

**FREQUENTLY ASKED QUESTIONS (FAQ)**  
**For Joint e-Fixed Deposit-i (“Joint eFD-i”)**

**1. How many account holders are allowed for Joint eFD-i?**

Joint eFD-i is allowed for only two (2) account holders.

**2. Is Joint eFD-i open for juniors (aged below 18 years)?**

No, both the account holders of a Joint eFD-i account must be 18 years and above.

**3. Are there any eligibility requirements for opening a Joint eFD-i account?**

Yes, both account holders must have an existing Current Account/-i or Savings Account/-i that is active and in the same names and operating mandate of either one-to-sign. If you do not have an existing Current Account/-i or Savings Account/-i, you may apply for one at any HLB/HLISB Branch.

**4. Can I apply for a Joint eFD-i account if my Current Account/-i or Savings Account/-i has more than 2 names?**

No, the requirement for a Joint eFD-i account is only for a Current Account/-i or Savings Account/-i with 2 names with the operating mandate of either one-to-sign.

**5. Can I apply for a Joint eFD-i account if my Current Account/-i or Savings Account/-i is with 2 names but the operating mandate is both-to-sign?**

No, the requirements for opening a Joint eFD-i account is for both the account holders to hold an active Current Account/-i or Savings Account/-i with the operating mandate of either one-to-sign.

**6. Do I need to visit the branch to open a Joint eFD-i account?**

No, you can apply for a Joint eFD-i account via HLB Connect Online (website).

**7. Can I apply a Joint eFD-i account using the HLB Connect app?**

At the moment, the Joint eFD-i account is only available on HLB Connect Online.

**8. I have applied for the opening of a Joint eFD-i account on HLB Connect Online. How does the joint account holder know about the application?**

HLB/HLISB will send an in-app message or email to the account holder notifying him/her about the application request. He/she just needs to consent and authorise the Joint eFD-i account opening via AppAuthorise at HLB Connect Online within seven (7) calendar days of the application being made.

For more details, refer to our step-by-step guide [HERE](#).

**9. There is no Joint Current Account/-i or Savings Account/-i available for selection. What does this mean?**

This may mean that you do not have an existing Current Account/-i or Savings Account/-i that meets the eligibility requirements. Please check your Summary accounts on HLB Connect.

**10. What happens if the joint account holder does not give consent to the opening of the Joint eFD-i account?**

Customers are given seven (7) calendar days to give his/her consent via AppAuthorise before the Joint eFD-i account can be opened. If the request is not approved within seven (7) calendar days, the application will expire and you will need to initiate a new application.

**11. Can I change the details of my Joint eFD-i account i.e. add/remove name or change operating mandate via HLB Connect or at a branch?**

Changes to the details of the Joint eFD-i account cannot be made and will remain as is when the account was opened.

**12. Can I transfer funds from my personal (single name) account for a Joint eFD-i placement?**

Yes, you can transfer funds from your personal (single name) account for a Joint eFD-i placement after the Joint eFD-i account is opened.

**13. Can I select my personal (single name) Current Account/-i or Savings Account/-i for crediting of the principal amount and profit for a Joint eFD-i placement?**

No, the principal amount and profit for a Joint eFD-i placement must be credited into a Current Account/-i or Savings Account/-i (whichever applicable) with the same names for both account holders.

**14. I have a personal eFD-i account and a Joint eFD-i account. How can I tell which eFD-i account is used for my placement?**

You can do this when selecting the Crediting Account when you make your eFD-i placement. For a Joint eFD-i account, the names of both account holders will be displayed.

**15. Due to personal reasons, I want to change the operating mandate of all my deposit accounts to both-to-sign. Can this apply to my Joint eFD-i account?**

The operating mandate for the Joint eFD-i account is strictly for either one-to-sign. For any eFD-i placements made that have yet to mature, the active eFD-i will continue and the principal amount and profit will be credited into the linked Current Account/-i or Savings Account/-i upon maturity.

**Member of PIDM. eFixed Deposit-i Account and Joint eFixed Deposit-i Account are protected by PIDM up to RM250,000 for each depositor (refer to [Products Eligible for PIDM Protection](#)).**

If you have any further enquiries regarding Joint eFD-i account, please refer to the [e-Fixed Deposit-i page](#) or email us at [hlonline@hlbb.hongleong.com.my](mailto:hlonline@hlbb.hongleong.com.my)