

## **Loans or Financing Statements FAQ**

### **A. Hardcopy Statements**

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

You will continue to receive your Hardcopy Statements at your registered address for Loans or Financing products, unless you have opt to receive e-Statements at your registered email address or download via HLB Connect Online Banking & App.

### **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. What are the types of Hong Leong accounts for Loans and Financing that have e-Statements service?**

- Property Loan/Financing-i
- Auto Loan /Financing-i
- Personal Loan /Financing-i
- Business Cash Loan & Business Working Capital
- ASB Financing-i

#### **4. Is it safe to use e-Statements?**

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

#### **5. 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](http://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"

## 6. (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 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](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.

## 7. 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.

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

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

## 9. 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-Statement Available for Viewing
Property Loan/Financing-i, Business Cash Loan & Business Working Capital (Progress Billing)	Monthly	latest 24+1 month (current month)
Property Loan/Financing-i, Business Cash Loan & Business Working Capital (Fully Disbursed)	Yearly	latest 6 records
Auto Loan /Financing-i	Yearly	latest 3 records
Personal Loan /Financing-i	Yearly	latest 3 records
ASB Financing-i	Yearly	latest 6 records

**10. (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.

**11. (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.

**12. 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