

TERMS AND CONDITIONS FOR THE USE OF DUITNOW ONLINE BANKING/WALLETS

Last Updated: October 2025

Please read and understand these Terms and Conditions. By using and continuing to use the DuitNow Online Banking/Wallets service, the Customer represents, warrants and undertakes that they have read, understood and agreed to be bound by these Terms and Conditions, including any additions or amendments as may be made thereto by HLB/HLISB and/or PayNet at any time and from time to time. If the Customer does not agree to any or all of these Terms and Conditions, they may terminate their subscription and immediately discontinue all access to DuitNow Online Banking/Wallets services.

1. Definitions**1.1 Definitions**

In these Terms and Conditions, the following expressions shall have the respective meanings unless the context otherwise requires: -

Terms	Meaning
“Account”	Means banking account or accounts (including without limitation to, savings accounts, current accounts, Tawarruq accounts, virtual internet accounts but excluding fixed deposit accounts), which the Customer has or may have with HLB/HLISB that may be accessed through HLB Business Internet Banking at any given time.
“Bank”	Means a financial institution that is licensed under the Financial Services Act 2013, Islamic Financial Services Act 2013 and/or Development Financial Institutions Act 2002.
“Business Day”	Means any calendar day from Monday to Friday, except a public holiday or bank holiday in the Federal Territory of Kuala Lumpur.
“Customer”	Means a party who maintains an Account with HLB/HLISB and is registered with HLB/HLISB for HLB Business Internet Banking, which expression shall include its Users and successors-in-title.
“DuitNow Brand”	Means Brand, icon, logo, trademark and service mark for the DuitNow Online Banking/Wallets.
“DuitNow ID”	Means an identifier of an account holder such as a mobile phone number, NRIC, passport number, army number or police number (in the case of an individual) or business registration number (in the case of a corporate customer) or any other identifiers as may be introduced by the DuitNow Online Banking/Wallets Owner and Operator from time to time.

“DuitNow Online Banking/Wallets Owner and Operator”	Means Payments Network Malaysia Sdn. Bhd. (Company No.: 200801035403 [836743-D]).
“DuitNow Online Banking/Wallets”	Means a real time online payment service which enables Customers (either individual or corporate) to make secure online payments using their mobile/internet banking account to Merchant(s)/Recipient(s).
“End User(s)”	means any one or more of the Customer’s authorized employees and/or agents who have been assigned a User ID by the Customer to access to HLB Business Internet Banking for and on behalf of the Customer.
“Erroneous Payment Instruction”	Means a Payment Instruction that is initiated wrongly or is incorrect as follows: <ul style="list-style-type: none"> (a) Participants post erroneous entries to Merchants’ bank accounts, DuitNow ID or generate invalid, incorrect, misdirected or duplicated Payment Instructions on behalf of Merchants due to technical errors or operational errors; (b) Technical or operations errors at the DuitNow Online Banking/Wallets Owner & Operator that results in incorrect or duplicated Payment Instructions; and (c) Mistaken Payment Instruction which is directed to the wrong Merchants/DuitNow ID, contains incorrect recipient reference numbers, carries the wrong amount, or is duplicated.
“Fraudulent Payment Instruction”	Means a Payment which has been induced by dishonest or fraudulent means and which the Customer requests be refunded. It includes cases where a Customer makes a Payment as a result of a fraudulent invoice issued by a third party who purports to be a Merchant (and is not in fact a Merchant) or a third party who impersonates a Merchant/DuitNow recipient or as a result of a DuitNow brand displayed by a third party who purports to be a Merchant.
“HLB Business Internet Banking”	Means the internet/electronic banking facilities and/or services provided by HLB/HLISB (which may include cash management services, collection services and Trade Services) known by any name designated by HLB/HLISB (such as HL ConnectBiz, HLB ConnectFirst or HLB ConnectPro) for business banking customers to perform banking services through the internet/electronic means via the use of a computer terminal, a Mobile Device (as defined in these Terms and Conditions) and/or other electronic device which the Customer may access upon the correct input of Security Codes.

“HLB”	Refers to Hong Leong Bank Berhad (193401000023 (97141-X)) and includes all its successors-in-title and assigns.
“HLISB”	Refers to Hong Leong Islamic Bank Berhad (200501009144 (686191-W)) and includes all its successors-in-title and assigns.
“HLB/HLISB’s Website”	Means HLB’s / HLISB’s website at http://www.hlb.com.my/ / www.hlisb.com.my.
“Instructions”	Means any application, authorisation, instruction, mandate or request issued by the Customer and/or the User to HLB/HLISB pertaining to the Account or any other Transactions initiated through HLB Business Internet Banking.
“Merchant”	Means businesses registered with the Companies Commission of Malaysia, sole proprietors and partnerships, government agencies, statutory bodies, societies, and other similar entities who are a registered participant of the DuitNow Online Banking/Wallets.
“Merchant Bank”	Means a Bank where the Merchant maintains their account(s).
“Mistaken Payment Instruction”	Means a payment that is made, or not made, to a person or for an amount which is not in accordance with a Customer’s Payment Instructions or contains an error in the Payment Instructions from the Payer resulting in payments which: <ul style="list-style-type: none"> (a) are directed to the wrong Merchants/Recipients; (b) contain incorrect RRN (Recipient Reference Numbers); (c) carry the wrong amount; or (d) are duplicated.
“Mobile Device”	means any mobile electronic or telecommunication device, including without limitation, mobile phones, smartphones or tablets, that may be used to access HLB Business Internet Banking.
“Payer Bank”	Means HLB and/or HLISB
“Payment Instruction” or “Payment” or “Pay”	An order from a Customer to its Payer Bank directing the Payer Bank to: <ul style="list-style-type: none"> (a) draw funds from the Customer’s Account; and (b) transfer funds to the Merchant Bank in order to pay a Merchant or to enable payment to the Recipient.
“PayNet”	Means PAYMENTS NETWORK MALAYSIA SDN BHD (formerly merged between Malaysian Electronic Clearing Corporation Sdn. Bhd. and Malaysian Electronic Payment System Sdn. Bhd.) (Company No. 836743-D), a payment subsidiary of Bank Negara Malaysia (“BNM”) and formed in August 2017 in Malaysia, who has been appointed by BNM, as the national payments network and shared central infrastructure for Malaysia’s financial markets.

“Personal Data”	Means personal data as defined under the Personal Data Protection Act 2010.
“Privacy Notice”	HLB/HLISB’s policies and principles pertaining to the collection, use and storage of personal information of existing and prospective individuals and entities dealing with HLB / HLISB. These policies and principles may be amended from time to time and are made available at the HLB / HLISB Websites respectively.
“Recipient”	Means individuals or government agencies, statutory bodies, companies, body corporates, businesses, (including sole proprietors and partnerships) societies, charities and other entities who receive funds via DuitNow Online Banking/Wallets service.
“Relevant Data Subject”	Means all persons named in the Customer’s application for the Account and the Services or such documents submitted to HLB/HLISB in support of such application and/or their authorized representatives, including but not limited to the Customer’s directors, shareholders, authorized signatories or such other persons as specified by HLB/HLISB.
“Reversal”	Means a transaction that: <ul style="list-style-type: none"> (a) is initiated by a Merchant to cancel an Erroneous Payment Instruction; (b) may involve the making of a debit or credit adjustment to the account of the Customer to which the Erroneous Payment Instruction relates; and (c) may involve an adjustment to the bank account(s) of the Merchant named in the Erroneous Payment Instruction, if funds from the Erroneous Payment Instruction have been applied to the bank account(s).
“Real-Time Retail Payments Platform” or “RPP”	Means shared payment infrastructure developed and established by PayNet which facilitates payments and collections addressed using easily remembered proxies or by account numbers.
“Security Codes”	Means the security credentials used to identify the Customer when the Customer accesses and utilises HLB Business Internet Banking, which includes the User ID, passwords, codes generated by the Security Device or such other devices approved by HLB/HLISB and any other security codes that HLB/HLISB may issue/implement from time to time with prior notice to the Customer.
“Security Device”	Means the Physical Token or eToken.
“Service”	means the banking products and/or services made available to the Customer by HLB/HLISB through HLB Business Internet Banking as the context may require.

“Transaction” or “Transactions”	Means the transactions made available through HLB Business Internet Banking which includes but not limited to funds transfer, IBG, RENTAS, foreign telegraphic transfer, Trade Services and such other transactions as offered by HLB/HLISB at any time and from time to time.
“Terms and Conditions”	Means these Terms and Conditions For The Use of DuitNow Online Banking/Wallets.
“Unauthorised Payment Instruction”	Means a payment made without the authority of the Customer who is purported to have given the Payment Instruction which initiated that payment (and from whose account that Payment was debited) or a Payment made by a Customer which is void for any reason other than fraud. It includes cases where the Payment has been made by a third party who has obtained unauthorised access to a Customer’s Account and makes unauthorised transactions from the Customer’s Account to make other payments. However, it does not include a Fraudulent Payment Instruction.
“User”	Means a person and / or an End User who is duly authorized by the Customer to act for and on behalf of the Customer in regards to matters concerning HLB Business Internet Banking and who has been assigned a User ID for that purpose (including but not limited to System Administrator, System Authorizer, Payment Maker and Payment Authorizer): (a) to operate the Account and issue Instructions to HLB/HLISB through HLB Business Internet Banking; and (b) to use the Security Device (or Security Devices if more than one User) on behalf of the Customer through HLB Business Internet Banking. Reference to the User shall include such person(s) which the Customer may appoint or substitute from time to time.
“User ID”	Means a unique name made up of a string of alphanumeric characters issued by HLB/HLISB to the User, which must be keyed in by the User together with the Security Codes in order to gain access to HLB Business Internet Banking.

2. Liabilities of the Parties

2.1 In relation to DuitNow Online Banking/Wallets service, Customer acknowledges and agrees that, unless expressly prohibited by mandatory laws, HLB/HLISB, the DuitNow Online Banking/Wallets Owner and Operator shall not be liable to the Customer or any third party for any direct, indirect or consequential losses, liabilities, costs, damages, claims, actions or proceedings of any kind whatsoever in respect to any matter of whatsoever nature in connection with the DuitNow Online Banking/Wallets service offered by HLB/HLISB arising from:

- (a) The Customer's/User's negligence, misconduct or breach of any of these Terms and Conditions;
- (b) Any erroneous and/or mistaken transfer of funds by the Customer, including any transfer of funds to the wrong DuitNow ID, wrong Recipient or wrong third party;
- (c) The suspension, termination or discontinuance of the DuitNow Online Banking/Wallets service;
- (d) The Customer's failure or refusal to maintain sufficient funds or has exceeded daily transfer limit for DuitNow Online Banking/Wallets transaction;
- (e) Any DuitNow Online Banking/Wallets instruction given or purported to be given by the Customer/User.

3. The Customer's Undertaking

- 3.1 The Customer undertakes to reimburse and pay to HLB/HLISB upon HLB/HLISB's written demand, all claims, demands, actions, proceedings, loss and expenses (including legal costs as between solicitor and own client) and all other liabilities of whatsoever nature or description which may be made, taken, incurred or suffered by HLB/HLISB in connection with or arising out of the Customer's/User's act or omission in the Customer's use of HLB Business Internet Banking or the acceptance of any Instructions given by the Customer/User or breach by the Customer/User of any of these Terms and Conditions, including the Customer's/User's failure to protect the Security Codes or failure to use HLB Business Internet Banking in accordance with the security rules prescribed by HLB/HLISB including installing appropriate firewalls, anti-virus and anti-spyware.
- 3.2 The Customer shall reimburse and pay to HLB/HLISB, DuitNow Online Banking/Wallets Owner and Operator for any loss or damage suffered by HLB/HLISB, DuitNow Online Banking/Wallets Owner and Operator due to any claim, demand, or action brought against HLB/HLISB, DuitNow Online Banking/Wallets Owner and Operator resulting from the Customer's/User's negligent and/or fraudulent act.
- 3.3 This Clause 3 shall survive the termination of the Customer's/User's use of and access to HLB Business Internet Banking and/or DuitNow Online Banking/Wallets service.

4. Disclosure

- 4.1 The Customer hereby agrees that:
 - (a) HLB's/HLISB's rights to the holding, collection and use of all the Customer's information and the personal information of the Relevant Data Subjects and disclosure will be in accordance with HLB's/HLISB's Privacy Notice;
 - (b) HLB/HLISB is allowed to use the Customer's transactional information as is necessary to process payment(s);
 - (c) When the Customer uses the DuitNow Online Banking/Wallets service to make payment(s), HLB/HLISB may disclose the Customer's Personal Data (if applicable)

and/or the Personal Data of the User to the Merchants, Merchant's Banks, and/or DuitNow Online Banking/Wallets participants, and other Payer Banks.

- (d) The Customer shall notify HLB/HLISB if any of the Customer's and/or the User's personal information is inaccurate, or if there are any changes to such personal information, and the Customer consents for disclosure of the updated personal information by HLB/HLISB to the Merchants, Merchant's Banks, all participants in the DuitNow Online Banking/Wallets service and/or other Payer Banks for the purpose of Clause 4.1 (c) above; and
- (e) The Customer's requested payment(s) and/or use the DuitNow Online Banking/Wallets service will not be possible to process if the Customer's Personal Data and/or the Personal Data of the User is not disclosed to the parties specified in Clauses 4.1 (c) and (d) above.

For the purposes of disclosure as contemplated in this Clause 4, the Customer hereby represents and warrants on a continuing basis that the Customer has obtained the consent of the User for the processing of their Personal Data in the manner contemplated herein.

5. DuitNow Online Banking/Wallets Service

DuitNow Online Banking/ Wallets is an industry-wide initiative owned and operated by PayNet. HLB/HLISB is a registered participant under this service. In the event HLB/HLISB ceases or is no longer a participant Bank, HLB/HLISB shall notify the Customer through HLB's/HLISB's Website or in any other manner as HLB/HLISB deems fit.

5.1 DuitNow Online Banking/Wallets Service

- 5.1.1 If the Customer wishes to initiate Payment Instruction via DuitNow Online Banking/Wallets at the Customer's website and/or mobile application, the Customer must select an account to be used by HLB/HLISB for deduction of funds for payment made via DuitNow Online Banking/Wallets.
- 5.1.2 The Customer is responsible for ensuring that the correct Transaction amount is displayed on the Customer's website or mobile application screen prior to confirming the Transaction. The Transaction amount shall be deemed correct by HLB/HLISB upon the Customer confirming the Transaction. HLB/ HLISB is under no obligation whatsoever to verify that the amount paid matches with the Customer's Transaction amount.
- 5.1.3 HLB/HLISB will notify the Customer on the status of each successful, failed or rejected DuitNow Online Banking/Wallets Transaction via any of the HLB/HLISB available communication channels chosen by the Customer.
- 5.1.4 The Customer acknowledges and agrees that HLB/HLISB shall have no duty to and shall not be required to take any steps to verify or seek any other confirmation from any party as to whether such Recipient or Merchant is the

intended party to receive the funds, and HLB/HLISB shall not be liable for transferring the funds to such Recipient or Merchant even if such person is not the intended party.

- 5.1.5 Pursuant to Clause 5.1.4 above, the Customer agrees that once a DuitNow Online Banking/ Wallets Transaction has been confirmed, it will be deemed irrevocable and the Customer will not be able to cancel, stop or perform any changes to that Transaction.

5.2 Recovery of Funds

- 5.2.1 The Customer has the rights to seek investigation and recovery of any Erroneous Payment Instruction or Mistaken Payment Instruction made from the Customer's Account as stated in Clause 5.3 and Unauthorised Payment Instruction or Fraudulent Payment Instruction made from the Customer's Account as stated in Clause 5.4.

5.3 Erroneous or Mistaken DuitNow Online Banking/Wallets Transaction

- 5.3.1 The Customer may request for recovery of the funds within ten (10) Business Days from the date the Erroneous Payment Instruction or Mistaken Payment Instruction was made under DuitNow Online Banking/Wallets and HLB/HLISB will work with the affected Merchant's Bank to return the said funds to the Customer within seven (7) Business Days provided the following conditions are met:
- (a) The funds were actually wrongly credited into the affected Merchant's account;
 - (b) If the funds have been wrongly credited, whether the balances in the affected Merchant's account is sufficient to cover the funds recovery amount;
 - (i) If the balances are sufficient to cover the recovery amount, the erroneously or mistakenly credited funds may be recoverable; and
 - (ii) If the balances are not sufficient to cover the recovery amount, the erroneously or mistakenly credited funds may not be fully recoverable.
- 5.3.2 The Customer may request for recovery of funds within eleven (11) Business Days and seven (7) months from the date the Erroneous Payment Instruction or Mistaken Payment Instruction was made under DuitNow Online Banking/Wallets to HLB/HLISB and HLB/HLISB will work with the affected Merchant's Bank in the following manner:
- (a) The affected Merchant's Bank is fully satisfied that funds were

erroneously or mistakenly credited to the affected Merchant; and

- (b) The affected Merchant has been notified regarding the funds recovery requests whereby the erroneously/mistakenly credited funds would be recovered through debiting the affected Merchant's account within ten (10) Business Days of the notifications unless the affected Merchant provides reasonable evidences that the affected Merchant is entitled to the funds in question. After fifteen (15) Business Days, if the affected Merchant fails to establish the entitlement to the funds, the affected Merchant's Bank shall debit the affected Merchant's account and remit the funds back to the Customer.

5.3.3 The Customer may request for recovery of funds after seven (7) months from the date of the Erroneous Payment Instruction or the Mistaken Payment Instruction was made under DuitNow Online Banking/Wallets to HLB/HLISB if:

- (a) The affected Merchant's Bank is fully satisfied that funds were erroneously or mistakenly credited to the affected Merchant;
- (b) The affected Merchant's Bank shall obtain from the affected Merchant, its decision whether to grant consent within ten (10) Business Days; and
- (c) Once consent is obtained, the affected Merchant Bank shall debit the affected Merchant's account and remit the funds back to the Customer within one (1) Business Day.

5.4 Unauthorised or Fraudulent DuitNow Online Banking/Wallets Transaction

5.4.1 For DuitNow Online Banking/Wallets Transactions which were not authorised by the Customer or which are fraudulent, HLB/HLISB will, upon receiving a report from the Customer alleging that an Unauthorised Payment Instruction or Fraudulent Payment Instruction was made under DuitNow Online Banking/Wallets, remit the funds back to the Customer provided the following conditions are met:

- (a) HLB/HLISB shall conduct an investigation and determine within fourteen (14) calendar days, whether the Unauthorised Payment Instruction or Fraudulent Payment Instruction alleged by the Customer occurred; and
- (b) If HLB/HLISB is satisfied that the Unauthorised Payment Instruction or Fraudulent Payment Instruction did indeed occur and was not caused by the Customer, HLB/HLISB shall initiate a Reversal process whereby all debit(s) posted to the Customer's Account arising from the Unauthorised Payment Instruction or Fraudulent Payment Instruction would be reversed.

6. General

- 6.1 PayNet reserve the right to revise at any time, such charges for the use of the DuitNow Online Banking/Wallets services, by providing the Customer with thirty (30) days written notice. Such revisions shall take effect from the date stated in the notice. Where the Customer continues to access or use the DuitNow Online Banking/Wallets services after such notification, the Customer shall be deemed to have agreed to and accepted such revisions to such charges.
- 6.2 The Customer acknowledges that PayNet may terminate the Customer's use of the DuitNow Online Banking/Wallets services for any reason, with prior notice.
- 6.3 The Customer acknowledges that PayNet reserve the right to change, restrict, vary, suspend or modify these Terms and Conditions by providing the Customer with thirty (30) days' notice in such manner as PayNet deems fit.
- 6.4 These Terms and Conditions are governed by and shall be construed in accordance with the laws of Malaysia.
