

## **Investments/-i - Statements and Confirmation Advices FAQ**

### **A. Hardcopy Statements and Confirmation Advices**

#### **1. Will I still receive my Hardcopy Statements and Confirmation Advices?**

Effective 31 July 2020, we will no longer be sending Hardcopy Statements and Confirmation Advices for all Personal Banking Investment products.

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

#### **2. What are the impacted Personal Banking Investment accounts?**

The impacted Personal Banking Investment accounts are:

- Investment – Unit Trust, Bond/ Sukuk and Structured Product (excluding Dual Currency Investment)

	Unit Trust	Bond/ Sukuk	Structured Product	Dual Currency Investment
Statement of Account	Electronic	Electronic	Electronic	Not Applicable
Confirmation Advices	Electronic	Electronic	Electronic	Hardcopy

#### **3. How do I request for the Hardcopy Statements and Confirmation Advices?**

For Hardcopy Statements and Confirmation Advices 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 and Confirmation Advices free-of-charge, unless such fees imposed has been approved by BNM in future.

#### **4. Who is exempted from migration to e-Statements and e-Confirmation Advices?**

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

- 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.

#### **5. What are the required information for Hardcopy Statements and Confirmation Advices request?**

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

**6. Will I automatically get an exemption from migration to e-Statements and e-Confirmation Advices after request to Hong Leong Bank?**

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

**7. 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 and e-Confirmation Advices**

**1. What are e-Statements and e-Confirmation Advices ?**

e-Statements are electronic version of your account statements.

e-Confirmation Advices are electronic version of your advices for the confirmation of transaction(s)

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 and e-Confirmation Advices?**

No, the e-Statements and e-Confirmation Advices service are provided to you free-of-charge.

**3. Is it safe to use e-Statements and e-Confirmation Advices?**

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

**4. How do I obtain e-Statements and e-Confirmation Advices?**

Customers can obtain e-Statements and e-Confirmation Advices by the following:

a. HLB Connect Online Banking

Step 1 : Log in to [www.hongleongconnect.com.my](http://www.hongleongconnect.com.my)

Step 2 : Click "Statement/Invoices" > "Online Statement" or "Subscription Confirmation Advice"

Step 3 : Click "Download Statement" or "Download Confirmation Advices" 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"> "Select Document Type"> Choose "Statement" or "Subscription Confirmation Advices" > "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](http://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 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 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](http://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 and e-Confirmation Advices if I enroll for e-Statements now?**

### **i. e-Statements**

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.

### **ii. E-Confirmation Advices**

You will receive your first e-Confirmation Advice upon completion of a transaction (if applicable), upon registration of HLB Online Connect Banking or subscribe for Email Statements.

## **7. Will I be able to save my e-Statements and e-Confirmation Advices?**

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

## **8. How long will my e-Statements and e-Confirmation Advices be available for viewing in HLB Connect Online Banking?**

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

Statement Type	Statement/ Advices Frequency	e-Statements/ e-Confirmation Advices Available for Viewing
Statement of Account	Monthly	Latest 24 months +1 month (current month)
Confirmation Advices	Ad-hoc (Transactional Basis)	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](http://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 and Confirmation Advices in HLB Connect Online Banking and do not wish to receive the e-Statements and e-Confirmation Advices 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 and e-Confirmation Advices (if applicable) 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 and e-Confirmation Advices online?**

To view e-Statements and e-Confirmation Advices 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