

Frequently Asked Questions

1 Why do Hong Leong Bank and Hong Leong Islamic Bank (“Bank”) stop issuing passbooks?

The Bank is committed to stop issuing passbooks as a way to promote a sustainable environment. This initiative is to encourage customers to convert to electronic statements which are more secure and convenient. You will be able to view your daily and history transactions via Hong Leong Connect Internet Banking or Connect Mobile App.

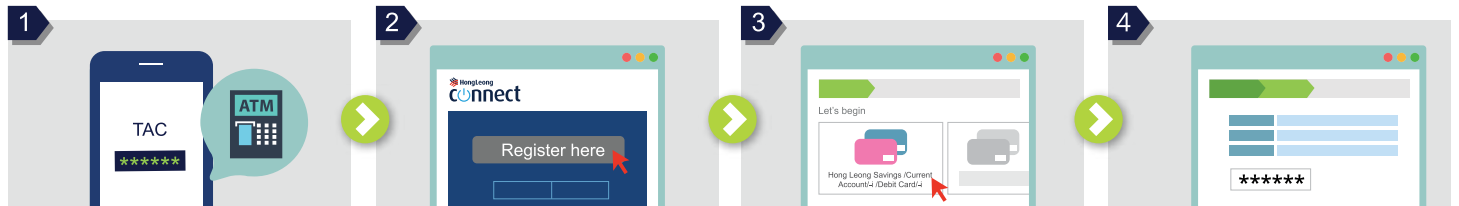
2 Are there any exemptions?

Exemptions are only given to customers holding passbooks for Harvest Savings Account and Senior Savers Savings Account.

There will be no exemption applicable for other passbook based accounts. The Bank will stop the use of Savings Passbook/-i effective 1 July 2018.

3 How do I sign up for electronic statements?

- If you are a Connect user, just login to Hong Leong Connect – www.hongleongconnect.my and you will be able to view or download up to 24 months of statement info.
- If you are not a Connect user, please register for an account by following the steps below:



Register your mobile phone number at any Hong Leong Bank ATM to receive the Transaction Approval Code (TAC)

Go to www.hongleongconnect.my and click on "Register here"

Select the product that you would like to use for your registration

Follow the steps to complete registration

- Or simply walk in to the nearest branch to sign up for email subscription for e-Statements.

4 When will I start receiving my e-Statements if I enroll my e-Statements now?

You will receive your first e-Statements on your next statement date upon registration of Hong Leong Connect or sign-up email subscription.

5 How many months of transaction history can I view from Hong Leong Connect?

You may view up to 60 days of transaction history.

6 What should I do to my existing Savings Passbook/-i?

You may keep the Savings Passbook/-i but the passbook is no longer valid effective 1 July 2018.

7 How can I make a withdrawal without the passbook?

You may perform withdrawal using Debit Card/-i at any ATM.