

## **e-Banking Charter**

For Hong Leong Bank Connect Digital Banking Services

### **Security Operations**

As security being of paramount importance, we are strongly driven by the commitment to ensure the security of the operations of the Hong Leong Bank Connect (HLB Connect) digital banking services. We have devised extensive security measures which are being regularly tested by a number of independent organizations/industry experts, such as (but not limited to) 256-bit Secure Sockets Layer (SSL) data encryption, firewalls and server authentication to protect the security of your information and transactions. You will only be allowed to sign in with your HLB Connect Username and Password.

### **Confidentiality of Your Personal Data**

We appreciate our customers' concern on how we deal with their personal and financial information. We maintain strict security standards to prevent unauthorised access to our customers' personal and financial information. Please also read our Privacy Notice for more information.

### **Reliable and Quality Services**

We are highly committed to maintain our customers' best interest at all times. All staff involved in providing the digital banking services are trained and possessed the necessary skills required of them to address any related security and privacy concerns that our customers may have.

### **Transparency of Products and Services**

We are committed at all times, in ensuring that any disclosure of our products and services is fair and accurate. We shall not for this purpose engage in deceptive, misleading or false representations with regards to the products and services that we provide.

### **Accuracy of Information**

All practical steps will be taken to ensure that customers' personal data are accurate. If at any time you wish to inform us that any information that we hold is inaccurate, incomplete or out-of-date, please inform us in writing delivered by post or by hand or where communications with us are facilitated by our websites, by completing the relevant screens and we will take all reasonable steps to correct the information so that it is accurate, complete and up-to-date.

**Automatic Log-Off**

If you leave your digital banking system idle for more than 5 minutes, your HLB Connect session will be automatically terminated to prevent unauthorised access.

**Security Tips**

You play a significant role in your own security. You should therefore, be vigilant in keeping your security data confidential (HLB Connect username and password) at all times. With your online security in mind, we hope to equip you with practical tips on how you can prevent yourself from being a victim of any online theft or fraud. Please refer to our Online Security Tips for further details on how to ensure that your account with HLC is safe and secure.

**Prompt Response to Enquiries and Complaints**

We are committed to providing the highest level of service to you and we welcome your suggestions, comments, feedback, enquiries, or complaints which you may have in respect of our products or services. We will use reasonable endeavors to ensure relevant steps are taken to resolve your complaints promptly.

We may be contacted via email at [hlonline@hlbb.hongleong.com.my](mailto:hlonline@hlbb.hongleong.com.my) or you may contact our Hong Leong Call Center at 03-7626 8899.