

**FREQUENTLY ASKED QUESTIONS (FAQ)**  
*for*  
**Joint eFixed Deposit (“Joint eFD”)**

- 1. How many account holders is allowed for Joint eFD?**  
Joint eFD is allowed for a maximum of two (2) account holders only.
- 2. Is Joint eFD open for juniors (aged below 18 years)?**  
Both the account holders of a Joint eFD account must be aged 18 years and above.
- 3. Are there any eligibility requirements for opening a Joint eFD 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 Branch.
- 4. Can I apply for a Joint eFD account if my Current Account/-i or Savings Account/i is with more than 2 names?**  
No, the requirement for Joint eFD account is only for Current Account/-i or Savings Account/-i with 2 names with operating mandate of either one-to-sign.
- 5. Can I apply for a Joint eFD account if my Current Account/-i or Savings Account/-i is with 2 names but operating mandate is both-to-sign?**  
No, the requirements for opening a Joint eFD account is for both the account holders to hold an active Current Account/-I or Savings Account/-I with operating mandate of either one-to-sign.
- 6. Do I need to visit the branch to open a joint eFD account?**  
No, you can apply for a Joint eFD account via HLB Connect Online (website).
- 7. I cannot apply for a Joint eFD account using HLB Connect mobile app.**  
At the moment, Joint eFD account is only available on HLB Connect Online (website).
- 8. I have applied for opening of a Joint eFD account on HLB Connect Online (website). How do the account holder know about the application?**  
HLB will send an in-app message or email to the account holder notifying about the application request. He/she just needs to consent and authorize the Joint eFD account opening via AppAuthorise at HLB Connect Online (website) 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 other account holder does not give consent to the opening of the Joint eFD account?**

Customers are given seven (7) calendar days to give his/her consent via AppAuthorise before the Joint eFD 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 details of my Joint eFD account via HLB Connect or at a branch? i.e. add/remove name, change operating mandate?**

Changes on the details of the Joint eFD account cannot be made and will remain as is when the account is first opened.

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

Yes, you can transfer funds from your personal (single name) account for a Joint eFD placement after the Joint eFD 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 interest for a Joint eFD placement?**

No, the Designated Current Account/-i or Savings Account/-i for a Joint eFD 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 an eFD account (single name) and a Joint eFD account. How can I tell which eFD account is used for my placement?**

You can do this when selecting the Crediting Account when you make your eFD placement. For a Joint eFD 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. Will this apply for my Joint eFD account?**

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

**Member of PIDM. eFixed Deposit/ Joint eFixed Deposit 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 account, please refer to the [eFixed Deposit page](#) or email us at [hlonline@hlbb.hongleong.com.my](mailto:hlonline@hlbb.hongleong.com.my).