

Pay&Save Account/Pay&Save Account-i (“Pay&Save Account”): Multi-Currency Feature

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Frequently Asked Questions

1. What is Multi-Currency Feature?

Multi-Currency Feature is a feature that allows you to keep foreign currencies in your Pay&Save Account in 12 currencies.

2. What are the eligibility requirements to activate the Multi-Currency Feature?

Individuals aged 18 years and above who have Pay&Save Account. Joint account holders are not eligible for Multi-Currency Feature enablement.

3. How much is the minimum amount to open a Pay&Save Account and to activate the Multi-Currency Feature?

You are required to open a Pay&Save Account with a minimum initial deposit of RM50.

4. Can I withdraw local currency while I’m overseas and how much is the charges? For example, when I am in Japan, can I withdraw JPY from a local ATM?

Yes. If you have foreign currency in your Pay&Save Account, you may withdraw from any Visa PLUS/Mastercard Cirrus ATM overseas. All you need to do is enable your HLB Debit Card for overseas withdrawal.

What you need to do:

Step 1: Login to **HLB Connect App** and click on **Pay&Save Account** box

Step 2: Tap on **Services**

Step 3: Tap on Debit Card **Settings**

Step 4: Toggle right to enable the **Overseas Withdrawal**.

Overseas withdrawal fee via Visa PLUS/Mastercard Cirrus is RM12 (in Equivalent Foreign Currency) or 2% of the withdrawal amount, whichever is higher.

5. Can I hold multiple currencies in Pay&Save Account?

Yes, you may convert savings in your Pay&Save Account into any of the 12 currencies in your account with competitive exchange rates.

6. What are the 12 currencies supported by Multi-Currency Feature in Pay&Save Account?

- (i) Australian Dollar (AUD)
- (ii) Chinese Renminbi (CNH)
- (iii) Euro (EUR)
- (iv) Hong Kong Dollar (HKD)
- (v) Japanese Yen (JPY)
- (vi) New Zealand Dollar (NZD)
- (vii) Pound Sterling (GBP)
- (viii) Saudi Arabian Riyal (SAR)
- (ix) Singapore Dollar (SGD)
- (x) Thai Baht (THB)
- (xi) US Dollar (USD)
- (xii) Canadian Dollar (CAD)

7. If I have CNH currency, can I withdraw and spend the money while I’m in China?

No, because CNH is a protected currency in China.

8. Is Multi-Currency Feature protected under PIDM?

Multi-Currency Feature is a feature within Pay&Save Account and Pay&Save Account-i is protected by PIDM up to RM250,000 for each depositor.

9. How to activate the Multi-Currency Feature in Pay&Save Account?

Multi-Currency Feature will be activated once you convert any amount from your Pay&Save Account to foreign currency.

What you need to do:

Step 1: Login and tap on **Menu**, then tap on **Foreign Currency Deposit**

Step 2: Select the currency you wish to convert and enter required amount

Step 3: Follow instructions on screen to proceed

10. Do I need to visit the bank if I want to add USD into my Pay&Save Account?

No. You may add USD into your Pay&Save Account via HLB Connect App or HLB Connect Online Banking.

11. If I have three (3) foreign currencies in my Pay&Save Account, (i.e. USD, SGD and GDP) how many bank accounts do I need to have?

You only need to have one Pay&Save Account regardless of the different foreign currencies you have.

12. How do I keep track of my foreign currency savings in my Pay&Save Account?

You may keep track of your foreign currency savings via HLB Connect App or HLB Connect Online Banking. Alternatively, you may also refer to your Pay&Save Account Bank Statement.

13. How do I find out about the foreign exchange rate to convert my MYR to foreign currencies?

You need to login to your HLB Connect App or HLB Connect Online Banking and click on "foreign currency deposit". Then choose the currency you would like to convert and it will automatically display the exchange rate.

14. Can I pay with foreign currencies using my HLB Debit Card?

Yes. You just need to enable your HLB Debit Card for overseas spending.

What you need to do:

Step 1: Login to **HLB Connect App** and click on **Pay&Save Account** box

Step 2: Tap on **Services**

Step 3: Tap on Debit Card **Settings**

Step 4: Toggle right to enable the **Overseas Retail Purchase**.

15. I am in Japan and I just paid using my HLB Debit Card and as such, my JPY available balance has reduced in my Pay&Save Account but the transaction is not reflected in my account transaction history page. Why am I unable to view the transaction history I just made?

The debit card transaction will only be reflected in your Pay&Save Account transaction history page three (3) days from the transaction date.

To see debit card transactions of your overseas spending in real-time, please follow the steps below:

What you need to do:

Step 1: Login to **HLB Connect App** and click on your **Pay&Save Account** box

Step 2: Tap on **Card**

16. I had no problem using my HLB Debit Card this morning in Japan, but now my payment is declined and I received a message informing me that the transaction is declined "due to exceeded limit". What can I do?

It looks like you have exceeded your transaction limit.

What you need to do:

Step 1: Login to **HLB Connect Internet Banking** and click on **Other Service** from the **Main Menu**

Step 2: On the **Debit/ATM Card** module, please select **Card Transaction Limit**

Step 3: On **Retail Purchase (Local & Overseas)**, please enter new **Permanent Limit**

Do be reminded that the daily limit is in MYR and you should consider the foreign currency you are spending on when updating the New Limit.

17. Will the bank charge me if I make retail purchases with my HLB Debit Card using Multi-Currency Feature?

No. There will be no charges.

18. Can I use HLB Connect App for QR Payments in Thailand (“THB”) and Singapore (“SGD”)?

Yes, you can. However, funds will be drawn from your Pay&Save Account MYR Account and exchange rate is applicable. If you have THB or SGD in your Pay&Save Account and wish to pay using foreign currency, you may pay using your HLB Debit Card.

19. Can I receive foreign currencies into my Pay&Save Account?

Yes, you can. Here is how:

- First party transfer between your Pay&Save Account and HLB Foreign Currency Account; or
- Via SWIFT telegraphic transfer HLBBMYKL. Please ensure you have activated the foreign currency in your Pay&Save Account. Otherwise, the foreign currency will be converted back to MYR.
- **For example**, your aunt in Australia wants to send you AUD500 as a wedding present.

Pay&Save Account with AUD	Receiving Currency
Yes	AUD500
No	MYR equivalent to AUD500