

Credit Card Transaction Alert Service Maintenance Form

Please complete this form and submit to the nearest branch.

Email: HLOnline@hlbb.hongleong.com.my | Hong Leong Bank Branch

CARDHOLDER'S DETAILS

Name (Full name as per NRIC / Passport)*: _____

NRIC/ Passport No. *: _____

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Mobile No.*: _____ Home No.: _____ Office No.: _____

Email Address*: _____ *Mandatory field

YES, I WANT TO REQUEST THE FOLLOWING SERVICE (please tick where applicable)

Change of Transaction Alert Threshold Amount

Send me Alerts for Amounts Over: (Please tick ONE only)

RM500 RM1,000 RM1,500 RM2,000 Others: RM _____ (please specify)

- I understand that incomplete forms will not be processed and that Hong Leong Bank will continue to apply its pre-determined thresholds amount with regard to Transaction Alerts.

Change of Transaction Alert method:

Notifications via HLB Connect App to SMS SMS to Notifications via HLB Connect App

- I understand that I must download and log in at least once into the HLB Connect App/register a valid mobile number with Hong Leong Bank Berhad, in order to receive Notification via HLB Connect App/SMS respectively for Transaction Alerts.

Opt-out of Transaction Alerts

I do not wish to receive any notification from the Transaction Alert Service.

- I understand that my decision to opt-out from receiving Transaction Alerts may increase the risk of unauthorised or fraudulent charges transacted on my card(s).

TERMS & CONDITIONS (Important: Please read before you sign)

- Hong Leong Bank will notify the principal cardholder through Notifications via HLB Connect App or SMS of every card transaction made using his/her credit cards including supplementary cards which amounts to or exceeds the amount indicated by the principal cardholder in this form.
- Hong Leong Bank shall not be liable and responsible for any failure or delay in the delivery of any Notifications via HLB Connect App or SMS.
- Receipt of Transaction Alerts via SMS is subject to cardholder's mobile phone operator being able to support this service and the service provider's term and conditions.
- Receipt of Notifications via HLB Connect App for Transaction Alerts is subject to the principal cardholder who has downloaded and performed at least one login into the HLB Connect App.
- It is the principal cardholder's responsibility to ensure that his/her mobile phone is able to receive the Transaction Alert in Malaysia or overseas.
- The provision of Transaction Alert does not enable a cardholder to disclaim his/her obligations related to the lost/stolen card as stated in the terms and conditions governing the credit card.
- The Principal cardholders shall immediately notify Hong Leong Bank of any change on his/her mobile phone numbers or devices.
- If you have any enquiries regarding the terms and conditions, please email us at hlonline@hlbb.hongleong.com.my or call 03-7626 8899.

DECLARATION

- I declare that the information provided by me in this form is true, accurate and complete.
- I understand that the above amendment will be applicable to all new and existing credit cards under my profile including supplementary cards in Hong Leong Bank and can only be effective upon the bank has received the completed and signed copy request form.
- I authorize the Bank to update my records in the event if the contact numbers and email address provided by me is different from the existing bank's record and will be used for all future communication including Transaction Alert Service.

I have read, understood and accept the Terms & Conditions and Declaration above.

Cardholder's Signature

Date:

FOR BANK USE ONLY

Signature/ Biometric Verified & Attended By:

Name :

Department :

Date :