

## Mobile Alerts

### Frequently Asked Questions

#### **Q1. What is Mobile Alerts?**

A1: Mobile Alerts is a HLB Connect App feature that allows you to receive alerts and notification via in App push notification and to store all these alerts and notifications in your HLB Connect App inbox.

#### **Q2. Why do I need to enable Mobile Alerts on my HLB Connect App?**

A2: Mobile Alerts enable you to receive your post transaction notices via HLB Connect App push notification, instead of SMS. All your post transaction notices will also be stored in the HLB Connect App inbox, which you can easily access later by tapping on the bell icon on the top left corner of your HLB Connect App pre-login screen.

#### **Q3. What happens if I don't have HLB Connect App?**

A3: Your will receive your post transaction notices via email.

#### **Q4. What happens if I have no internet connection on my device?**

A4: In this instance, you will not receive a push notification for your post transaction notices. However, once your internet connection resumes, you may find your transaction notices in the app inbox.

#### **Q5. If I have HLB Connect App on more than one devices, do I have to enable Mobile Alerts on all of them?**

A5: After 24 October 2020, Mobile Alerts will be auto enabled when you log in to HLB Connect App for the first time, which you will no longer be able to disable it. If you have previously disabled it manually, it will auto re-enable on the app on all your devices.

#### **Q6. If I have enabled Mobile Alerts on all five of my devices with HLB Connect App, which device will my post transaction notices be sent to?**

A6: Your post transaction notices will be sent to all five devices with HLB Connect App.

#### **Q7. Do I receive my post transaction notices on my HLB Connect App if I perform transaction on HLB Connect Online Banking?**

A7: Yes. For all transactions performed on HLB Connect Online Banking and HLB Connect App, you will receive post transaction notices on HLB Connect App.

#### **Q8. Will my TAC be sent via push notification?**

A8: No, your TAC will continue to be sent via SMS for HLB Connect App / HLB Connect Online banking transaction to non-favourite recipients. However, if your transaction is for the amount of RM10,000 or more, you will require AppAuthorise. Read more about AppAuthorise at: [www.hlb.com.my/appauthorise](http://www.hlb.com.my/appauthorise)