

## **FAQ**

### **1. What is the definition of a toll-related transaction?**

A toll-related transaction refers to payments made at the payment terminal located at toll plaza on highways or expressways. After you have completed your journey on the expressway, the toll operator will debit the total amount to your Hong Leong Bank card.

### **2. How do I activate my Hong Leong Bank Debit and Credit Cards for toll-related transactions?**

No activation is required. Hong Leong Bank will automatically enable both Debit and Credit Card features for toll-related transactions, effective from the implementation date.

### **3. Can a cardholder disable the toll-related transaction feature?**

The feature will be permanently enabled on the card, effective from the implementation date and cannot be disabled.

### **4. What can cause a toll-related transaction to fail?**

Expired debit and credit cards will result in failure of toll-related transactions. For Hong Leong Debit Card, please ensure sufficient balance in the account to perform toll-related transactions.

### **5. I hold an Hong Leong Bank supplementary credit card. Can I use my card to pay for tolls?**

Yes, you can. Simply look for the Visa, Mastercard, or MyDebit card scheme logos at toll booths. You can then seamlessly pay your toll fares by tapping your card on the payment terminal.