

## AmOnline Frequently Asked Questions – ASNB Investment

### Link and Delink ASNB Account

<b>1. What can I do with my ASNB account(s) after linked it on AmOnline?</b>
<ol style="list-style-type: none"><li>1. View your ASNB Accounts Portfolio &amp; Transactions in real-time.</li><li>2. Subscribe more to your ASNB Funds easily.</li><li>3. Buy new ASNB Funds that you are interested in anytime.</li></ol>
<b>2. I am interested to view my ASNB Portfolio on AmOnline. What should I do?</b>
The “Link ASNB Account” option is available under the Investment tile / tab. You only need a SMS TAC to link your ASNB account(s) and you can view your ASNB Portfolio immediately after you have linked it successfully.
<b>3. How can I link my minor ASNB Account(s)?</b>
Once you linked your own/primary ASNB Account, all minor accounts tagged to your primary account will be linked together.
<b>4. Why am I not seeing my minor account(s) during linking?</b>
Only minor accounts that tagged to your primary account will be linked together. Please contact ASNB Customer Service at 03 – 7730 8899 for assistance if any of your minor account is not displayed during linking.
<b>5. Why I hit error during linking?</b>
Your ASNB Account or your ASNB Membership ID may be inactive or you do not have any account yet with ASNB. Please contact ASNB Customer Service at 03 – 7730 8899 for assistance.
<b>6. My ASNB Membership number has changed. Do I need to link it again in AmOnline?</b>
Yes, you need to link again in AmOnline since your previous membership number is no longer valid.
<b>7. Once I linked my ASNB account(s), can I delink it later?</b>
Yes, you can delink your ASNB account(s) by following these simple steps:
Select the Own ASNB account > Settings tab > Delink Account.
<b>8. Can I delink only my minor ASNB account?</b>
No, to delink your minor account, you must delink your own ASNB account.
<b>9. Can I link my ASNB account(s) again if I delink it accidentally?</b>
Yes, you can link your ASNB account(s) again.
<b>10. My child turned 18 years old. What will happen to the minor account in AmOnline?</b>
When your child turns to 18 years old, ASNB will auto upgrade the minor account to an adult account. You won’t be able to view the minor account in your AmOnline thereafter.

## View ASNB Portfolio and Transaction History

### 1. Is the balance of my ASNB account(s) displaying in real-time?

Yes, your account(s) and fund balances are displaying in real-time.

### 2. How can I keep a copy of my ASNB Portfolio?

You can select the download icon under "My Portfolio" tab to download a copy of your ASNB Portfolio in PDF format.

### 3. How can I view my ASNB Transaction History?

To view your ASNB Transactions, follow these steps:

**App:** Select the account > Tap on Quick Actions > Tab on View Transactions > Tap on the fund that you want to view the transaction history.

**Web:** Select the account > Select the Transactions tab on the right > Select the fund that you want to view the transaction history.

### 4. Why am I no longer able to view my minor account(s)?

Your minor could have turned 18 years' old which if so, the account will be auto upgraded to be a Primary Account in ASNB system. Please contact ASNB Customer Service at 03-7730 8899 for assistance.

### 5. I subscribed / bought ASNB funds but my ASNB Portfolio is not updated? Why?

You may have bought a Variable Forward Price Funds which your ASNB Portfolio will be updated within two(2) business days from the date of your transaction was made.

For Fixed Price Funds and Variable Historical Price Funds, your ASNB Portfolio will be updated immediately upon successful transaction.

Visit [ASNB Website](#) to check if you have subscribed/bought a variable forward price fund.

### 6. Can I view my ASNB Account(s) anytime?

You may not be able to view your ASNB account(s) from 11PM to 1AM daily due to maintenance activity over at ASNB.

## Subscribe ASNB Fund / Buy New ASNB Fund – ASNB Transaction

### 1. Can I subscribe more ASNB funds than what I already have? How?

Yes, you can. Select your ASNB Account > Select Quick Action Menu > Select the Subscribe More menu. Alternatively, you can go to Transfer Money > Select Own/Favourite option > All your funds of your linked ASNB Accounts will be available under Myself.

### 2. Can I buy ASNB funds that I do not have yet? How?

Yes, you can. Select your ASNB Account > Select Quick Action Menu > Select the Buy New Fund menu.

### 3. What is the minimum or maximum transaction amount?

The minimum amount is RM1.00 and the maximum amount will be depending on

- funds eligible maximum subscription limit (ASB & ASB2)
- fund units offered by ASNB
- preferred maximum limit set in AmOnline, under Settings > Transaction Limit.

### 4. Can I subscribe to third party ASNB account in AmOnline?

Yes, you can now subscribe to third party ASNB account by following these simple steps: Go to Transfer Money menu > Select Transfer To “ASNB Fund” from the drop down > Enter required third party information and complete the subscription journey.

### 5. Can I buy new ASNB fund for third party ASNB account in AmOnline?

You can only buy funds for ASNB account(s) that is already linked in AmOnline.

### 6. How long will it take for ASNB to process my transaction through AmOnline?

For Fixed Price Fund and Variable Historical Price Fund, it is immediate. For Forward Price Fund, it will be processed within two(2) business days.

### 7. Can I redeem ASNB Funds in AmOnline?

This service is not available at this moment. Redemption can be made over the counter at any AmBank branches near you.

### 8. Can I switch in between ASNB Funds that I have in AmOnline?

This service is not available at this moment. Redemption can be made over the counter at any AmBank branches near you.

### 9. Why can't all the funds be made available for me to subscribe?

Only active funds (NORMAL status) will be available for you to select during subscription. To check your fund status, select the ASNB account > expand the fund at My Portfolio tab.

#### 10. Can I perform ASNB transactions anytime in AmOnline?

ASNB transactions can be performed during the ASNB business operating hours as follows:

- Fixed Price fund – 7.00 AM to 7.00 PM daily\*
- Variable Price Fund – 7.00 AM to 4.00 PM daily\*

\* Inclusive of Saturday, and national and federal public holidays.

Transaction will not be available during fund suspension period (e.g. due to income distribution of fund).

#### 11. Are there any charges or fees for each successful transaction?

Yes, there are. Fees / Charges as follow:

- Fixed Price fund – Bank's Service Charge of RM 1.00 per successful subscription.
- Variable Price Fund – ASNB's Sales Charge.

Refer to ASNB website ([www.asnb.com.my](http://www.asnb.com.my)) for more details of the Sales Charge.

#### 12. Who should I refer for further information on ASNB fund?

You may refer to ASNB website ([www.asnb.com.my](http://www.asnb.com.my)) OR you contact ASNB Customer Service at 03 – 7730 8899 for assistance.

#### 13. Is there any possibility that my transaction can't be processed?

Your transaction may be rejected by ASNB due to the following reasons:

- Total investment amount has reached the maximum individual limit (ASB & ASB2).
- The fund units have been fully subscribed.
- Specific account status.

#### 14. My transaction is unsuccessful, but the balance in my account has been deducted. What should I do?

If the fund has been deducted from your Savings/Current Account while the transaction was unsuccessful, you will be refunded by the end of day. You may check your account balance the next day.

#### 15. Is my ASNB investment protected by Perbadanan Insurans Deposit Malaysia ("PIDM")?

No, ASNB investment is not protected by PIDM.

#### 16. Can I set up a regular savings plan or standing instruction (SI) to subscribe to any ASNB fund?

Yes, to set up regular savings or SI to your own/minor or to third party fund, select the option "Set up as Regular Plan" at the amount page (app) / amount section (web).

#### 17. Can I set up the regular savings plan in different frequencies?

No, only monthly frequency is available.

#### 18. How do I view my active savings plan?

You can view your active savings plan at Settings > Scheduled Transactions.

#### 19. How can I change the date for my active savings plan?

To change the transaction date, kindly delete the current scheduled transaction and set a new date accordingly.

20. I have a regular savings plan that I no longer want to continue. How do I cancel the scheduled transactions?

You can delete your scheduled transactions at Settings > Scheduled Transactions.

21. I need to transfer to a third-party account regularly. How can I perform the transaction easily?

There are two ways to perform your transactions to third party account easily:

- Add the third-party as your **Favourite**.  
Go to Settings > Manage Favourite > select Contact > Add ASNB Account
- **Repeat** the transaction that you have performed previously from Recent AmOnline Transactions.  
Go to Recent AmOnline Transactions at your dashboard > swipe to repeat (app) or click on the Repeat button (web).