

Foreign Telegraphic Transfer (FTT) Tracker via SWIFT gpi

Frequently Asked Questions – General

No.	Question	Answer
1	What is FTT Tracker?	FTT Tracker is a service that allows customers to track the status of a cross border transaction from the moment it is sent right up to when receipt is confirmed. This is possible due to our tie-up with SWIFT via its latest SWIFT gpi (Global Payment initiative) capability.
2	What is a UETR number?	A UETR (Unique End-to-end Transaction Reference) No. is a reference number assigned to each cross border payment and used as a unique identifier globally.
3	Where can I get a UETR number?	A UETR number will be provided when processing a Cross Border Fund Transfer transaction.
4	How can this FTT Tracker benefit me?	You will know the status of your transaction at any stage until it reaches your beneficiary. You can also see any charges associated with the transaction.
5	Who can I contact if I have further questions or concerns?	You may contact our Customer Helpdesk at +603 7661 7777 or email to cmp@hlbb.hongleong.com.my
6	How can I use FTT Tracker in HL ConnectFirst?	<p>Outward Cross Border Payments</p> <ul style="list-style-type: none"> ▪ Via HL ConnectFirst: Go to “Payments” > right-click on a transaction that is a “Cross Border Payment” under its Payment Type, and shows that it has been “Processed by Bank” under its Status. ▪ Via branches: Go to “Account Services” > select “Initiate” > choose “Foreign TT Tracker” > key in the UETR No. which is available on the receipt generated at branches <p>Inward Cross Border Payments Request for a UETR No. from the sender > go to “Account Services” > select “Initiate” > choose “Foreign TT Tracker” > key in the UETR No.</p> <p>User guide: Click here</p>