

Email Notifications FAQ

A. Hardcopy Notifications

1. Will I still receive my Hardcopy Notifications?

If you have previously opted for email statements, you will automatically receive email notifications effective 3 December 2022 onwards.

If you did not subscribe for email statements, you will continue to receive hardcopy notifications.

2. What are the accounts that will receive the email notifications?

All Individual and Sole Proprietor accounts that are subscribed for email statements will receive the email notifications for the products listed below:

- Deposit/-i
- Loan/ Financing-i
- Credit Card
- Debit Card/-i
- Insurance/ Takaful

3. How do I request for Hardcopy Notifications?

To request for Hardcopy Notifications, visit your nearest Hong Leong Bank branch or call our Contact Center at 03-7626 8899.

Upon your request, you will continue to receive Hardcopy Notifications free-of-charge, unless BNM approves of the imposing of fees in future.

4. How do I stop Hardcopy Notifications?

You can make a request to stop Hardcopy Notifications and switch to email notifications. Please refer to Question B4 below on how to subscribe for email notifications/ statements.

B. Email notifications

1. What are email notifications?

Email notifications are electronic versions of your account notifications. You will receive this notification via email sent to your registered email address when you subscribe for Email Notifications (Individuals and Sole Proprietors only).

2. Do I need to pay for email notifications?

No, the email notifications service is provided to you free-of-charge.

3. Is it safe to use email notifications?

Yes, email notifications are secured

4. (Individuals and Sole Proprietors only) How do I subscribe for Email Notifications?

Customers can obtain Email Notifications by the following:

a. HLB Connect Online Banking

Step 1 : Log into 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 have previously opted for email statements, you will automatically receive email notifications.

If you are not a HLB Connect Online Banking user, please refer to the guide in the link below.

<https://www.hlb.com.my/en/personal-banking/hong-leong-connect/guide/connectregistration.html>

b. OR call our Contact Centre at 03-7626 8899

c. OR walk in to any HLB Branch.

5. When will I start receiving my email notifications if I enrol for email notifications now?

You will receive your Email Notifications from 3 December 2022 onwards.

6. (Individuals and Sole Proprietors only) Can I change my email address for Email Notifications?

Yes, you may change your email address by the following:

a. HLB Connect Online Banking

Step 1 : Log in to 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