

Deposits/-i - Statements FAQ

A. Hardcopy Statements

1. Will I still receive my Hardcopy Statements?

Effective 31 July 2020, we will no longer be sending Hardcopy Statements for all Personal Banking Deposits/-i products.

You may view or download your e-Statements from HLB Connect Online Banking & App or subscribe for Email Statements. Hardcopy Statements are only available upon request.

2. What are the impacted Personal Banking Deposits/-i accounts?

The impacted Personal Banking Deposits/-i accounts are:

- Current Account/-i
- Basic Current Account/-i
- Foreign Currency Current Account/-i
- Savings Account/-i
- Basic Savings Account/-i
- Junior Savings Account/-i and 3-in-1 Junior Account/-i
- Fixed Deposits Account-i
- Accounts with consolidated Statements (Hong Leong Flexi One & Hong Leong One)

3. I am a customer with both Personal Banking Deposits/-i and Business Banking Deposits/-i accounts. Will my Business Banking Deposits/-i accounts be migrated to e-Statements?

Business Banking Deposits/-i accounts are not impacted. You will continue to receive hardcopy statements if you have opt for hardcopy statements for your Business Banking Deposits/-i accounts.

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.

Upon request, you will continue to receive Hardcopy Statements free-of-charge, unless such fees imposed has been approved by BNM in future.

5. Who is exempted from migration to e-Statements?

The following groups are exempted from the migration to e-Statements:

- Customers with disabilities*
- Customers without internet access*
- Customers aged 60 and above as of 31 July 2020 (Automatic exemption)

* Exemptions are subject to customer's self-declaration via visit any HLB Branch or call our Contact Centre at 03-7626 8899.

6. What are the required information for Hardcopy Statements request?

- Full Name (as per NRIC/Passport)
- Mobile Number
- Reason(s) for request
- A scanned copy of OKU Card

7. Will I automatically get an exemption from migration to e-Statements after request to Hong Leong Bank?

Yes, you will automatically get an exemption after you provide the required information to Hong Leong Bank.

8. If the exemption request is successful, will it be exempted permanently?

Yes, it will be exempted permanently unless you make a request to stop Hardcopy Statements & switch to e-Statements. Please refer to Question B4 & B5 on how to subscribe for e-Statements/ Email Statements.

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 registered email address as an attachment when you subscribe for Email Statements (Individuals and Sole Proprietors only).

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/-i account holders without Hong Leong Debit Card/-i
 - ii. Fixed Deposits/-i account holdersPlease 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?

e-Statements are available to view or download upon registration of your HLB Connect Online Banking & App. For e-Statements via Email ("Email Statements"), you will receive your first Email Statements on your account's next statement date upon your Email Statements' subscription.

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 Connect Online Banking as below:

Account Type	Statement Frequency	e-Statements Available for Viewing
Current Account/-i	Monthly	Latest 24 months +1 month (current month)
Basic Current Account/-i	Monthly	Latest 24 months +1 month (current month)
Foreign Currency Current Account/-i	Monthly	Latest 24 months +1 month (current month)
Savings Account/-i	Monthly	Latest 24 months +1 month (current month)
Basic Savings Account/-i	Monthly	Latest 24 months +1 month (current month)
Junior Savings Account/-i and 3-in-1 Junior Account/-i	Monthly	Latest 24 months +1 month (current month)
Fixed Deposits Account-i	Quarterly	Latest 24 months +1 month (current month)
Accounts with consolidated Statements (Hong Leong Flexi One & Hong Leong One)	Monthly	Latest 24 months +1 month (current month)

9. (Individuals and Sole Proprietors only) 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. (Individuals and Sole Proprietors only) 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