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