



# Important Security Update: Implementation of Two-Factor Authentication (2FA) for M&A Online Login

Dear Valued Clients,

As part of our ongoing commitment to safeguarding your trading experience, M&A Securities Sdn Bhd is introducing a security enhancement to our web and mobile trading platforms. This enhancement will require users to complete Two-factor authentication (2FA) upon logging in by entering a One-Time Pin (OTP) delivered via email.

## Logging in with 2FA: What are the new steps?

Now, all clients will be required to enter a 6-digit One-Time Pin (OTP) sent to your registered email address each time you log in.

## Web Trading Platform: M&A Online

### Step 1

Enter user ID and password

Trading Hall

MEMBER LOGIN

User ID

Password

TCPlus 3.0

Click [Here](#) if you have forgotten your password.

### Step 2

Request a new OTP by selecting Yes, send me the code

Trading Hall

MEMBER LOGIN

One-Time PIN

To proceed, a 6-digit code will be sent via email

Is this your email?  
m\*\*\*\*\*@gmail.com

**Not your email**

Please call the M&A Online Customer Service for assistance.

### Step 3

Receive a 6-digit OTP via email

M&A Online

One-Time PIN (OTP) Request

Dear Valued Customer,

A request has been made to generate a One-Time PIN (OTP) for your account. Enter your 6-digit OTP shown below to proceed.

**5 3 8 8 5 4**

**IMPORTANT NOTE:**

1. For your security, do not share this OTP with anyone.
2. Only use this OTP if you personally initiated the request.
3. This OTP will expire within 5 minutes.

If you did not request this, please ignore this email or contact support. We appreciate your attention to maintaining the security of your account.

Thank you,  
Yours sincerely,  
M & A Securities Sdn Bhd

### Step 4

Enter the OTP

Trading Hall

MEMBER LOGIN

OTP Verification

The OTP has been sent to  
m\*\*\*\*\*@gmail.com

Didn't receive the OTP?

### Step 5

Access the Trading Hall

M&A Online

My Portfolio

Symbol	Open	High	Low	Close	Vol	Net	Net Chg
0001	1.000	1.000	1.000	1.000	1.000	0.000	0.000
0002	1.000	1.000	1.000	1.000	1.000	0.000	0.000
0003	1.000	1.000	1.000	1.000	1.000	0.000	0.000
0004	1.000	1.000	1.000	1.000	1.000	0.000	0.000
0005	1.000	1.000	1.000	1.000	1.000	0.000	0.000
0006	1.000	1.000	1.000	1.000	1.000	0.000	0.000
0007	1.000	1.000	1.000	1.000	1.000	0.000	0.000
0008	1.000	1.000	1.000	1.000	1.000	0.000	0.000
0009	1.000	1.000	1.000	1.000	1.000	0.000	0.000
0010	1.000	1.000	1.000	1.000	1.000	0.000	0.000



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## Mobile Trading App: AsiaEBroker

### Step 1

Enter user ID and password



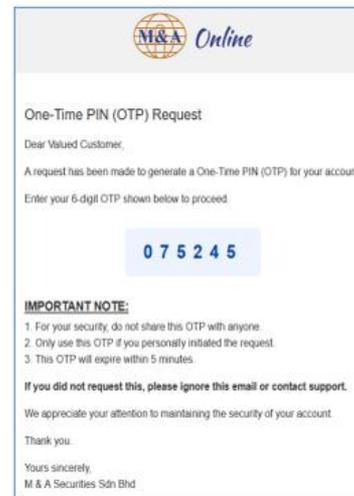
### Step 2

Request a new OTP by selecting Yes, send me the code



### Step 3

Receive a 6-digit OTP via email



### Step 4

Enter the OTP



### Step 5

Access the Trading Hall



## When can I start using 2FA?

1. If you use the AsiaEBroker mobile app, please update to the latest version to continue accessing your trading account.
2. If you have not updated your login credentials, you will be prompted to change PIN your password and trading pin after completing 2FA.



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## M&A Two-Factor Authentication (2FA) FAQ

No	Question	Answer
1	What is Two-Factor Authentication (2FA)?	Two-factor authentication (2FA) is a critical security feature that adds an extra layer of protection to your trading account. It requires both something you know (e.g. user ID and password) and something you have, such as a One-Time Pin (OTP) sent to your email. 2FA is designed to prevent unauthorized access and enhance account security.
2	How does 2FA work with my trading account and login process?	To enhance the security of your trading account, M&A has introduced two-factor authentication (2FA). Now, all clients will be required to enter a 6-digit One-Time Pin (OTP) sent to your registered email address each time you log in.
3	Which trading platforms use 2FA?	2FA will be required for both the M&A Online and the AsiaEBroker mobile app.
4	Do I need to register to use 2FA?	No. Registration is not necessary. All you need is a valid email address that was registered during the M&A Online registration process to receive the One-Time Pin (OTP) required for login.
5	When can I start using 2FA?	If you use the AsiaEBroker mobile app, please update to the latest version to continue accessing your trading account. If you have not updated your login credentials, you will be prompted to change your password and trading pin after completing 2FA.



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## M&A Two-Factor Authentication (2FA) FAQ

No	Question	Answer
6	Logging in with 2FA: What are the new steps?	<p>Scenario A – For Users Who Have Already Updated Their Password and Trading Pin</p> <ul style="list-style-type: none"><li>• Enter user ID and password on the login page</li><li>• Request a new OTP by selecting Yes, send me the code</li><li>• Receive a 6-digit OTP via email</li><li>• Enter the OTP</li><li>• Access the Trading Hall</li></ul> <p>Scenario B – For Users Who Have NOT Yet Updated Their Password and Trading Pin</p> <ul style="list-style-type: none"><li>• Enter user ID and password on the login page</li><li>• Request a new OTP by selecting Yes, send me the code</li><li>• Receive a 6-digit OTP via email</li><li>• Enter the OTP</li><li>• Update your password</li><li>• Update your trading pin</li><li>• Access the Trading Hall</li></ul>



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## M&A Two-Factor Authentication (2FA) FAQ

No	Question	Answer
7	Where will the OTP be sent from?	The OTP will be sent from noreply@mnaonline.com.my to your registered email address. Please check your spam/junk folder if you do not see it.
8	Can I change my email address?	Yes. Please complete and sign the “APPLICATION FOR UPDATING OF TRADING ACCOUNT PARTICULARS” form and submit to our Credit Control Department to update your new email address.
9	Can I use the same password for the new email address after changing it to receive OTP?	Yes. You can log in with the same password after changing your email address to receive the OTP.
10	What if I enter the wrong OTP or it expires?	If you enter an incorrect OTP, the system will display an 'Invalid Reference' message. You will then need to cancel the current attempt and request a new OTP by selecting 'Yes, send me the code' again on the login page. Please note that each code is only valid for a short period.
11	What is Resend OTP?	If you haven't received the OTP, you can choose to resend it to continue. Please wait 60 seconds before trying again.



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## M&A Two-Factor Authentication (2FA) FAQ

No	Question	Answer
12	What should you do if the OTP is not received?	If the OTP is not received, you should: <ol style="list-style-type: none"><li>1. Check your email. If you do not see it, please check your spam/junk folder.</li><li>2. Ensure that the registered email address is correct and active.</li><li>3. Tap "Resend OTP" to request a new code once the OTP resend interval has passed.</li></ol>
13	What are the phone OS requirements to update the AsiaEBroker mobile app to the latest version?	To ensure optimal performance and access to the latest security features, your device must meet the following minimum requirements:  Android: Version 13 and above iOS: Version 15 and above Huawei HarmonyOS: EMUI 11 and above Please update your phone OS if needed to continue using the AsiaEBroker mobile app without disruption.  Note: HarmonyOS compatibility may vary by device
14	Who can I contact for assistance?	If you experience issues with login, forgotten password and trading pin or receiving OTP, please contact M&A Customer Service at +603 2282 7308 or customerservice@mna.com.my for assistance.