

Frequently Asked Questions – e-Statement

No.	Description
1.	<p>What is an e-Statement (Electronic Statement)?</p> <p>It is an electronic version of your monthly paper statement. There are two (2) types of e-Statement being offered:</p> <ul style="list-style-type: none"> i. Via affinonline – download in PDF format. ii. Via email – Your e-Statement will be sent to your registered email address
2.	<p>Are e-Statements delivered via e-mail available for all products?</p> <p>The e-Statement option is available for Conventional and Islamic statement-based products for Savings account/Savings account-i.</p> <p><u>Note:</u></p> <ul style="list-style-type: none"> i. Only applicable for Individual. ii. e-Statement will be delivered to primary account holder’s registered e-mail address only.
3.	<p>How can I subscribe to receive my e-Statements?</p> <ul style="list-style-type: none"> ▪ Subscribe/update your e-mail address via affinonline: <ul style="list-style-type: none"> • Login to www.affinonline.com • Select “Personal” Tab and login to Retail Internet Banking (RIB) • Select SERVICES > e-Statement > e-Statement Subscription Maintenance • Click “Edit” • Tick on Subscription check box • Register e-mail/ update e-mail address • Request and enter TAC • Click “Submit” to proceed subscribe/update request ▪ If you are not an affinonline user, you (primary holder) need to register your e-mail address by either calling our Call Centre at 03-8230 2222 or visiting any of our branches.
4.	<p>Will I still receive the monthly physical statement(s) after I subscribe for e-Statement(s)?</p> <p>By subscribing for e-Statement, you have chosen to receive statement(s) via e-mail, hence no physical statement(s) will be sent to you. Alternatively, you can download via affinonline from Retail Internet Banking (RIB) by following the below steps:</p> <ul style="list-style-type: none"> • Login to www.affinonline.com • Select “Personal” Tab and login to Retail Internet Banking (RIB) • Select SERVICES > e-Statement > Download e-Statement • Select account >Click Calendar icon to select month • Click Download • Download your statement
5.	<p>If I have more than one (1) account with the Bank, can I choose to receive an e-Statement for my preferred account(s) only?</p> <p>No selection of account available for e-Statement via e-mail. Once you have subscribed for e-Statement via e-mail, all accounts in which you are the principal account holder will stop receiving physical statement(s).</p>

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6.	<p>After subscribing, when can I expect to receive my first e-Statement and stop receiving physical statement?</p> <p>You will receive your first e-Statement via email and will no longer receive the physical statement on next statement date.</p>
7.	<p>Is sending e-Statement via e-mail secured?</p> <p>The e-Statement via email is in encrypted format and require password to view the e-Statement.</p>
8.	<p>How will I know when my e-Statement is available?</p> <p>e-Statements will be made available within seven (7) days from the respective statement date.</p>
9.	<p>What if my e-mail is full due to exceeded quota? Will the Bank know that I did not receive the e-Statement?</p> <p>If you are an affinonline user, you may download online from RIB. Yes, the Bank's system will have record on the delivery status of e-Statement. You need to request for the e-Statement to be resent to you by calling our Contact Centre.</p>