

# Frequently Asked Questions

## 1 Why will I not receive 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. By making the half-yearly hardcopy statements available 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 HLB Connect

We encourage our customers to download the statements on HLB Connect which is faster, secure and convenient.

## 2 When will I stop receiving 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 individuals)?


- If you are an existing customer with an online personal account, login to your HLB Connect to download your statements.



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


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

**STEP 1**




Go To [www.hongleongconnect.my](http://www.hongleongconnect.my) and click 'Register'

**STEP 2**



Select a product that you currently have to identify yourself. If you hold both a Debit and Credit Card, please register using your Debit Card.  
Note: Not applicable to Junior Debit Card or Supplementary Credit Cards

**STEP 3**



Enter your card/account details, and follow the instructions to create your login details, including Username, Password, Security Picture & Security Question.