

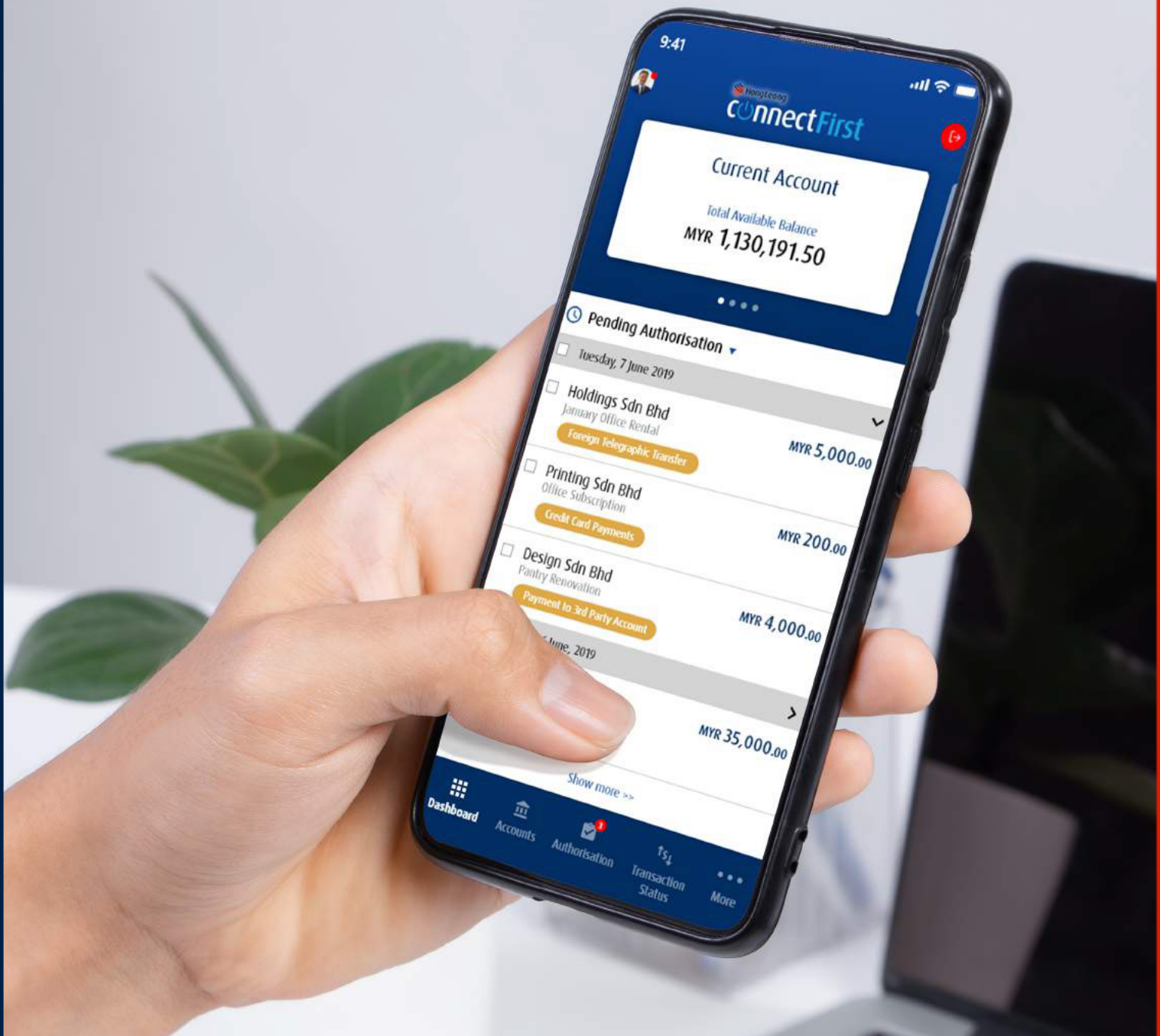
connectFirst

Frequently Ask Question (FAQ)

Click the image to view Hong Leong ConnectFirst Web FAQ



Click the image to view Hong Leong ConnectFirst Mobile FAQ



Hong Leong ConnectFirst Mobile Frequently Ask Question (FAQ)

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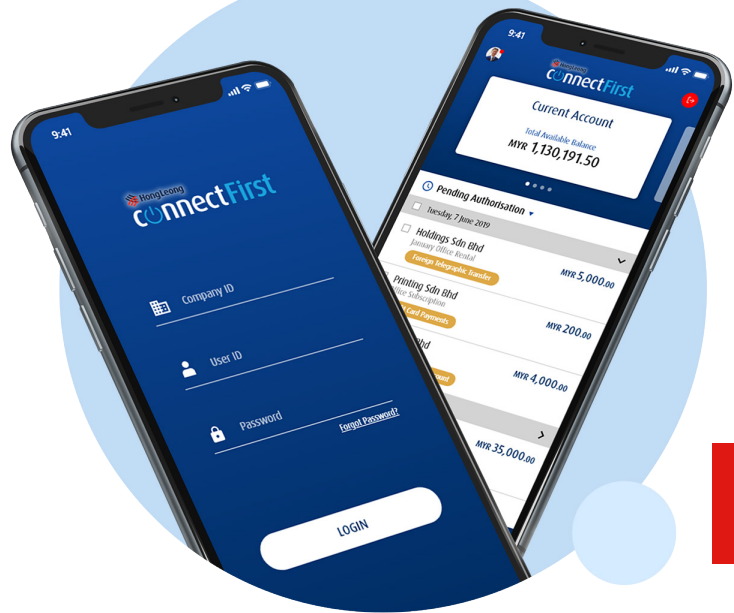
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Hong Leong
connectFirst
Keep Your Business Going – Anytime, Anywhere.


01.

1. What is Hong Leong ConnectFirst Mobile?

Hong Leong ConnectFirst Mobile enables customers to access Business Online Banking through Android or iOS devices. The features of Hong Leong ConnectFirst Mobile include:

FEATURES	EXPLANATION
Safe & Secure	Scan your face to confirm your identity and secure your online transactions
Live	Gain real-time access to banking activities in a snapshot, check transaction history and cash flow online transactions
Quick Authorisation	Authorise transactions anytime, anywhere
24-months Statement	View and download statements up to 24-months
Your Smartphone, your eToken	Your digital token is in your smartphone and with you at all times, unlike the physical token
Bank with Your Preferred Language	Available in multilingual - English, Malay, Simplified Chinese



2. Where can I download & install Hong Leong ConnectFirst Mobile?



You can download through the iOS App Store or Google Play Store on your mobile devices such as iPad/iPhone or Android Phone/Android Tablet.

OPERATING SYSTEM	QR CODE (Please scan this QR Code using your mobile device)	ALTERNATIVE STEP (If you are not able to scan the QR Code)
iOS / Android		<ol style="list-style-type: none"> 1. Go to the Google Play Store or iOS App Store 2. Search "Hong Leong ConnectFirst" 3. Download and Install

02.

3. What are the prerequisites to install Hong Leong ConnectFirst Mobile on my mobile device?

- Hong Leong ConnectFirst Mobile can only be installed on non-jailbroken / non-rooted phones for your protection.
- Hong Leong ConnectFirst Mobile is supported by the below iOS and Android Operating System :



OPERATING SYSTEM	MINIMUM VERSION
iOS	iOS version 10 and above
Android	Android 6.0 (Lollipop) version and above

- Update your operating system to the latest version for improved security of your mobile device.
- For verification purposes, you must have registered your mobile number with Hong Leong ConnectFirst to receive an SMS OTP.




4. How do I apply for Hong Leong ConnectFirst Mobile?

STEP	EXPLANATION
1	Register for Hong Leong ConnectFirst Web (Click here)
2	Download and install "Hong Leong ConnectFirst" application 

5. How to activate the user in Hong Leong ConnectFirst Mobile?

03.

STEP	EXPLANATION
1	Download and Install "Hong Leong ConnectFirst" application 
2	Fill in your registered Company ID, User ID and Password and press "Activate"
3	Enter the SMS OTP which has been sent to your registered mobile number, click "Proceed". (If you did not receive the SMS OTP, please click on "Resend OTP")
4	Register your preferred eToken Security PIN (applicable for eToken user only, this step will not be applicable for Physical Token User) and click "Proceed"
5	Select your preferred Authentication method (Face Recognition / Security PIN) (applicable for eToken user only, this step will not be applicable for Physical Token User)
6	Upon successful activation, click "Proceed to Login".

6. What is the eToken?

The electronic token (eToken) is incorporated as part of Hong Leong ConnectFirst Mobile. It is an authentication factor that can be registered in the mobile device which replacing the physical token for login authentication, account inquiry and payment authorisation.



7. What do I need to do to get eToken?

- i. If you are an existing user with a physical token or without any token, please complete the [Token Maintenance \(SR05\) Form](#) and email to cmp@hlbb.hongleong.com.my for processing.
- ii. In the SR05 form,

STEP	EXPLANATION
1	Enter your Company Information.
2	Under Request Option, fill up your User Name, User ID, IC/ passport No., select "Others" and specify "eToken". (If you are using a physical token, fill up your Token Serial No.)
3	Remember to attain your Company Authorized Signatory(ies)

04.

- iii. After processing, you will receive an SMS, i.e. **"Dear Customer, your request for HL ConnectFirst EToken Maintenance Company ID ***** is successful."**
You can now proceed to download the latest version of Hong Leong ConnectFirst Mobile in Apple App Store or Google Play Store and log in with your credentials and SMS OTP.
- iv. If you have not logged in to Hong Leong ConnectFirst Web before, please log in through the Hong Leong ConnectFirst Web to activate your user access and set your login password before you access Hong Leong ConnectFirst Mobile.

8. How to use the eToken?

Have not registered Hong Leong ConnectFirst Mobile ([Click here](#))
Have registered Hong Leong ConnectFirst Mobile ([Click here](#))

9. Can I use eToken and Physical Token at the same time?

No. Upon changing to eToken, your physical token will be unassigned from the user. You can use only a single type of security device at a time.



10. Is eToken secured?

- i. Yes, the technology used for eToken has been thoroughly tested. For added security, the eToken is protected by Face Recognition or a 6-digit PIN on devices. eToken is also restricted to only one device at a time. This means that you are unable to simply install on another device until the original device has been deactivated.
- ii. For a good security practice please make sure that you do not disclose your login credentials to others.



05.

11. What if I forget my PIN for my eToken?

- i. On Hong Leong ConnectFirst Mobile, tap on **Security & Devices > Reset PIN**.
- ii. Alternatively, on Hong Leong ConnectFirst Mobile, tap on **Security & Devices > Deactivate Device**, install Hong Leong ConnectFirst Mobile, log in with your credentials in your new device and provide the SMS OTP to activate the user and reset your new PIN.
- iii. Otherwise, contact system administrator or Customer Helpdesk please complete the [Token Maintenance \(SR05\) Form](#) and email to cmp@hlbb.hongleong.com.my to deactivate the eToken. Uninstall and re-install Hong Leong ConnectFirst Mobile.

Note: If you have recently changed to a new mobile device, please deactivate the existing eToken from your old mobile device.

12. Can I use Physical Token to access Hong Leong ConnectFirst Mobile?

Yes, you can use Physical Token to access Hong Leong ConnectFirst Mobile. You will be prompted with the Challenge Response Authentication during Payment Authorisation. Refer to User Guide (Click [here](#)).



13. How to register for Face Recognition?

- i. To register for Face Recognition, please enable eToken. If you are an existing user with a Physical Token or without any token and you would like to apply for eToken, please refer to Q7.
- ii. You can set up Face Recognition when performing First Time Activation on Hong Leong ConnectFirst Mobile.
- iii. You may change your authentication method (eToken PIN or Face recognition) any time. On the Hong Leong ConnectFirst Mobile welcome page, log into “eToken” and go to “Settings”.

06.

14. How safe is Face Recognition?

We are using our proprietary software to register and scan your face. The Face Recognition is validated at Hong Leong Bank’s servers to ensure you are the right person to log in and authorise/reject the transactions.

15. Can I log in using Fingerprint Recognition?

No. You are not allowed to use Fingerprint to login. There is only 4 available options for you to login as below:-

USER TYPE	LOGIN AUTHENTICATION
eToken User	Password
	eToken Security PIN
	Face Recognition
Physical Token	Password

16. Are there additional fees for payments authorised through Hong Leong ConnectFirst Mobile?

No. You will enjoy the same transaction fees and charges as applied in Hong Leong ConnectFirst Web.



17. What should I do if I lose my phone?

- i. If you lose your phone, as a precaution you should deactivate the existing Hong Leong ConnectFirst Mobile & eToken. This is done by informing System Administrator or System Authoriser. Your previous application and eToken will automatically be deactivated. You can now only use Hong Leong ConnectFirst Mobile & eToken on the new device.
- ii. Please contact our Customer Helpdesk if you require any further assistance from Monday to Saturday from 9am to 6pm (excluding Federal Territory of Kuala Lumpur public holidays).

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07.

18. Can I register my user credential on multiple devices?

No. Hong Leong ConnectFirst Mobile can only be activated on 1 device at any time.

19. Can I perform Payment initiation through Hong Leong ConnectFirst Mobile?

No. The payment initiation can only be done through Hong Leong ConnectFirst Web.

20. What do I do when I replace my existing device to a new device?

STEP	EXPLANATION
1	Deactivate your eToken in your previous device. On the Hong Leong ConnectFirst Mobile welcome page, go to "Security & Devices" and select "Device Deactivation".
2	Download & install Hong Leong ConnectFirst Mobile in your new device. 

Alternatively, refer to Q17.



21. What should I do if my employee is resigning?

- i. His/her ID access should be terminated immediately.
- ii. If the employee is a Payment User (Payment Maker or Payment Authoriser), you can request System Administrator to delete the user. By deleting the user, his/her Hong Leong ConnectFirst Mobile will be automatically deactivated.
- iii. If the employee is a System User (System Administrator or System Authoriser), please complete Add, Update & Remove System User ID (SR04) Form and email to cmp@hlbb.hongleong.com.my.

