

Frequently Asked Questions (FAQs)
Pay&Save Account-i (“Pay&Save”) Multi-Currency Feature
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Getting started with Multi-Currency

1. What is Multi-Currency Feature?

Multi-Currency Feature is a feature that allows you to hold MYR and twelve (12) foreign currencies in ONE Pay&Save.

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

Individuals aged 18 years and above, residents and non-residents, who have Pay&Save. Joint accountholders and Sole Proprietors are not eligible for Multi-Currency Feature enablement.

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

A minimum initial deposit of RM50 is required to get started with Pay&Save. To activate the Multi-Currency Feature, just convert any amount into foreign currency (See [Item 7](#) for step-by-step guide).

4. Where can I open a Pay&Save?

Pay&Save can be opened at any HLB/HLISB branches nationwide OR online through the Apply@HLB mobile application OR you may make an appointment via our website and our Deposit Relationship Manager available in your area will assist you.

5. What are the 12 currencies supported by Multi-Currency Feature?

a. Australian Dollar (AUD)	g. Japanese Yen (JPY)
b. Canadian Dollar (CAD)	h. New Zealand Dollar (NZD)
c. Chinese Yuan (CNH)	i. Saudi Arabian Riyal (SAR)
d. Euro (EUR)	j. Singapore Dollar (SGD)
e. Pound Sterling (GBP)	k. Thai Baht (THB)
f. Hong Kong Dollar (HKD)	l. US Dollar (USD)

6. Is the Multi-Currency Feature protected under PIDM?

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

Managing your account

7. How to activate or top up the Multi-Currency Feature in Pay&Save?

Multi-Currency Feature will be activated once you convert any amount from your Pay&Save to any foreign currency. Conversion can be done via any HLB/HLISB branch or self-service through the HLB Connect Online or HLB Connect App ("HLB Connect"). To save in foreign currency:

Step 1: Login to **HLB Connect App** and tap on **Menu**, then tap on **Foreign Currency Deposit**

Step 2: Select the currency you would like to convert and enter the amount

Step 3: Follow instructions on the screen to proceed

(For visualization or steps for HLB Connect Online, please refer to [Pay&Save Page](#))

8. Is there a conversion limit of foreign currency in Pay&Save?

Yes, a daily limit of **Ringgit Malaysia Two Hundred Thousand (RM200,000) equivalent** is set for any foreign currency conversion via HLB Connect, which includes:

- MYR to Foreign Currency
- Foreign Currency to Foreign Currency
- Foreign Currency to MYR

For accountholders with Domestic Ringgit Borrowing, the above is subject to an annual foreign currency limit of **Ringgit Malaysia One Million (RM1,000,000) equivalent** per individual.

9. What is the foreign exchange rate to convert my MYR to foreign currencies?

You need to log in to your HLB Connect and click on **Foreign Currency Deposit**. Then, choose the currency you would like to convert and it will automatically display the exchange rate.

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

You can monitor your foreign currency savings and spending via HLB Connect. Details are also available in your monthly account statement.

11. Will I get different account numbers if I have more than 1 foreign currency in my Pay&Save?

No. There will only be ONE Pay&Save account number.

12. Why am I not able to convert MYR to foreign currencies when I have a Pay&Save?

- Only individual Pay&Save is allowed for the conversion. Joint and Sole Proprietor accounts are not eligible for Multi-Currency Feature enablement.
- Ensure your Pay&Save account is allowed to transact, to check:
Step 1: Login to **HLB Connect App** and tap on **Menu**
Step 2: Tap on **Account Settings & Limits**, then select **Account Settings**
Step 3: Select **Pay&Save**, then tap on **View & Transact**

Managing your card

13. I will be travelling overseas. What do I have to do for a smooth Debit Card-i (“Debit Card”) journey?

To prepare for travelling, please ensure to have:

- **Link your Debit Card to your Pay&Save**
Step 1: Login to **HLB Connect App** and click on the **Pay&Save** tile
Step 2: Tap on **CARD** at the top of the page
Step 3: Select **Link Debit Card** (not available if you have already linked)
- **There is sufficient foreign currency fund in your Pay&Save**
Step 1: Login to **HLB Connect App** and tap on **Menu**, then tap on **Foreign Currency Deposit**
Step 2: Select the currency you would like to convert and enter the amount
(For visualization or steps for HLB Connect Online, please refer to [Pay&Save Page](#))

Please 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.

- **Enable Overseas Retail Purchase and/or Overseas Withdrawal**
Step 1: Login to **HLB Connect App** and click on the **Pay&Save** tile
Step 2: Tap on **Card** at the top of the page
Step 3: Tap on **Overseas Settings**
Step 4: Toggle right to enable the **Overseas Retail Purchase and/or Overseas Withdrawal**
- **Set a sufficient Debit Card transaction limit for your overseas spend**
Step 1: Login to **HLB Connect Online**
Step 2: Click on **Other Service** from the **Main Menu**
Step 3: On the **Debit/ATM Card** module, please select **Card Transaction Limit**
Step 4: On **Retail Purchase (Local & Overseas)**, please enter new **Permanent Limit**

You may also visit any HLB/HLISB branch to get assistance on the above.

14. How to block my Debit Card immediately when it is lost or stolen?

Step 1: Login to **HLB Connect App** and click on the **Pay&Save** tile

Step 2: Tap on **CARD** at the top of the page

Step 3: Tap on **Report LOST/STOLEN**

Alternatively, you can notify HLISB immediately at 03-7626 8899.

Spending with Debit Card overseas**15. Can I pay with foreign currencies using my Debit Card?**

Yes, when you're travelling overseas or shopping online, you can pay using foreign currencies stored in your Pay&Save with a locked-in exchange rate to avoid different rates applied. Please ensure you have:

- Link your Debit Card to your Pay&Save; and
- Enable your Debit Card for overseas spending

16. Any charges if I spend in foreign currency using my Debit Card?

There will be no fees or charges if you have sufficient balance of the foreign currency. If you don't, you can still spend money with a conversion fee and/or transaction fee (Click [here](#) for more details).

17. Why am I unable to view the transaction history I just made in foreign currency?

The Debit Card transaction will be reflected in your Pay&Save transaction history page within three (3) days from the transaction date or when the transaction has been processed. To see Debit Card transactions of your overseas spending in real-time:

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

Step 2: Tap on **Card**

18. Issue with transaction limit: 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, please increase your limit via HLB Connect Online ([Refer here for step-by-step guide](#)).

19. If I have CNH currency, can I withdraw and spend the money while I am in Mainland China?

No. CNH refers to the Chinese Yuan traded **outside** of Mainland China (offshore market). CNY refers to the Chinese Yuan traded **within** Mainland China (the onshore market).

20. I have THB and SGD, can I use HLB Connect App for QR Payments in Thailand and Singapore?

Yes, you can. However, funds will be drawn from your Pay&Save MYR Account and exchange rate is applicable. If you have THB or SGD in your Pay&Save and wish to pay using foreign currency savings, you may pay using your Debit Card (Refer to Q13 for a smooth Debit Card journey).

Withdrawing foreign currency with Debit Card**21. Can I withdraw foreign currency cash while I am overseas?**

Yes. If you have foreign currency in your Pay&Save, you may withdraw from any Visa PLUS/Mastercard Cirrus ATM overseas. Please ensure you have:

- Enabled your Debit Card for overseas withdrawal; and
- Selected Current or Checking account when withdrawing the money.

22. Any fees & charges for overseas ATM withdrawal?

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

23. Can I withdraw foreign currency cash from ATMs in Malaysia?

No, foreign currency cash can only be withdrawn at Visa PLUS/Mastercard Cirrus ATM overseas. ATM withdrawal in Malaysia will only dispense in Ringgit Malaysia and will be deducted from your MYR Account.

24. What is my ATM Withdrawal limit?

To view your limit, please visit HLB Connect Online

Step 1: Login to **HLB Connect Online**

Step 2: Click on **Other Service** from the **Main Menu**

Step 3: On the **Debit/ATM Card** module, select **Card Transaction Limit**

Sending/receiving/transferring in foreign currencies

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

Yes, you can receive via SWIFT telegraphic transfer **HLIBMYKL** without conversion or fees into your foreign currency savings. Please ensure to:

- provide your Pay&Save account number (no other account numbers required); and
- have activated the foreign currency in your Pay&Save. Otherwise, the foreign currency will be converted to MYR.

Example: Your aunt in Australia wants to send you AUD500 as a wedding present

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

26. Can I send foreign currencies into an overseas account?

Yes, you can. Here is how you can do:

- Visit a HLISB/HLB branch and perform Outward Telegraphic Transfer; OR
- Login to **HLB Connect Online**, click on **Pay & Transact** from the **Main Menu**, select **Overseas Transfer** and follow the instruction on screen to proceed.
- Before performing the transaction, please ensure that the receiving bank accepts the foreign currency of transaction to avoid rejections and processing fees.

27. Can I deposit a foreign cheque into my Pay&Save without any conversion?

Yes, you may bank-in SGD, USD, CAD and/or EUR foreign cheque over the counter and it will be credited into your Multi-Currency account upon clearance of the cheque. Please ensure you have activated the foreign currency in your Pay&Save. Otherwise, the foreign currency will be converted to MYR.

28. Can I transfer my Pay&Save foreign currency savings into another account?

Yes, you can transfer between your Pay&Save and HLB Foreign Currency Account.

KINDLY BE REMINDED:

The operations, sources and uses of funds to and from the MCF Enabled Account shall be governed in accordance with the Investment Foreign Currency Account ("IFCA") under the Foreign Exchange Policy Notices ("FEP Notices") issued by Bank Negara Malaysia ("BNM").

If you have any enquiries regarding these FAQs, please email us at hlonline@hlbb.hongleong.com.my.

Member of PIDM. Hong Leong Pay&Save Account-i is protected by Perbadanan Insurans Deposit Malaysia up to RM250,000 for each depositor.