

Credit Card Statements FAQ

A. Hardcopy Statements

1. Will I still receive my Hardcopy Statements?

Hardcopy Statements are only available upon request. A RM 1.00 Hardcopy Statement Fee will be charged per Hardcopy Statement.

2. What are the impacted Credit Cards?

All Hong Leong Bank Credit Cards issued in Malaysia are impacted.

3. Why is there a monthly charge on Hardcopy Statements and how do I avoid this fee?

Hong Leong Bank is committed to promote environmental sustainability by reducing paper printing. To support our cause, we encourage our customers to switch to e-Statements at free-of-charge.

4. How do I request for the Hardcopy Statements?

For Hardcopy Statements request, visit your nearest Hong Leong Bank branch or call our Contact Center at 03-7626 8899.

5. Who is exempted from the Hardcopy Statement Fee?

The following groups are exempted from the Hardcopy Statement Fee:

- Customers aged 60 and above (Automatic exemption)
- Customers with disabilities*
- Customers facing difficulties accessing electronic statements*

*Exemption subject to customer's written request to the bank with supporting documents and is subject to Hong Leong Bank's approval.

6. How do I request for the Hardcopy Statement Fee exemption?

For Hardcopy Statement Fee waiver, write in to:

Hong Leong Bank Card Centre
P.O. Box 10385,
50768 Kuala Lumpur, Malaysia

Note: Supporting documents will be requested during exemption request process if necessary.

7. What are the required information for the Hardcopy Statement Fee exemption request?

- Full Name (as per NRIC/Passport)
- Mobile Number
- A Scanned copy of OKU Card-
- To state that the request of Hardcopy Statement Fee ONLY.

8. Will I automatically get an exemption after my written request to Hong Leong Bank?

Each request will be processed on a case-by-case basis and exemption is subject to Hong Leong Bank's discretion.

The fee will be waived starting from your next statement date if the exemption is granted.

9. If the exemption request is successful, will the fee be exempted permanently?

Yes, it will be exempted permanently as long as you meet the exemptions criteria.

10. I have a Supplementary Cardholder who meets the fee exemption criteria. Will I be charged for Hardcopy Statement Fee?

Yes. The fee will only be exempted if the Principal Cardholder meets the exemption criteria.

B. e-Statements

1. What are e-Statements?

e-Statements are electronic version of your account statements. You have the option to :

- Download it directly from HLB Connect Online Banking & App and/or
- Sent to your email address as an attachment when you subscribe for Email Statements

2. Do I need to pay for e-Statements?

No, the e-Statements service is provided to you free of charge.

3. Is it safe to use e-Statements?

Yes, e-Statements are secured as your information is password protected.

4. How do I obtain e-Statements?

Customers can obtain e-Statements by the following:

a. HLB Connect Online Banking

- Step 1 : Log in to www.hongleongconnect.com.my
- Step 2 : Click "Statement/Invoices" > "Online Statement"
- Step 3 : Click "Download Statement" on preferred Account.

b. HLB Connect App

- Step 1 : Log into HLB Connect App
- Step 2 : Click "Overview" > "Select Preferred Account"
- Step 3 : Click "Statements" > "Download"

5. (Individuals and Sole Proprietors only) How do I subscribe for Email Statements?

Customers can obtain Email Statements by the following :

a. HLB Connect Online Banking

- Step 1 : Log into www.hongleongconnect.com.my
- Step 2 : Click "Statement/ Invoice">"Email Subscription" > "Statement Subscription"
- Step 3 : Tick "Stop Hard Copy Statement" for your preferred account
- Step 4 : Tick " Email Subscription"> input your preferred email address and click "Submit".

If you are not a HLB Connect Online Banking user, please register now by following the steps:

Before you begin, you will need:

- A mobile number registered to receive online/mobile banking Transactions Authorisation Codes (TAC).
- Temporary ID is required for the following customers :
 - i. Current or Savings Account holders without Hong Leong Debit Card
 - ii. Fixed Deposits Account holders

Please visit any HLB Branch to update your mobile number or request a Temporary ID.

- HLB Connect Online Banking Registration

Step 1 : Go to www.hongleong.com.my and click the “Register” button

Step 2 : Select “ID Type” and enter your ID Number for identification.

Step 3 : Enter your card/account details, and follow the instructions to create your Login Username, Password, Security Picture & Question.

b. OR call our Contact Centre at 03-7626 8899

c. OR walk in to any HLB Branch.

6. When will I start receiving my e-Statements if I enroll for e-Statements now?

You will receive your first e-Statements on your next statement date upon registering for HLB Connect Online Banking or subscribing for Email Statements.

7. Will I be able to save my e-Statements?

Yes, you can save your e-Statements by downloading it into your electronic storage device.

8. How long will my e-Statements be available for viewing in HLB Connect Online Banking?

e-Statements will be available for viewing and download in HLB Online Banking as below:

Account Type	Statement Frequency	e-Statements Available for Viewing
Credit Card	Monthly	Latest 24 months

9. Can I change my email address and password for Email Statements?

Yes, you can change the email address but the password cannot be changed.

You may change your email address by the following :

a. HLB Connect Online Banking

Step 1 : Log in to www.hongleongconnect.com.my

Step 2 : Go to “Home” and Click “ Statement/Invoice” > “Email Subscription”

Step 3 : Go to “Statement Subscription” to change your email address

b. OR call our Contact Centre at 03-7626 8899

c. OR walk in to any HLB Branch.

10. I would like to view my Statements in HLB Connect Online Banking and do not wish to receive the e-Statements via email. How do I unsubscribe from Email Statements Delivery?

You can unsubscribe from this service by following these steps via HLB Connect Online Banking

Step 1 : Go to "Home"> "Statement/Invoice" > Email Subscription >

Step 2 : Go to "Statement Subscription" and Untick Email subscription

The e-Statements will not be sent to your email address in the next Statements cycle.

11. What software or hardware requirements are needed to view e-Statements online?

To view e-Statements online, you need to have the following:

- Personal computer, tablet or laptop with Internet access
- Internet browser (types of supported browsers are Microsoft Internet Explorer, Mozilla Firefox, Google Chrome, Safari and Opera)
- Adobe Acrobat Reader