

## Debit Card/Debit Card-i Transaction Alert Service Maintenance Form

Please complete this form and submit to the nearest Hong Leong Bank/Hong Leong Islamic Branch or email us at [HLOnline@hlbb.hongleong.com.my](mailto:HLOnline@hlbb.hongleong.com.my)

### CARDHOLDER'S DETAILS

Name (Full name as per NRIC / Passport)\*: \_\_\_\_\_

NRIC/ Passport No. \*: \_\_\_\_\_

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Mobile No.\*: \_\_\_\_\_ Home No.: \_\_\_\_\_ Office No.: \_\_\_\_\_

Email Address\*: \_\_\_\_\_ \*Mandatory field

### YES, I WANT TO REQUEST THE FOLLOWING SERVICE (please tick where applicable)

**Change of Point Of Sale Transaction Alert Threshold Amount**

Send me alerts for amounts over: (Please tick ONE only)

RM500     RM1,000     RM1,500     RM2,000     Others: RM \_\_\_\_\_ (please specify)

- I understand that incomplete forms will not be processed and that Hong Leong Bank/Hong Leong Islamic Bank will continue to apply its pre-determined threshold amount with regard to Notifications via HLB Connect App or SMS Transaction Alerts.

**Change of Contactless Transaction Alert Threshold Amount**

Send me alerts for amounts over: (Please tick ONE only)

RM50     RM200    Others: RM \_\_\_\_\_ (please specify)

- I understand that incomplete forms will not be processed and that Hong Leong Bank/Hong Leong Islamic Bank will continue to apply its pre-determined threshold amount with regards to Notifications via HLB Connect App or SMS Transaction Alerts.

**Opt-out of Transaction Alerts**

I do not wish to receive any notification from the **Notifications via HLB Connect App or SMS Transaction Alert Service**.

- I understand that my decision to opt-out from receiving Transaction Alerts may increase the risk of unauthorised or fraudulent charges transacted on my card(s).

**Change of Transaction Alert method:**

Notifications via HLB Connect App to SMS     SMS to Notifications via HLB Connect App

- I understand that I must download and log in at least once into the HLB Connect App or register a valid mobile number with Hong Leong Bank/Hong Leong Islamic Bank in order to receive Transaction Alerts as Notifications via HLB Connect App or SMS respectively.

### TERMS & CONDITIONS (Important: Please read before you sign)

- Hong Leong Bank/Hong Leong Islamic Bank will notify the cardholder through Notifications via HLB Connect App or SMS for every transaction performed using his/her debit card/debit card-i which exceeds the amount pre-determined by the Bank or indicated by the cardholder in this form.
- The cardholder hereby acknowledges and agrees that the sending of Notifications via HLB Connect App or SMS Transaction Alert by the Bank's or its receipt by the cardholder may be delayed or prevented by factors beyond the Bank's control.
- The cardholder is allowed to opt-out from receiving Notifications via HLB Connect App or SMS Transaction Alert by indicating in this form or notifying the Bank in writing.
- Receipt of transaction alerts via SMS is subject to cardholder's mobile phone operator being able to support this service, and the service provider's terms and conditions.
- Receipt of Notifications via HLB Connect App for Transaction Alerts is subject to the principal cardholder who has downloaded and performed at least one login into the HLB Connect App.
- It is the cardholder's responsibility to ensure that his/her mobile phone is able to receive Notifications via HLB Connect App or SMS Transaction Alert in Malaysia or overseas.
- The provision of Notifications via HLB Connect App or SMS Transaction Alert does not enable a cardholder to disclaim his/her obligations related to the lost/stolen card as stated in the terms and conditions governing the debit card/debit card-i.
- The bounded device(s) and the latest mobile phone number of the cardholder on record with the Bank will be used for the purpose of sending the Notifications via HLB Connect App or SMS Transaction Alert stated herein. The cardholders shall immediately notify the Bank of any change on his/her device(s) or mobile phone number.
- If you have any enquiries regarding the terms and conditions, you may seek clarification from our staff who attended to you. Alternatively, please email us at [hlonline@hlbb.hongleong.com.my](mailto:hlonline@hlbb.hongleong.com.my)

### DECLARATION

- I declare that the information provided by me in this form is true, accurate and complete.
- I understand that the above amendment will be applicable to all debit card/debit card-i under my profile in the Bank and can only be effective upon the Bank receiving the completed and signed copy request form.
- I authorise the Bank to update my records in the event if the contact numbers and email address provided by me is different from the existing bank's record and will be used for all future communication including Transaction Alert Service.

I have read, understood and accept the Terms & Conditions and Declaration above.

Cardholder's Signature

Date: \_\_\_\_\_

### FOR BANK USE ONLY

Signature/ Biometric Verified & Attended By: \_\_\_\_\_

Name : \_\_\_\_\_

Department : \_\_\_\_\_

Date : \_\_\_\_\_