

Rights Issue	
Q1	How do I subscribe for my rights securities via TIIH Online?
A1	<p>Go to TIIH Online website at <a href="https://tiih.online">https://tiih.online</a></p> <p>Log in with your user ID and password (<i>if you are already a user of TIIH Online, otherwise you are required to register as a new user before proceeding</i>).</p> <p>Select the Rights Issue exercise (<i>if you are not an entitled holder, the Rights Issue exercise will not be visible for you to select</i>).</p> <p>Read and agree to the Terms &amp; Condition and Declaration.</p> <p>Select the CDS account that you wish to subscribe for your rights securities.</p> <p>Indicate the number of rights securities you wish to subscribe and number of excess rights securities you wish to apply.</p> <p>Check the subscription details and total amount payable and confirm.</p> <p>Pay your subscription money via Maybank2u or any Financial Process Exchange (FPX) participating bank which you have an internet banking account.</p> <p>Once payment process is complete, go to Application History to download and print your e-RSF for your record.</p> <p>You will also receive an email from TIIH Online acknowledging receipt of your successful submission of e-RSF.</p>
Q2	How do I go about if my total payment to subscribe for rights securities and apply for excess securities exceeds my bank online transfer limit?
A2	You can manage this by doing multiple subscriptions in TIIH Online. The total amount you need to pay will be done in multiple rounds and you ensure that the amount to be transferred each round does not exceed the transfer limit.
Q3	If I make multiple subscriptions, will you refund me the additional handling fees and stamp duty that I have paid?
A3	<p>Yes, we will refund the monies paid for the stamp duty and handling fees which are in additional of one CDS account supposed to be paid.</p> <p>Send your refund request to Tricor via email at <a href="mailto:tiih.online@my.tricorglobal.com">tiih.online@my.tricorglobal.com</a></p>
Q4	How do I know whether my online rights subscription is successfully submitted?
A4	<p>Login to TIIH Online.</p> <p>Select “Application History” on the left side of the main page.</p> <p>Find your rights subscription in the listing.</p> <p>If you can find, this confirms your rights subscription is successful.</p> <p>If you can’t find, report the incidence to Tricor by providing your full name, MyKad number and the name of the corporate exercise.</p> <p>Tricor will check and revert to you on the findings.</p>

FREQUENT ASKED QUESTION (“FAQ”) v1\_mar2022

Q5	When can I get the refund for unsuccessful excess rights applied and to which bank account the refund will be credited?
A5	The refund for unsuccessful excess rights application shall be refunded to you within 15 market days from the last date of application and payment of excess securities. The refund will be credited into your bank account registered with Bursa Depository notwithstanding that you may have remitted your excess securities application money from a bank account which is different from that registered with Bursa Depository.
Q6	I bought the rights securities (“OR”) from the open market. Can I subscribe the OR via TIIH Online and when I can do?
A6	Yes, you can use TIIH Online to do e-subscription. You are advised to login to TIIH Online 1 market day after the last date for transfer of the provisional rights securities.
Q7	I was making a payment to subscribe for my rights securities and the amount has been debited from my bank account, but suddenly TIIH Online shows ‘error 401/404” in my computer screen, what should I do?
A7	Logout from TIIH Online and re-login after 30 minutes. Once login, click “Application History” on the left side of the main page. Find your rights subscription in the listing. If you can find, this confirms your rights subscription is received by Tricor. If you can’t find your rights subscription, report the incidence to Tricor via email at <a href="mailto:tiih.online@my.tricorglobal.com">tiih.online@my.tricorglobal.com</a> by providing your full name, MyKad number and the name of the corporate exercise . Tricor will check and revert to you on the findings.
Q8	I faced some issues while doing my online rights payment through FPX and have received an error message in my computer screen. I login again and select the Rights Issue exercise but your system did not respond to my selection. Why is it so?
A8	Due to this issue, TIIH Online has meanwhile suspended e-subscription service for your account for 30 minutes. The reason is because TIIH Online must wait for FPX to revert whether your subscription money is successfully transferred into our Tricor bank account. You are advised to log-in again after 30 minutes to check on the status of your e-subscription.
Q9	I select to pay my subscription money via Maybank2U, but the Maybank2u page does not appear on my screen?
A9	Please adjust your computer setting by allowing “the pop up blocker”.
Q10	Do I need to submit the hardcopy of the RSF after I have made an e-submission of RSF via TIIH Online
A10	You are not required to do so.