

## **HLB WALLET ACCOUNT TERMS AND CONDITIONS (“T&Cs”)**

These terms and conditions are to be read together as a whole with the General Terms and Conditions of Accounts for Deposits and Islamic Banking Deposits, Debit Card Terms and Conditions, Terms and Conditions For The Use of HLB Connect and any other relevant terms and conditions as Hong Leong Bank Berhad (“**HLB**”) may impose from time to time-

### **ELIGIBILITY**

1. All Malaysian individuals aged **twelve (12)** years old and above (“**Accountholders**”) may apply for an HLB Wallet Account (“**HLB Wallet**”). Non-Malaysian individuals are not eligible to open the HLB Wallet.
2. The minimum initial deposit to open the HLB Wallet is **Ringgit Malaysia Fifty (RM50)**, unless otherwise advised.
3. No Passbook will be issued for HLB Wallet.

### **ACCOUNT OPENING**

4. The HLB Wallet is only available through the Apply@HLB App mobile application only.

5. **Conditions Applicable to Minors**

For individuals who are below the age of **eighteen (18)** years old (“**Minor**”), he/she must obtain the consent from their parent and to provide their details to apply for HLB Wallet. The use of the HLB Wallet will entitle HLB to rely on such use as consent having been obtained from the Minor’s parent. These T&Cs will be applicable to the Minors’ parents who are required to comply with the following:

5.1 The parent must be at least **twenty-one (21) years older** than the Minors

5.2 For account activation, the parent is required to perform the first deposit via fund transfer from the parent’s Malaysian bank account.

6. Each Minor is limited to open one (1) HLB Wallet only.
7. Each parent can only provide consent for HLB Wallet applications up to a maximum of three (3) Minors.

### **ACCOUNT LIMIT**

8. For Accountholders aged **eighteen (18)** years old and above, the HLB Wallet will have a default maximum account balance limit of **Ringgit Malaysia Four Thousand Nine Hundred and Ninety-Nine (RM4,999)** (“**Capping**”).
  - 8.1 Eligible Accountholders can upgrade their HLB Wallet to HLB Wallet+ where the maximum account balance limit is removed;
  - 8.2 The upgrade can be performed during application or subsequently via HLB Connect; and
  - 8.3 HLB Wallet+ Accountholders are eligible for the Multi-Currency Feature” or “MCF” (refer to clause 18 to 25).

9. For Minors, the HLB Wallet will have a default maximum account balance limit of **Ringgit Malaysia Two Thousand Five Hundred (RM2,500)**. The daily transaction limit is capped at **Ringgit Malaysia Six Hundred (RM600)** of which:
- 9.1 Online payments and fund transfers **via HLB Connect App** (which includes prepaid reload, QR Pay, DuitNow QR) are capped at **Ringgit Malaysia Two Hundred (RM 200)** per day;
  - 9.2 Debit Card retail purchases are capped at **Ringgit Malaysia Two Hundred (RM200)** per day; and
  - 9.3 Debit Card online purchases are capped at **Ringgit Malaysia Two Hundred (RM200)** per day.
    - 9.3.1 Debit Card online purchases are **ONLY ALLOWED** for 3D Secure (3DS) merchants. 3DS requires customers to complete an additional verification step via a code sent to customer's phone to complete payment.

The above limits and capping can only be increased to **Ringgit Malaysia Four Thousand Nine Hundred and Ninety-Nine (RM4,999)** via biometric verification at any HLB branches once the Minor has reached the age of **eighteen (18)** years old.

## INTEREST

10. No interest is payable for HLB Wallet.

## CASHBACK

11. The Accountholders are entitled to a monthly Cashback capped at **Ringgit Malaysia Ten (RM10)** for selected digital payments ("**Eligible Digital Payments**").
12. "**Eligible Digital Payments**" is defined as payment transactions made from the HLB Wallet via Hong Leong Connect Online Banking and HLB Connect App ("**HLB Connect**") as follows:
- QR Pay (DuitNow QR) to business only;
  - Fund Transfer;
  - Pay Bill; and
  - Prepaid Reload.

For the avoidance of doubt, Fund Transfer refers to DuitNow to Account, DuitNow to Mobile, 3<sup>rd</sup> Party Transfer and IBG Transfer performed via HLB Connect. Own Account Transfer and Oversea Transfer is NOT applicable.

13. The Cashback will be credited instantly into the Accountholders' HLB Wallet and the crediting record will be reflected in the Accountholders' HLB Wallet transaction history immediately.
14. Details of the Cashback are as follows:

Eligible Digital Payments	Cashback Per Payment (RM)	Minimum Payment to Qualify (RM)	Maximum Monthly Cashback	
			Eligible Transaction (#)	Cashback Amount (RM)
QR Pay (DuitNow QR) to business only	0.25	15.00	18	4.50
Fund Transfer	0.25	50.00	6	1.50
Pay Bill	1.00	50.00	3	3.00
Prepaid Reload	1.00	50.00	1	1.00
<b>Total Maximum Monthly Cashback (RM)</b>				<b>10.00</b>

14.1 A simple illustration on Cashback:

June 2023	Payment Type	Payment Amount (RM)	Cashback Per Payment (RM)
Day 1	QR Pay (DuitNow QR) to business	20.00	0.25
Day 2	QR Pay (DuitNow QR) to business	18.00	0.25
Day 3	QR Pay (DuitNow QR) to business	15.00	0.25
Day 5	QR Pay (DuitNow QR) to business	10.00	<i>*Not qualified</i>
Day 6	Pay Bill	60.00	1.00
Day 8	Fund Transfer	100.00	0.25
Day 9	Fund Transfer	30.00	<i>*Not qualified</i>
Day 10	Pay Bill	100.00	1.00
Day 12	Pay Bill	30.00	<i>*Not qualified</i>
Day 13	Pay Bill	80.00	1.00
Day 20	Prepaid Reload	50.00	1.00
Day 22	Prepaid Reload	30.00	<i>*Not qualified</i>
Day 25	Prepaid Reload	70.00	<i>^Monthly capping met</i>
<b>Total Cashback Entitled For The Month (RM)</b>			<b>5.00</b>

*\*Not qualified due to not meeting the minimum payment.*

*^Cashback for Prepaid Reload is capped at RM1 monthly, which has been granted on Day 20.*

15. Accountholders will enjoy Cashback until 31 December 2025. Subsequently, HLB may email directly to the Accountholders or notify in the mass media or posting up a notice on HLB's website at [www.hlb.com.my](http://www.hlb.com.my) ("**HLB's Website**") or any method which HLB deems practical for continuity, modifications, or amendments to this product features.
16. HLB reserves its rights from time to time, with prior notice, to revise the Cashback eligibility at its discretion.

## **DEBIT CARD**

17. Save and except where an Accountholder holds an existing Debit Card issued by HLB to the Accountholder, a Debit Card will be issued to the Accountholder without any charge upon successful activation of the HLB Wallet.

Each Accountholder shall only be issued with one (1) Debit Card and the Cardholder may link any of HLB's Savings Account or Current Account to the Debit Card to make Retail Purchase Transactions.

- For Minors, ATM cash withdrawal both locally and overseas is not allowed.

For Minors, application for a Debit Card requires the presence of the Minors and their parent at any HLB branches nationwide. The parent is required to present the proof of relationship with the Minors in the form of birth certificate or letter of custody of the Minors from the court.

## **MULTI-CURRENCY FEATURE**

“**Multi-Currency Feature**” or “**MCF**” refers to the foreign currency stored within the HLB Wallet+ which allows the HLB Wallet+ Accountholders to, amongst others:



- (a) hold foreign currencies approved by HLB from time to time;
- (b) convert Ringgit Malaysia to a foreign currency or vice-versa in the Accountholders’ HLB Wallet+ via HLB Connect; and
- (c) convert one foreign currency to another foreign currency in the Accountholders’ HLB Wallet+ via HLB Connect.

The following sets out the terms and conditions (“**MCF Terms and Conditions**”) applicable to the Multi-Currency Feature that is enabled for HLB Wallet+ Accountholders aged **above 18 years old only**.

18. The foreign currencies stored with HLB Wallet+ operates on a non-cash basis. No acceptance of physical foreign currency notes throughout any channels to the Accountholders shall be credited to the HLB Wallet+.
19. The currencies available in respect of MCF are determined by HLB from time to time. If HLB introduces a new foreign currency, this MCF Terms and Conditions shall apply to such new currency. Any variation or introduction of new currencies can be found at HLB’s Website.
20. HLB is not a currency trading platform. All Accountholders are advised not to use or misuse HLB’s services, including HLB Wallet+ for the purpose of carrying on currency trading.
21. The Accountholders acknowledges and agrees that there are risks involved in foreign currency transactions including but not limited to risks due to the fluctuation of exchange rates, valuation and devaluation of currencies, taxes, involuntary transfers or changes in governmental policies or any other reasons beyond the control of HLB.
22. The Accountholders agree that HLB shall be entitled to affect any conversion or reconversion of any currencies as required by law, any applicable rules and regulations and/or HLB for payment, deduction, and/or withholding of any fees, charges, taxes or levies. HLB shall not be liable to the Accountholders or any other parties for any loss suffered or incurred by the Accountholders or other parties for any such conversion or reconversion in accordance with this Clause 22.
23. The operations, sources and uses of funds to and from HLB Wallet+ shall be governed in accordance to the Investment Foreign Currency Asset (“**IFCA**”) under the Foreign Exchange Policy Notices, regulations and directions issued by Bank Negara Malaysia (“**BNM**”) from time to time and its amendments thereto from time to time. In addition, Resident Accountholders with domestic ringgit borrowing will be subject to a maximum cap of **Ringgit Malaysia One Million (RM1,000,000)** equivalent in aggregate per calendar year.
24. HLB shall not be responsible for nor be liable for any diminution in the value of the currency of the deposit due to taxes, imposts, depreciation or devaluation, or for the unavailability of any currency due to restrictions on convertibility, requisitions, involuntary transfer, exercise of military or usurped powers, or any other causes whatsoever which are beyond our control.
25. For HLB Wallet+ that are considered dormant, before the funds are transferred to the Registrar of Unclaimed Moneys in the manner as provided in the Unclaimed Moneys Act 1965, all foreign currencies will be converted back to Ringgit Malaysia based on the day’s prevailing board rate which is **two (2)** calendar days prior to the transfer.

## **FEES AND CHARGES**

26. Standard fees and charges for this Account and Hong Leong Debit Card apply. Please visit our website or scan here for more information.

<b>Account</b>	<b>Debit Card</b>
<p data-bbox="300 452 691 483"><a href="http://www.hlb.com.my/depositcharges">www.hlb.com.my/depositcharges</a></p> 	<p data-bbox="970 452 1222 483"><a href="http://www.hlb.com.my/dc1">www.hlb.com.my/dc1</a></p> 

## **ACCOUNT STATEMENTS**

27. Account statements will be issued electronically on a monthly basis.

## **PRODUCT FEATURES VARIATION**

28. HLB shall be entitled to amend, vary or alter any of the product features for the HLB Wallet at any time in accordance with Clause 29 of these T&Cs.

## **GENERAL**

29. **Amendments:** HLB reserves the right at any time with **twenty-one (21)** calendar days' notice to add, delete, suspend or vary the terms and conditions contained herein, wholly or in part at its discretion by way of posting on HLB Website, or in any manner deemed suitable by HLB. Accountholders agree to access the website at regular time intervals to view the terms and conditions and ensure to be kept up-to-date on any changes or variations to the terms and conditions.
30. **Misuse of Account:** Accountholders are reminded to always protect their HLB Wallet and never allow it to be used by anyone other than themselves. Any misuse of the HLB Wallet can or may lead to legal action.

**Member of PIDM. HLB Wallet and HLB Wallet+ are protected by PIDM up to RM250,000 for each depositor.**

If you have any enquiries regarding the terms and conditions, please email us at [hlonline@hlbb.hongleong.com.my](mailto:hlonline@hlbb.hongleong.com.my).