

## Scan QR Frequently Asked Questions Business

### Q1. What is Scan QR?

A1. Hong Leong Bank's Scan QR, which is also commonly known as DuitNow QR, is Malaysia's National QR Standard established by PayNet under the BNM's Interoperable Credit Transfer Framework. Through DuitNow QR's interoperability, any compliant QR Code can take payments from any participating Banks and e-Wallets.

### Q2. Who can use for Scan QR?

A2. Anyone who has a valid Bank account can use Scan QR. No application required.

### Q3. What do I need to have in order to use Scan QR?

A3. In order to use Scan QR, you will need a HLB Current or Savings Account and to be a Connect user. You can register for Connect Internet Banking or download Connect Mobile App.

### Q4: Can I use Scan QR without a HLB Current or Savings Account?

A4: No. A valid bank account is required in order for you to receive payments.

### Q5. If I have multiple HLB Current or Savings Account, can I choose which account to receive payments?

A5: Yes, you can. To select a different account to receive payments, tap on 'Change Bank Account' before you share the DuitNow QR Code to be scanned by the payer.

### Q6: What is the maximum amount that I can receive?

A6: The maximum daily transaction limit for DuitNow QR is RM9,999.99. If you need to adjust your limit on Connect Internet Banking, go to Other Services > Settings > Change Online Transaction Limit. You will be required to enter TAC to submit changes successfully. If you need to adjust your limit on Connect Mobile App, tap on Menu > Account Settings & Limits > Transaction Limits for customization.

### Q7. Can other bank or e-Wallet users make payments by scanning DuitNow QR Code?

A7. Yes. DuitNow QR is interoperable. Other banks and e-Wallet users can make payments to your bank account by scanning the same QR code.

### Q8: Can I use Scan QR if I don't have a Connect Mobile App?

A8: Yes, you are still able to receive payments as you can generate a QR code from Connect Online Banking.

### Q9. How do I receive payments from customers using Scan QR?

A9. Depending on your nature of business, you can receive payments by generating either a Dynamic or Static QR Code.

Dynamic QR Code	Static QR Code
<ul style="list-style-type: none"><li>For every payment, you will generate a QR code tied to the amount you enter</li><li>Customer just have to scan QR code and pay</li><li>The QR Code has your account details and transaction amount embedded into it</li></ul>	<ul style="list-style-type: none"><li>For every payment, customer will scan QR Code and enter amount to pay</li><li>The QR Code has your account details embedded into it.</li></ul>

**Q10. Are there any charges for using Scan QR?**

A10. No, currently there is no charges for using Scan QR.

**Q11. How do I generate Static QR Code?**

A11. There are three ways to generate Static QR Code.

**1. Pre-login via Connect Mobile App**

- Tap on "SCAN QR" icon in Pre-login screen.
- Tap on "MY DUITNOW QR" tab to generate QR Code.
- Login is required according to your default login mode (Password/ Biometric).
- Static QR Code is displayed upon entering the "MY DUITNOW QR" module.
- If you have more than 1 receiving account, tap on "Change Bank Account" button to change the receiving account.
- Static QR Code generated with the new receiving account will be displayed.
- Tap on "SHARE" button to share the Static QR Code in PDF format.
- Proceed to print or share Static QR Code for customers to scan and make payment.

**2. Post-login via Connect Mobile App**

- Tap on "SCAN QR" in Post-login menu.
- Tap on "MY DUITNOW QR" tab to generate QR Code.
- Static QR Code is displayed upon entering the "MY DUITNOW QR" module.
- If you have more than 1 receiving account, tap on "Change Bank Account" button to change the receiving account.
- Static QR Code generated with the new receiving account will be displayed.
- Tap on "SHARE" button to share the Static QR Code in PDF format.
- Proceed to print or share Static QR Code for customers to scan and make payment.

**3. Via Connect Internet Banking**

- Login into Connect Internet Banking.
- Click on "GENERATE QR" option from Action dropdown list.
- If you have more than 1 receiving account, select the receiving account from the dropdown list to generate a new Static QR Code.
- Click on "DOWNLOAD" button to save QR Code in PDF format.
- Proceed to print or share Static QR Code for customers to scan and make payment.

**Q12. How do I generate Dynamic QR Code?**

A12. There are two ways to generate Dynamic QR Code.

**1. Pre-login via Connect Mobile App**

- Tap on "SCAN QR" icon in Pre-login screen.
- Tap on "MY DUITNOW QR" tab to generate QR Code.
- Login is required according to your default login mode (Password/ Biometric).
- Static QR Code is displayed upon entering the "MY DUITNOW QR" module.
- If you have more than 1 receiving account, tap on "Change Bank Account" button to change the receiving account.
- Static QR Code generated with the new receiving account will be displayed.
- Tap on "ENTER AMOUNT" button to generate Dynamic QR Code.

- Enter the payable amount and tap on "GENERATE QR" button to proceed.
- Dynamic QR Code will be generated and only valid for one-time scanning. It will expire within 60 seconds.
- When Dynamic QR Code expires, tap on "REGENERATE QR CODE" button to regenerate a unique QR Code.

## **2. Post-login via Connect Mobile App**

- Tap on "SCAN QR" in Post-login menu.
- Tap on "MY DUITNOW QR" tab to generate QR Code.
- Login is required according to your default login mode (Password/ Biometric).
- Static QR Code is displayed upon entering the "MY DUITNOW QR" module.
- If you have more than 1 receiving account, tap on "Change Bank Account" button to change the receiving account
- Static QR Code generated with the new receiving account will be displayed.
- Tap on "ENTER AMOUNT" button to generate Dynamic QR Code.
- Enter the payable amount and tap on "GENERATE QR" button to proceed.
- Dynamic QR Code will be generated and only valid for one-time scanning. It will expire within 60 seconds.
- When Dynamic QR Code expires, tap on "REGENERATE QR CODE" button to regenerate a unique QR Code.

### **Q13. How to I display my DuitNow QR Code?**

**A13.** Just generate your unique Static QR Code and paste QR on your HL Scan QR Tent Card. Click [here](#) to download. Available for self-printing or collection at any of our branches nationwide. Limited units available. First come first served.