



Frequently Ask Question (FAQ)

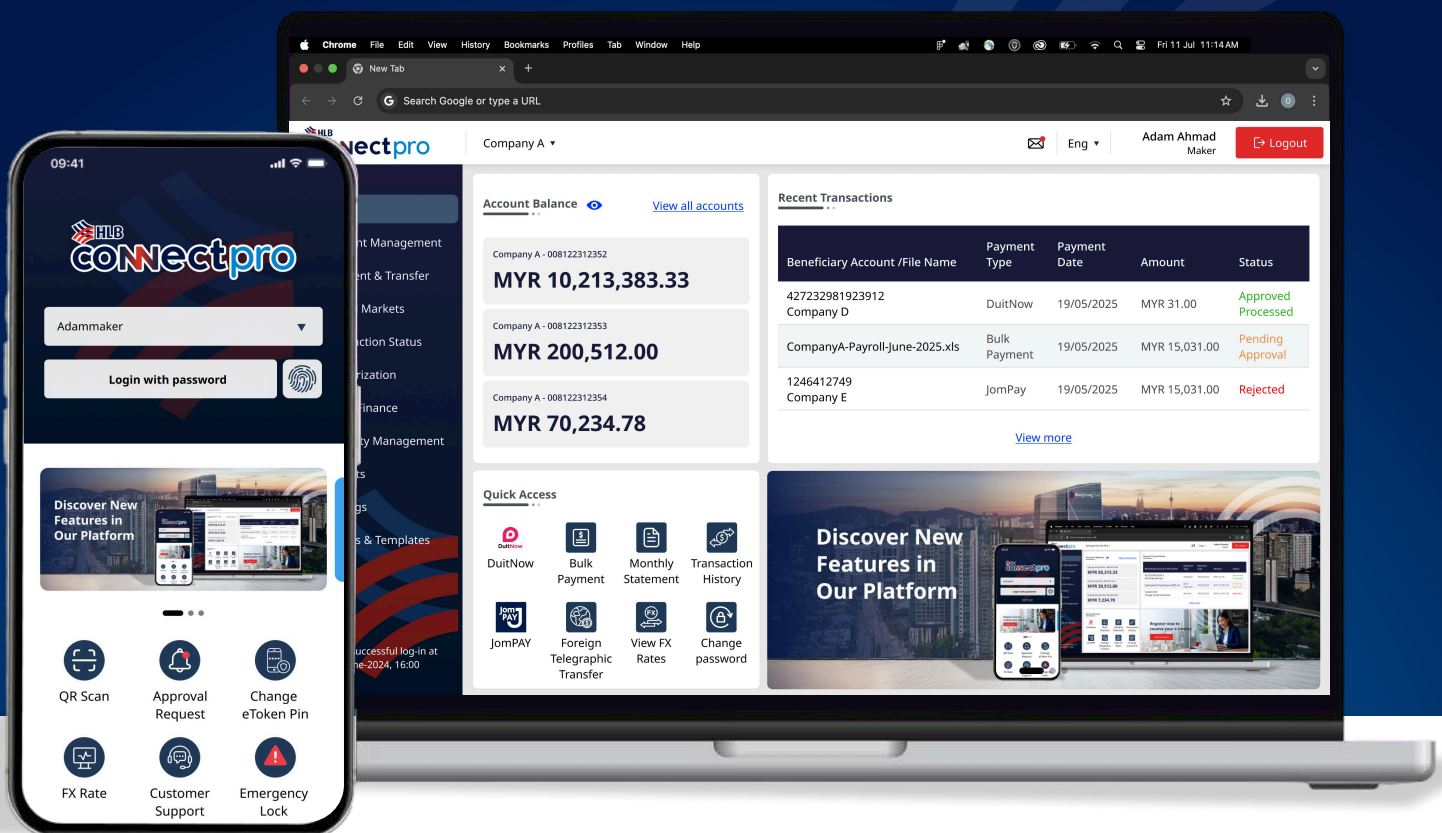


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General

How can I sign up for HLB ConnectPro?

You can sign up by clicking [here](#) and filling out the application form under the "Apply Now" tab.

Go to the Hong Leong Bank Website > Business > Discover our Products > HLB ConnectPro > "Apply Now" tab

How long will it take to process my application for HLB ConnectPro?

Your application will be processed within **3 business days** (this doesn't include weekends or public holidays).

What are the fees and charges for HLB ConnectPro?

Click [here](#) and go to the "Fees & Charges" tab, where you will find a complete list of our fees.

Go to the Hong Leong Bank Website > Business > Discover our Products > HLB ConnectPro > "Fees & Charges" tab

Is there training available for HLB ConnectPro?

We offer several training options to help you get started:

Live Training:

Our team conducts live training sessions via Google Meet. Please email HLCPSupport@hlbb.hongleong.com.my for the details.

Payment User:

- English: Every Tuesday (10am-12pm & 2pm-4pm)
- Bahasa Melayu: 1st & 3rd Thursdays (10am-12pm)
- Mandarin: 2nd & 4th Thursdays (10am-12pm)

System User:

- English: Every Wednesday (2pm-4pm)

Self-Paced Learning:

You can also access our video tutorials and user guides at any time for step-by-step instructions.

- **User Guides:** Go to the Hong Leong Bank Website > Business > Discover our Products > HLB ConnectPro > "Overview" tab
- **Video Guides:** Login to HLB ConnectPro Web Portal > Guides & Templates > Video Guides

Who do I contact in Hong Leong Bank when assistance is required?

Please contact our support team at HLCPSupport@hlbb.hongleong.com.my or +603-7661 7777 from Monday to Friday from 9am to 6pm (excluding public holidays).

Existing Customers (Migration)

Once I have successfully moved to HLB ConnectPro, can I still access HL ConnectFirst?

Yes, you'll still have access to your existing HLB ConnectFirst for **90 days** to view your past transactions and account information.

How is HLB ConnectPro different from HL ConnectFirst and HLB ConnectBiz?

HLB ConnectPro is the latest cash management platform. It is built to scale with your business and includes new features such as bulk JomPAY processing, a single login for multiple companies, and integrated payroll management.

If I am an existing HLB ConnectFirst/ConnectBiz customer migrating to HLB ConnectPro, is there anything I need to prepare before using HLB ConnectPro?

Yes, there are a few things that you will need to do before migrating:

1. User Profile Status:

Before migrating to HLB ConnectPro, please ensure your HLB ConnectFirst/ConnectBiz user profile is active.

2. Transaction Status:

Ensure all your transactions on HLB ConnectFirst/ConnectBiz are authorized, with no pending items.

3. Remove Inactive Users:

Delete all user profiles that are no longer active or dormant to keep your user list up-to-date.

As an existing customer of HL ConnectFirst and HLB ConnectBiz, how do I know if my access has been migrated to HLB ConnectPro?

You will receive an email notification from noreply@services.hongleong.com.my once your profile migration is complete. If the email doesn't appear in your inbox, please check your spam or junk folder.

Maintenance

If I am a system admin/authoriser, how can I make changes to my profile?

Please download and complete the **SR04 - Add, Update & Remove System User form** and email it to HLCPsupport@hlbb.hongleong.com.my.

Where do I find the service request forms?

You may find the service request forms [here](#).

Go to the Hong Leong Bank Website > Business > Discover our Products > HLB ConnectPro > "Service Request" tab

What is the typical processing time for a service request?

Your request will be processed within **1-3 business days**.

What should I do if I forget my ID?

For Payment Users:

Please ask your system administrator to get the User ID for you.

For System Administrators or Authorizers:

You can get your User ID by referring to the "First Time Activation" email you received upon registration.

Can I change my System Administrator/Authoriser ID?

No, you cannot change your System Administrator/Authoriser ID.

What should I do if I want to add/delete System Administrator(s)/Authoriser(s)?

Please complete **SR04 - Add, Update & Remove System User form** and submit to the branch along with a photocopy of the System Administrator/Authorizer's IC or passport to HLCPsupport@hlbb.hongleong.com.my for processing.

Account Linking

How can I link my new account to my HLB ConnectPro profile?

Please complete the **SR03 - Account Maintenance Form** and email the form to us at HLCPsupport@hlbb.hongleong.com.my for processing.

How do I add a new company to my HLB ConnectPro profile?

Please fill up **SR06 - User ID Linking Form** and email the completed form to us at HLCPsupport@hlbb.hongleong.com.my for processing.

Tokens

What are security tokens used for?

Security tokens provide an added layer of security with Two-Factor Authentication. Therefore, in addition to your password, you must use the security token to log in to HLB ConnectPro. The security tokens are also used by Payment Authorisers to approve transactions in HLB ConnectPro.

Can security tokens be shared among users?

Each security token is pre-assigned to a unique user. As such, they can neither be shared nor given to another user. This protects and ensures the integrity of each user's access to HLB ConnectPro.

Can I still use the security token when I am outside of the country?

Yes, you can continue to utilize your security token for login and transaction approvals even when you are abroad.

I seem to have a defective token, or I've misplaced it. How can I obtain a replacement?

Please fill up **SR05 - Token Maintenance Form** and email the completed form to us at HLCPsupport@hlbb.hongleong.com.my for processing.

Can someone be tagged to two tokens?

eToken: No, one person can only have 1 token tagged to their IC/passport number.

Physical Token: Yes. A separate physical token is required for each User ID.

If I am an eToken user and I need to change my phone, what do I need to do?

You will need to unbind your old phone first. Here's how:

1. Get your current phone and open the HLB ConnectPro mobile app
2. Login
3. Go to "More" tab
4. Click on " Deactivate eToken"
5. Download the HLB ConnectPro mobile app on the new phone
6. Activate your account

If I am an eToken user, what should I do if my phone is lost or stolen?

You may reach out to our support team via email at HLCPsupport@hlbb.hongleong.com.my or call +603-7661 7777.

What is an eToken PIN?

The 6-Digit PIN is an additional layer of security when accessing the HLB ConnectPro mobile app and authorizing transactions.

If I forget my eToken PIN, how can I reset it?

Follow these steps:

1. Open the HLB ConnectPro mobile app
2. Click "Change eToken Pin"
3. Fill in your details
4. Create a new eToken Pin

Devices and Security

What if I key in the wrong password and get locked out?

If the wrong password has been entered 3 consecutive times, your account will automatically be locked.

For System Administrator/Authoriser:

Visit our [website](#), navigate to the "Service Request" tab, and download the **SR01 form**. Once you have completed the form, email it to HLCPsupport@hlbb.hongleong.com.my for processing.

For Payment Users:

Please request your Company System Administrator and System Authoriser to reset your password.

What should I do if I forget my password?

- 1: Go to HLB ConnectPro Login Page.
- 2: Click on "Forgot Password".
- 3: Enter your user ID and IC/passport number.
- 4: A temporary password will be sent to your registered email.
- 5: Login with temporary password.
- 6: Create a new password.

If your login fails with the message 'User ID is inactive', you will need to reset your password. Please follow the same steps to do so.

If I can't remember my password, can I reset my password using the mobile app?

Yes you can. Follow these steps:

1. Open the HLB ConnectPro mobile app
2. Click "Login with Password"
3. Click "Forgot Password"
4. Click "Reset Password"
5. Enter your IC/passport number and User ID.

A temporary password will be sent to your registered email. Login with the temporary password given and you will be instantly prompted to create a new password.

I received a suspicious pop-up or security alert. What steps should I take?

Your security is our top priority. If you receive an unexpected pop-up message asking for your details, follow these steps immediately:

STOP:

Do not click any links, buttons, or enter any information (like your password, PIN, or username).

SCREENSHOT:

If possible, take a screenshot of the message for reporting purposes.

CLOSE:

Shut down the browser window or app completely.

REPORT:

Contact us immediately via email at HLCPSupport@hlbb.hongleong.com.my or call +603-7661 7777.

Which web browsers and versions are recommended for accessing HLB ConnectPro?

To ensure full functionality and security, it is recommended to use the latest versions of these supported browsers:

- Google Chrome
- Safari
- Mozilla Firefox
- Microsoft Edge

What are the mobile device requirements for the HLB ConnectPro mobile app?

You may download our HLB ConnectPro mobile app from Apple Appstore, Google Playstore and Huawei AppGallery. We recommend always using the latest version of your mobile operating system for enhanced security and functionality.

What is a cooling-off period?

It is a time-based security feature designed to protect your funds and personal information from unauthorized access and fraudulent activities. It functions as a temporary holding period after a high-risk action is taken on your account, giving you a crucial window to detect and report any suspicious activity before a transaction can proceed.

What steps should I take if I suspect fraudulent activity on my account?

Immediately utilize the emergency lock feature available on the HLB ConnectPro mobile app or web portal to secure your account. Then, contact us immediately via email at HLCPsupport@hlbb.hongleong.com.my or call +603-7661 7777.

Payments

What is a bulk payment template?

Instead of manually entering payment details for each recipient one by one through a banking portal, a finance or payroll department can fill out a single template with all the necessary information. This file is then uploaded to the platform, which processes all the listed payments in one go, saving significant time and reducing the risk of manual entry errors.

Where can I get the bulk payment template?

To find all the payment templates, visit our [website](#) and navigate to the "Service Request" tab.

Go to the Hong Leong Bank Website > Business > Discover our Products > HLB ConnectPro > "Service Request" tab