

# Hong Leong ConnectFirst (HLCF) Trade Module Guide



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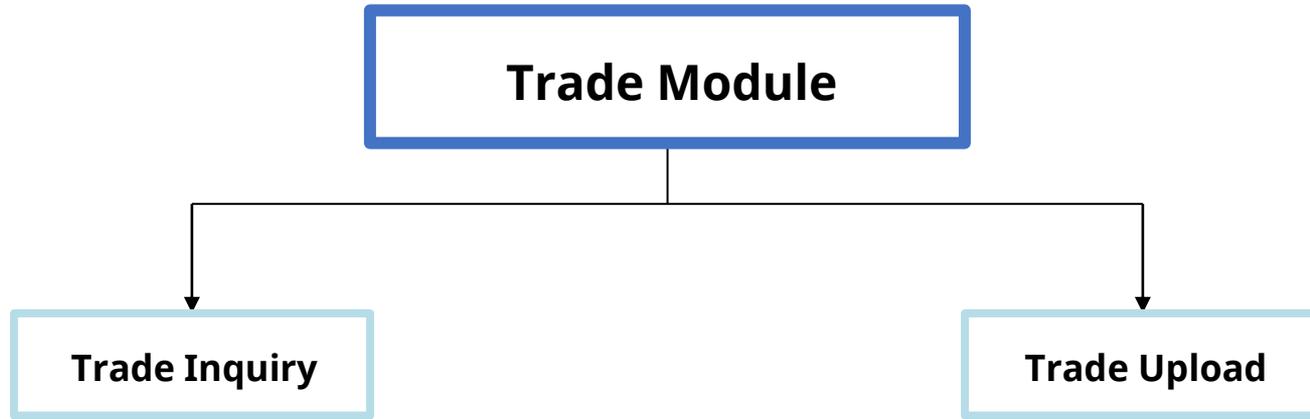


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# Trade Module Overview

# Convenience brought to you by our Electronic Trade Services Module



Trade Inquiry allows you to view and manage your:

1. Trade facilities, limits, and utilization
2. Transactions received by the Bank that are pending processing
3. Transactions pending settlement.
4. Settled Trade Transactions
5. Past Due Bills and upcoming Bills Due.
6. Download Trade advices online

- Trade Upload allows you to submit your trade documents to the Bank via a secured online bank platform.
- Physical documents are NOT required to be submitted to TW / TSC subsequently.



# Trade Upload (TU) [1/2]

- Trade document submission via TU:



**Once documents are submitted via TU, customers are NOT required to submit the physical documents to TW / TSC.**

- Benefits to Customer:

- 1. Convenience:** Submit Trade documents digitally from anywhere, anytime, eliminating the hassle of needing to submit physical documents to the Bank.
- 2. Speed to financing / Time and cost savings:** Get financing more quickly, as the turnaround time starts when the Trade documents are digitally received by the Bank.
- 3. Safe and secure:** Trade documents are uploaded and submitted by the authorized Maker and Authoriser appointed by the customer.

# Trade Upload (TU) [2/2]



- Check your document upload status on TU:

<b>Upload Status</b>	<b>Trade Document Upload</b>
Pending Authorisation	Maker initiated upload pending Authoriser approval.
Sent to Bank	Maker initiated upload and Authoriser has approved.
<b>Status returned from Bank</b>	<b>Trade Document Processing</b>
In Process at Bank	Bank processing Trade documents.
Processed by Bank	Processing completed.
Rejected by Bank	Documents rejected by Bank

- Cut-off Time:

Please refer to the [Product Disclosure Sheet](#) for the respective Trade Product cut-off time. For TU submissions during the weekend or public holidays the transaction will be processed on the next business day unless stated otherwise.



# Roles of the parties in your Company involved after being onboarded on Trade Upload

## System Admin

## Transaction Users

### Maker

To perform transactional requests

- Upload documents for Trade
- Payroll type transactions

Note: The maker role for trade upload does not need to be the same person as the maker for payment. Please refer [here](#) for conditional setup.

### Authoriser

To approve transactional requests initiated by the Maker.

Note: The authoriser role for trade upload does not need to be the same person as the authoriser for payment. Please refer [here](#) for conditional set up.

### System Administrator

To perform permissible maintenance or change request.

- Create Maker and Authoriser
- Enable, disable, and reset passwords for users

### System Authoriser

To approve all maintenance or change request initiated by the System Administrator



# First Time Activation on HLCF Web

# First Time Activation – for first time users [1/4]



You will receive an email from [noreply@eservices.hongleong.com.my](mailto:noreply@eservices.hongleong.com.my) and SMS to your registered email address and mobile number upon successful onboarding to HLB ConnectFirst:

- Email – Contains a password-protected attachment (PDF file). The content of the PDF file will display the Company ID, User ID and temporary PIN for you to activate the user.
- SMS – Contains a password to unlock the attachment content.

Fill up the COMPANY ID. [Refer to the attachment (ePIN file) sent to your email address]

Fill up the USER ID and press Next. [HLB ConnectFirst will verify if the user is a new user]

Experience All-new Hong Leong ConnectFirst for your businesses

Terms & Conditions | Security | Privacy Notice | e-Banking Charter

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Customer Helpdesk : ☎ +603 76617777 | ✉ [cmp@hlbb.hongleong.com.my](mailto:cmp@hlbb.hongleong.com.my) | 📄 [Request forms](#)

# First Time Activation – for first time users [2/4]



You will see a first time activation screen appear, if it is your first time logging into HLB ConnectFirst.

The image displays two screenshots of the HLB ConnectFirst First Time Activation process, with numbered callouts (3-7) providing instructions for each step.

**Step 3:** Enter your IC/Passport No.

**Step 4:** Enter the temporary PIN [Refer to the attachment (ePIN file) sent to your registered email address]

**Step 5:** Ensure that you have read the Terms & Conditions

**Step 6:** Click Next & a One Time Password (OTP) will be sent to your registered mobile number.

**Step 7:** Key in the OTP received. If you do not receive OTP within 5 minutes, please click Resend OTP.

# First Time Activation – for first time users [3/4]



**8** To increase the security of your account, select 3 questions and enter the corresponding answers

Questions	Answers
Who is the singer of your most favorite son	SONG
What is your mother's maiden name	NAME
What is your favorite TV program	PROGRAM

Security Phrase **i**  
HELLO HELLO

**9** Create a Security Phrase to further help protect your identity and online transactions. Once registered, you will be prompted to acknowledge your Security Phrase at subsequent logins. Your Security Phrase is not your HLB ConnectFirst password. **Next**

 The security questions and answers will be used if you ever need to reset your password as a Payment User

**10** Set your new Login Password and confirm Password

Update Password

Corporate ID **i**

Login ID

Password **i**

Confirm Password **i**

**Next**

# First Time Activation – for first time users [4/4]



The screenshot shows a 'First Time Activation' window with a progress bar at the top. The progress bar has five steps: 'Identify yourself', 'Confirm information', 'Security Q&A', 'Password Setup', and 'Completed'. The 'Completed' step is highlighted with a blue checkmark. Below the progress bar, the section is titled 'Two-Step Authentication'. It features two QR codes side-by-side. Under the left QR code is the 'Download on the App Store' logo, and under the right QR code is the 'GET IT ON Google Play' logo. Below the QR codes, there is a light blue highlighted box with the text: 'Download, install and activate the Hong Leong ConnectFirst mobile application in your smartphone device.' Below this box, there is a paragraph: 'This application gives your greater online protection by verifying your identity before allowing you to access Hong Leong ConnectFirst and carry out your business transactions as required.' At the bottom right of the window is a green 'OK' button.

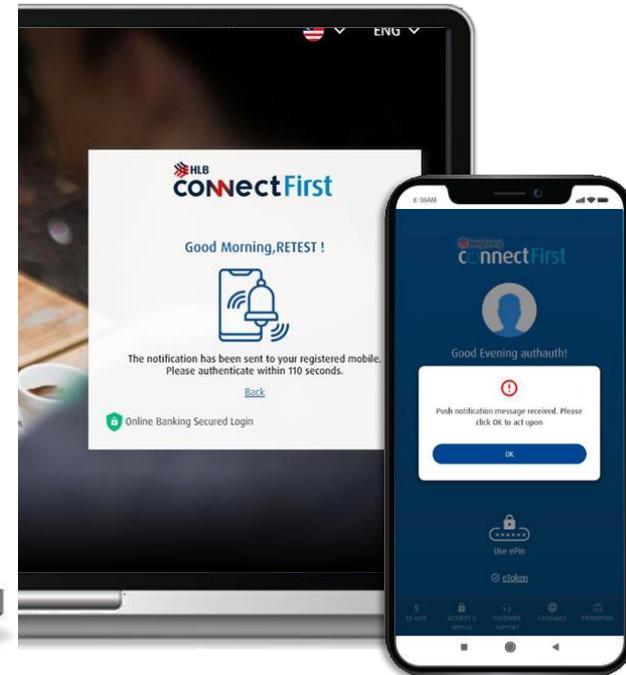
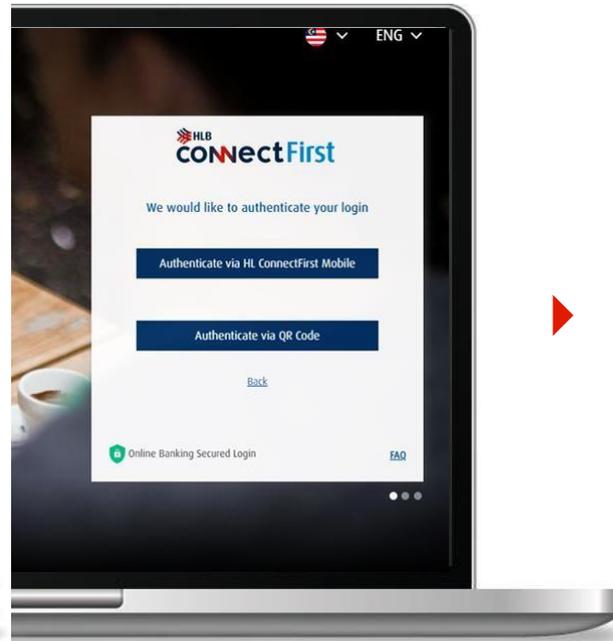
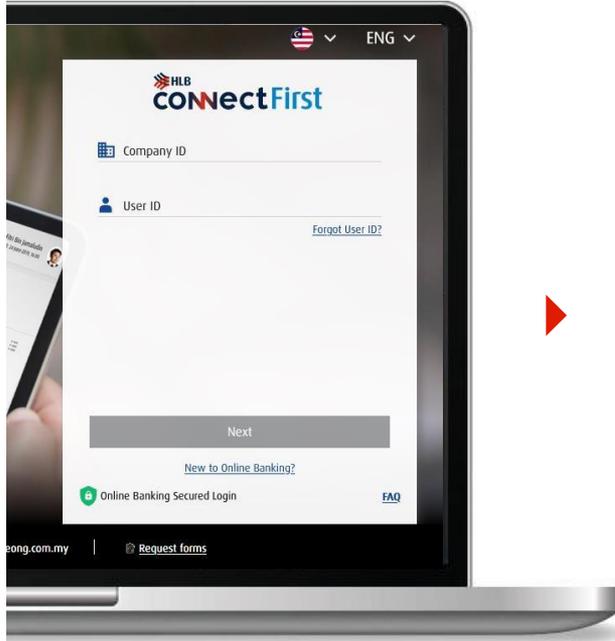
11 Download and activate HLB ConnectFirst Mobile app. Refer to Mobile User Guide [here](#) to activate.

12 After downloading, click OK



Login to HLCF Web

# Login to HLB ConnectFirst Web - Via Mobile Notification



1

Go to HLB ConnectFirst login page at [www.hlb.com.my/hlbcf](http://www.hlb.com.my/hlbcf), enter your login details and click Next.

2

Select **Authenticate via HLB ConnectFirst Mobile**.

3

A request notification will be sent to your mobile phone. Please click "Ok" to proceed with the authentication process.

# Login to HLB ConnectFirst Web - Via Mobile Notification



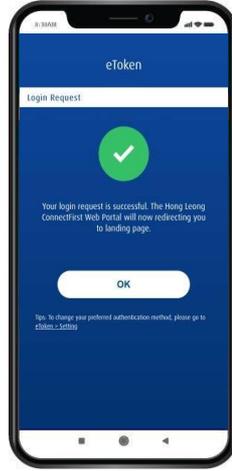
4

Enter your eToken PIN and click **SUBMIT**.



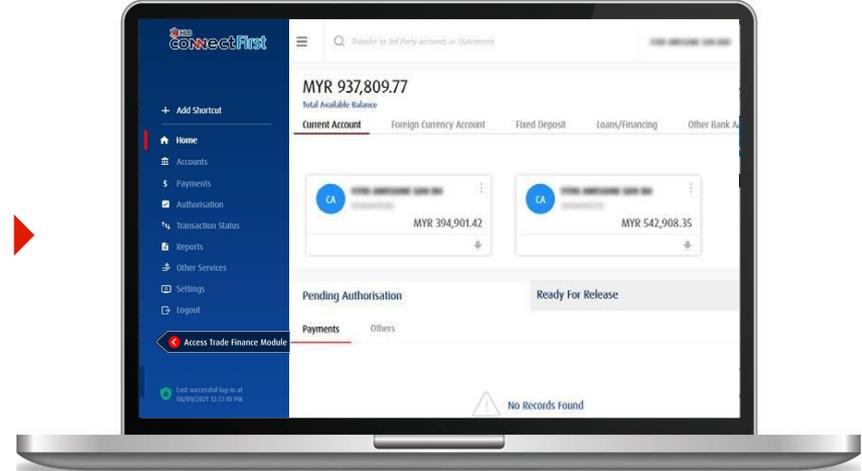
5

Check your details and click **CONFIRM**.



6

Login Request successful. Click **OK** to proceed.



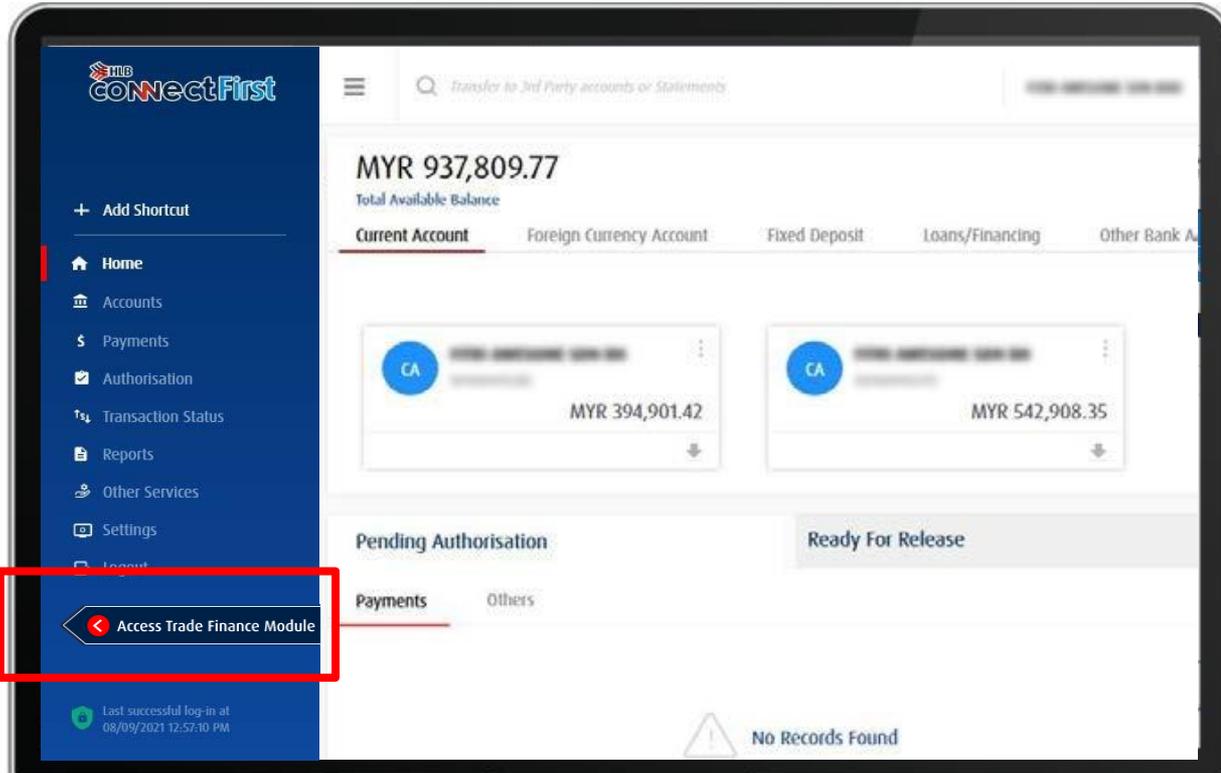
7

You will be directed to the homepage.



*Tip: To change your preferred authentication method, please login to your eToken and go to Settings.*

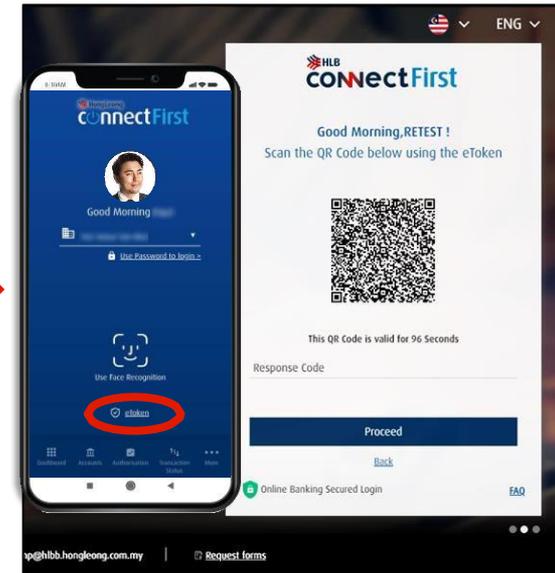
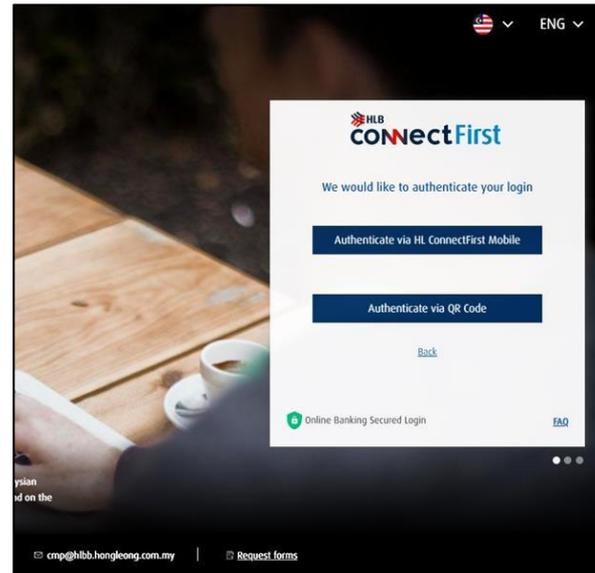
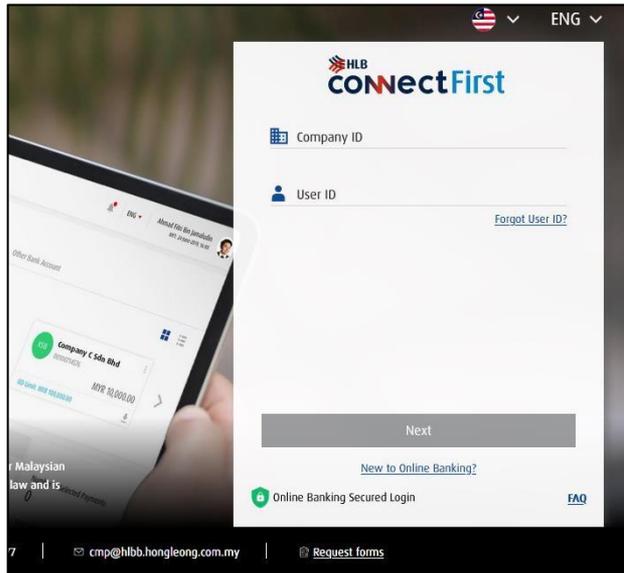
# Login to HLB ConnectFirst Web – Access Trade Finance Module



8

Click Access Trade Finance Module

# Login to HLB ConnectFirst Web - Via QR Code



1

Go to HLB ConnectFirst login page at [www.hlb.com.my/hlbcf](http://www.hlb.com.my/hlbcf). Enter your login details and click **Next**.

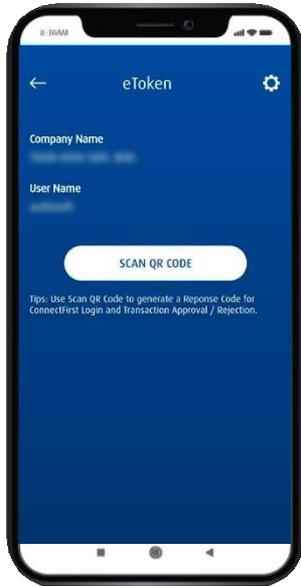
2

Select **Authenticate via QR Code**.

3

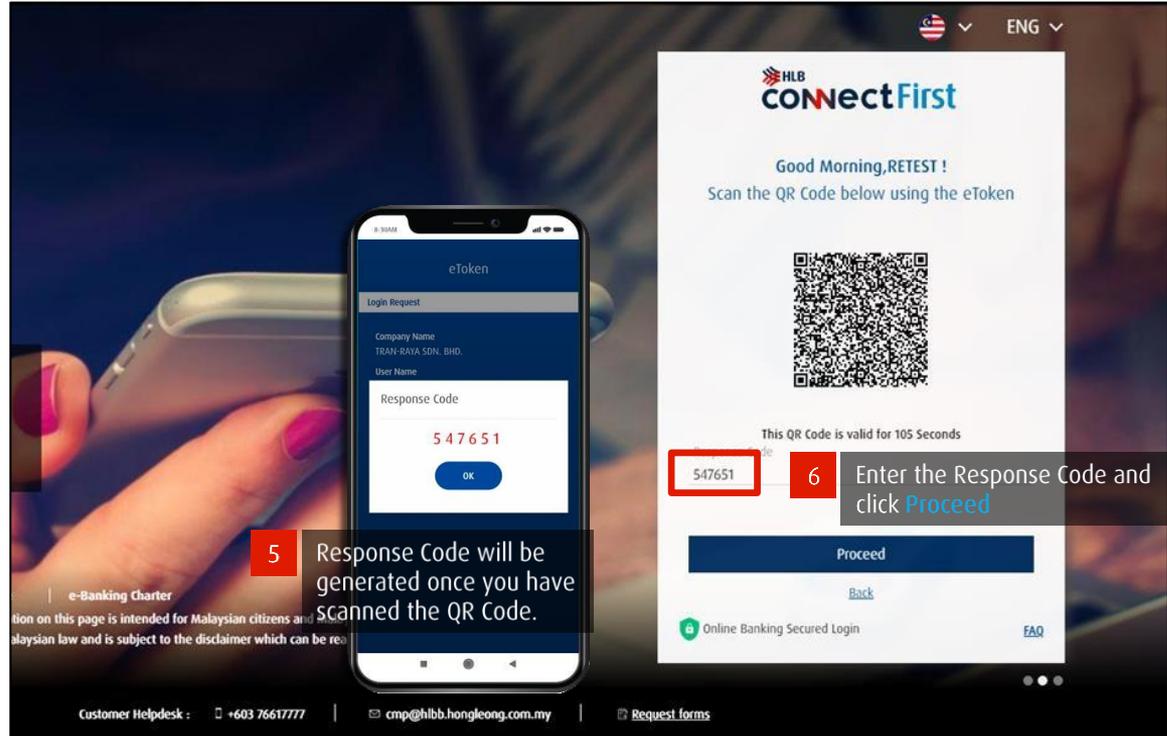
Click on "eToken" in the HLB ConnectFirst Mobile app to scan the QR Code.

# Login to HLB ConnectFirst Web - Via QR Code



4

After entering your ePIN on your eToken, tap on [Scan QR Code](#)



**Note:** Please refer to the [HLCF User Guide](#) for more information.

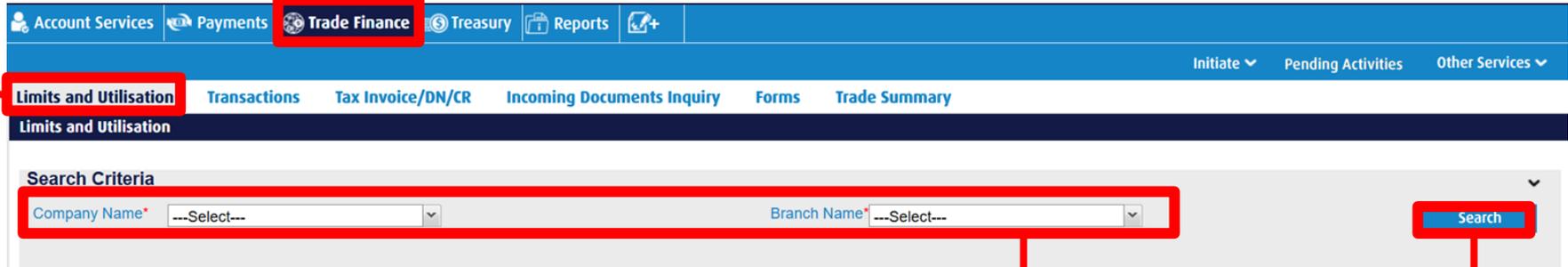


# Usage of Trade Inquiry (TI)

# Limit and Utilization [1/3] – View your trade facilities, limit and utilization



**1** Select **“Trade Finance”** to access the module



**2** Select **“Limit and Utilization”** to check Trade Limit and Utilization

**3** Enter **“Company Name”** and **“Branch Name”** to check Trade Limit and Utilization

**4** Select **“Search”**

# Limit and Utilization [2/3] – Download your trade advices



**Limits and Utilisation**

Date: 05-03-2025 09:55:07  
Company Name: \_\_\_\_\_  
Branch Name: All

Total Limit Amount: 107,500,000.00  
Total Utilized Amount: 78,192,615.36  
Total Earmarked Amount: 974,000.00  
Total Available Balance: 28,333,384.64

**Limits and Utilisation**

Facility	Currency	Limit Amount	Utilized Amount	Earmarked Amount	Available Balance	Facility Status
LOCAL LC	MYR	83,000,000.00	0.00	0.00	83,000,000.00	Released
LOCAL LC	USD	20,000,000.00	0.00	0.00	20,000,000.00	Released
LOCAL LC	MYR	20,000,000.00	0.00	0.00	20,000,000.00	Released

Download data in different formats.

1 Select 'Utilized Amount' to view Facility Utilization Listing

**2**

Select the Bank Ref. No. to view Transaction Details

**Facility Utilisation Listing**

Company Name: \_\_\_\_\_  
Branch Name: All  
Facility Status: OFCL

**Facility Utilisation Listing**

Bank Ref. No. ▲	Related Referenc...	Transaction Date	Expiry Date	Currency	Bill Amount	Equivalent Am...	Status	Tenure (Days)
<u>OLOUG06...</u>	---	05-12-2013	03-06-2014	USD	495,802.03	2,200,369.41	Active	180

# Limit and Utilization [3/3] - Download your trade advices



**Transaction Details** [Close]

Company Name	Branch	Product Inward Bill Under LC Usage
Bank Ref. No. UBOUG0	Related Reference Number LCOUG09	Draft no --
Transaction Date 04/09/2024	Expiry/Due Date 27/09/2024	Transaction Desc Inception
Status Active	Tenure (Days) 30	Currency USD
Outstanding Amount 254,800.00	Outstanding Amount (MYR) 1,130,292.80	

**View Transaction History** | **View Advice** | **Close**

Select "View Transaction History" to view history

**3** Select "View Advice" to download trade advices

**4** Click "Download" to download trade advices

**Advice Summary** [Close]

Company Name: HLB SDN BHD

Branch	Product Desc.	Bank Reference No.	Released Reference	Document Desc.	Download
KUALA LUMPUR MAIN BRANCH	LOCAL LC-I	ABCDE1		Credit Advice	<a href="#">Download</a>

**Close**

# Transactions [1/4]



Select "Transactions" to view Transaction Inquiries

The screenshot shows a web application interface with a navigation bar at the top. The navigation bar contains several tabs: "Limits and Utilisation", "Transactions", "Tax Invoice/DN/CR", "Incoming Documents Inquiry", "Forms", and "Trade Summary". The "Transactions" tab is highlighted with a red box. Below the navigation bar, there is a sub-section titled "Transaction Inquiries" with a dark blue background. Underneath this, there are several sub-tabs: "In Process", "Outstanding", "Trade Alerts", "Settled", "History", and "Previous Month End Outstanding". These sub-tabs are also highlighted with a red box. Below the sub-tabs, there is a "Search Criteria" section with a dropdown menu for "Company Name" and a "Search" button.

- **In Process:** To view transactions that are received by the bank and pending processing.
- **Outstanding:** To view transactions that are processed by the bank and pending settlement.
- **Trade Alerts:** To view Past Due Bills and upcoming Bills Due.
- **Settled:** To view settled Trade Transactions.
- **History:** To view all past Trade Transactions.
- **Previous Month End Outstanding:** To view outstanding Trade Transactions by month (up to one year).

# Transactions [2/4] – Download your trade advices for your outstanding bills



**Transaction Inquiries**

[In Process](#) **[Outstanding](#)** [Trade Alerts](#) [Settled](#) [History](#) [Previous Month End Outstanding](#)

**1** Select “**Outstanding**” under the Transaction Inquiries tab to view outstanding trade transactions

**Outstanding Transaction Summary**

Branch	Product Desc.	Items
Branch : JALAN KELANG LAMA BRANCH	--	52
Category : Off Balance Sheet Product	--	1
JALAN KELANG LAMA BRANCH	<a href="#">Inward Bill Under LC...</a>	1

**2** Select product description to show details

# Transactions [3/4] – Download your trade advices for your outstanding bills



**3** Select Bank Ref. No. to view Transaction Details

Product Outstanding Transaction Listing				
Bank Ref. No. ▲	Related Reference...	Transaction Date	Currency	Outstanding Am...
<u>UBOUG0</u>	LCOUG09	04-09-2024	EUR	254,800.00

**Transaction Details** [X]

Company Name	Branch	Product
Bank Ref. No. UBOUG0	Related Reference Number LCOUG0	Draft no --
Transaction Date 04/09/2024	Expiry/Due Date 27/09/2024	Transaction Desc Inception
Status Active	Tenure (Days) 30	Currency EUR
Outstanding Amount 254,800.00	Outstanding Amount (MYR) 1,130,292.80	

**4** Select "View Advice" to download advice

[View Transaction History](#) [View Advice](#) [Close](#)

Select "View Transaction History" to view history

# Transactions [4/4] - Trade Alerts



**1** Select "Trade Alerts" under the Transaction Inquiries tab to view Past Due Bills and Bills Due

**Transaction Inquiries**

In Process Outstanding **Trade Alerts** Settled History Previous Month End Outstanding

**Search Criteria**

Company Name\*

Past Due Bills  Bills Due

**2** Select "Past Due Bill" or "Bills Due" then select "Search"

**Past Due Bill**

Date 05-03-2025 14:21:22 Company Name  Shows Past Due Bills

**Trade Alerts**

Expiry/Due Date ^	Branch	Bank Ref. No.	Product Desc.	Currency
24-06-2014	JALAN KELANG LAMA BRANCH	<a href="#">BAOUG11</a>	Bankers Acceptance	MYR
13-09-2024	JALAN KELANG LAMA BRANCH	<a href="#">OSOUQ39</a>	FCY OL Accrual Loan	USD
18-10-2024	JALAN KELANG LAMA BRANCH	<a href="#">OSOUQ09</a>	FCY OL Accrual Loan	USD

**3** Select the Bank Ref. No. to view Transaction Details and download trade advices

# Incoming Documents Inquiry [1/1]



Select **"Incoming Documents Inquiry"** to check on incoming documents [e.g: Inward Bills Collection (IBC), Inward Bills Letter of Credit (IBLC), Usance Bills Letter of Credit (UBLC)]



[Limits and Utilisation](#)   [Transactions](#)   [Tax Invoice/DN/CR](#)   **[Incoming Documents Inquiry](#)**   [Forms](#)   [Trade Summary](#)

**Search Criteria**

**Search Criteria**

Company Name\*



# Usage of Trade Upload (TU)



# Steps to submit Trade Documents on TU [1/4]

- Maker Role (Initiate & upload the documents)

**1** Select "Trade Finance" to access the module

**2** Select "Initiate"

S.No	Document Desc.
1	Advance against Trade(Post Shipment)

**3** Select "Upload Document" under "Initiate"

Initiate ▾ Pending Activities Other Services

Upload Document



# Steps to submit Trade Documents on TU [2/4]

- Maker Role (Initiate & upload the documents)

The screenshot shows a 'Document Upload Form' window with the following fields and elements:

- Issuing Bank:** A dropdown menu with 'Select' as the current value.
- Branch Code & Branch Name:** A dropdown menu with 'Select' as the current value.
- Transaction Type:** A dropdown menu with 'Select' as the current value.
- Value Date (the processing date of the request):** A date input field with the placeholder 'dd/mm/yyyy'.
- Remarks:** A large text area for entering notes.
- Attachments:** A section with instructions: 'Please attach signed trade application form and supporting documents. To HLB SDN BHD, go to Trade Finance > Forms in the menu'. It includes a 'Choose File' button (highlighted with a red box) and a 'No file chosen' label.
- Terms & Conditions:** A checkbox labeled 'Understand and accept the Terms & Conditions applicable for Trade Services' (highlighted with a red box).
- Buttons:** 'Submit' (highlighted with a red box), 'Clear', and 'Cancel'.

Numbered callouts indicate the following steps:

- 4:** Enter Required Details (points to the form fields).
- 5:** Upload Trade Application Form and supporting documents (points to the 'Choose File' button).
- 6:** Accept Terms & Conditions and select "Submit" (points to the 'Submit' button).



# Steps to submit Trade Documents on TU [3/4]

- Authorizer Role (Authorize documents to be submitted to the bank)

Note: The Authorizer for TU need not be the same as the Payment Authorizer. See [here](#) for conditional setup.

**1** Select "Trade Finance" to access the module

**2** Select "Pending Activities"

The screenshot shows the top navigation bar of the system. The 'Trade Finance' menu item is highlighted with a red box, and an arrow points from the step 1 instruction to it. The 'Pending Activities' menu item is also highlighted with a red box, and an arrow points from the step 2 instruction to it. Below the navigation bar, there are several sub-menu items: 'Limits and Utilisation', 'Transactions', 'Summary of Tax Invoice/Debit Note/Credit Note', 'Incoming Documents Inquiry', 'Trade Application Forms', and 'Trade Summary'.

**3** Select on the document upload request that you wish to authorize. Double click to view transaction details & documents uploaded by the Maker

The screenshot shows a window titled 'Pending Activities'. It contains a table with the following columns: Transaction Reference, Company Name, Branch Code & Branch Name, Issuing Bank, Value Date, Transaction Type, Upload Date, and Maker Name. The first row is highlighted with a red box, and an arrow points from the step 3 instruction to it.

Transaction Reference	Company Name	Branch Code & Branch Name	Issuing Bank	Value Date	Transaction Type	Upload Date	Maker Name
<input checked="" type="checkbox"/> CTU2023032110466	12079404 - CIF00000...	00001-KUALA LUMP...	Hong Leong Bank Be...	21-03-2023	Invoice Financing	21-03-2023	Automkr
<input type="checkbox"/> CTU2022111510458	8017206 - CIF000000...	00001-KUALA LUMP...	Hong Leong Bank Be...	15-11-2022	AAT Post-Shipment	15-11-2022	
<input type="checkbox"/> CTU2022111410455	12079404 - CIF00000...	00001-KUALA LUMP...	Hong Leong Bank Be...	14-11-2022	AAT Post-Shipment	14-11-2022	Automkr
<input type="checkbox"/> CTU2022111410454	12079404 - CIF00000...	00001-KUALA LUMP...	Hong Leong Islamic ...	14-11-2022	Accepted Bill-i (Purch...	14-11-2022	

# Steps to submit Trade Documents on TU [4/4]



- Authorizer Role (Authorize documents to be submitted to the bank)

**Document Upload Form**

**General Instructions**

**Company Name**  
HLB SDN BHD

**Issuing Bank**  
Hong Leong Bank Berhad

**Branch Code & Branch Name**  
001 KUALA LUMPUR MAIN BRANCH

**Transaction Type**  
Invoice Financing

**Value Date**  
23-06-2020

**Remarks**  
Test

**Attachments**

[Invoice Financing](#)

I understand and accept the Terms & Conditions applicable for Trade Services.

**Authorize** **Reject** **Close**

4

After checking all information, authorizer may select “Authorize” or “Reject”



## Other User Guides:

1. ADM & SAU Guide on Linking the Account to Users
2. System User Guide
3. HLBCF User Guide

Please email [cmp@hlbb.hongleong.com.my](mailto:cmp@hlbb.hongleong.com.my) to request for the above user guides.

- Trade Upload - Video User Guide

No.	Video Links
1.	<a href="#">Perform trade document upload</a>
2.	<a href="#">Authorize trade document upload</a>



# HLCF 1.0 Trade Module access via mobile browser:

You may access to HLCF 1.0 Trade Module via mobile browser with the following steps:

1. Switch your mobile browser to desktop mode:
  - a. For Android users, here's how:
    - i. Open Chrome on your Android device.
    - ii. Tap the three dots (More) in the top right corner.
    - iii. Scroll down to "Settings" and tap on it.
    - iv. Under "Advanced," tap on "Site settings" and then "Desktop site".
    - v. Toggle the switch to enable "Desktop site".
  - b. For iPhone users, here's how:
    - i. Open Safari: and navigate to the desired website.
    - ii. Tap the 'aA' button: in the top corner before the address bar.
    - iii. Select 'Request Desktop Site': from the menu that appears.
    - iv. You can also enable this feature by default by going to Settings > Safari > Request Desktop Website and toggling the "All Websites" option on.
2. Access HLCF <https://www.hlb.com.my/en/business-banking/connect-biz/hl-connectfirst.html?icp=hlb-en-bizhome-text-bizbanking> via mobile browser desktop view.
3. To switch back to mobile view, you may repeat step 1 above and disable the "Request Desktop Site" or "Desktop View" option

Note: Given that this is not the main method for customer to access HLCF 1.0 Trade Module, please confirm with your respective Trade Sales or Trade Ops that the transaction was successfully received via TU.



# Forms Guide



# Steps to fill in the Onboarding Documents

NOTE: As this is a standard process, below will only show SPECIFIC steps to enable Trade Inquiry and Trade Upload

## HLCF Application Form – Part C (page 9)

Click [here](#) to retrieve the form.

Step 1: Select your accounts to link (if any)



Step 2: Select both Inquiry and Transaction to establish account linkage for Trade services



**COMPANY/BUSINESS DAILY TRANSACTION LIMIT**

Please tick the preferred daily transaction limit (✓)

\* Company/Business Daily Transaction Limit  
 RM 9,999,999.99     Other: \_\_\_\_\_

\* The daily transaction limit will be defaulted to RM 200,000.00 if not specified.

**OWN ACCOUNT/TRADE SERVICES LINKAGE (Account/Trade Services Under Same Business Entity and Customer Information File (CIF))**

	Please (✓) Accessible Services	MID (Merchant ID)(for merchant statement use)
<input type="checkbox"/> All accounts	<input type="checkbox"/> Inquiry <input type="checkbox"/> Transaction	_____
<input type="checkbox"/> Account Nos. Specified Below _____	<input type="checkbox"/> Inquiry <input type="checkbox"/> Transaction	_____
<input type="checkbox"/> Trade Services	<input type="checkbox"/> Inquiry <input type="checkbox"/> Transaction	_____

Please attach separate list for additional account number(s).  
 Note:  
 • Applicable to CA/CA-i, FD/FD-i, FCY-CA/FCY-CA-i, Trade Account/Trade Account-i, Loan Account/Financing Account-i and etc  
 • Will be defaulted to ALL ACCOUNTS/TRADE SERVICES/TRANSACTIONS if the above is not specified.

**OTHER HLB/HLISB BUSINESS ACCOUNT/TRADE SERVICES LINKAGE**

Company/Business Name (s)	Business Registration No.	CIF No. ( For Bank Use )
1. _____	_____	_____
2. _____	_____	_____
3. _____	_____	_____

Note:  
 • Please provide in a separate list/appendix if you have more Company/Business Accounts to add  
 • Please submit required documents of the company(ies)/ business(es) as per checklist outlined at the top of Part C

Step 3: Indicate other HLB/HLISB Trade Services linkage (if any)



# Steps to fill in the Onboarding Documents



## HLCF Application Form – Part C (page 12) : Authorisation for Electronic Instructions (AEI)

Click [here](#) to retrieve the form.

### TRADE SERVICES: AUTHORISATION FOR ELECTRONIC INSTRUCTIONS (AEI) DUE TO SYSTEM FAILURE OR DISRUPTION

You are advised to contact HLBB/HLISB should you encounter any issues relating to the submission of trade drawdown instructions ("Electronic Instructions") submitted via Hong Leong Business Internet/Electronic Banking (Hong Leong ConnectFirst). Thereafter, provided that the issue is due to system failure or disruption on HLBB/HLISB's part & upon advice by HLBB/HLISB to do so, you may submit Electronic Instructions via e-mail and/or fax, subject to the execution of this AEI. In consideration of the Bank agreeing to act on Electronic Instructions sent to the Bank via electronic means as set out in Table A and Table B below, we hereby agree to the following:

- The permitted mode of Electronic Instructions to the Bank is stated in Table A below. The person(s) authorised by us to issue the Electronic Instructions to HLBB/HLISB, the respective telephone number(s), facsimile number(s) and / or email address(es) are stated in Table B below:

(i) Company / Business Name(s): \_\_\_\_\_

Table A	
Mode of issuing the Electronic Instructions	*Fax / *Email / *Fax & Email

**Table B			
Any ONE of the Authorised Person(s) Below May Issue Electronic Instructions	Mobile Phone and Office Telephone number(s) (for call back / enquiry purposes)	Facsimile Number(s)	Email Address(es)
1.			
2.			
3.			
4.			

(ii) Company / Business Name(s): \_\_\_\_\_

Table A	
Mode of issuing the Electronic Instructions	*Fax / *Email / *Fax & Email

**Table B			
Any ONE of the Authorised Person(s) Below May Issue Electronic Instructions	Mobile Phone and Office Telephone number(s) (for call back / enquiry purposes)	Facsimile Number(s)	Email Address(es)
1.			
2.			
3.			
4.			

Step 1: Indicate the Company / Business Name(s). If there are multiple companies/businesses using the **same set of Authorised Person(s)**, indicate all the company/business names (e.g: Company A, Company B & Company C)



Step 2: Select either Fax/Email/Fax & Email according to customers preference.



Step 3: Provide details of Authorised Person(s) to issue Electronic Instructions

Step 4: If there are multiple companies/businesses using a **different set of Authorised Person(s)**, indicate the 2nd Company / Business Name



# Steps to fill in the Onboarding Documents



## **Board Resolution (Appendix section of the form)**

Click [here](#) to retrieve the form.

### **Note:**

Refer to Appendix 1 for Company (SDN BHD & BHD)

Refer to Appendix 2 for LLP

Refer to Appendix 3 for Sole Proprietorship/Partnership

Step 1: Fill in Company Name  
Step 2: Fill in Date  
Step 3: Draw a line diagonally if sections are not applicable



### CERTIFIED EXTRACT OF DIRECTORS RESOLUTION

#### APPLICATION FOR HONG LEONG BANK BUSINESS DEPOSIT ACCOUNTS, HONG LEONG BUSINESS INTERNET/ELECTRONIC BANKING, COLLECTION SERVICES AND/OR AUTO-SWEEP SERVICES

(Where resolution was passed before the said application for and/or opening)

The Board of Directors of \_\_\_\_\_ [name of company] passed the following resolution on \_\_\_\_\_ [date]: -

IT IS HEREBY RESOLVED AS FOLLOWS:

#### **A. OPENING OF ACCOUNT AND OPERATING MANDATE\*\***

\*\*Please draw a line diagonally across this part if not applicable.

1. "THAT authority be and is hereby given for the Company to apply for Business Deposits Account(s) (the "Account(s)") with Hong Leong Bank Berhad ("HLB")/Hong Leong Islamic Bank Berhad ("HLISB") in \_\_\_\_\_ [to state Branch] as required from time to time."
2. "THAT authority be and is hereby given to the authorised signatory(ies) as set out in Item D. of this Resolution ("Authorised Signatories") to do the following:-
  - i. apply for, accept and sign, all relevant documents drawn or to be drawn up in connection with the Account(s) and to act on any instructions and accept any receipts or other documents relating to the Account(s), transactions or affairs of the Company, if su signed on behalf of the Company;
  - ii. pay and honour all cheques, bills of exchange, deposits, receipts, requests involving payment or transfer of funds and promissory notes;
  - iii. perform fixed deposit placements and/or withdrawals under the Account(s);

# Steps to fill in the Onboarding Documents



## Board Resolution (Appendix section of the form)

Click [here](#) to retrieve the form.

Step 4: Ensure that this section IS **NOT** CROSSED OUT



### B. HONG LEONG BUSINESS INTERNET/ELECTRONIC BANKING - APPLICABLE TO ALL MODULES\*\*

#### IT IS HEREBY RESOLVED AS FOLLOWS:

1. THAT approval be and is hereby given for the Company or its successors in title or assigns to apply for and accept from time to time any one or more internet/ electronic banking facilities and/or services (“the Online Services”) which may include but not be limited to cash management services, trade services, collection services or such other facilities and/or services as may be added, withdrawn, varied or replaced from time to time for business banking customers which may be offered by Hong Leong Bank Berhad (“HLB”) / Hong Leong Islamic Bank Berhad (“HLISB”) upon such terms and conditions which are made available and may be varied or substituted from time to time via HLB’s website at [www.hlb.com.my](http://www.hlb.com.my) and HLISB’s website at [www.hlisb.com.my](http://www.hlisb.com.my) (the Terms and Conditions for Hong Leong Business Internet Banking”).
2. “THAT authority be and is hereby given to the nominated authorised signatory(ies) of the Company, whose signature(s) is/are set out in item D of this Resolution (“Authorised Signatories”) to do the following:-
  - i. to apply for and link any one or more or all accounts maintained by the Company with HLB/HLISB (both present and future) under any one or more of the modules pursuant to the Online Services, and to nominate, add, remove or amend details of such person(s) as the user(s) to operate the Online Services from time to time;
  - ii. to nominate, add, remove or amend such person(s) as system user(s) to operate the Online Services and to amend the details of such persons from time to time; and
  - iii. to apply for, accept and sign, all relevant documents of whatsoever nature (including without limitation letters, authorisation and undertakings) drawn up or to be drawn up howsoever in connection with the Online Services (or each of them as and when required) from time to time.
3. “THAT, whenever necessary, authority be and is hereby given for the use of the Common Seal of the Company to be affixed to all relevant documents drawn up or to be drawn up in connection therewith in accordance with the Company’s Articles of Association or constitution (if any) for and on behalf of the Company.”
4. “THAT the Company authorises (1) the appointment of one (1) or more authorised representative(s) of the Company as the system administrator(s) on behalf of the Company to create and maintain the payment authorisation workflow and the user profile or assign security code(s) to the user(s) within the Hong Leong business internet/electronic banking (“the System Administrators”), and (2) the appointment of one (1) or more authorised representative(s) of the Company as the System Authoriser(s) to act on behalf of the Company to approve the creation and maintenance of the payment authorisation workflow, the user profile or assignment of the security code(s) within Hong Leong business internet/electronic banking (“the System Authorisers”), as identified in the Hong Leong Business Internet /Electronic Banking Application Form. In the event of the replacement of any of the System Administrators and/or System Authorisers, the Company hereby authorises the Authorised Signatories to appoint such replacement personnel from time to time and such replacement personnel shall be authorised to act as the System Administrators and/or the System Authorisers, as the case may be.

# Steps to fill in the Onboarding Documents



## **Board Resolution (Appendix section of the form)**

Click [here](#) to retrieve the form.

Step 5: Ensure that this section IS **NOT** CROSSED OUT



### **B. (i) TRADE SERVICES\*\***

\*\*Please draw a line diagonally across this part if not applicable.

1. "THAT approval be and is hereby given for the Company to make trade inquiries and submit trade drawdown instructions to the Bank which includes selecting and/or inputting the correct and accurate information and uploading the respective trade document(s) to the Bank via Hong Leong Business Internet/Electronic Banking in accordance to the Terms and Conditions for Hong Leong Business Internet Banking and such other terms and conditions that HLB/HLSB may stipulate from time to time."
2. "THAT the Board has read and agreed to the said Terms & Conditions (mentioned above) and wishes to avail itself to provide such electronic trade drawdown instructions ("Electronic Instructions") to the Bank. In the event the Company encounters system failure / disruption, the Company is advised to contact the Bank. Thereafter, provided that the issue is due to system failure or disruption on the Bank's part & upon advice by the Bank to do so, the Company may submit Electronic Instructions via e-mail and/or fax, subject to the prior execution of the Authorisation for Electronic Instructions (AEI) and submission of the same to the Bank; otherwise, the Company may submit physical documents and trade drawdown instructions to the Bank."

# Steps to fill in the Onboarding Documents



## **Board Resolution (Appendix section of the form)**

Click [here](#) to retrieve the form.

Step 6: All Authorised Signatories to sign



D. AUTHORISED SIGNATORIES	
Condition of Authorisation Please tick (✓) <input type="checkbox"/> Any One to sign <input type="checkbox"/> Any two to sign <input type="checkbox"/> All to sign <input type="checkbox"/> Others :	
PERSONAL PARTICULARS	SPECIMEN SIGNATURE
Name as per NRIC/Passport : .....	
NRIC/Passport No : .....	
Nationality : .....	
Designation : .....	
Name as per NRIC/Passport : .....	
NRIC/Passport No : .....	
Nationality : .....	
Designation : .....	
Name as per NRIC/Passport : .....	
NRIC/Passport No : .....	
Nationality : .....	
Designation : .....	
Name as per NRIC/Passport : .....	
NRIC/Passport No : .....	
Nationality : .....	
Designation : .....	
Name as per NRIC/Passport : .....	
NRIC/Passport No : .....	
Nationality : .....	
Designation : .....	



# Steps to fill in the Onboarding Documents

## **Board Resolution (Appendix section of the form)**

Click [here](#) to retrieve the form.

### **CERTIFICATION OF RESOLUTIONS**

These resolutions will remain in force unless and until the Company delivers to HLB/HLISB a new resolution(s) revoking, amending or superseding these resolutions, and HLB/HLISB has had a reasonable opportunity to update its records.

We, the undersigned below, as Director(s) of the Company hereby certify that the above resolutions (a) have been duly passed and certified in accordance with the Articles of Association of the Company and entered in the minute book (b) are still in force (c) do not exceed the objects or powers of the Company or the powers of the Director(s). We acknowledge that the Bank places full reliance on our certification of the foregoing resolutions and accept our certification as conclusive evidence that this extract is a true and accurate record of the resolutions of the Board of Directors of the Company.

Step 7: Fill in the date.



Dated this \_\_\_\_ day of \_\_\_\_ 20\_\_

Step 8: All Company Directors to sign.



.....  
Director  
Name:  
Date:

.....  
Director  
Name:  
Date:

.....  
Director  
Name:  
Date:

Step 9: Company Secretary to sign



.....  
Company Secretary  
Name:  
Date:

.....  
Director  
Name:  
Date:

.....  
Director  
Name:  
Date:



# Steps to fill in the Onboarding Documents



## HLCF Setup Authorisation Form (Page 2)

Click [here](#) to retrieve the form.

Step 2: Fill in Maker User details.



Step 3: Indicate Maker's access matrix



Step 4: Select "Trade Services"



### New Payment/Transaction Maker User ID

Function – To prepare enquiries, prepare payments and trade transactions

\*Please print additional copies of this page if space is insufficient or list down on a separate sheet of A4 paper.

User Particulars	Maker User #1 (Mandatory)	Maker User #2 (Optional)	Maker User #3 (Optional)
Preferred User ID <small>(Min. 9/Max.12 alphanumeric characters)</small>			
User Name <small>(as per NRIC)</small>			
Mobile No. for TAC Activation			
NRIC / Passport No.			
Email Address.			
Note: By default, all users will be assigned with eToken. eToken is a mobile feature in Hong Leong Business internet/electronic banking that allows you to login and approve transactions. The users are required to download Hong Leong ConnectFirst Mobile App from Apple Appstore or Google Playstore and activate the eToken in their mobile device.			
Only tick if you require physical token. <small>(Physical token charges may apply)</small>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Account/Trade Service Access</b>	<b>Authorised Account/Trade Services Access</b>		
Current/Loan/Financing Account No. /Trade Services  <small>*As stated in the Application Form</small>	<input type="checkbox"/> All Accounts* <small>(Or)</small> <input type="checkbox"/> List of Accounts as below 1. _____ 2. _____ 3. _____ 4. _____ <input type="checkbox"/> Trade Services*	<input type="checkbox"/> All Accounts* <small>(Or)</small> <input type="checkbox"/> List of Accounts as below 1. _____ 2. _____ 3. _____ 4. _____ <input type="checkbox"/> Trade Services*	<input type="checkbox"/> All Accounts* <small>(Or)</small> <input type="checkbox"/> List of Accounts as below 1. _____ 2. _____ 3. _____ 4. _____ <input type="checkbox"/> Trade Services*
<small>- balance/transaction inquiry only</small>	<input type="checkbox"/> Foreign Currency Account <input type="checkbox"/> Fixed/Term Deposit Acct. <input type="checkbox"/> MT940	<input type="checkbox"/> Foreign Currency Account <input type="checkbox"/> Fixed/Term Deposit Acct. <input type="checkbox"/> MT940	<input type="checkbox"/> Foreign Currency Account <input type="checkbox"/> Fixed/Term Deposit Acct. <input type="checkbox"/> MT940
<small>(Please tick where applicable)</small>			

# Steps to fill in the Onboarding Documents



## HLCF Setup Authorisation Form (Page 3)

Click [here](#) to retrieve the form.

HongLeong Bank HongLeong Islamic Bank

	Bill Payment	MYR	MYR	MYR
	Foreign Telegraphic Transfer (FTT)	MYR	MYR	MYR
	Standing Instruction (SI)	MYR	MYR	MYR
	FPX B2B1/ FPX B2B2	MYR	MYR	MYR
	DuitNow	MYR	MYR	MYR
Special Service	e-Procurement	MYR	MYR	MYR
	e-Invoicing	MYR	MYR	MYR
	Trade Document Upload	<input type="checkbox"/> Please Tick (v)	<input type="checkbox"/> Please Tick (v)	<input type="checkbox"/> Please Tick (v)
Bulk Payment	Bulk Payment	MYR	MYR	MYR
	Payroll Upload	MYR	MYR	MYR
	KWSP Upload	MYR	MYR	MYR
	LHDN Upload	MYR	MYR	MYR
	SOCSCO Upload	MYR	MYR	MYR
	Zakat Upload	MYR	MYR	MYR
	Lembaga Tabung Haji (LTH) Upload	MYR	MYR	MYR
<p><b>*NOTE:</b> If no amount limit is defined, the Bank shall follow the Company/Business daily transaction limit defined as per page 9 of Hong Leong Business Internet/Electronic Banking Application Form for <b>all Payment Types</b>.</p>				

Step 5: Select "Trade Document Upload" based on Maker's access matrix



# Steps to fill in the Onboarding Documents



## HLCF Setup Authorisation Form (Page 4)

Click [here](#) to retrieve the form.

Step 6: Fill in Authoriser User details.



Step 7: Indicate Authoriser's access matrix



Step 8: Select "Trade Services"



<b>New Payment/Transaction Authoriser User ID</b>			
Function – To perform enquiries, authorise payments and trade transactions			
<i>*Please print additional copies of this page if space is insufficient or list down on a separate sheet of A4 paper.</i>			
User Particulars	Authoriser User #1 (Mandatory)	Authoriser User #2 (Optional)	Authoriser User #3 (Optional)
Preferred User ID <small>(Min. 9/Max.12 alphanumeric characters)</small>			
User Name <small>(as per NRIC)</small>			
Mobile No. for TAC Activation			
NRIC / Passport No.			
Email Address.			
Note: By default, all users will be assigned with eTokens. eToken is a mobile feature in Hong Leong Business internet/electronic banking that allows you to login and approve transactions. The users are required to download Hong Leong ConnectFirst Mobile App from Apple Appstore or Google Playstore and activate the eToken in their mobile device.			
Only tick if you require physical token. <small>(Physical token charges may apply)</small>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Account/Trade Services Access	Authorised Account/Trade Services Access		
Current/Loan/Financing Account No./Trade Services	<input type="checkbox"/> All Accounts* (Or) <input type="checkbox"/> List of Accounts as below 1. _____ 2. _____ 3. _____ 4. _____	<input type="checkbox"/> All Accounts* (Or) <input type="checkbox"/> List of Accounts as below 1. _____ 2. _____ 3. _____ 4. _____	<input type="checkbox"/> All Accounts* (Or) <input type="checkbox"/> List of Accounts as below 1. _____ 2. _____ 3. _____ 4. _____
<i>*As stated in the Application Form</i>	<input type="checkbox"/> Trade Services*	<input type="checkbox"/> Trade Services*	<input type="checkbox"/> Trade Services*
Other Services/Products - Available for Balance/Transaction Inquiry only	<input type="checkbox"/> Foreign Currency Account <input type="checkbox"/> Fixed/Term Deposit Acct.	<input type="checkbox"/> Foreign Currency Account <input type="checkbox"/> Fixed/Term Deposit Acct.	<input type="checkbox"/> Foreign Currency Account <input type="checkbox"/> Fixed/Term Deposit Acct.

# Steps to fill in the Onboarding Documents



## HLCF Setup Authorisation Form (Page 5)

Click [here](#) to retrieve the form.

Step 9: Select "Trade Document Upload" based on Authoriser's access matrix



	Bill Payment	MYR	MYR	MYR
	Foreign Telegraphic Transfer (FTT)	MYR	MYR	MYR
	Standing Instruction (SI)	MYR	MYR	MYR
	FPX B2B1/ FPX B2B2	MYR	MYR	MYR
	DuitNow	MYR	MYR	MYR
Special Service	e-Procurement	MYR	MYR	MYR
	e-Invoicing	MYR	MYR	MYR
	Trade Document Upload	<input type="checkbox"/> Please Tick (v)	<input type="checkbox"/> Please Tick (v)	<input type="checkbox"/> Please Tick (v)
Bulk Payment	Bulk Payment	MYR	MYR	MYR
	Payroll Upload	MYR	MYR	MYR
	KWSP Upload	MYR	MYR	MYR
	LHDN Upload	MYR	MYR	MYR
	SOCOSO Upload	MYR	MYR	MYR
	Zakat Upload	MYR	MYR	MYR
	Lembaga Tabung Haji (LTH) Upload.	MYR	MYR	MYR
<i>*NOTE: If no amount limit is defined, the Bank shall follow the Company/Business daily transaction limit defined as per page 9 of Hong Leong Business Internet/Electronic Banking Application Form for <b>all Payment Types</b>.</i>				



# Steps to fill in the Onboarding Documents (Conditional Setup)

Conditional setup restricts selected maker/authorise to trade services only.

## HLCF Setup Authorisation Form (Page 6)

Click [here](#) to retrieve the form.

Account/Trade Service Access	Authorised A
Current/Loan/Financing Account No./Trade Services	<input type="checkbox"/> All Accounts* (or) <input type="checkbox"/> List of Accounts as below
*As stated in the Application Form	1. _____ 2. _____ 3. _____ 4. _____
Other Services/Products (Please tick where applicable)	<input checked="" type="checkbox"/> Trade Services* <input type="checkbox"/> Foreign Currency Account <input type="checkbox"/> Fixed/Term Deposit Acct. <input type="checkbox"/> MTS40 <input type="checkbox"/> Bank FX Rate <input type="checkbox"/> MID No.

Choose one

Select Trade Services

Strike out this section

Payment Types	Trans
Transfer to Own Account (HLB to HLB Account)	MYR
Payment to 3rd Party - HLB (HLB to HLB Account)	MYR
Payment to 3rd Party - IBG/RENTAS e.g.: Internet Bank GIRO (IBG), RENTAS and DuitNow (HLB to other banks) *Note: Minimum RENTAS transaction limit is RM10,000.00.	MYR
Credit Card Payment (HLB Credit Cards)	MYR
JoinPAY	MYR
Loan/Financing Repayment	MYR

Strike out this section

Bill Payment	MYR
Foreign Telegraphic Transfer (FTT)	MYR
Standing Instruction (SI)	MYR
FPX B2B1/ FPX B2B2	MYR
DuitNow Online Banking/Wallets	MYR
<b>Special Services</b>	
e-Procurement	MYR
e-Invoicing	MYR
Trade Document Upload	<input checked="" type="checkbox"/> Please Tick (Y)
<b>Bulk Payment</b>	
Bulk Payment	MYR
Payroll Upload	MYR
KWSP Upload	MYR
LHDN Upload	MYR
SOCSCO Upload	MYR
Zakat Upload	MYR
Lembaga Tabung Haji (LTH) Upload	MYR

Strike out this section

Strike out this section

Select Trade Document Upload

Strike out this section

\*NOTE: If no amount limit is defined, the Bank shall follow the as per page 11 of Hong Leong Business Internet/Electronic Bar

Other Requests:

Fill up "Other Request"

For the users stated in this setup form, grant only trade inquiry and trade upload access. No payment function should be given.



# Steps to fill in the Onboarding Documents



## Linking Board/Partners Resolution – for customers who wish to link accounts.

Duly passed and certified in accordance with:

- (a) Memorandum & Articles of Association (M&A) or constitution, if any
- (b) LLP Agreement

Click [here](#) to retrieve the form.

If Sole Proprietorship/Partnership, Click [here](#) for linking Board Reso

Step 1: Fill in name of the company holding the trade facility and Date



Step 2: Fill in the name of the company holding the HLCF setup.



**Certified Extract of Directors Resolution**  
**[For Linking of Subsidiary Accounts/Trade Services for Hong Leong Business Internet/Electronic Banking]**

**LINKING OF ACCOUNTS/TRADE SERVICES FOR HONG LEONG BUSINESS INTERNET/ELECTRONIC BANKING**  
(Where resolution passed before the application and/or opening of Current Account)

**CERTIFIED EXTRACT OF DIRECTORS RESOLUTION**

The Board of Directors of \_\_\_\_\_ [“The Company”]  
passed the following resolution on \_\_\_\_\_ [date] :-

**WHEREAS**

1. \_\_\_\_\_ (“the Holding Company”) has entered or will enter into an agreement for the services and/or facilities described as Hong Leong business internet/ electronic banking and such other services as may be added, withdrawn, varied or replaced (collectively, “the Services”) by Hong Leong Bank Berhad (“HLBB”)/Hong Leong Islamic Bank Berhad (“HLISB”) or its successors in title and assigns at any time or from time to time which enables the Holding Company to perform banking services through the internet upon the terms and conditions of the Services, which are made available via HLBB’s website at [www.hlb.com.my](http://www.hlb.com.my)/ HLISB’s website at [www.hlisb.com.my](http://www.hlisb.com.my) (“the Hong Leong Online Services Terms and Conditions”) and such other additional, varied or substituted terms and conditions as HLBB/HLISB may stipulate from time to time.”
2. The Company maintains the Account(s)/Trade Services as listed/indicated in Appendix 1.0 with HLBB/HLISB (“the Business Accounts”) which expression shall include such other accounts/ trade services which may be maintained by \_\_\_\_\_ (“The Company”) with HLBB/HLISB from time to time.

**A. It is hereby resolved as follow: -**

1. “THAT the Business Accounts maintained with HLBB/HLISB and set forth below shall now and from time to time be made available for access by the Holding Company in relation to the Services provided by HLBB/HLISB to the Holding Company”;

# Steps to fill in the Onboarding Documents



**Linking Board/Partners Resolution** – for customers who wish to link accounts.

Duly passed and certified in accordance with:

- (a) Memorandum & Articles of Association (M&A) or constitution, if any
- (b) LLP Agreement

Click [here](#) to retrieve the form.

The Company hereby unconditionally and irrevocably agree to indemnify the HLB/HLISB and shall keep HLBB/HLISB indemnified against any and all actions, claims demands, liabilities, losses, damages, costs and expenses of whatever nature which the HLBB/HLISB may suffer, incur or sustain arising from or as a result of hereof.

This authorisation shall supersede any prior oral or written instruction or authorisation given by the Company in connection with the Hong Leong business internet/ electronic banking.

Step 3: Fill in the Date



Dated this \_\_\_\_ day of \_\_\_\_\_ 20 \_\_\_\_

Step 4: Director &  
Company Secretary to  
sign



Certified Correct,

.....  
Signature  
Name : \_\_\_\_\_  
Designation: \*Director / Company Secretary

.....  
Signature  
Name : \_\_\_\_\_  
Designation: \*Director / Company Secretary





# Function of each Service Request Forms (SR Forms)



**SR01**

## **System Administrator & Authorizer User ID & Password Maintenance**

- **Unblock System Administrator & System Authorizer User ID** (still remember password)
- **Reset password for System Administrator & System Authorizer** (generate new password)



**SR02**

## **Corporate Profile Maintenance**

- Change Correspondence Address
- Change Daily Transaction Limit
- Change Debiting Account
- Change Payment Control Option



**SR03**

## **Account Maintenance**

- **Link Own Accounts**
- **Link Subsidiary Accounts**
- **Link Merchant IDs**



**SR04**

## **Add, Update & Remove System User ID**

- Add new System Administrator & System Authorizer
- Update information for existing System Administrator & System Authorizer
- Remove existing System Administrator & System Authorizer



**SR05**

## **Token Maintenance**

- Replace token
- Request additional Payment Authorizer's token(s)



**SR06**

## **User ID Linking**

- Link an existing User ID to another HLB Connect First account

Click [here](#) to access to the forms

# Steps to fill in the Service Request (SR03) to Onboard onto Trade Module



## Account Maintenance Form (SR03)

Click [here](#) to retrieve the form.

**Step 1: Fill in the Company Name**  
(For linkage scenarios, fill in the name of the company holding the HLCF setup)

**Step 2: Fill in HLCF ID**  
(Customer should have the HLCF ID as it is part of their login credentials to HLCF)



**HongLeong Bank** **HongLeong Islamic Bank**

**connectFirst SR03** **Account Maintenance Form**  
*Borang Penyelenggaraan Akaun*

Please send duly completed form to your **home branch** of the principal account.  
Sila hantar borang yang lengkap ke cawangan dimana akaun utama anda dibuka.

**(A) COMPANY/BUSINESS INFORMATION** Maklumat Syarikat/Perniagaan

**Company/Business Name**  
Nama Syarikat/Perniagaan

**HL ConnectFirst Company ID**  
ID ConnectFirst Syarikat

**(B) REQUEST OPTION** Please Tick [ ✓ ] Pilihan Servis Sila tandakan [ ✓ ]

**Company's/ Business's Own or Subsidiary/Related Business Account**  
Akaun syarikat/perniagaan atau subsidiari/perniagaan yang berkaitan

	<input type="radio"/> <b>Add</b> <small>Tambah</small>	<input type="radio"/> <b>Remove</b> <small>Alih Keluar</small>	<u>Please (✓) Accessible Services</u>	
<b>Account Number 1</b> <small>Nombor Akaun 1</small>	<input type="text"/>	<input type="text"/>	<input type="radio"/> <b>Inquiry</b>	<input type="radio"/> <b>Transaction</b>
<b>Account Number 2</b> <small>Nombor Akaun 2</small>	<input type="text"/>	<input type="text"/>	<input type="radio"/> <b>Inquiry</b>	<input type="radio"/> <b>Transaction</b>
<b>Account Number 3</b> <small>Nombor Akaun 3</small>	<input type="text"/>	<input type="text"/>	<input type="radio"/> <b>Inquiry</b>	<input type="radio"/> <b>Transaction</b>



# Steps to fill in the Service Request (SR03) to Onboard onto Trade Module

## Account Maintenance Form (SR03)

Click [here](#) to retrieve the form.

Step 3: Indicate Company Name(s) (Including all related/subsidiary/linked companies)



### Trade Services Perkhidmatan Perdagangan

Company/Business Name 1:

Nama Syarikat/Perniagaan 1

Company/Business Name 2:

Nama Syarikat/Perniagaan 2

Company/Business Name 3:

Nama Syarikat/Perniagaan 3

Please (✓) Accessible Services

Inquiry  Transaction

Inquiry  Transaction

Inquiry  Transaction

Step 4: Select either/both  
(a) Inquiry: Trade Inquiry  
(b) Transaction: Trade Upload



**Note:** Please provide the following documents for every Company/Business or Subsidiary/Related Business:

#### Sendirian Berhad & Berhad

- a) Subsidiary Linking Board Resolution certified by the Company Secretary
- b) Form 24 and 49 / Section 14 / Section 58

#### Sole Proprietor & Partnership

- a) Letter of Consent for every business
- b) Copy of Business Registration (SSM)

**Please note:**

**Note:** Please provide in a separate list if you have more accounts to add. For **Trade Services - Transaction** (Own company/business or subsidiary/related business), please provide the respective board resolution/letter of authorisation/resolution based on the entity type to your home branch of the principal account.

### Other Bank Account Linkage (MT940 only) Rangkain Akaun Bank Lain (MT940 sahaja)

**Remove** Alih Keluar

**Add** Tambah

Bank Name	Account Name	Account No.	Currency	Swift Code
<input type="text"/>				
<input type="text"/>				
<input type="text"/>				



# Steps to fill in the Service Request (SR03) to Onboard onto Trade Module

## Account Maintenance Form (SR03)

Click [here](#) to retrieve the form.

Step 1: Indicate the Company / Business Name(s). If there are multiple companies/businesses using the same set of Authorised Person(s), indicate all the company/business names (e.g: Company A, Company B & Company C)

Step 4: If there are multiple companies/businesses using a different set of Authorised Person(s), indicate the 2nd Company / Business Name

### TRADE SERVICES: AUTHORISATION FOR ELECTRONIC INSTRUCTIONS (AEI) DUE TO SYSTEM FAILURE OR DISRUPTION

You are advised to contact HLBB/HLISB should you encounter any issues relating to the submission of trade drawdown instructions ("Electronic Instructions") submitted via Hong Leong Business Internet/Electronic Banking (Hong Leong ConnectFirst). Thereafter, provided that the issue is due to system failure or disruption on HLBB/HLISB's part & upon advice by HLBB/HLISB to do so, you may submit Electronic Instructions via e-mail and/or fax, subject to the execution of this AEI. In consideration of the Bank agreeing to act on Electronic Instructions sent to the Bank via electronic means as set out in Table A and Table B below, we hereby agree to the following:

1. The permitted mode of Electronic Instructions to the Bank is stated in Table A below. The person(s) authorised by us to issue the Electronic Instructions to HLBB/HLISB, the respective telephone number(s), facsimile number(s) and / or email address(es) are stated in Table B below:

(i) Company / Business Name(s): \_\_\_\_\_

Table A	
Mode of issuing the Electronic Instructions	*Fax / *Email / *Fax & Email

**Table B			
Any ONE of the Authorised Person(s) Below May Issue Electronic Instructions	Mobile Phone and Office Telephone number(s) (for call back / enquiry purposes)	Facsimile Number(s)	Email Address(es)
1.			
2.			
3.			
4.			

(ii) Company / Business Name(s): \_\_\_\_\_

Table A	
Mode of issuing the Electronic Instructions	*Fax / *Email / *Fax & Email

**Table B			
Any ONE of the Authorised Person(s) Below May Issue Electronic Instructions	Mobile Phone and Office Telephone number(s) (for call back / enquiry purposes)	Facsimile Number(s)	Email Address(es)
1.			
2.			
3.			
4.			

Step 2: Select either Fax/Email/Fax & Email according to customers preference.

Step 3: Provide details of Authorised Person(s) to issue Electronic Instructions

# Steps to fill in the Service Request (SR03) to Onboard onto Trade Module



## Account Maintenance Form (SR03)

Click [here](#) to retrieve the form.

Step 5: All authorised signatories to sign



**HongLeong**  
**ConnectFirst SR03**

**HongLeong Bank** **HongLeong Islamic Bank**  
**Account Maintenance Form**  
*Borang Penyelenggaraan Akaun*

Please send duly completed form to your home branch of the principal account.  
Sila hantar borang yang lengkap ke cawangan dimansa akaun utama anda dibuka.

**(C) COMPANY AUTHORISED SIGNATORY (IES) Wakil Sah Syarikat**

*I/We confirm that I/We am/are duly authorised by the Company to sign this form for and on its behalf*  
Saya/Kami mengesahkan bahawa saya/kami adalah wakil sah syarikat untuk menandatangani borang ini untuk dan bagi pihak syarikat

<p style="text-align: right; margin-bottom: 0;"><input type="text" value="Clear Signature"/></p> <p style="text-align: center; margin-bottom: 5px;"><i>Signature</i></p> <p>Name: <input style="width: 90%;" type="text"/></p> <p>IC No. <input style="width: 10%;" type="text"/> Date: <input style="width: 20%;" type="text"/></p>	<p style="text-align: right; margin-bottom: 0;"><input type="text" value="Clear Signature"/></p> <p style="text-align: center; margin-bottom: 5px;"><i>Signature</i></p> <p>Name: <input style="width: 90%;" type="text"/></p> <p>IC No. <input style="width: 10%;" type="text"/> Date: <input style="width: 20%;" type="text"/></p>
<p style="text-align: right; margin-bottom: 0;"><input type="text" value="Clear Signature"/></p> <p style="text-align: center; margin-bottom: 5px;"><i>Signature</i></p> <p>Name: <input style="width: 90%;" type="text"/></p> <p>IC No. <input style="width: 10%;" type="text"/> Date: <input style="width: 20%;" type="text"/></p>	<p style="text-align: right; margin-bottom: 0;"><input type="text" value="Clear Signature"/></p> <p style="text-align: center; margin-bottom: 5px;"><i>Signature</i></p> <p>Name: <input style="width: 90%;" type="text"/></p> <p>IC No. <input style="width: 10%;" type="text"/> Date: <input style="width: 20%;" type="text"/></p>

For Bank Use (Untuk Kegunaan Bank)

Attended By: <input style="width: 95%;" type="text"/>	Verified By: <input style="width: 95%;" type="text"/>	Remarks: <input style="width: 95%;" type="text"/>
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**(D) SUBMIT FORM** Menyerah Borang

*Please ensure that Section (C) has been digitally signed before you click on the submit button (or) kindly print out this form and revert the signed copy to Bank for processing*  
Sila pastikan Seksyen (C) telah ditandatangani secara digital sebelum anda mengklik pada butang 'Submit' (atau) sila cetak borang ini dan kembalikan salinan yang telah ditandatangani kepada Bank untuk diproses.

Please click on the 'submit' button to direct email the filled form to [cmp@hibb.hongleong.com.my](mailto:cmp@hibb.hongleong.com.my)  
Sila tekan pada butang 'Submit' untuk menghantar langsung borang yang telah diisi kepada [cmp@hibb.hongleong.com.my](mailto:cmp@hibb.hongleong.com.my)



# Common Mistakes when filling up forms



# HLCF Forms: Common mistakes when filling up the forms [1/5]

## 1. Onboarding: Setup Authorization Forms

### Unfit User ID format

- Ensure User ID is 9-12 alphanumeric. Special characters are **NOT** allowed.

User Particulars	Maker User #1 (Mandatory)	Maker User #2 (Optional)	Maker User #3 (Optional)
Preferred User ID <small>(Min. 9/Max.12 alphanumeric characters)</small>	abc1234567		
User Name <small>(as per NRIC)</small>	Lee Ah Kim		

## 2. All Service Request (SR) forms

### Company ID, company name, user ID, and user name is incorrect or does not match

- Avoid entering the "Company ID" in the "Company Name" column and vice versa.
- Ensure the correct Company name and ID is provided.

#### **(A) COMPANY/BUSINESS INFORMATION** Maklumat Syarikat/Perniagaan

##### Company/Business Name

Nama Syarikat/Perniagaan

Sand Stone Sdn Bhd

##### HLB ConnectFirst Company ID

ID ConnectFirst Syarikat

1 2 3 4 5 6 7 8



# HLCF Forms: Common mistakes when filling up the forms [2/5]

## 3. System Administrator & Authorizer User ID & Password Maintenance Form (SR01)

### a. Wrongly tick System Admin / System Authorizer

- Clarify the responsibilities of System Administrator and System Authorizer to avoid incorrect selections.

Select "System Administrator" if the user's role is to perform hands-on tasks like user management (for the maker and authoriser)

**(B) REQUEST OPTION** Please Tick [ ✓ ] Pilihan Servis

System Administrator     System Authorizer

Select "System Authorizer" if the user's role is to approve administrator-initiated changes

### b. Wrongly tick unblock / reset password

- Clarify the differences between unblock or reset password to avoid incorrect selections.

If a user is locked out of their account but still remembers their password, select 'Unblock Password' function to regain access

**Unblock User ID** Aktifkan ID Pengguna  
Note: User still remember password

**Reset Password** Tukar Kata Laluan  
Note: User will get new password

If a user has completely forgotten their password, select the 'Reset Password' function. This will provide the user with a brand new password.



# HLCF Forms: Common mistakes when filling up the forms [3/5]

## 4. Account Maintenance Form (SR03)

### a. Customer did not select inquiry or transaction section for trade

**Add** Tambah     **Remove** Alih Keluar

Account Number 1  Nombor Akaun 1

Please (✓) Accessible Services

**Inquiry**     **Transaction**

Select "Inquiry": to view trade limits & utilization, transaction information and status

Select "Transaction": to initiate upload for trade documents

### b. No trade clause in initial Board Resolution.

To add trade functions, customers will need to complete and submit the **Service Request (SR) 03 Form** along with the Board Resolution (refer to HLCF application form, Appendix). This Board resolution, which includes the necessary trade clause, is crucial for ensuring proper authorization and compliance. Please ensure both documents are submitted together to expedite the onboarding process.



# HLCF Forms: Common mistakes when filling up the forms [4/5]

## 5. Token Maintenance Forms (SR05)

### a. Select incorrect request

To prevent confusion, it's crucial to understand the differences between token actions.

Select "Replace Token" when token is lost, broken, or outdated, resulting in the need to issue a brand-new token.

**(B) REQUEST OPTION** Please Tick [ ✓ ] Pilihan Servis Sila tandakan [ ✓ ]

**Replace Token** Penggantian Token

**Deactivate Token** Pembatalan Token

**Unlock Token** Nyahsekat Token (Applicable only for E-Token) (Untuk E-Token sahaja)

Select "Deactivate token" to disable the token permanently.

Select "Unlock Token" when there are temporary lockouts due to incorrect code entries, and when a simple reset process is required.

### b. Not providing reasons after selecting the "other reason" box

Provide the reasoning for the token request and **DO NOT** leave the reason columns blank when "Others" is selected.

Reason :  Lost Hilang  Faulty Rosak  Others:

*Note: The 'Others' option and its text input field are highlighted with a red box in the original image.*

# HLCF Forms: Common mistakes when filling up the forms [5/5]



## Other common mistakes:

### 1. Unclear handwriting

Highlight the importance to customers on legible handwriting and its impact on processing time and accuracy.

### 2. Signature mismatch or insufficient authorized signatory based on board resolution.

Ensure the signatory is as per the board resolution.

### 3. Forget to attach a front and back IC scan.

A copy of the front and back IC is required and will need to be attached with the SR04 and SR06 forms.

### 4. Insufficient signatures on corrected / amended fields on forms.

All corrected /amended fields need to be countersigned by the customer. The countersignature must follow the signing condition as per board resolution/LOA in LATTE.

Recommended for customer to fill up a new form if there are any corrections / amendments on the forms.



# FAQ



**1. How many documents can the user submit via HLB ConnectFirst (HLCF) Trade Upload (TU)?**

The user may submit up to 10 documents, file size of 10MB per document, a total of 100MB per transaction/application.

**2. Can the user submit the file if it exceeded the 10MB limit?**

No. The user may split the documents and upload separately within the same document upload.

**3. What are the acceptable file formats for TU?**

Acceptable file formats are jpg, tif, msg, xps, png, xls, xlsx, doc, docx & pdf.

**4. Is this service available for free?**

Yes, TU is available for free for all HLCF Trade customers.

**5. How long does it take for the uploaded documents to be processed?**

Documents submitted before 12pm on a business will be processed on the same day. Submissions made after 12pm or during a non-business day (weekend/public holiday) will be processed on the next business day.

**6. How would the user know if the upload has successfully been processed?**

When the maker initiates an upload and the authorizer approves it, the status will update to "Sent to Bank."

The status then changes to "In Process at Bank" once the team begins processing.

Upon completion of processing, the status will become "Processed by Bank."

If the upload is rejected, the status will show "Rejected by Bank."



**7. Can the customer who has signed up on HLCF TU continue submitting via physical channels or email / fax?**

Submitting documents via HLCF TU offers significant benefits: convenience, faster financing, cost savings, and enhanced security. While TI and TU may be new, HLBB's support helps customers quickly become active users. Once a customer begins TU submissions, they must discontinue physical, email, or fax methods to prevent duplicate financing. For specific issues preventing TU submission, contact your Trade Sales representative. HLBB will resolve these to ensure customers can resume TU submission. This exception for alternative submission applies only to system-related issues. For non-system issues like suspended user IDs, customers can perform reactivation/password resets via their administrator or the HLB Contact Centre. Note: During system downtime, if submission is via email/fax, a callback will occur, but physical documents are not subsequently required.

**8. Would a customer need to execute the Authorisation for Electronic Instruction (AEI)?**

Existing LAEI customers are not required to execute the AEI.

Non-LAEI customers are encouraged to execute the AEI. This enables email/fax submissions if HLCF TU experiences system issues (triggering Alternative Submission) or for specific case-by-case submission problems. Without an executed AEI, only physical submission is permitted.

**9. Why should the customer sign up on HLCF TU?**

Enjoy convenience, faster financing, cost savings, and enhanced security. Eliminate the hassle and cost of couriating or physically delivering documents to the Bank. Financing turnaround time is reduced as it begins immediately upon the Bank receiving uploaded documents. All trade documents are securely uploaded and approved by your appointed maker and authoriser.



**10. What if the TU customer would like to update the authorised person in sending email/fax instruction when HLCF TU has system issues and Alternative Submission is triggered?**

The TU customer would just need to submit a fresh Authorisation for Electronic Instruction (AEI) supported by AEI Board Resolution.

**11. Can the customer upload and submit copies / non-original documents to the Bank via HLCF TU?**

Original documents should be uploaded to the Bank. However, if this is neither possible nor practical, copies or non-original documents may be submitted.

For instance, in today's operating environment, original documents may not be in the customer's custody or possession:

- a) For Purchases/Imports: If the supplier retains the original invoice and provides a scanned or photocopied version via email, the customer may upload and submit this document via HLCF TU.
- b) For Sales/Exports: If the customer has already sent the original invoice to the buyer, they may scan, upload, and submit a carbon copy or photocopy via HLCF TU.

**12. If a user had resigned from the company, how would the Company enable a new user?**

Depending on the role of the resigned staff:

- a) If the resigned staff is a system user (System Administrator (ADM) / System Authorizer (SAU)): The customer must sign and submit form SR04.
- b) If the resigned staff is a payment user (Payment Maker / Payment Authorizer): The System Administrator and System Authorizer can perform the removal and/or addition of users (refer to the [system admin guide](#)).

The new staff member / user must install the ConnectFirst app for first-time e-token activation.



## HLCF CONTACT / ESCALATION POINT

Any HLCF related inquiries, please reach out to [cmp@hlbb.hongleong.com.my](mailto:cmp@hlbb.hongleong.com.my)

HLCF related inquiries:

- Login
- Statement
- Payments
- Trade Inquiry / Trade Upload
- Submission of SR01-SR06
- Submission of Setup Authorization Form
- Status inquiry of form submission

Or,

You may call Hong Leong Call Centre (HLCC) at 03-76617777 for further assistance.



Thank You