

## **Deposits/-i - Statements FAQ**

### **A. Hardcopy Statements**

#### **1. Will I still receive my Hardcopy Statements?**

Effective 1 November 2021, we will no longer be sending Hardcopy Statements for all Personal Banking Deposits/-i products.

You may view or download your e-Statements from HLB Connect Online Banking & App or subscribe for Email Statements. Hardcopy Statements are only available upon request.

#### **2. What are the impacted Personal Banking Deposits/-i accounts?**

The impacted Personal Banking Deposits/-i accounts are:

- Current Account/-i
- Basic Current Account/-i
- Foreign Currency Current Account/-i
- Savings Account/-i
- Basic Savings Account/-i
- Junior Savings Account/-i and 3-in-1 Junior Account/-i
- Fixed Deposits Account-i
- Accounts with consolidated Statements (Hong Leong Flexi One & Hong Leong One)

#### **3. I am a customer with both Personal Banking Deposits/-i and Business Banking Deposits/-i accounts. Will my Business Banking Deposits/-i accounts be migrated to e-Statements?**

Business Banking Deposits/-i accounts are not impacted. You will continue to receive hardcopy statements if you have opt for hardcopy statements for your Business Banking Deposits/-i accounts.

#### **4. How do I request for the Hardcopy Statements?**

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

Upon request, you will continue to receive Hardcopy Statements free-of-charge, unless such fees imposed has been approved by BNM in future.

#### **5. Who is exempted from migration to e-Statements?**

The following groups are exempted from the migration to e-Statements:

- Customers with disabilities\*
- Customers without internet access\*
- Customers aged 60 and above as of 31 August 2021 (Automatic exemption)

\* Exemptions are subject to customer's self-declaration via visit any HLB Branch or call our Contact Centre at 03-7626 8899.

**6. What are the required information for Hardcopy Statements request?**

- Full Name (as per NRIC/Passport)
- Mobile Number
- Reason(s) for request
- A scanned copy of OKU Card

**7. Will I automatically get an exemption from migration to e-Statements after request to Hong Leong Bank?**

Yes, you will automatically get an exemption after you provide the required information to Hong Leong Bank.

**8. If the exemption request is successful, will it be exempted permanently?**

Yes, it will be exempted permanently unless you make a request to stop Hardcopy Statements & switch to e-Statements. Please refer to Question B4 & B5 on how to subscribe for e-Statements/ Email Statements.

**B. e-Statements**

**1. What are e-Statements?**

e-Statements are electronic version of your account statements. You have the option to :

- Download it directly from HLB Connect Online Banking & App and/or
- Sent to your registered email address as an attachment when you subscribe for Email Statements (Individuals and Sole Proprietors only).

**2. Do I need to pay for e-Statements?**

No, the e-Statements service is provided to you free- of-charge.

**3. Is it safe to use e-Statements?**

Yes, e-Statements are secured as your information is password protected.

**4. How do I obtain e-Statements?**

Customers can obtain e-Statements by the following:

a. HLB Connect Online Banking

- Step 1 : Log in to [www.hongleongconnect.com.my](http://www.hongleongconnect.com.my)
- Step 2 : Click "Statement/Invoices" > "Online Statement"
- Step 3 : Click "Download Statement" on preferred Account.

b. HLB Connect App

- Step 1 : Log into HLB Connect App
- Step 2 : Select "CASA Overview" > "Select Preferred Account"
- Step 3 : Click "Statements" > "Download"

## 5. (Individuals and Sole Proprietors only) How do I subscribe for Email Statements?

Customers can obtain Email Statements by the following :

### a. HLB Connect Online Banking

- Step 1 : Log into [www.hongleongconnect.com.my](http://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 are not a HLB Connect Online Banking user, please register now by following the steps:

Before you begin, you will need:

- A mobile number registered to receive online/mobile banking Transactions Authorisation Codes (TAC).
- Temporary ID is required for the following customers :
  - i. Current or Savings Account/-i account holders without Hong Leong Debit Card/-i
  - ii. Fixed Deposits/-i account holdersPlease visit any HLB Branch to update your mobile number or request a Temporary ID.

### • HLB Connect Online Banking Registration

- Step 1 : Go to [www.hongleong.com.my](http://www.hongleong.com.my) and click the “Register” button
- Step 2 : Select “ID Type” and enter your ID Number for identification.
- Step 3 : Enter your card/account details, and follow the instructions to create your Login Username, Password, Security Picture & Question.

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

### c. OR walk in to any HLB Branch.

## 6. When will I start receiving my e-Statements if I enroll for e-Statements now?

e-Statements are available to view or download upon registration of your HLB Connect Online Banking & App. For e-Statements via Email (“Email Statements’), you will receive your first Email Statements on your account’s next statement date upon your Email Statements’ subscription.

## 7. Will I be able to save my e-Statements?

Yes, you can - save your e-Statements by downloading it into your electronic storage device.

**8. How long will my e-Statements be available for viewing in HLB Connect Online Banking?**

e-Statements will be available for viewing and download in HLB Connect Online Banking as below:

Account Type	Statement Frequency	e-Statements Available for Viewing
Current Account/-i	Monthly	Latest 24 months +1 month (current month)
Basic Current Account/-i	Monthly	Latest 24 months +1 month (current month)
Foreign Currency Current Account/-i	Monthly	Latest 24 months +1 month (current month)
Savings Account/-i	Monthly	Latest 24 months +1 month (current month)
Basic Savings Account/-i	Monthly	Latest 24 months +1 month (current month)
Junior Savings Account/-i and 3-in-1 Junior Account/-i	Monthly	Latest 24 months +1 month (current month)
Fixed Deposits Account-i	Quarterly	Latest 24 months +1 month (current month)
Accounts with consolidated Statements (Hong Leong Flexi One & Hong Leong One)	Monthly	Latest 24 months +1 month (current month)

**9. (Individuals and Sole Proprietors only) Can I change my email address and password for Email Statements?**

Yes, you can change the email address but the password cannot be changed.

You may change your email address by the following :

- a. HLB Connect Online Banking
  - Step 1 : Log in to [www.hongleongconnect.com.my](http://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.

**10. (Individuals and Sole Proprietors only) I would like to view my Statements in HLB Connect Online Banking and do not wish to receive the e-Statements via email. How do I unsubscribe from Email Statements Delivery?**

You can unsubscribe from this service by following these steps via HLB Connect Online Banking

- Step 1 : Go to “Home”> “Statement/Invoice” > Email Subscription >
- Step 2 : Go to “Statement Subscription” and Untick Email subscription

The e-Statements will not be sent to your email address in the next Statements cycle.

**11. What software or hardware requirements are needed to view e-Statements online?**

To view e-Statements online, you need to have the following:

- Personal computer, tablet or laptop with Internet access
- Internet browser (types of supported browsers are Microsoft Internet Explorer, Mozilla Firefox, Google Chrome, Safari and Opera)
- Adobe Acrobat Reader