

Scan QR FAQ

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: How do I make a payment with Scan QR?

A2: On the Connect App, tap on Menu > Scan QR > Scan the merchant's or recipient's DuitNow QR Code and enter amount to pay. You can also do the same from the app's pre-login page. If the recipient has already specified the amount to be paid in the QR Code, you need not enter the amount.

Q3: How do I receive payment with Scan QR?

A3: On the Connect App, tap on Menu > Scan QR > My DuitNow QR to generate a DuitNow QR Code for the payee to scan and make payment. You may specify the exact amount that you wish to receive payment for or leave the amount blank for the payer to enter.

Q4: What do I need to have in order to use Scan QR?

A4: In order to use Scan QR, you need to be a Connect user, with the Connect App downloaded in your smartphone and a HLB Current or Savings account. If you wish to make payment using Scan QR, you must have sufficient funds in your HLB Current or Savings account.

Q5: Can I use Scan QR without a HLB Current or Savings Account?

A5: No, you will not be able to do so. The Current or Savings account is needed for the debiting and crediting of funds via Scan QR.

Q6: Can I make payment to or receive payment from other bank's Scan QR?

A6: Yes, you can. Just follow the same steps in 1 and 2 to make or receive payment from other bank's Scan QR.

Q7: How long does it take for the payment/ receiving fund to go through?

A7: The fund will go through instantly once the transaction is successful.

Q8: If I have multiple HLB Current or Savings Account, can I choose which account to pay or receive fund?

A8: Yes, you can. To select a different account for payment, after you've scanned the DuitNow QR code, select which account you want to use to make payment.
To select a different account to receive fund, tap on 'Change Bank Account' before you share the DuitNow QR Code to be scanned by the payer.

Q9: Why is it sometimes I don't have to enter the amount to be paid?

A9: This is because the recipient has already entered the amount to be paid. Hence, when you scan the DuitNow QR Code, you will be making payment for the exact amount that the recipient has already entered, which will also be displayed on the screen when you make the payment.

Q10: Do I need to use a TAC to perform a transaction via Scan QR?

A10: TAC is required if you have exceeded the transaction limit, which has been set by default or that you have set yourself, for Open Transfer. If you need to adjust your limit, tap on Menu > Account Settings & Limits > Transaction Limits for customization.

Q11: What is the maximum amount that I can pay/ receive via Scan QR?

A11: It follows the transaction limit set on your new Connect App. If you need to adjust your limit, tap on Menu > Account Settings & Limits > Transaction Limits for customization.

Q12: Can I bind my credit card account to Scan QR to use credit card for my payment?

A12: No, you cannot. Scan QR only works with HLB Current or Savings account.

Q13: Can I use Scan QR to make payment to someone who does not have Scan QR?

A13: No, you cannot. However, you may use instant transfer /DuitNow service to make the payment.

Q14: Is there any additional charges/fee for using Scan QR?

A14: No, there is no charges/fee for using Scan QR.

Q15: Can I use Scan QR on Connect Online Banking?

A15: You can generate the Scan QR Code on Connect Online Banking and download it in PDF format. However, you need the new Connect App to scan the QR Code to make payment.

Q16: Can I use Scan QR if I don't have a Connect App?

A16: Without Connect App, you are still able to use Scan QR service to receive payment as you will be able to generate the QR code into .pdf on Connect Online Banking. However, to make payment using Scan QR service, you need Connect App that's downloaded into smartphone with camera that is able to capture QR Code.

Q17: When I want to request a payment from a few of my friends or multiple parties, can I share the same DuitNow QR Code to all of them?

A17: Yes, you can share the same DuitNow QR Code to them. If you have a preset amount for that DuitNow QR Code, all of them will pay the same amount to you.

Q18: Can I use Scan QR if my mobile phone doesn't have a camera function?

A18: No, you cannot. Camera function on the mobile phone is required to scan the DuitNow QR Code to make a payment.

Q19: Is there a minimum requirement on the mobile phone's camera in order to use Scan QR?

A19: The phone's camera must be able to scan the DuitNow QR Code.