

# Frequently Asked Questions

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**Why are you not providing printed and email copy of the half-yearly statements after December 2019?**

As part of our 'Go Green' initiative to save the environment, HLB and HLISB is committed to reduce paper printing as a way to manage our environmental footprint of our operations. Making the half-yearly hardcopy statements online, the total paper used for printing is reduced by half.

Guided by our 'Digital at Core' ethos, both the half-yearly and yearly statements are made available for viewing and downloading on our online banking platform for businesses at Hong Leong ConnectFirst or Hong Leong Connect BIZ.

We encourage our customers to download the statements on Hong Leong ConnectFirst or Hong Leong Connect BIZ which is faster, secure and convenient.

2

**When will you stop sending me the printed and email copy of half-yearly statements?**

Effective June 2020 onwards, you will not be receiving printed and email copies of the half-yearly statements.

3

### How do I sign-up for e-Statements (for business)?

- If you are an existing customer with an online business account, just login to Hong Leong ConnectFirst or Hong Leong Connect BIZ to download your statements.



- If you do not have an online banking account and wish to sign-up for our online banking services, please follow the steps below:

