

Areca Online

E-Statement and electronic reports Frequently Asked Questions (FAQ)

Q1. *What is an E-Statement?*

An E-Statement is an electronic version of your periodic statement available through Areca Online. An E-Statement contains the same information as your paper statement, in the same format and is presented as an Adobe® Portable Document Format (PDF) file that you can view, print or save at your convenience.

To view your statements:

Login to Areca Online, click on the dropdown menu under the “Report” section, select “Portfolio Statement”. Select the statement ending month that you would like to view, then click “Search”. Click on the “Account No” of the statement that you wish to view. Click “Print” to preview the statement in PDF. Then click Download/Print to either open and print the file or save a copy of the statement. The E-Statements are available to view and print for up to 3 months.

Q2. *What is electronic report?*

Electronic Report is an electronic version of report available through Areca Online.

To view the reports:

Login to Areca Online, click on the dropdown menu under the “Report” section, select “Fund Materials”. Click on the report that you wish to view, print or save a copy. The report will be available until superseded by a later report.

Q3. *How do I sign up for E-Statements and opt for electronic report?*

- Request from your Unit Trust Scheme Consultant (UTSC) the Consent Form together with Areca Online access Form
- Upon receiving an ID notification email from Areca, please proceed to login to Areca Online at <https://www.arecacapital.com.my/ArecaOnline/Main.aspx>

E-Statements are always available to customers who have access to Areca Online. We will send an email (to the email address you have provided in the Areca Online access Form) notifying you when your E-Statement becomes available each month.

Q4. *How far back can I access my E-Statements?*

Each E-Statement, including any legal notices about your Account which are provided electronically as part of your statement, will remain available online for 3 months. You may also print the statements or download as needed.

Q5. *What software do I need to view E-Statements?*

Your E-statements will be presented as an Adobe® Portable Document Format (PDF) file. To access and retain a PDF file, you need the free Adobe® Reader® (version 6.0 or higher).

- Q6. Will E-Statements have the same information as paper statements?**
Yes, an E-Statement contains the same information as your paper statement.
- Q7. Can my joint account holder view the E-Statements?**
Yes, as long as the joint account holder has access to Areca Online.
- Q8. How can I change the email address that my E-Statement notification is sent to?**
You may change your email address by submitting an Update Form.
- Q9. How will I know when my E-Statement or Report is available?**
We will send an email notification (to the email address you provided to us) notifying you when your E-Statement or Report becomes available to view through Areca Online.
- Q10. If I don't receive or if I delete my email notification, can I still view my E-Statement?**
Yes, just log in to Areca Online. Click on the dropdown menu under the "Report" section, select "Portfolio Statement". Select the statement ending month that you would like to view, then click "Search". Click on the "Account No" of the statement that you wish to view. Click "Print" to preview the statement in PDF. Then click Download/Print to either open and print the file or save a copy of the statement.
- Q11. Can email notifications be sent to multiple email addresses?**
No, email notifications cannot be sent to multiple email addresses at this time.
- Q12. What if I want to receive paper statements or hard copy of the report again?**
You may change your statement option by submitting an Update Form.