

QUESTIONS & ANSWERS FOR APPLICATION OF SHARES UNDER  
 MINISTRY OF INVESTMENT, TRADE AND INDUSTRY (MITI) APPLICATION  
 VIA TIIH ONLINE

Registration as user	
Q1	How do I register as user of TIIH Online?
A1	<ul style="list-style-type: none"> <li>Using your computer, go to our website at <a href="https://tiah.online">https://tiah.online</a></li> <li>Sign up as a user of TIIH Online under “e-Services”. You may refer to the tutorial guide posted on the homepage for assistance.</li> <li>Your registration will be approved within one (1) working day via e-mail.</li> <li>Thereafter, you may proceed to activate your account by re-setting your password.</li> </ul>
Q2	How do I reset/change my password?
A2	<ul style="list-style-type: none"> <li>Once you click “forgot password”, key-in your user ID (i.e., your email address) and you will receive an e-mail to reset your password within 5 minutes. Should you have not received do check your spam mail/ junk mail.</li> <li>Click the link in your e-mail and key-in your user ID and temporary password given. You may copy and paste the temporary password.</li> <li>Thereafter key-in to confirm and save your new password.</li> </ul>
Q3	How do I retrieve my password?
A3	If you have forgotten your password, please click “forgot password” to reset/change your password. <b>You will receive a new temporary password within the next 5 minutes.</b>
Q4	How do I retrieve my user ID, or my e-mail address registered with TIIH Online?
A4	Please e-mail your request to <a href="mailto:tiah.online@my.tricorglobal.com">tiah.online@my.tricorglobal.com</a> and provide your full name and NRIC for us to check.
Q5	How do I know that I have registered as a user with TIIH Online?
A5	If you try to register again with your NRIC/passport number, a message i.e. “This [NRIC]/[Passport No.] already exist” will pop-up which indicates you have registered as a user with TIIH Online.
Q6	How do I know whether my registration as user has been approved?
A6	An e-mail to approve your registration will be sent to notify you within one (1) working day after you have registered with TIIH Online.
Q7	Can I provide other’s (my son/my daughter/my husband/my wife) e-mail address for registration as user of TIIH Online?
A7	Yes, you may provide any e-mail address provided that the e-mail address has not been registered by other user. Please take note that any e-mail notification related to TIIH Online will be sent to the e-mail address that you have registered.
Q8	If I have more than 1 CDS account, how many times do I need to register as a user of TIIH Online?
A8	You only need to register ONCE for all your CDS account.

Q9	Do I need to register again in the future if other PLC uses TIIH Online service?
A9	Registration for TIIH Online is done ONCE only. You do not need to register again if you are a shareholder of another public listed company who uses our TIIH Online services
Q10	I'm not able to access my e-mail as it was registered with TIIH Online with typo. How do I change/amend the said e-mail address to the correct address?
A10	Should the login with your existing e-mail address registered with TIIH Online be inaccessible, please e-mail your request to <a href="mailto:tiih.online@my.tricorglobal.com">tiih.online@my.tricorglobal.com</a> and provide a copy of your IC (front & back) for our confirmation.
Q11	How do I update/change my e-mail that I have registered with TIIH Online?
A11	Login to TIIH Online (with your existing e-mail address) and update/change your e-mail in your profile on the top right of the screen and save it.
Q12	How do I update/change my mobile number that I have registered with TIIH Online?
A12	Login to TIIH Online to update/change your mobile number in your profile on the top right of the screen and save it.
<b>MITI APPLICATION</b>	
Q13	How do I submit my MITI application via TIIH Online?
A13	<ul style="list-style-type: none"> <li>• Login to <a href="https://tiih.online">https://tiih.online</a> with your username and password.</li> <li>• Select the relevant corporate exercise on MITI Application with the issuer/company name.</li> <li>• Read &amp; agree to the terms and condition and confirm the declaration.</li> <li>• Select (✓) the CDS account that you wish to apply for the MITI Application.</li> <li>• Indicate the number of shares that you wish to apply (minimum of 100 shares and must be in the multiple of 100 shares).</li> <li>• Indicate your occupation</li> <li>• Review &amp; confirm your application.</li> <li>• Proceed to pay for the application and RM5 for handling fee through the online payment gateway (FPX and Maybank2u).</li> </ul>
Q14	How do I go about if my payment to the MITI application exceeds the bank transaction limit?
A14	You can submit your application in multiple transactions.
Q15	If I make multiple application due to transaction limit, will you refund me the handling fees for each transaction?
A15	Yes, we will refund the subsequent handling fees if you submit multiple application due to transaction limit. Please e-mail your request to <a href="mailto:tiih.online@my.tricorglobal.com">tiih.online@my.tricorglobal.com</a> .
Q16	How do I know the status of my MITI application?
A16	You can check your application status in the Application History on the left side of the screen.

Q17	Why TIIH Online barred me from applying after I failed to complete the application and payment earlier due to my computer malfunction?
A17	TIIH Online will restrict you to proceed with the application and payment for 30 minutes after your earlier attempt of payment has failed halfway. Please re-login after 30 minutes and re submit your application and payment accordingly.
Q18	Why Maybank2u page did not appear on my screen after I click “Pay with Maybank2u”?
A18	Please disable the pop ups blocker in your computer setting.
Q19	If I do multiple application due to bank transaction limit, can I apply using different CDS account for each transaction?
A19	No. You are not allowed to use different CDS account for your multiple application.
Q20	What should I do if the subscription amount for the shares allocated by MITI exceeded my limit of online transfer set by the bank even if I do multiple applications?
A20	You will have to apply manually i.e. by submitting the hardcopy of the necessary documents to us and make payment via a bank draft.
Q21	I had previously applied for MITI application with other sources, and they do provide account number for applicant to do transfer as payment mode. Why Tricor did not provide the same?
A21	The MITI application module at our TIIH Online platform allows applicant to submit application of shares fully electronically without the need to submit any hardcopy of the documents. In addition, the online payment facility within our TIIH Online allows applicant to make online transfer of subscription money seamlessly, applicant is not required to provide any proof of payment via another mode of communication. TIIH Online will send an email acknowledgement of the submission and payment made automatically upon receiving the online application from the applicant.
Q22	Do I need to submit hardcopy of the document to Tricor after I have done my application successfully through TIIH online?
A22	If you have successfully complete the online application process, you do not need to submit any document to Tricor
Q23	Can I use a third-party bank account to make payment for my application?
A23	You are to subscribe the allocated shares using your own money and you will be required to declare that you are not subscribing the shares as a nominee of another person. Please also take note that the allocation made to you is non-transferable. As such, you are not allowed to perform your payment from a third-party bank account.
Q24	Can I give my MITI allocated shares to my friend or any other MITI applicant?
A24	Please take note that the allocation made to you is non-transferable. You are prohibited from doing so.

Q25	How do I know my MITI submission is successful?
A25	If you have successfully complete the online application process, TIIH Online will send an email acknowledgement of the submission and payment made automatically upon receiving the online application from the you to the registered email address.
Q26	Can I apply more unit by transacting extra payment using TIIH Online?
A26	The maximum number of shares that you are allowed to apply is the number of shares that MITI has allocated to you. There is no provision for excess application as such, any extra payment received from you will be refunded to you.
Q27	If I had inadvertently paid more during my application, when can I get my refund?
A27	The refund will be made within 10 market days from the date of the final ballot without interest.
Q28	Is the refund payment made using cheque or online banking?
A28	The refund will be made by crediting into your bank account (the same bank account you have provided to Bursa Depository for the purposes of cash dividend/distribution) or by issuance of banker's draft sent by ordinary/registered post to your last address maintained with Bursa Depository if you have not provided such bank account information to Bursa Depository.
Q30	Do I need to submit the Surat Aku Terima?
A30	Yes, you may email the duly executed Surat Aku Terima to the below email address: <a href="mailto:SAT.TIIH@my.tricorglobal.com">SAT.TIIH@my.tricorglobal.com</a>
Q31	Can I subscribe/apply partial acceptance?
A31	<p>Yes <b>but</b> please be informed that MITI has enforced 6 months "<b>MORATORIUM</b>" restriction on MITI applicant who fail to subscribe to the allocation approved by MITI. Kindly refer to MITI <a href="https://sahamonline.miti.gov.my/">https://sahamonline.miti.gov.my/</a></p> <p style="text-align: center;"><b>MAKLUMAN</b></p> <p>Mulai 1 Februari 2023, kepada pelabur yang gagal membuat pembayaran dalam tempoh yang ditetapkan ke atas Saham Khas Bumiputera yang diperuntukkan, <b>MORATORIUM selama enam (6) bulan</b> akan dikenakan dan akan berkuat kuasa bermula dari tarikh akhir pembayaran saham sepatutnya dilaksanakan.</p>