



Date: 23rd August 2022

Ref: QBEB/Notice (10) (MS)/Consultant 23082022(18)

To: Members, Consultants & Agency Leaders of Quantum Bullion Exchange Board ("QBEB")

**NOTICE TO MEMBERS OF QBEB
STRICT PROHIBITION ON THE USE OF "BURSA SUQ AL-SILA" NAME AND/OR LOGO**

QBEB refers to the above matters and previous notice: - **QBEB Notice (3) 15072022: Strict Prohibition on Unauthorised and/or Inappropriate Use of QM and/or 3rd-Party's Logo dated 15 July 2022, attached as Appendix 1** for your reference.

We have received feedback from **Bursa Suq Al-Sila (BSAS)** that some of QM Consultants have unauthorised used of BSAS and Bursa name and logo in their personal marketing materials and presentations. We wish to warn and reiterate that all consultants are prohibited from using the name, trademark, design, or logo of others without prior written permission being obtained from the affected party, in all social media and marketing material.

Stop the misused of Regulators, BSAS's name and logo including error statements immediately, example like those attached in **Appendix 2**.

This notice is issued to you as a serious warning to rectify all the social media and marketing material created, used and/or shared by you and/or your team members under your care.

Failure to comply with QM/ QBEB instruction will tantamount to further disciplinary action which may include amongst others, immediate stop/withhold of payment of commission or stopping the said consultant including his supervisor from registering any new members under his/her care.





All QM Consultants are required to uphold high standard of ethical conducts and good sales practices. Also, we urged all the senior consultants and members to please make sure members under your care are being guided correctly. Disciplinary action will be taken against anyone for failure to ensure that all members under your care are being coached properly by you too.

Thank you,

QBEB MANAGEMENT



QUANTUM METAL EXCHANGE BOARD
PMM-010-10-23112028

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Date: 15th July 2022

Ref: QBEB/Notice (3) (MS)/Consultants 15072022 (6)

To: Members, Consultants & Agency Leaders of Quantum Bullion Exchange Board ("QBEB")

NOTICE TO MEMBERS OF QBEB

Strict Prohibition on Unauthorised and/or Inappropriate Use of Quantum Metal Sdn Bhd ("QMSB") and/or 3rd-Party's Logo Without Prior Written Consent Being Obtained

QBEB refers to the above matters and our **QM Circular 1/2022: Conducting Business / Marketing Activities dated 5 April 2022** attached as Appendix (1) for your reference.

After lots of efforts including a few rounds of virtual meetings, personal advices and engagement by QBEB though there are some improvements. However, still there are incidences that have caught our attention that a handful still lacking in proper compliance and practices. Therefore, we urged all supervisor, consultants and Agency Leaders to take proactive action and care to ensure that all members recruited by them who supposed to be under their supervision are adequately educated, guided and constantly being monitored. This is to ensure that all are aligned with QBEB and QMSB's mission towards good market conduct and ethical practices.

Sadly, there still incidents of inappropriate and/or unauthorised use of QMSB and third party's logo, name remain prevalent on members' Facebook and social media despite all efforts taken. Recently, few have used QMSB logo and name on their social media. Creating misleading and false impression that they are QMSB/QBEB's official Facebook.

Please take serious note that no one is permitted to use any other party's logo including Quantum Metal's name without prior written permission being obtained. Such irresponsible act will invite legal repercussion.

All consultants that have posted false representations of the company that has and will potentially damage QM's reputation and business opportunities, whether intentionally or otherwise, will be held liable for any damages caused to QMSB and/or QBEB. Example of inappropriate or misused of Quantum Metal's name as per attached in Appendix 2.

QM reserves the rights to take action against consultants who continue to ignore messages on proper business conduct via this notice and previous circular.

In this regard, with effect from **15 August 2022**, QBEB & QMSB upon evaluation on severity of the matter, **will kick start disciplinary measures including:** -

- a) The outstanding payments due to the consultants and/or agency leaders will be withheld and only honoured after
 - i) A complete rectification has been done to the satisfaction of the QBEB and QMSB management. Proof that the unauthorised logos and trademarks has been removed from the social media platform is provided.



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ii) They will also need to submit a formal written apology together with a declaration that there will be no recurrence of such noncompliance in the future.

b) If the person that violated the guidelines is just an introducer who is not entitled to commission ("the affected person"), their responsible direct consultant who is accountable on the action of the affected person we may withhold the commission of the consultant who is responsible for the affected person. The affected consultant / agency leader will need to follow through on rectification and the aforesaid action will be applicable.

We also wish to notify all consultants and agency leaders that you all have a shared responsibility to engage with all your new members under your **care within 60 days (or shorter timeframe as per policy or prevailing practices by QM / QBEB)** from the day they register, you are expected to guide them on the following basic things: -

- (1) Familiarisation and walk through on the use of system, for their comfort and see their own accounts.
- (2) An engagement of not to use others' logos to create social media.
- (3) Continuous engagement and coach your new member who are less than 6 months old, adequately and properly.
- (4) The new help line to assist them will be care@qbeb.org.

We will track new members' questions where necessary, to see the competency of consultants / agency as to whether there are sufficient initiatives taken to develop them and not just recruit them and stop there. Continuous engagement and monitoring are needed and it is a shared responsibility. Training alone won't help, so the Agency Leaders and consultants need to do their part.

"Competency" of consultants and agency leaders are not just about their ability to answer basic questions or they have attended some courses. More importantly, it is the action, how effective they are in carrying out their responsibilities, continuous engagement in guiding all their members especially the new ones to becoming an ethical, knowledgeable and good business conduct person.

This notice is issued to you and we trust that you will read, understand and consented to be committed to uphold high standard of ethical conducts as aforesaid, expected from you as a member, consultant or agency leader to guide those whom are under your care, existing and/or potentially have intention to become commissioned re-sellers under your care too.

Thank you,

QBEB MANAGEMENT

APPENDIX 2 (Examples of Inappropriate use of BSAS Name and Logo on FB)



BSAS is not a commodity trading partners of QM

NOTES: -

1. This tantamount to DISCIPLINARY ACTION on intentional misrepresentation.
2. No regulators are involved in any part of QM Business, they are also not QM partner, agent, or facilitator to QM.

APPENDIX 2

(Examples of Inappropriate use of Others Name and Logo, BSAS Name and Logo on FB, social media, slides or anything that will caused misrepresentation in any form)



IMPORTANT NOTES:

1. **DO NOT** use any 3rd parties, including BSAS and Bursa Malaysia name and logo in the presentation
2. **DO NOT** use the wrong term "Deposit", creating a misrepresentation as if there are Deposit taking