you have any amendments to the form (other than a change in the nominated broker), please contact our Customer Service team via email at <a href="mailto:hello-midfinvest@midf.com.my">hello-midfinvest@midf.com.my</a>.</p>
<b>12.</b>	<b>Can I change my mind and nominate another broker after submitting the Securities Transfer Form?</b>
	<p>No, you are <b>not allowed</b> to appoint another broker after submission of the Securities Transfer Form.</p>
<b>13.</b>	<b>Is there anything that I need to do after submitting the transfer form to MIDF Invest?</b>
	<p>Yes, you will need to <b>raise a transfer-in request to your selected broker</b> and provide amongst others, the following details:</p> <ul style="list-style-type: none"> <li>• MIDF Invest Client Code</li> <li>• Name of stock</li> <li>• Stock ISIN</li> <li>• Stock code</li> <li>• No. of shares</li> </ul>



	<ul style="list-style-type: none"> <li>• Confirmation of No Change in Beneficiary Ownership</li> </ul> <p>Some brokers may require additional information and supporting documents at their end. You are advised to liaise directly with your selected broker to avoid potential delays or rejection of the transfer.</p>
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## Section 5: Transfer of Shares to Another Broker

<b>14.</b>	<b>Where can I find my Client Code on the MIDF Invest app?</b>
	<p>Follow the steps below:</p> <p><b>Step 1</b> : Click “Trade” and be redirected to the trading screen</p> <p><b>Step 2</b> : Click “Portfolio”. Under Accounts, you will see the Client Code that starts with either a “39440/***/#####XU” or “39441/***/#####YU”, whereby * represents an alphabet and # represents a number. It should comprise five (5) numbers, a slash or a stroke, followed by three (3) alphabets, then four (4) numbers and ends with either a “XU” or a “YU”.</p>
<b>15.</b>	<b>How will I know when my shares have been successfully transferred out?</b>
	<p>We will notify you via email once the transfer-out process has been completed from our end. The status of your transfer-out request will also be reflected on the MIDF Invest app.</p> <p>You will need to check with your selected broker if they have completed the transfer-in process on their end.</p>
<b>16.</b>	<b>Can I transfer shares under a different name or joint account?</b>
	No. Transfers must be made to accounts held by the <b>same beneficial owner</b> . Transfers to another person’s or joint account are not permitted.
<b>17.</b>	<b>What if my transfer request is rejected by the receiving broker?</b>
	<p>If rejected, the affected shares will remain in your MIDF Invest account. You may:</p> <p>(i) correct the information and resubmit by the Final Cut-Off Date of 9 December 2025 for transfer of shares; or</p> <p>(ii) sell the shares on the MIDF Invest platform before the closure date of 31 December 2025.</p>
<b>18.</b>	<b>I currently have delisted shares in my portfolio. What can I do with them?</b>
	Shares that have been delisted on any of the US exchanges are no longer tradeable and cannot <b>be sold or transferred</b> to another broker. Your trading account will be closed.
<b>19.</b>	<b>I currently have Israeli-related shares in my portfolio. What can I do with them?</b>
	<p>Israeli-related shares are <b>not allowed to be transferred</b> to another broker. Customers holding Israeli-related shares are requested to apply for an exemption from Bank Negara Malaysia (“BNM”) to sell these shares – please refer to the email from MIDF Invest on how to apply for an exemption from BNM via its FEP Portal at <a href="https://fep.bnm.gov.my/fep-pub/login">https://fep.bnm.gov.my/fep-pub/login</a>.</p> <p>Once an exemption has been obtained from BNM, customers should contact our Customer Service via email at <a href="mailto:hello-midfinvest@midf.com.my">hello-midfinvest@midf.com.my</a> to provide proof of exemption and submit the instruction to sell the Israeli-related shares.</p>