



FREQUENTLY ASKED QUESTIONS (FAQS)

Latest updated on 30 August 2021

Q1. How do I register to be a Hong Leong Bank Group supplier?

A1. You are required to log in to www.hlb.com.my/procurement and proceed with our online self supplier registration to undergo the supplier qualification process. Click [here](#) to download the step-by-step guide for the “Supplier Self Registration User Guide”.

Q2. What documents/ information are needed for the Supplier Online Registration?

A2. Please ensure all required documents/ information are ready before your supplier online registration.

- Company Profile
- SST Approval Letter
- Form 9 / Certificate of Incorporation of Private Company
- Form 24 / Return of Allotment of shares
- Form 49 / Return giving particulars in register of Directors, Managers & Secretaries and changes of particulars
- Form 13 / Certificate of Incorporation on Change of Name of Company, if applicable
- Latest ISO Certification or any other Quality certification, if any
- Two year’s most recent Audited Annual Report and Financial Statements

Q3. What should I do if I’m unable to submit the supplier online registration at one attempt?

A3. Click “Save for Later” button if the registration request cannot be submitted for approval at one time. An email will be sent to the email address given to continue with the registration process.

Q4. What is the next step after my registration has been submitted online?

A4. You will receive an email after your request is reviewed. Once your information is verified and approved, your profile will be available in our e-procurement portal: PtoP@HLB. Due to the volume of enquiries we receive, you will NOT be contacted until a purchasing professional matches one of our current needs with your offerings.

Q5. Can the system be used at any point n time?

A5. The system can be used 24 hours every day. Should the system encounter downtime, a notification via [Important Announcements](#) will be published. Kindly check out the “Important Announcements” from time to time for more updates.

Q6. Do I need to have a Hong Leong Bank Group Current or Savings Account for payment purposes?

A6. Yes, you are required to have a Current or Savings Account by Hong Leong Bank or Hong Leong Islamic Bank.

Q7. How do I know if my company has been awarded a job/ contract by Hong Leong Bank Group?

A7. The successful supplier(s) will be notified via an email by Group Procurement.

Q8. **What are the types of tender used by Hong Leong Bank Group?**
A8. The tender can be issued either as a closed tender or open tender through quotation submission or e-bidding via our e-Procurement Portal : PtoP@HLB. The Group Procurement Team evaluates the most suitable approach to the market in order to secure optimal value outcomes.

Closed Tender is where the number of Tenderers invited is limited to a small, select number that is deemed to be able to meet the tender requirements. An open tender is an e-bidding process open to the public who fulfils the qualifications.

Q9. **What happens if I need to change a key contact personnel or update the company profile?**

A9. Login to your eProcurement Portal → click “Supplier Portal” → “Company Profile” → “Manage Profile” to edit and update the existing Supplier profile information. Thereafter, review changes-and submit for approval.

Q10. **I have read the FAQs and I still have questions. Is there anyone else I can contact?**

A10. If you still have further enquiries after reading the FAQs, please contact us at GPAhelpdesk@hlbb.hongleong.com.my and include your name, company name and phone number along with your question.