

## IVR FAQ - English

- 1) **What is Interactive Phone Banking?**  
Interactive Phone Banking is a 24 hours platform that offers an automated banking services to our customers through self-service functions to access to their banking accounts securely with the use of their personal identification number and IVR OTP or last 6 digits card or account number when they call our general hotline number, 03-7626 8899.
- 2) **How do I set up Interactive Phone Banking with Hong Leong Bank?**  
Hong Leong Bank Interactive Phone Banking does not require registration. All you need to do is register or update your mobile number to receive an IVR OTP.
- 3) **What is an IVR OTP?**  
IVR OTP is a 6-digit unique code that will be sent by SMS to the customer's mobile number that is registered for TAC or OTP.
- 4) **How do I register for an IVR OTP?**  
No registration required for IVR OTP. You only must register your mobile phone number for TAC / OTP.
- 5) **What is the difference between TAC and OTP?**  
Both are unique, 6-digit security code that are sent via SMS to customer's registered mobile number. TAC stands for "Transaction Authorisation Code" which is sent to customers to complete their online banking transactions or account maintenance via Hong Leong Connect, and OTP stands for "One Time Password" which is sent to customers when make an online purchasing or transaction using a debit or credit card.
- 6) **How do I update or register my TAC mobile number?**  
You can register or update your mobile number for TAC by visiting to any HLB Branch.  
  
\*\* Note: For international customers or customers in overseas, please contact our customer service at +603-7626 8899.
- 7) **How do I update or register my OTP mobile number?**  
You may register or update your mobile number for OTP by contacting our customer service at +603-7626 8899.
- 8) **What key features does Hong Leong Bank Interactive Phone Banking offer?**  
You can conveniently and easily access your savings account, current account, credit card, mortgage loan, personal loan and hire purchase account by using mobile device.
- 9) **Who is eligible for Hong Leong Bank Interactive Phone Banking?**  
Hong Leong Bank Interactive Phone Banking service is available to all customers who have a current or savings account(s), credit card(s), loan facilities with the Bank.
- 10) **I have a bank account, but I do not have a debit card or ATM. Is it possible for me to sign up for Hong Leong Bank Interactive Phone Banking?**  
You can use Hong Leong Bank Interactive Phone Banking to access your bank account without registering or requiring an ATM or Debit card.
- 11) **I have a credit card only and no bank account. Is it possible for me to sign up for Hong Leong Bank Interactive Phone Banking?**  
Our Interactive Phone Banking does not require registration. You can use Hong Leong Bank Interactive Phone Banking to access your credit cards information.
- 12) **Does using Hong Leong Interactive Phone Banking incur any fees?**  
No extra costs will be imposed on you for using our Interactive Phone Banking. A call fee may be assessed to you when calling to our general hotline, and it is subject to terms and charges levied by your mobile network service provider.
- 13) **Does the IVR OTP that is sent for authentication incur any fees?**  
No. The SMS sent for the IVR OTP is free of charge.