

Activity Report & Future Plan

 | Investor Services Task Force

I. Overview of Investor Service Task Force (ISTF)

Objective

1. New Trend of CSD



2. Platform for Investor Service



Convener

Taiwan Depository & Clearing Corporation

Participating Members

1. Bursa Malaysia Depository Sdn Bhd
2. Bursa Malaysia Securities Clearing Sdn Bhd
3. CDS and Clearing Limited
4. Central Depository Bangladesh Limited
5. Central Depository Company of Pakistan Limited
6. Central Depository Services (India) Limited
7. Central Depository Systems (Pvt.) Limited
8. Central Securities Depository of Iran
9. Hong Kong Monetary Authority
10. Hong Kong Securities Clearing Company Limited
11. Indian Clearing Corporation Ltd.
12. Indonesian Clearing and Guarantee Corporation
13. Indonesia Central Securities Depository
14. Japan Securities Depository Center, Inc.
15. Korea Securities Depository
16. Mongolian Central Securities Depository
17. Mongolian Securities Clearing & Settlement
18. National Securities Depository Limited
19. Royal Securities Exchange of Bhutan
20. Singapore Exchange
21. Thailand Securities Depository
22. Vietnam Securities Depository

II. Activities in 2023

■ Quarterly ISTF Online Bulletin

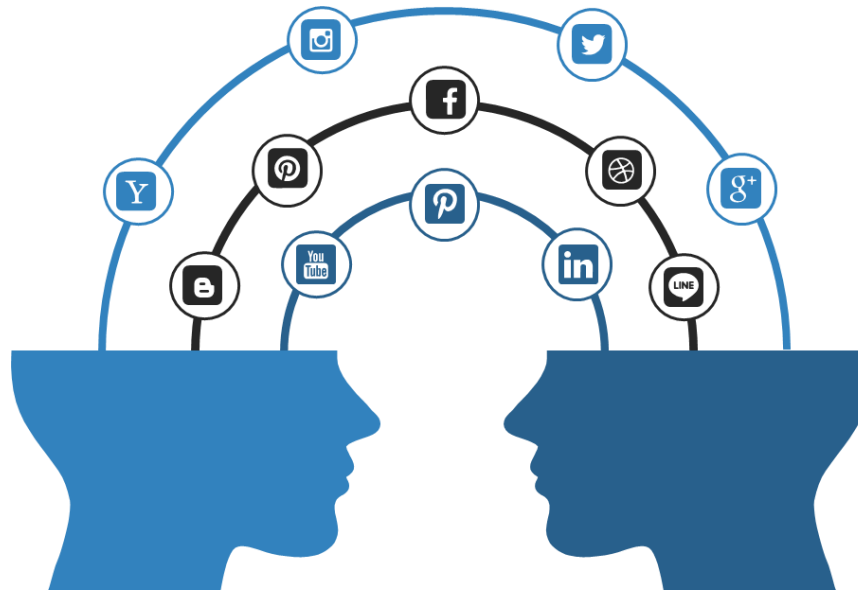
01 Account Services

KSEI's AKSES

- Provide new features that can help investors in preparing personal tax reports

TDCC's ePASSBOOK

- Develop electronic push notification function for dividend distribution
- Expand links to banks up to cover 16 financial institutions



CDSL's Myeasi App

- Introduction about main features including: holding details, transaction inquiry, corporate announcement, set up/freeze/unfreeze transaction

II. Activities in 2023

■ Issuing Quarterly ISTF Online Bulletin

02 Corporate Action Services



- ✓ Integrated Portal Electronic General Meeting Platform "DIMA" and Pre-Emption Rights E-Certificates



- ✓ Extend the scope of electronic documents to include: Notice of Meeting and meeting document, Notification letter of e-Dividend, etc.



- ✓ Expand Online General Meeting service coverage to shareholders of debt securities and/or sukuk



- ✓ Video Conferencing (VC)/Other Audio-Visual Means (OAVM) Service for AGM



- ✓ eMeeting and eNotice Services

II. Activities in 2023

■ Quarterly ISTF Online Bulletin

03 Information Services

Bursa Malaysia

New Data Connectivity Service

- ✓ A universal connectivity solution that allows global users access to Bursa Malaysia's pool of data quickly and seamlessly
- ✓ Connect buy- and sell-sides, information vendors as well as third-party solution providers

CDCPL

Centralized Gateway Portal

- ✓ Helps investors in on-boarding for diverse investment avenues with a standardized profile, KYC/AML procedures
- ✓ Include state-of-the-art tools for KYC/CDD and a uniform and synchronized KYC and AML framework

CDSL

Financial Information Provider

- ✓ Join the Account Aggregator framework
- ✓ Share information about securities held in the CDSL demat account with the customers and Financial Information Users once the consent is given by customer

CSDI

Financial Ability Certificates

- ✓ Launch new e-Service for the issuance of financial ability certificates
- ✓ Make it more convenient for all applicants to prove their financial ability to international entities such as embassies and universities

II. Activities in 2023 (cont.)

■ The 23rd Cross Training Seminar (CTS23)



II. Activities in 2023 (cont.)

■ The 23rd Cross Training Seminar (CTS23) - ISTF Session

Investor Services in the Digital Age: Latest Development and Innovation



II. Activities in 2023 (cont.)

■ The 23rd Cross Training Seminar (CTS23) - ISTF Session (cont.)

- 01 We found a trend of one-stop investor portals, which provides integrated various asset information and serves a gateway for CSD's investor services.
- 02 More and more CSDs provide AGM-related investor services to facilitate shareholder's rights and transparent information.
- 03 We also learned innovative new investor services initiatives including financial ability e-Certificate as well as centralized gateway platform for KYC and AML procedures.



III. Future Plan



Facilitate Information Sharing

Continue to issue ISTF online bulletin quarterly and assist members in investor service information inquiry

Explore Investor Topic of Members' Interest

Continue to conduct survey to study and research new services provided by CSDs, and encourage members to share their thoughts

Enhance Collaboration and Communication

Bridge members who have common interests and promote business collaboration in CSD industry through ISTF workshops, multilateral meetings or ACG events.

THANK YOU

 | Investor Services Task Force