

FAQ - Gold Prestige

What is Gold Prestige?

Gold Prestige is *physical gold* available for order from BIBD Securities whom acts as an agent in Brunei Darussalam to Al-Rajhi Bank (ARB) Malaysia; ARB gets their supplies from PAMP Switzerland.

Why Buy Gold	Key Benefits
<ul style="list-style-type: none"> <input type="checkbox"/> Real precious metal <input type="checkbox"/> Easy to buy and sell <input type="checkbox"/> Asset diversification <input type="checkbox"/> Long term store of value 	<ul style="list-style-type: none"> <input type="checkbox"/> Convertible to cash when you trade your gold <input type="checkbox"/> Safe custody for peace of mind <input type="checkbox"/> Protection with Takaful; applicable to safe-kept gold only

Gold does not yield any dividend.

What are the available denominations for Gold Prestige?

There are 4 available denominations offered by BIBD Securities:



Minimum purchase is 50g.

Who are eligible to buy and what are the requirements?

Client Type	Eligibility	Requirement
Individual	<ul style="list-style-type: none"> • Individual account holder • Must be at least 18 years of age • If foreigners, must hold valid working permit in Brunei Darussalam 	<ul style="list-style-type: none"> • Must have BIBD account • Must open Trading Account with BIBD Securities • Documents required as follows: <ul style="list-style-type: none"> <input type="checkbox"/> Original copy of valid IC or passport <input type="checkbox"/> Proof of address (utility bills) <input type="checkbox"/> BIBD Passbook (if available) <input type="checkbox"/> Copy of last 3 months bank statement <input type="checkbox"/> Latest salary slip <input type="checkbox"/> Letter of employment
Non-Individual (Corporate/Institutional)	<ul style="list-style-type: none"> • Non-individual account holder; either corporate or institutional • Must be organization registered in Brunei Darussalam 	<ul style="list-style-type: none"> • Must have BIBD account • Must open Trading Account with BIBD Securities • Documents required as follows: <ul style="list-style-type: none"> <input type="checkbox"/> Certificate of Incorporation <input type="checkbox"/> Memorandum of Association <input type="checkbox"/> IC or passport of all authorized signatories, directors and/or shareholders <input type="checkbox"/> Copy of valid business license <input type="checkbox"/> Proof of registered address <input type="checkbox"/> Board Resolution <input type="checkbox"/> Latest audited annual report of the organization <input type="checkbox"/> Form of Annual Return of a Company having Share Capital

ACCOUNT OPENING

How do I open a Trading Account with BIBD Securities?

Please visit BIBD Securities office during business hours as shown in the table below and kindly bring along the required documents. Please contact +673 2239151 prior to your visit to find out on the required documents.

Opening Account	Business Hours	Venue
Monday - Thursday	0900 - 1200 & 1330 - 1500	BIBD Securities Sdn Bhd Unit 9-11, Suria Kiulap Complex, Kiulap Bandar Seri Begawan, BE1518 Negara Brunei Darussalam Tel: +673 2239151
Friday	0900 - 1100	
Saturday - Sunday	Closed	

What is the minimum deposit when opening the Trading Account?

No minimum deposit required when opening a Trading Account and zero balance is allowed. Please ensure there is sufficient balance in your Trading Account prior to any trading.

What do I need to fill in when opening the Trading Account?

BIBD Securities staff will guide and assist you with the following:

- Opening Account Form
- Signature Card Specimen

Will it be ready on the same day?

BIBD Securities will contact you within the next 3 business days once your account has been activated. You will receive a welcoming letter holding information of your Trading Account details. Kindly note that BIBD Securities has the sole discretion to refuse any trading account application(s), without having to assign any reason for such refusal.

When can I start trading?

You may start trading once your account has been activated.

Will I receive any documents on a regular basis for this Trading Account?

These are the documents which will be mailed to your registered address:

Description	Remarks
Account Statement	Monthly if there is trade movement & quarterly if there is no movement
Statement of Holdings	Monthly if there is trade movement & quarterly if there is no movement
Contract Note	To be issued at any executed buy or sell transaction
Debit & Credit Advice	To be issued at any debit or credit activities to your Trading Account

BUYING AND SELLING

Is Gold Prestige available at any BIBD branches?

Currently, we do not offer Gold Prestige in any BIBD branches. Any order taking for buying or selling of Gold Prestige is solely done by BIBD Securities as the appointed agent. However, Perdana clients may contact their dedicated Relationship Manager accordingly.

What are the trading hours for Gold Prestige?

The trading hours for Gold Prestige are as follows:

Opening Account	Business Hours	Venue
Monday - Thursday	0930 - 1400	BIBD Securities Sdn Bhd Unit 9 -11, Suria Kiulap Complex, Kiulap Bandar Seri Begawan, BE1518 Negara Brunei Darussalam Tel: +673 2221470 or +673 2236207
Friday	0930 - 1100	
Saturday - Sunday	Closed	

How do I place an order to buy or sell Gold Prestige with BIBD Securities?

Please visit our sales agents at BIBD Securities office to place your order. Please bring along your original identity card or passport. A Contract Note will be issued for any transaction and will be mailed to your registered address.

Would I get to personally keep my Gold Prestige?

BIBD Securities offers the following subscription options:

Safekeeping Service	Safekeeping of Gold Prestige inclusive of Takaful Coverage with Al-Rajhi Bank in Malaysia; safekeeping fee and takaful fee charged on an annual basis by Al-Rajhi Bank
Delivery Service	Delivery of Gold Prestige from Al-Rajhi Bank Malaysia to BIBD Brunei Darussalam; BND2,000 per consignment (maximum of 2 kg per consignment)

Will I be charged any fee when placing an order?

There is a processing fee of BND25* for any buy or sell transaction; both Safekeeping and Service and Delivery Service have their respective fees.

**BIBD Securities has the sole discretion to amend the processing fee as it deems fit.*

Is there any way that I can get my Gold Prestige delivered at a lower cost?

We do offer *Pooled Delivery Service*; please contact +673 2239151 for further information.

What if I did not collect my Gold Prestige on the agreed collection date?

You must collect the delivered Gold Prestige within 3 days. We may keep any uncollected Gold Prestige for a maximum of 30 days at BND20 per day. *Terms and Conditions apply.*

How do I sell my Gold Prestige?

Only safe-kept Gold Prestige at Al-Rajhi Bank can be sold back via BIBD Securities. Please contact +673 2239151 for the documents required.

ACCOUNT MAINTENANCE

How do I fund my Trading Account?

You may fund your Trading Account as follows:

1. Online transfer from your BIBD account to BIBDS account via BIBD Online or BIBD Mobile
2. Fund transfer at any BIBD branches

Once your Trading Account has been activated, you will be informed of the designated account number to credit the funds. Please advise our accounts team at +673 2239154 ext 818 for any deposits made and kindly provide the softcopy of the receipt to bibdsecurities@bibd.com.bn for our records.

How long does it take for my Trading Account to be debited?

Your trading account will be debited on the spot for any confirmed buy order within the trading hours.

How long does it take for my Trading Account to be credited?

For any executed sell order, the proceeds will be credited into your Trading Account within the next 3 business days.

How do I make withdrawals from my Trading Account?

You are required to visit BIBD Securities during business hours to complete the Withdrawal Instruction Form and the fund will be credited into your BIBD account.

Will I receive any dividend from my Gold Prestige?

No. Gold Prestige does not yield any dividend.

Will I receive any monthly statement for my Gold Prestige?

Only available for Safekeeping subscribers.

Can I give my Gold Prestige to my immediate family?

Yes provided that your immediate family opens a Trading Account with BIBD Securities before you are allowed to execute any transfer of ownership.

Who if I have questions, trade disputes or complaints?

You may contact us at +673 2239151 or visit us at BIBD Securities office during business hours. Alternatively, you may email us at bibdsecurities@bibd.com.bn

Who do I contact if I have Trading Account/maintenance queries?

You may contact our accounts team at +673 2239154 ext 818 or visit us at BIBD Securities office during business hours. Alternatively, you may email us at bibdsecurities@bibd.com.bn

Can I request to view my Gold Prestige at Al-Rajhi Gold Service Center?

Yes, within 30 days after buy order. Any viewing after the first 30 days may incur a fee. Please contact BIBD Securities for this option.

Can I collect my Gold Prestige from Al-Rajhi Gold Service Center?

Yes. Please contact BIBD Securities for this option.

Do I have to pay Zakat for my Gold Prestige?

Yes. Each customer shall be responsible for payment of his/her own zakat.