

Frequently Asked Question (FAQ)

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1. What is HL ConnectFirst ConnectFirst FastCollect/-i?

HL ConnectFirst ConnectFirst FastCollect/-i is a payment collection service offered by Hong Leong Bank / Hong Leong Islamic Bank which allows you to collect payments from your customers through 40 banks in Malaysia.

HL ConnectFirst ConnectFirst FastCollect/-i is a collaboration with Biztory, a cloud accounting software that helps you run and maintain your business successfully.

2. How will HL ConnectFirst ConnectFirst FastCollect/-i benefit me as a business?

Here are some of the ways HL ConnectFirst ConnectFirst FastCollect/-i can help your business:

- Fast track way to become a JomPAY biller – we will help you comply with JomPAY biller requirements. You only have to key in the details of the invoices to be sent out.
- Simplify reconciliation - Track payment transaction with minimal effort via HL ConnectFirst or/and Biztory.
- Accelerate cash flow - Receive cleared funds in your account on next Banking Business Day - Say goodbye to chargebacks and bounce cheques.
- Manage your overheads - Spend less time and money preparing and chasing bills.
- Enjoy marketing support - Build your brand and promote the benefits of fast electronic payment, with support from Hong Leong Bank / Hong Leong Islamic Bank and Biztory.

3. How will it benefit my customers?

Through HL ConnectFirst ConnectFirst FastCollect/-i, your customers can quickly, conveniently and securely pay you using the ATMs, Internet and Mobile Banking services of 40 Banks in Malaysia. They have the option of paying you using funds from their Savings, Current or Credit Card accounts at their respective Banks. Best of all, HL ConnectFirst ConnectFirst FastCollect/-i is free for your customers!

4. How to become a HL ConnectFirst ConnectFirst FastCollect/-i biller?

Hong Leong Bank / Hong Leong Islamic Bank welcomes all businesses to become HL ConnectFirst ConnectFirst FastCollect/-i biller with just 3 steps:

Step 1: Check on the Part C - “Third Party - Payroll/Accounting/Other Services” in Hong Leong Business Internet / Electronic Banking Application Form.

Step 2: Sign-up for Biztory and register to HL ConnectFirst ConnectFirst FastCollect/-i under “Payment Gateway” at Biztory.

Step 3: Submit a complete SR08 form to Hong Leong Bank / Hong Leong Islamic Bank.

5. Is there any admission or maintenance fee?

There are absolutely **no admission, registrations or recurring maintenance fees**. However, there is a small transaction fee for every payment received as stated in the Terms And Conditions for HL ConnectFirst ConnectFirst FastCollect/-i.

6. When will I get the paid?

Under normal circumstances, payments initiated by your customers before 17:00 on a Banking Business Day will be credited to your Bank account in Hong Leong Bank / Hong Leong Islamic Bank on the next day before 03:00.

7. How would I know when a payment is made?

You may login to HL ConnectFirst or Biztory to check the payment history.

8. What is a Biller Bank and who will be my Biller Bank?

A Biller Bank is sometimes called an Acquiring Bank, Merchant Bank or Master Biller Bank. You apply for a particular service from this bank e.g. For the Hong Leong ConnectFirst FastCollect, you submit your application form subscribing to the service to Hong Leong Bank/Hong Leong Islamic Bank.

Hong Leong Bank / Hong Leong Islamic Bank is your Biller Bank for HL ConnectFirst ConnectFirst FastCollect/-i.

9. What is a Biller Code and what will be my Biller Code?

A Biller Code is a unique number to identify you as a HL ConnectFirst ConnectFirst FastCollect/-i Biller. Your customers simply enter your Biller Code and Ref-1 to make payment to you. You need not reveal your Bank or account number to your customers for them to pay you using JomPAY.

Your Biller Code shall be either of the below based on your selection at Biztory Platform.

Biller Code	Biller Name
75606	HL ConnectFirst FastCollect
34751	HL ConnectFirst FastCollect-i

10. What is Ref-1?

The Ref-1 is a unique number assigned by Biztory to your company and will be printed on bill/invoice. Your customers use Ref-1 when they make payment to you and ease your reconciliation.

11. What is the Transaction Fee for HL ConnectFirst FastCollect / ConnectFirst FastCollect-i?

For every JomPAY transaction received, you need to pay the transaction fee as table below:

No	Fee Type	Amount (RM)
1	*CASA (Hong Leong Bank / Hong Leong Islamic Bank Online Users)	RM0.50
2	*CASA (Other Banks' Online Users)	RM0.70
3	**LOC (Hong Leong Bank / Hong Leong Islamic Bank Online Users)	RM0.50 + 0.25%
4	**LOC (Other Banks' Online Users)	RM0.70 + 0.25%

Note :

*CASA : Current and Savings Account

**LOC : Credit Card

12. Who is Biztory?

Biztory provides an online accounting software that helps you with your invoicing and accounting so that you can manage it anywhere, anytime.

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