

| <b>Registration as User of TIIH Online</b> |   |
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| Q1   | How do I register as user of TIIH Online?   |
| A1   | <p>Go to TIIH Online website at <a href="https://tiih.online">https://tiih.online</a></p> <p>Under e-Services, Click “Sign Up - Create account by Individual Holder”.</p> <p>(Refer to the Tutorial guide for assistance).</p> <p>Complete the registration form and submit.</p> <p>Registration will be approved within one (1) working day and you will be informed by e-mail.</p> <p>Open your email, click on the link to access TIIH Online.</p> <p>Activate your account by keying-in your user ID (which is your own email address) and temporary password.</p> <p>Once successfully log-in, you need to re-set the temporary password with a new password.</p> <p>You can log-in at any time in future with your user ID and this new password.</p> |
| Q2   | I forgot my password, how do reset it or get a new password?  |
| A2   | <p>Go to TIIH Online website at <a href="https://tiih.online">https://tiih.online</a></p> <p>Under e-Services, click “Forgot password”.</p> <p>You will be asked to key-in your user ID (i.e., your email address) and then submit.</p> <p>An e-mail will be sent to you within 5 minutes with details of the new login.</p> <p>Check your spam/junk mailbox if you don’t receive it in your inbox.</p> <p>Open your email, click on the link to access TIIH Online.</p> <p>Key-in your user ID and temporary password given to login. You may copy the temporary password from your email and paste it.</p> <p>Once successfully login, you need to re-set the temporary password with a new password.</p>   |
| Q3   | How do I change my password?  |
| A3   | <p>Log in with your user ID and password.</p> <p>Click on your name located on the top right corner, then select “Change Password”.</p> <p>Key-in your current password and new password.</p> <p>Key-in your new password again to confirm.</p> <p>Click “Save”.</p> <p>A message will pop out to inform you that it is successfully done.</p>  |
| Q4   | How do I change my mobile number?   |
| A4   | <p>Log in with your user ID and password.</p> <p>Click on your name located on the top right corner, then select “Profile”.</p> <p>Your profile will pop out.</p> <p>Proceed to edit your profile by keying-in your new mobile number.</p> <p>Click “Save”.</p> <p>A message will pop out to inform you that it is successfully done.</p>   |

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| Q5  | How do I change my e-mail address (user ID)?   |
| A5  | <p>Log in with your user ID and password.</p> <p>Click on your name located on the top right corner, then select “Profile”.</p> <p>Your profile will pop out.</p> <p>Proceed to edit your profile by keying-in your new email address.</p> <p>Check to ensure your new email address is correctly typed.</p> <p>Click “Save” and immediately you will be log-out from TIIH Online.</p> <p>TIIH Online will send you an email within 5 minutes with details of the new login.</p> <p>Proceed to check your new email inbox.</p> <p>Open your email, click on the link to access TIIH Online.</p> <p>Key-in your user ID and temporary password given to login. You may copy the temporary password from your email and paste it.</p> <p>Once successfully login, you need to re-set the temporary password with a new password.</p> |
| Q6  | I forgot whether I have already registered with TIIH Online?   |
| A6  | <p>Send an e-mail to <a href="mailto:tiih.online@my.tricorglobal.com">tiih.online@my.tricorglobal.com</a></p> <p>Provide your full name and MyKad number for us to check.</p> <p>Tricor will check and revert to you.</p>  |
| Q7  | How do I know whether I have registered as a user with TIIH Online?  |
| A7  | <p>Go to TIIH Online website at <a href="https://tiih.online">https://tiih.online</a></p> <p>Complete the registration form with the required details.</p> <p>Once you confirm submit, a message will pop out - <i>“The holder of [NRIC]/[Passport No] already registered with TIIH Online”</i>.</p> <p>This message confirms that you are a registered user.</p>  |
| Q8  | How do I know whether my registration as user has been approved?   |
| A8  | <p>An e-mail will be sent within one (1) working day after you had submitted your registration.</p> <p>If your registration is rejected, an email will also be sent to notify you on it and the reason for rejection.</p>  |
| Q9  | Can I provide other people e-mail address (e.g. son/daughter/husband or wife) to register and use as my user ID?   |
| A9  | <p>Yes, provided the email address has not been registered with TIIH Online before.</p> <p>However, take note that any notification on meeting or corporate exercise will be sent to this email address chosen by you. Therefore, you must have the access to receive these email notifications.</p>   |
| Q10 | If I have more than 1 CDS account, do I need to register one user account for each CDS account?  |
| A10 | You only need to register one user account with TIIH Online regardless of your multiple CDS accounts.  |

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| Q11 | Do I need to register as new user again if a company has appointed Tricor as special registrar to handle a corporate exercise so that its holders can use TIIH Online e-services?  |
| A11 | <p>You don't need to register again.</p> <p>Once you have registered as a user of TIIH Online, you can use all our e-services to participate in the corporate exercises listed in TIIH Online.</p>   |
| Q12 | I have registered as new user in TIIH Online. Then, I found out that I had furnished an incorrect email address during registration. How do I go about?  |
| A12 | <p>Send an email to Tricor at <a href="mailto:tiih.online@my.tricorglobal.com">tiih.online@my.tricorglobal.com</a></p> <p>Inform your correct email address and provide a copy of your MyKad (front &amp; back) for verification.</p> <p>Tricor will revert to you on the outcome and next course of actions for you to proceed.</p> |
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