

**DuitNow FREQUENTLY ASKED QUESTIONS**

General (For Business Customers, Merchants, Vendors etc.)

Q1. What is DuitNow?

A1. DuitNow is a service that allows you to transfer and collect funds instantly via Internet and Mobile Banking, 24/7.

Apart from the usual Account Number, you can also transfer to registered DuitNow IDs (refer Question 2 for more information) as below:

- Business Registration Number (BRN)
- Mobile Number
- NRIC number/Army ID/Police ID
- Passport Number

Q2. What is DuitNow ID?

A2. DuitNow ID allows you to receive funds by registering alternative identifications that belong to you and linking them to your nominated bank accounts. Your payers can pay to those registered IDs after you have successfully registered them.

The alternative identifications that you can register as DuitNow ID are as below:

- **For businesses** (Sole-proprietors, partnership, SME and Corporates),
Non-Governmental Organisations (NGOs) & Government :
Business Registration Number (only SSM-registered businesses)
- **For individuals :** Mobile number, NRIC number/Army ID/Police ID, Passport number

Q3. Why should I use DuitNow?

A3. DuitNow is **fast, secure, and free for consumers and small businesses.**

No fees are charged for DuitNow fund transfers via HLB ConnectFirst for any amount of transactions*.

The charges will be waived for Sole-proprietors, partnership, SME and Corporates until 30 June 2025. Effective **01 July 2025, sole-proprietors, partnership and SME customer may be charged a minimum fee of RM 0.50 per transaction while Corporates may be charged a minimum fee of RM0.50 for any amount of DuitNow transactions.*

With DuitNow, your customers can pay you easily using your Business Registration Number.

Funds are credited instantly into your bank account, and the DuitNow service is available 24/7.

Q4. Do I need to register for DuitNow?

A4. No registration required for DuitNow using Account Number.

However, to receive funds using Business Registration Number via DuitNow, a one-time registration is required. This is to authorise the bank to link your DuitNow ID (Business Registration Number) with your bank account.

Steps to register Business Registration Number for DuitNow via HLB ConnectFirst:

- i) Log in to HLB ConnectFirst
- ii) Under "Other Services" tab, select "DuitNow ID Registration"
- iii) Select the Business Registration Number that you would like to register as your DuitNow ID > click Submit

Q5. How to link my Business Registration Number to HLB ConnectFirst?

A5. If you wish to choose Hong Leong Bank as your main collection bank for your DuitNow transactions, you may:

- i) Log in to HLB ConnectFirst
- ii) Under "Other Services" tab, select "DuitNow ID Registration"
- iii) Select the Business Registration Number that you would like to register as your DuitNow ID > click Submit

Q6. What fees do I have to pay if I'm registered for DuitNow service?

A6. There are no fees to receive funds via DuitNow.

No fees are charged for DuitNow fund transfers via HLB ConnectFirst for any amount of transactions*.

The charges will be waived for Sole-proprietors, partnership, SME and Corporates until 30 June 2025. Effective **01 July 2025, sole-proprietors, partnership and SME customer may be charged a minimum fee of RM 0.50 per transaction while Corporates may be charged a minimum fee of RM0.50 for any amount of DuitNow transactions.*

Q7. How do I know if my registration for DuitNow ID is successful?

A7. You will receive a notification upon successful DuitNow ID registration.

Q8. How can I terminate my DuitNow ID?

A8. You may terminate your DuitNow ID via HLB ConnectFirst Web.

Steps to terminate your DuitNow ID currently registered with Hong Leong Bank (business count),

- i) Log in to HLB ConnectFirst
- ii) Go to Other Services > DuitNow ID Maintenance
- iii) Click on the DuitNow ID that you would like to deactivate / terminate and select "De-Register"

Q9. How secure is DuitNow?

A9. Your access to DuitNow is safe and secure via the Bank's Internet and Mobile Banking.

Having a DuitNow ID linked to your account number only allows you to receive DuitNow fund transfers.

Other parties who know your DuitNow ID can only use your DuitNow ID to direct payments to you. They cannot access your bank account using your DuitNow ID.

Q10. How can I receive payments using DuitNow ID?

A10. Once you have registered a DuitNow ID, payers can direct payments to you using the DuitNow ID.

Q11. How to send funds via DuitNow?

A11. DuitNow is available at the Internet and Mobile Banking channels of participating banks and e-money mobile apps in Malaysia. For the complete list of DuitNow participants, kindly refer to <https://www.duitnow.my/Transfer/index.html>

For Hong Leong Bank, it is available via HLB Connect (including mobile) (for individuals) and HLB ConnectFirst (for businesses).

(Note : DuitNow fund transfer is not available via HL Connect BIZ)

Steps to transfer funds via HLB ConnectFirst:

- i) Log in to HLB ConnectFirst > Select "Payments" module
- ii) Select "Payment & Transfer" > Select "DuitNow" payment type
- iii) Enter Debit Information, Beneficiary Information and other transaction details

Q12. How many DuitNow IDs can I register?

A12. **Businesses** (Sole-proprietors, partnership, SME and Other Corporates), **Non-Governmental Organisations** (NGOs) & **Government** can only register their DuitNow ID using their Business Registration Number.

Hence, DuitNow IDs can only be registered with one (1) bank.

Q13. How quickly do DuitNow transfer occur?

A13. DuitNow transfers occur immediately and recipients will receive money in their bank account instantly.

Q14. Can I schedule a future dated and recurring transfer with DuitNow?

A14. Yes, DuitNow supports future dated and recurring transfers.

Q15. Can I save a DuitNow ID as favourite recipient in Internet Banking?

A15. Yes. Saving a DuitNow ID as favourite recipient allows you to perform subsequent transfer with fewer steps.

Steps to save DuitNow ID as a favourite recipient via HLB ConnectFirst:

- i) Log in to HLB ConnectFirst > Select "Payments" module
- ii) Select "Beneficiary List" > Select "Add Beneficiary"
- iii) Under the "Payment & Transfer" module, enter the Beneficiary Information and other relevant details

Q16. Is there a limit for DuitNow transfers?

A16. Businesses may transfer up to RM10,000,000.00 (Ringgit Malaysia Ten Million Only) per transaction. (subject to respective corporate limit).

Q17. Who can I contact if I have further questions or concerns?

A17. You may contact our Customer Helpdesk at +603 7661 7777 or email to cmp@hlbb.hongleong.com.my