

MERCHANT
insider
 by HLB



Power ahead with HLB payment solutions

Dear Valued Partner,

Thank you for choosing HLB payment terminal. As the preferred payment acceptance gateway for your business, we hope our innovative and game-changing solutions will help to enhance your business and support its growth.

In the upcoming issues of the Merchant Insider, we will continue to share tips on how you can use this smart device to your best advantage. Let's keep growing together!

BEST PRACTICES FOR TERMINAL USAGE

DO'S



Ensure terminal positioning is visible to the cardholders



Display MyDebit, Visa and Mastercard acceptance decals at cashier counter



Ensure tipping amount is correct before cardholder enters the PIN



Safeguard storage of card details

DON'TS



Set surcharges for card transactions



Impose minimum transaction amount



Double-swipe customer's card after authorised transactions

GOT A QUESTION?

Our terminal provider is able to help with your common enquiries such as:

- Request for paper rolls
- Network issue (e.g. lack of connection)
- Failed transactions
- Faulty terminal
- Failed settlement



LEVERAGE ON OUR MERCHANT PARTNERSHIP TODAY!

As a valued HLB merchant partner, we would like to invite you to join our merchant partnership programme to introduce your brand to our millions of cardholders.

It's easy! Simply provide an awesome deal and we will promote it for you! Grow with us and see your business thrive.

Discover exclusive offers by our merchants!



Get in touch today ▶