

QUESTIONS & ANSWERS FOR

APPLICATION OF SHARES UNDER PINK FORM VIA TIIH Online

Registration as user	
Q1	How do I register as user of TIIH Online?
A1	<ul style="list-style-type: none"> Using your computer, go to our website at https://tiih.online Sign up as a user of TIIH Online under “e-Services”. You may refer to the tutorial guide posted on the homepage for assistance. Your registration will be approved within one (1) working day via e-mail. Thereafter, you may proceed to activate your account by re-setting your password.
Q2	How do I reset/change my password?
A2	<ul style="list-style-type: none"> 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. 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. Thereafter key-in to confirm and save your new password.
Q3	How do I retrieve my password?
A3	If you have forgotten your password, please click “forgot password” to reset/change your password. You will receive a new temporary password within the next 5 minutes.
Q4	How do I retrieve my user ID, or my e-mail address registered with TIIH Online?
A4	Please e-mail your request to tiih.online@my.tricorglobal.com 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 tiih.online@my.tricorglobal.com 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.
Pink Form	
Q13	How do I submit my Pink Form application via TIIH Online?
A13	<ul style="list-style-type: none"> • Login to https://tiih.online with your username and password. • Select the relevant corporate exercise on Pink Form with the issuer/company name. • Read & agree to the terms and condition and confirm the declaration. • Select (✓) the CDS account that you wish to apply for the Pink Form. • Indicate the number of shares that you wish to apply (minimum of 100 shares and must be in the multiple of 100 shares). • Indicate your occupation • Review & confirm your application. • Proceed to pay for the application and RM5 for handling fee through the online payment gateway (FPX and Maybank2u).
Q14	How do I go about if my payment to the Pink Form application exceeds the bank transaction limit?
A14	You can submit your application in multiple transactions.

A15	How do I know the status of my Pink Form application?
A15	You can check your application status in the Application History on the left side of the screen.
Q16	Why TIIH Online barred me from applying the Pink Form after I failed to complete the application and payment earlier due to my computer malfunction?
A16	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.
Q17	Why Maybank2u page did not appear on my screen after I click “Pay with Maybank2u”?
A17	Please disable the pop ups blocker in your computer setting.
Q18	Is there any other way to pay besides online FPX?
A18	Individual applicants are strongly encouraged to apply via TIIH Online. Subscription of pink form allocation can be made either online or via physical form. When you apply online, payment will be online as well via FPX or Maybank2U. If you apply via hard copy of pink form, you are required to purchase bank draft or cashier order from any bank. Please refer to the detailed procedures as presented via the slides during the pink form briefing session.
Q19	When can the subscribers start to apply for the pink form allocation via e-subscription at TIIH Online?
A19	You may proceed to register as a user of TIIH Online anytime from now in order to obtain an account with password to be ready to subscribe the shares when the prospectus is launched later. The e-subscription will be available on the day of the prospectus launch approximately by 11.00 am.
Q20	Is there anything that I need to prepare before I can proceed to do e-subscription?
A20	All pink form application must have a valid CDS account. If you do not have a CDS account in your name now, you are required to approach any stoke broking firm (e.g., CGS CIMB) to open a CDS account.
Q21	Why do I need to open 2 accounts, one with TIIH Online and one with a broking firm?
A21	The account that you are required to open with the broking firm is a CDS account where the shares upon allotment will be credited into as the shares of a public listed company will not be represented by physical share certificate. The account that you are required to be opened with TIIH Online is to allow you to have the option to apply the shares online instead of via submission of physical form.

Q22	Can I transfer the subscription money using my husband's bank account or a 3 rd party bank account?
A22	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.