



Amanah Saham Nasional Berhad (ASNB) Social Media Engagement Guides

ASNB official social media and digital platform

Facebook : Amanah Saham Nasional Berhad
Instagram : @ASNBmy
X : @ASNBmy_official
TikTok : @ASNBmy
YouTube : ASNBmy
LinkedIn : Amanah Saham Nasional Berhad

Engagement Rules

- These guidelines/rules are designed to help provide a quality and comfortable environment for our followers/community members when accessing or engaging with ASNB social media page.
- Posts and tweets on ASNB's social media page will mainly cover ASNB's activities, promotions, campaigns and contests. We will also occasionally share educational material related to financial planning.
- Any external postings (comments, visuals, videos and other types of materials) by ASNB followers/ community members do not necessarily reflect the opinions of ASNB, its employees or affiliates. ASNB is not responsible for any user content and does not endorse any opinions expressed on ASNB's social media page. ASNB therefore fully disclaims all and any liabilities arising from any reliance of such contents and opinions.
- By providing or disclosing your personal data (including but not limited to your name, email address, National Registration Identification Card (NRIC), and financial information) during your interaction with ASNB's social media page, you are giving your consent for ASNB to collect, use and disclose your personal data in accordance with the Privacy Policy available in ASNB's website, www.asnb.com.my. ASNB shall also have the right to disclose your identity to any third party who legally claim that any information posted by you to and on our social media platform is a violation of their intellectual property rights or is defamatory against them.
- ASNB's social media page is not a replacement for our standard customer service channel. However, we will do our utmost best to read and reply all direct messages, comments and

tweets to the extent that they are relevant to ASNB's products and services and that we are able to reply without violating the relevant laws, confidentiality or other sensitive topics.

- We may, in our replies, redirect you to other ASNB's channels, such as phone or email for more detailed communication.
- ASNB social media team will monitor and respond to the private messages, comments and postings during operating hours from Monday to Friday, 9.00 am to 5.00 pm except public holiday. Please note that even during the indicated hours, we may not be able to respond immediately.
- Do not disclose your personal data or account information in any public posts on ASNB's social media page.
- We reserve the right to remove any comment, tweet or any content that may contain the following categories:
 - Inaccurate, misleading or inappropriate statements about ASNB/Permodalan Nasional Berhad.
 - Abusive, harassing, threatening, violent or attacking others.
 - Discriminatory, racist, sexist, sexually explicit or otherwise objectionable.
 - Illegal or condone or encourage unlawful activities.
 - Spam, suspicious links or contain virus.
 - Products advertisement or services for profit or gain.
 - Hateful in language targeting race/ethnicity, religion, gender, nationality or political beliefs.
- Retweets and posts shared by ASNB are not to be construed as an endorsement (either implicit or explicit) on the part of ASNB.
- ASNB's decision to like or follow any particular Facebook page, Instagram, X or TikTok user do not imply endorsement of any kind.
- Similarly, the appearance of any user as a follower does not imply an endorsement. ASNB will only take steps to remove or block a follower if the account is proven to be an internet bot or consistently tweets or comments offensive and/or sensitive material.
- Some ASNB staff may comment, tweet or post under their own names or usernames. Despite their professional relationship with ASNB, their comments, tweets or posts do not represent the official views of ASNB and should be considered the personal view of each ASNB staff as a member of the public.
- ASNB may change the engagement rules at any time without prior notification.

For inquiries regarding ASNB's products and services, we encourage you to use the following:

Hotline : 03-7730 8899

Fax : 03-2050 5220

Email : asnbcare@asnb.com.my

Disclaimer Statement refer to https://www.asnb.com.my/asnbv2_7disclaimer.php

Amanah Saham Nasional Berhad (197901003200 (47457-V)). A Permodalan Nasional Berhad (197801001190 (38218-X)) Unit Trust Company.