

# Frequently Asked Questions

## 1 What is eStatement?

An e-Statement is a PDF version of your monthly AmBank / AmBank Islamic Current or Savings Account statement. Instead of receiving a paper statement by mail every month, you will now view it via AmOnline.

The e-Statement will look exactly like the paper version.

## 2 What are the benefits of subscribing to eStatement?

### a) Fast & Convenient

View and save your eStatement anytime anywhere.

### b) Hassle Free

Your eStatement is ready on the 1<sup>st</sup> day of every month. Simply visit AmOnline Internet Banking to view your eStatements of up to the latest 6 months.

### c) Safer

eStatement is secure and protect against the risk of wrongly delivered and stolen mail.

### d) Preserve the earth

eStatement is an environmentally friendly approach to reduce the usage of paper to help sustain a greener environment

## 3 What are the accounts that will be migrated to eStatement & when is the effective date of the migration?

Product types	Effective date
Everyday Savings Account, Family First/-i, AmStar & Homelink/-i.	Effective 1 August 2016, you will no longer receive your hardcopy statement by mail. To remain your hardcopy statement, please request before 31 August 2016.
Business Current Account/-i, Current Account, Propertylink/-i.	You may start opt-in for eStatement within 1 August to 31 October 2016 and to stop all your existing hardcopy statements for CASA/-i

## 4 How can I view my eStatement at Am Online?

You can access your AmOnline to view your eStatement.

Step 1: Login to AmOnline

[\(If you don't have an AmOnline account, click here to register now.\)](#)

Step 2: Select "View Balances & Transactions".

Step 3: Select your preferred account.

Step 4: Select "Statement Period".

Step 5: Click "View eStatement".

**AmBank Group**

Can we help you?  
Click 4 Live Chat

24 Hours  
1300 80 8888 (Dom)  
(603) 2178 8888 (O)  
customercare@amb

Logout

My Quick Links

**View Balances & Transactions**

Details for your account is displayed below.

Account : TRUE Transact Account(8888888888881) Statement Period : -- Select Statement Period --

Submit View e-Statement

Current Account/Current Account-i

Account Holder Name	: Your Name
Account Number	: 8888888872801
As of Date	: 01/06/2016
Available Balance	: RM4,262.02
Current Balance	: RM4,262.02
OD Drawing Limit/ Cashline-i Facility Limit	: RM0.00

For the month of :

Please select Display

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5	<b>Do I need to pay for eStatement?</b> No, eStatement is Free.
6	<b>What if I still want to receive hardcopy statement?</b> <ul style="list-style-type: none"><li>You can request for a hardcopy statement by calling our AmBank Contact Centre at 03-2178 8888 or visiting your nearest AmBank Branch. Please refer question no 3 for the effective date.</li></ul> <p>Note: Existing fees and charges may apply. Click <a href="#">here</a> to view the fees and charges.</p>
7	<b>Will I be able to save my eStatement?</b> Yes, you can choose to view or save your eStatement by downloading it to your preferred device.
8	<b>When can I view my eStatement?</b> Your monthly AmBank / AmBank Islamic Current or Savings Account Statement will be available on the 1 <sup>st</sup> of every month.
9	<b>I have a Joint Account, can I view my joint account statement via AmOnline?</b>  If your joint account is designated as “either one to sign”: You can view your eStatement via AmOnline.  If your joint account is designated as “all to sign”: You can’t view your eStatement via AmOnline. We will continue to send you your hardcopy statement by mail.
10	<b>What if I have more than one account and I want to switch in all to eStatement?</b>  The SMS format is to instruct the bank to stop <u>ALL</u> your deposits account hardcopy statement.  The format of the SMS to 66399 : ESM<space>12 digits NRIC/Passport No/Business Registration No.