

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.

- 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 1



QUANTUM METAL EXCHANGE BOARD

PMM-010-10-23112028

Tel : +60 4 2260755 www.qbeb.org
+6014 318 0237 admin@qbeb.org
4, Jalan Residensi, 10450 George Town,
Pulau Pinang.

Date: 5 April 2022

Ref: QBEB-Info.Cir (KL) 04042022- 1/2022

Assalamualaikum Quantum Bullion Exchange Board's Consultants

QM Circular 1/ 2022: Conducting Business / Marketing Activities

The business of Quantum Metal ("QM") is built on trust bestowed on us by our customers and valued partners. In order to ensure that the Trust is continually deserved, QM views any misrepresentation, infringement of intellectual property (IP) and rights very seriously.

After considering recent suggestions and feedback, QM wishes to reiterate and highlight to all that, amongst others, the following guidelines must be adhered to at all times when we conduct marketing or business activities in regards to QM products and services:

- (a) Unless authorised, prior written consent must be obtained from any entity/organisation from whom you wish to display and/or use their logos, trademarks, copyrighted IP, and images. This includes such identifying materials that belong to QM's business partners. This also applies to the display of any individual images and profile of personalities related to QM and our business partners.
- (b) For all presentations, use only clear, factual, and accurate information. Do not misrepresent, over-hype, use overzealous terms to over-promote, or describe QM's products and its business beyond what is prudent, especially with the use of excitable jargon, vague slogans, shout-outs, and unclear terms.
- (c) Uphold integrity and be professional when carrying out marketing and business activities. No one should accept deposit or take money in their private capacity for QM products and services.
- (d) Avoid any unhealthy competition with any QM business partners and do not use any proprietary data (including client and marketing data) belonging to others without their prior written consent.

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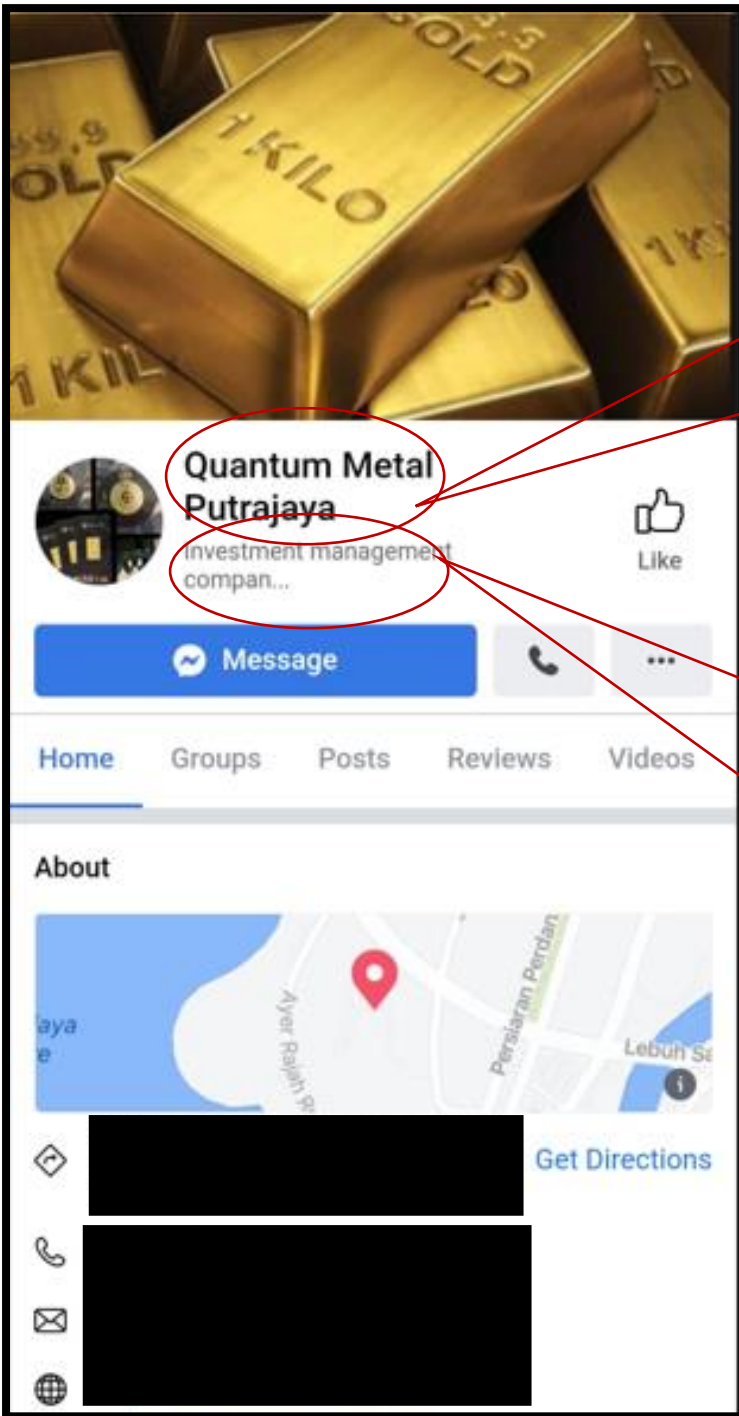
QM Circular 1/ 2022: Conducting Business / Marketing Activities

- (e) Be reminded that QM products are like other products. They are also subjected to risk of market price fluctuations, no guaranteed returns, and that past performance of products is not an indication of future performance.

Yours sincerely
for and on behalf of

Quantum Bullion Exchange Board (QBEB)
Quantum Metal Sdn Bhd (QMSB)

APPENDIX 2 (Examples of Inappropriate Use of QM Logo and Name on FB)



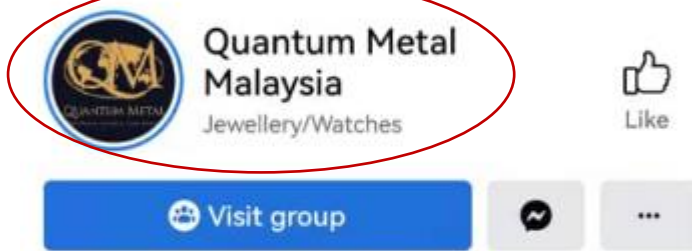
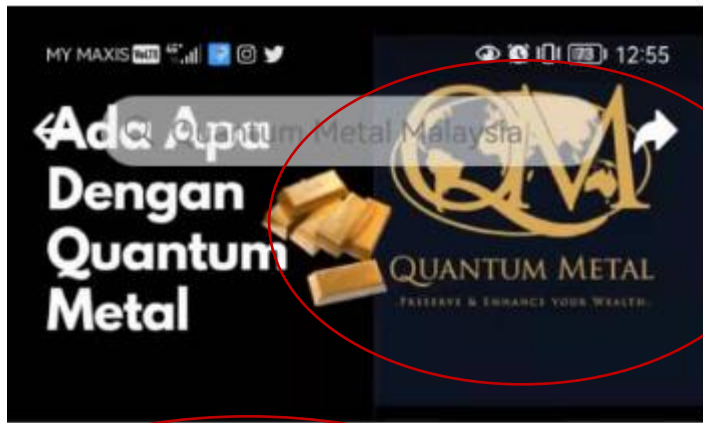
DO NOT use Quantum Metal name. This is not authorised used and it also creates confusion as if it is a QM Office which is not!

DO NOT use words such as: -
"Investment"
"Investment Advisor",
"Wealth Advisor",
"financial advisor".
We are just selling gold and provide related services.

If anyone (members of QBEB or QM) is having this, please remove and rectify immediately

Action(s) will be taken if no rectification.

APPENDIX 2 (Examples of Inappropriate Use of QM Logo and Name on FB)



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<https://www.facebook.com/quantummetalmalaysia>

Send message

Jewellery/Watches

See All >

DO NOT use Quantum Metal name & QM Logo for purpose of header / banner in social media to create confusion. This is not authorised used and it also creates confusion as if it is a QM Office which is not!

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Tarikh: 15 Julai 2022

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

Kepada: Ahli, Perunding & Ketua Agensi Quantum Bullion Exchange Board ("QBEB")

NOTIS KEPADA AHLI QBEB

Larangan Keras ke atas Penggunaan Quantum Metal Sdn Bhd (QMSB) Yang Tidak Dibenarkan dan/atau Tidak Wajar dan/atau Logo Pihak Ketiga tanpa Keizinan Bertulis Diperoleh Terlebih Dahulu

QBEB merujuk kepada perkara di atas dan Pekeliling QM 1/2022 kami: Menjalankan Aktiviti Perniagaan / Pemasaran bertarikh 5 April 2022 dilampirkan sebagai Lampiran (1) untuk rujukan anda.

Selepas pelbagai usaha termasuk beberapa kitaran mesyuarat maya, nasihat peribadi dan penglibatan oleh QBEB namun terdapat beberapa penambahbaikan. Walau bagaimanapun, masih terdapat insiden yang menarik perhatian kami bahawa segelintir masih kurang pematuhan dan pelaksanaan yang betul. Oleh itu, kami menggesa semua penyelia, perunding dan Ketua Agensi untuk mengambil tindakan proaktif dan berwaspada bagi memastikan semua anggota yang direkrut di bawah seliaan mereka, dididik dengan secukupnya, dibimbing dan sentiasa dipantau. Ini adalah untuk memastikan bahawa semua selaras dengan misi QBEB dan QMSB ke arah pelaksanaan pemasaran dan amalan etika oleh semua ahli.

Walaupun bagaimanapun, masih terdapat insiden penggunaan nama, logo QMSB dan pihak ketiga yang tidak wajar atau tidak dibenarkan, terus berleluasa di Facebook dan media sosial ahli walaupun segala usaha telah diambil. Kebelakangan ini, terdapat segelintir ahli yang menggunakan logo dan nama QMSB di media sosial mereka dan membuat kenyataan yang mengelirukan dan palsu bahawa ianya adalah laman Facebook rasmi QMSB/QBEB.

Sila ambil perhatian serius bahawa tiada sesiapa dibenarkan menggunakan logo pihak lain termasuk nama Quantum Metal tanpa kebenaran bertulis terlebih dahulu diperolehi. Perbuatan tidak bertanggungjawab tersebut akan mengundang tindakan undang-undang. Semua perunding yang telah menyiarkan representasi palsu syarikat yang telah dan berpotensi merosakkan reputasi dan peluang perniagaan QM, sama ada secara sengaja atau sebaliknya, akan bertanggungjawab ke atas sebarang kerugian yang dialami oleh QMSB dan/atau QBEB. Contoh penggunaan nama Quantum Metal yang disalahgunakan atau tidak wajar seperti yang dilampirkan dalam **Lampiran 2**.

QM berhak untuk mengambil tindakan terhadap perunding yang terus mengabaikan mesej mengenai pelaksanaan perniagaan yang betul melalui notis ini dan pekeling sebelumnya.

Dalam hal ini, berkuat kuasa **15 Ogos 2022**, selepas penilaian tegas QBEB & QMSB mengenai perkara tersebut, **akan memulakan langkah-langkah disiplin termasuk:** -

- a) Akan menahan bayaran tertunggak yang perlu dibayar kepada perunding dan/atau pemimpin agensi dan hanya dibayar selepas
- i) Penambahbaikan lengkap telah dilakukan untuk memenuhi syarat pihak pengurusan QBEB dan QMSB. Bukti bahawa logo dan tanda dagangan yang tidak dibenarkan telah dialih keluar daripada platform media sosial juga diserahkan.

- ii) Ahli juga perlu mengemukakan permohonan maaf bertulis rasmi berserta dengan pengisytiharan bahawa tidak akan berlaku lagi ketidakpatuhan tersebut pada masa hadapan.
- b) Jika individu yang melanggar garis panduan hanya pencadang (*introducer*) yang tidak berhak mendapat komisen, orang atasan langsung (*upline*) mereka akan bertanggungjawab ke atas tindakan ahli, dimana kami akan menahan komisen kepada orang atasan langsung (*upline*) mereka. Atasan atau penyelia (perunding / ketua agensi) perlu mengikuti penambahbaikan dan tindakan yang disebutkan di atas juga akan dilaksanakan.

Kami juga ingin memaklumkan semua perunding dan ketua agensi bahawa anda semua mempunyai tanggungjawab bersama untuk melibatkan diri dengan semua ahli baharu di bawah **jagaan anda dalam tempoh 60 hari (atau tempoh masa yang lebih pendek berdasarkan polisi atau praktis lazim oleh QM / QBEB)** dari hari mereka mendaftar, **anda dijangka membimbing mereka mengenai perkara asas berikut:** -

- (1) Membiasakan dan mempelajari penggunaan sistem, untuk pengetahuan dan melihat akaun mereka sendiri.
- (2) Kesedaran untuk tidak menggunakan logo pihak lain untuk mencipta media sosial.
- (3) Penglibatan berterusan dan melatih ahli baharu yang mendaftar kurang daripada 6 bulan dengan betul dan secukupnya.
- (4) Talian bantuan baharu untuk membantu ahli ialah care@qbeb.org.

Kami akan menyelidiki persoalan ahli baharu jika perlu, untuk melihat kecekapan perunding / agensi sama ada terdapat inisiatif yang mencukupi diambil untuk memajukan ahli dan bukan hanya sekadar merekrut mereka. Penglibatan dan pemantauan berterusan diperlukan dan ia adalah tanggungjawab bersama. Didikan sahaja tidak akan membantu, maka Ketua Agensi dan perunding perlu memainkan peranan mereka.

“Kecekapan” perunding dan pemimpin agensi bukan hanya mengenai keupayaan mereka untuk menjawab soalan asas atau telah menghadiri beberapa kursus. Keutamaannya adalah tindakan, sejauh mana keberkesanan dalam melaksanakan tanggungjawab mereka, penglibatan berterusan dalam membimbing semua ahli terutamanya yang baru menyertai untuk menjadi seorang yang beretika, berpengetahuan dan berkelakuan baik dalam perniagaan.

Notis ini dikeluarkan kepada anda dan kami menganggap bahawa anda telah membaca, memahami dan bersetuju untuk komited memegang standard etika yang tinggi seperti yang dinyatakan di atas, yang diharapkan daripada anda sebagai ahli, perunding atau ketua agensi untuk membimbing mereka yang berada di bawah jagaan anda, sedia ada dan/atau berpotensi mempunyai niat untuk menjadi penjual semula yang diiktiraf di bawah jagaan anda.

Terima Kasih,

PENGURUSAN QBEB

LAMPIRAN 1



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Assalamualaikum Perunding Quantum Bullion Exchange Board

Pekeliling QM 1/ 2022: Menjalankan Aktiviti Perniagaan / Pemasaran

Perniagaan Quantum Metal ("QM") dibina atas kepercayaan and amanah yang diberikan kepada kami oleh pelanggan dan rakan kongsi kami yang dihargai. Untuk memastikan supaya pemberian kepercayaan dan amanah sentiasa berterusan, QM memandang sebarang salah nyata, pelanggaran harta intelek (IP) dan hak dengan sangat serius.

Setelah mempertimbangkan cadangan dan maklum balas yang diterima baru-baru ini, QM ingin mengulangi dan menyerlahkan kepada semua yang, antara lain, garis panduan berikut perlu dipatuhi pada setiap masa apabila kita menjalankan aktiviti pemasaran atau perniagaan berhubung dengan produk dan perkhidmatan QM:

- a) Melainkan jika dibenarkan, kebenaran bertulis mesti diperolehi terlebih dahulu daripada mana-mana entiti/organisasi yang anda ingin paparkan dan/atau menggunakan logo entiti mereka, tanda dagangan, IP berhak cipta dan imej yang dikenal pasti. Ini termasuk apa-apa bahan yang dimiliki oleh rakan perniagaan QM. Ini juga terpakai kepada paparan mana-mana imej individu dan profil personaliti yang berkaitan dengan QM dan rakan perniagaan kami.
- b) Untuk semua pembentangan pemasaran anda, gunakan hanya maklumat yang jelas, factual, dan tepat. Jangan menyalahgambarkan, menggunakan terlalu banyak "hype", menggunakan istilah yang terlalu gembar-gembur dalam promosi / pembentangan anda, atau menggambarkan produk QM dan perniagaannya melebihi apa yang berhemat, terutamanya dengan penggunaan jargon yang teruja, slogan yang samar-samar, "shout-out", atau istilah yang tidak jelas.
- c) Kita mesti sentiasa menegakkan integriti dan bersikap profesional semasa menjalankan aktiviti pemasaran dan perniagaan. Tiada siapa yang patut menerima deposit atau mengambil wang dalam kapasiti peribadi mereka untuk sebarang produk dan perkhidmatan QM.
- d) Elakkan persaingan yang tidak sihat dengan mana-mana rakan perniagaan QM dan tidak menggunakan apa-apa data proprietari (termasuk data klien dan pemasaran) yang dimiliki oleh orang lain tanpa kebenaran bertulis terlebih dahulu.

Page 1 of 2



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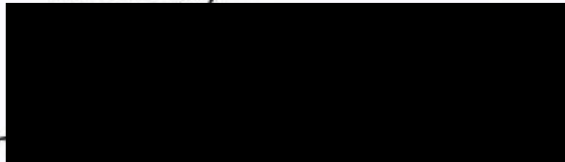
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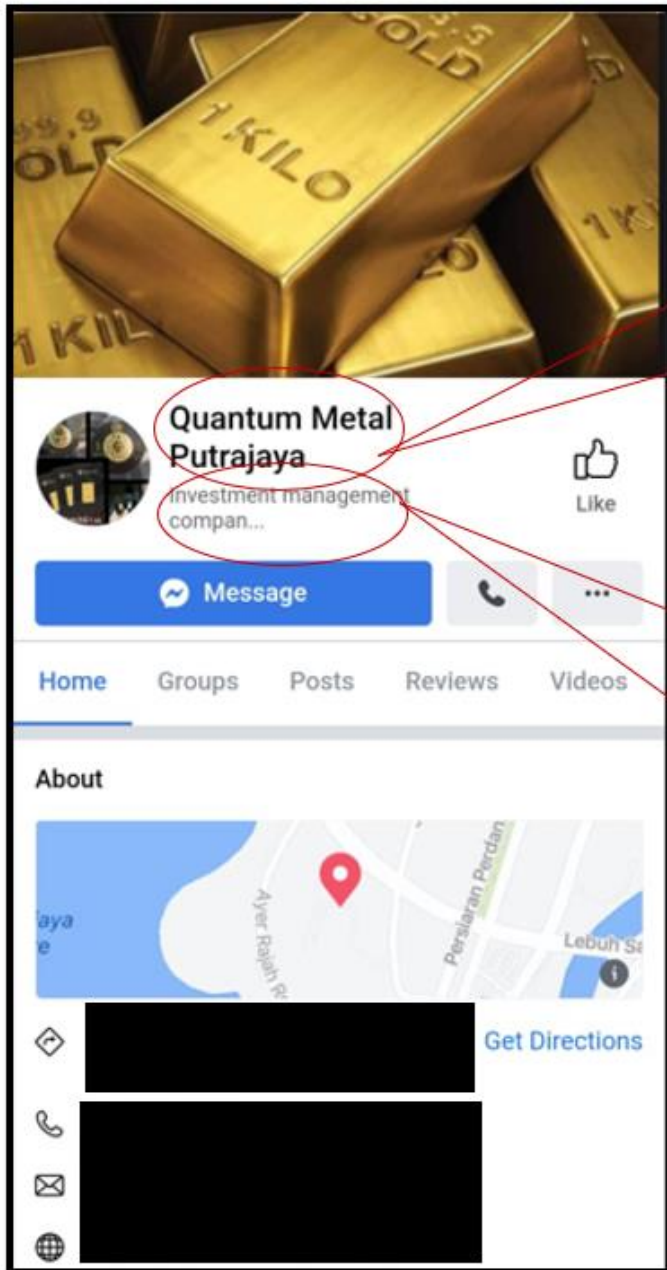
- e) Sentiasa ingat produk QM adalah seperti produk lain. Mereka juga tertakluk kepada risiko turun naik harga pasaran, tiada pulangan yang dijamin, dan prestasi masa lalu produk bukan petunjuk prestasi masa depan.

Yang benar
untuk dan bagi pihak



Quantum Bullion Exchange Board (QBEB)
Quantum Metal Sdn Bhd (QMSB)

LAMPIRAN 2
(Contoh Salah Guna QM Logo dan Nama atas talian tanpa mohon keizinan)



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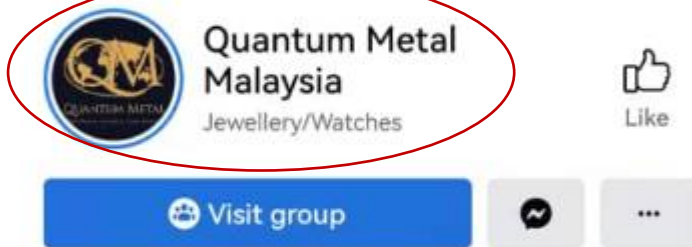
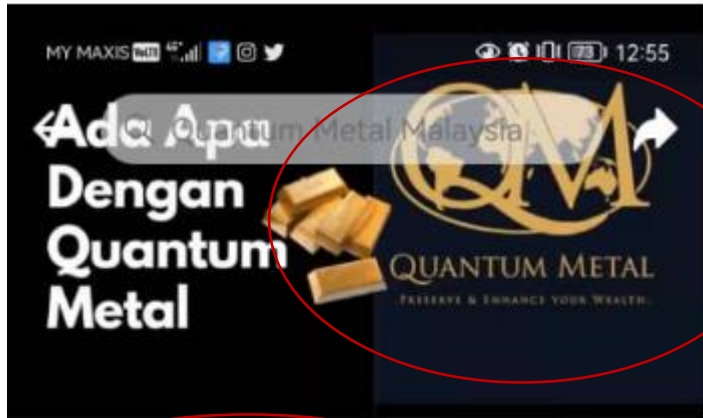
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