

# Frequently Asked Questions

## 1 Why do you stop sending the hardcopy statements?

HLB is committed to reduce paper printing as a way to save the environment. By stopping to send the hardcopy statements, we are encouraging customers to opt for the e-Statements which are faster, more secure, more convenient and more manageable. Also, you will be able to view your daily outstanding balances and transaction via Hong Leong Connect Internet banking or Connect Mobile app.

## 2 Are there any exemptions?

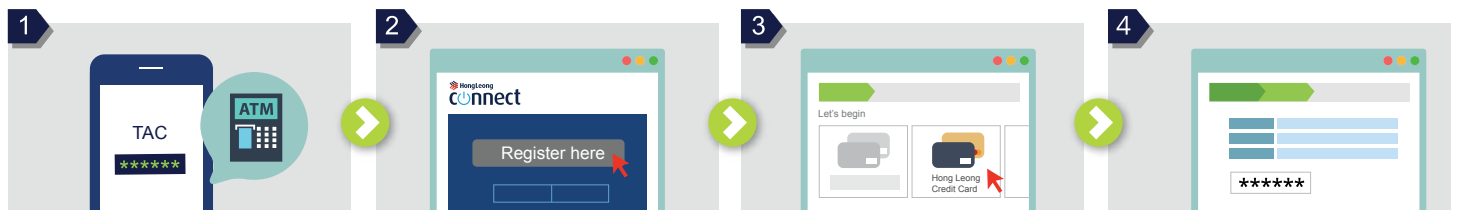
No. The bank is directing all customers to e-Statements.

## 3 When will you stop sending me the hardcopy statements?

We will stop sending the hardcopy statements to customers by batches. First, you will receive a notification letter together with your monthly statement, followed by a SMS reminder in the following month. We will stop to send the hardcopy statement from the 3rd month onwards ever since the date where the notification letter was sent out. Kindly refer to your notification letter or SMS.

## 4 How do I sign up for e-Statements?

- If you are a Connect user, just login to HL Connect - [www.hongleongconnect.my](http://www.hongleongconnect.my) and you're able to view or download up to 24 months of historical statement information.
- If you are not a Connect user, please register now 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](http://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 Call Hong Leong Contact Center at 03-7626 8899.
- OR Go to any Hong Leong Bank branches.

## 5 When will I start receiving my e-Statements if I enroll my e-Statement now?

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