


TERMS AND CONDITIONS FOR THE USE OF DUITNOW TRANSFER AND NAD

Last Updated: October 2025

Please read and understand these Terms and Conditions. By using and continuing to use the DuitNow Transfer and NAD 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 Transfer and NAD 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 or with any Participant.
“Approved Issuer of Designated Payment Instrument”	Means an issuer of debit card, debit card-i, credit card, credit card-i, charge card, charge card-i and e-money approved by BNM under section 11 of the FSA or section 11 of the IFSA.
“Approved Issuer of E-Money”	Means a person approved under section 11 of the FSA or section 11 of the IFSA to issue e-money which may include a Bank or non-Bank.
“Approved Statutory Body”	Means a statutory body approved by PayNet to participate in RPP.
“Bank”	Means a bank or investment bank licensed under the FSA, an Islamic bank licensed under the IFSA and/or development financial institution prescribed under the DFIA.
“BNM”	Means Bank Negara Malaysia.
“Business Day”	Means any calendar day from Monday to Friday, except a public holiday in the Federal Territory of Kuala Lumpur.

“Common ID”	Means a unique identification of a Customer which links all DuitNow IDs registered by the Customer such as the Customer’s business registration number, NRIC, army number, or police number, or for non- Malaysians, passport number.
“Counterparty”	Refers to the Participants who are engaged in a DuitNow Transfer transaction where, the Participant on the other end/opposite side of the transaction is called the Counterparty.
“Credit Transfer”	Means the movement of funds from the Payer’s Account to the Recipient’s Account.
“Crediting Participant”	Means a Participant in which Recipient maintain Account or sources of fund and provides a service that allows Recipients to receive DuitNow Transfer.
“Customer”	A term used to collectively refer to Payers, Recipients and other clients of a Participant.
“Debiting Participant”	Means a Participant in which Payers maintain Account or sources of fund and provides a service that allows Payers to initiate DuitNow Transfer.
“DFIA”	Means Development Financial Institutions Act 2002 and any amendments, supplements, orders, policy documents and subsidiary legislation issued thereunder.
“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 Owner and Operator from time to time.
“DuitNow Transfer or DuitNow Transfer Services”	Means an Overlay Service of RPP which allows Customers to initiate and receive Credit Transfers, which may be addressed using Proxies or account numbers.
“DuitNow Brand”	Means the brand, icon, logo and trademark/ service mark for DuitNow.
“DuitNow Brand Guidelines”	Refers to a set of guidelines outlining the requirements for DuitNow Brand.

“DuitNow Owner & Operator”	Means the owner and the operator of DuitNow, which is PayNet.
“DuitNow Rules”	Refers to the set of rules which governs the operations of DuitNow.
“Erroneous Transaction” or “Erroneous Payment Instruction”	Means a DuitNow Transfer transaction that is initiated wrongly or is incorrect as follows: <ul style="list-style-type: none"> (a) Participant posts erroneous entries to Customer’s Account, or generate invalid, incorrect, misdirected or duplicated DuitNow Transfer transactions on behalf of Customer due to technical errors or operational errors that are no fault of the Customer; (b) Technical or operations error at PayNet that results in incorrect or duplicated DuitNow Transfer transactions; and Mistaken DuitNow Transfer transactions whereby transactions are directed to the wrong Customer, contain incorrect customer reference, carry the wrong amount, or are duplicated.
“E-Money”	Means Electronic Money as defined in the FSA or IFSA, namely a payment instrument or an Islamic payment instrument, whether tangible or intangible, that stores funds electronically in exchange for funds paid to the issuer and can be used as a means of making payment to any person other than the issuer.
“E-Money Account”	Means a payment instrument Account, an electronic wallet Account or any store value virtual Account created by an approved issuer of E-Money for its Customers.
“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.
“Fraudulent Transaction” or “Fraudulent Payment Instruction”	Means a transaction which has been induced by dishonest or fraudulent means and which the Payer has requested to be refunded. It includes cases where a Payer makes a DuitNow Transfer transaction as a result of a third party who impersonates a Recipient.

“FSA”	Means Financial Services Act 2013 and any amendments, supplements, orders, policy documents and subsidiary legislation issued thereunder.
“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.
“IFSA”	Means Islamic Financial Services Act 2013 and any amendments, supplements, orders, policy documents and subsidiary legislation issued thereunder.
“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.
“Mistaken Transaction” or “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 Payer’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 Recipients; (b) contain incorrect RRN (Recipient Reference Numbers); (c) carry the wrong amount; or (d) are duplicated.

	carry the wrong amount; or 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.
“NAD Operator”	Means Payments Network Malaysia Sdn Bhd (PayNet) (Company No.: 200801035403 [836743- D])
“National Addressing Database” or “NAD”	Means a central addressing repository established by PayNet that: <ul style="list-style-type: none"> (a) links a Bank account or an E-Money Account to common identifiers of an Account holder such as a mobile phone number, National Registration Identity Card (NRIC number), passport number, company registration number or business registration number; and (b) facilitates payment to be made to a Recipient by referencing the Recipient’s common identifiers.
“NAD Name Enquiry”	Means a service which returns the name of the Proxy owner registered in NAD.
“Non-Bank”	Means an entity other than a Bank that is either an Approved Issuers of a Designated Payment Instrument or a Registered Merchant Acquirer as defined in the FSA, an Authorised Financial Technology Provider or an Approved Statutory Body.
“Non-Value Message”	Means a message that does not result in the initiation of payment, such as NAD information or inquiry message, which may be sent or received via the RPP Host.
“Overlay Services”	Refers to payment and collection services, as well as other related services that Participants offer using the RPP infrastructure.
“Overlay Service Procedures” or “OSP”	Refers to a set of rules governing the operations of the respective Overlay Services.
“Participant”	Means a Bank or Non-Bank that has been granted approval by PayNet to access the RPP Platform to enable clearing and settlement of RPP transactions as well as exchange of Non-Value Messages.

“Participation Rules”	Refers to the Participation Rules for Retail Payment Services. The Participation Rules govern the operation of PayNet’s Retail Payment Services and sets out the rights and obligations of PayNet and Participants.
“Payer”	Mean an individual, company, body corporate, business, (including sole proprietor and partnership), government agency, statutory body, society, and other customer that maintains their accounts or sources of fund with the Debiting Participants to initiate Credit Transfers to the Recipient.
“Payment Instruction”	Means an order from a Payer to the Debiting Participant to transmit a Credit Transfer.
“PayNet”	Means Payments Network Malaysia Sdn Bhd (Company No.: 200801035403 [836743-D])
“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.
“Proxy or DuitNow ID”	Means a registered identifier in NAD which is linked to a Customer’s Bank or E- Money Account with a Participant. For DuitNow Transfer, Proxies are also commercially known as DuitNow IDs.
“Proxy Type”	Means a type of Proxy that is acceptable in NAD.
“Registered Merchant Acquirer”	Means an operator of a payment system that provides merchant acquiring services registered under section 17 of the FSA.
“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.

“Retail Payments Platform” or “RPP”	<p>Means shared payment infrastructure developed and operated by PayNet which facilitates payments and collections addressed using easily remembered proxies or by account numbers.</p>
“RPP Host”	<p>Means Central infrastructure for payment, collection and messaging services comprising the addressing, switching, clearing and settlement platform owned and operated by PayNet:</p> <ul style="list-style-type: none"> (a) supports the exchange of Non-Value Messages between RPP Participants and NAD Participants; and (b) facilitates the switching, clearing and settlement of RPP payment and collection transactions between RPP Participants.
“RPP Participant Portal”	<p>Means a web-based system at PayNet which allows Participants to inquire, monitor and manage their RPP operations, debit positions, and transactions.</p>
“RPP Services”	<p>Means Overlay Services of RPP, consisting:</p> <ul style="list-style-type: none"> (a) DuitNow Transfer; (b) NAD; (c) DuitNow QR; (d) DuitNow Online Banking/Wallets; (e) DuitNow Request; (f) Consent; (g) DuitNow AutoDebit; (h) Cross-Border QR; and <p>Any other new services introduced by PayNet from time-to-time.</p>
“Recipient”	<p>Means an individual, company, body corporate, business (including sole proprietor and partnership) registered with the Companies Commission of Malaysia, government agency, statutory body, society, and other customer that maintains their Accounts with the Crediting Participants to receive Credit Transfers from the Payers.</p>
“Security Codes”	<p>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.</p>

“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.
“Terms and Conditions”	Means these Terms and Conditions for the Use of DuitNow Transfer and NAD.
“Transactions”	Means the transactions made available through HLB Business Internet Banking which includes but is 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.
“Unauthorized Transaction” or “Unauthorised Payment Instruction”	Means a payment made without the authority of the Payer 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 Payer 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 Payer’s account and makes unauthorised transactions from the Payer’s account to make other payments. However, it does not include a Fraudulent Payment Instruction.
“User”	<p>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):</p> <p>(a) to operate the Account and issue Instructions to HLB/HLISB through HLB Business Internet Banking; and</p> <p>(b) to use the Security Device (or Security Devices if more than one User) on behalf of the Customer through HLB Business Internet Banking.</p> <p>Reference to the User shall include such person(s) which the Customer may appoint or substitute from time to time.</p>

"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.
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2. Liabilities of the Parties

- 2.1 In relation to the DuitNow Transfer and/or NAD services, the Customer acknowledges and agrees that, unless expressly prohibited by mandatory laws, HLB/HLISB and the DuitNow Owner & 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 Transfer Services and/or NAD services 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, mistaken, unauthorized and/or fraudulent transfer of funds by the Customer/User, including any transfer of funds to the wrong DuitNow ID, wrong recipient or wrong third party;
 - (c) The Customer's/User's failure or refusal to maintain sufficient funds or has exceeded daily transfer limit for DuitNow Transfer services.
 - (d) The suspension, termination or discontinuance of the DuitNow Transfer Services and/or NAD services;

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 and/or DuitNow Owner & Operator for any loss or damage suffered by HLB/HLISB and/or DuitNow Online Owner & Operator due to any claim, demand, or action brought against HLB/HLISB and/or DuitNow Online Owner & 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 Transfer Services and/or NAD services.

4. Disclosure

4.1 The Customer hereby agrees that:

- (a) HLB's/HLISB's rights to 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 Transfer Services to make payment(s) or uses NAD service to register the Customer's DuitNow ID to NAD Operator or for the purpose of NAD Registration to NAD Operator, HLB/HLISB may disclose the Customer's Personal Data (if applicable) and/or the Personal Data of the User, to the, DuitNow Owner & Operator, NAD Operator, the Participant, and other Payer's 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 DuitNow Owner & Operator, NAD Operator, the Participant and other Payer's banks for the purpose of Clause 4 (c) above; and
- (e) The Customer's requested payment or use of the DuitNow Transfer Services and/or the NAD service will not be possible to process if the Customer's/User's Personal Data is not disclosed to the parties specified in Clauses 4 (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 its User for the processing of their Personal Data in the manner contemplated herein.

5. DuitNow Transfer and NAD Services

DuitNow Transfer and NAD are an industry wide initiative governed and operated by DuitNow Owner & Operator. HLB/HLISB is a registered participant under the DuitNow Transfer and NAD Services. 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 Transfer Services

- 5.1.1 If the Customer wishes to send funds via DuitNow Transfer, the Customer must first initiate a payment by entering the Recipient's DuitNow ID in HLB Business Internet Banking.
- 5.1.2 HLB/HLISB will perform a NAD Name Enquiry to verify the Recipient's registration of its DuitNow ID in NAD and if the Recipient is registered, HLB Business Internet Banking will display the name of such registered DuitNow ID of the Recipient.

- 5.1.3 The Customer is responsible for the correct entry of the Recipient's DuitNow ID and shall ensure that the Recipient's name displayed is the intended Recipient of the funds prior to confirming the DuitNow Transfer transaction.
- 5.1.4 HLB/HLISB will notify the Customer on the status of each successful, failed or rejected DuitNow Transfer transaction via any of HLB/HLISB's available communication channels chosen by the Customer.
- 5.1.5 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 registered Recipient is the intended Recipient, and HLB/HLISB shall not be liable for transferring the funds to such registered Recipient even if such person is not the intended Recipient.
- 5.1.6 Pursuant to Clause 5.1.3 above, the Customer agrees that once a DuitNow Transfer 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 DuitNow Transfer transaction.

5.2 Multiple NAD Name Enquiry

- 5.2.1 The Customer is advised not to submit multiple NAD Name Enquiry without a confirmed DuitNow Transfer transaction.
- 5.2.2 Without prejudice to any of HLB/HLISB rights and remedies, HLB/HLISB reserves the right to terminate or suspend the Customer access to and use of the DuitNow Transfer Services where HLB/HLISB considers in HLB/HLISB's sole discretion that inappropriate, fraudulent or suspicious use is being made of the DuitNow Transfer Services, such as where multiple NAD Name Enquiry are submitted without a confirmed DuitNow Transfer transaction. The Customer is advised to contact HLB/HLISB should the Customer encounter any issues relating to the foregoing.

5.3 Recovery of Funds

- 5.3.1 HLB/HLISB will rectify Mistaken Payment Instruction made by the Customer according to these Terms and Conditions provided the following conditions are satisfied:
 - (a) the Customer immediately informs HLB/HLISB that the Customer becomes aware of any delays or mistakes in processing payment(s); and
 - (b) HLB/HLISB is satisfied that a Mistaken Payment Instruction has occurred.
- 5.3.2 Subject to Clause 5.3.1, HLB/HLISB will attempt to rectify any such matters in relation to Mistaken Payment Instruction made by the Customer, in the way described in this clause:
 - (a) for misdirected payments, duplicated payments or incorrect DuitNow ID, HLB/HLISB shall submit a request to recover funds from the Recipient's Bank that

- received the erroneous funds;
- (b) for payment that is not completed or failed at HLB/HLISB's end, HLB/HLISB shall credit back the amount of the failed payment upon HLB/HLISB's satisfaction that the Mistaken Payment Instruction failed and was not duly processed at HLB/HLISB's end;
 - (c) for payment that is not completed or failed at the NAD Operator's end or the Recipient Bank's end, HLB/HLISB shall credit back the amount of the failed payment into the Customer's Account before initiating a recovery of funds request.
- 5.3.3 Any request for recovery of funds by the Customer or made on the Customer's behalf for Mistaken Payment Instruction mentioned in Clause 5.3.2 or Erroneous Payment Instructions shall be processed in accordance with Clause 5.4 herein. Subject to Clause 5.4, HLB/HLISB will work with the affected party to request and recover the funds on the Customer's behalf.
- 5.3.4 All enquiries or complaints raised by the Customer regarding Mistaken Payment Instruction shall be resolved no later than fourteen (14) Business Days. All enquiries and complaints received after 4 pm on a Business Day would be deemed received before 12 pm of the next Business Day.
- 5.3.5 HLB/HLISB is entitled to debit the Customer's Account (for recovery of funds), in the event HLB/HLISB did not debit the Customer's Account after Payment Instruction has been properly and successfully executed.
- 5.3.6 Subject to Clause 5.4 herein (for requests of funds made by the Payer's Bank), HLB/HLISB is entitled to debit the Customer's Account for funds credited into the Customer's Account due to the following payments made by persons other than the Customer:
- (a) Mistaken Payment Instruction;
 - (b) Erroneous Payment Instruction;
 - (c) Unauthorised Payment Instruction; and
 - (d) Fraudulent Payment Instruction.

5.4 Erroneous Payment Instruction/Mistaken Payment Instruction

- 5.4.1 Customer may request for recovery of the funds within ten (10) Business Days from the date the Erroneous Payment Instruction/Mistaken Payment Instruction was made under DuitNow Transfer and HLB/HLISB will work with the affected party in the following manner:
- (a) If the Recipient's Bank is fully satisfied that funds were erroneously or mistakenly credited to the Recipient's account, HLB/HLISB will upon receipt of the funds,

return the said funds to the Customer within five (5) Business Days;

- (b) If the Recipient's Bank is not fully satisfied that funds were erroneously or mistakenly credited to the Recipient's account, the Recipient's Bank shall contact and obtain consent of the Recipient.
 - (i) If the consent is obtained from the Recipient, the Recipient's Bank shall debit the Recipient's account and remit the funds to HLB/HLISB and HLB/HLISB will return the said funds to the Customer within five (5) Business Days.
 - (ii) If consent is not obtained from the Recipient, the Recipient's Bank shall request the Recipient to substantiate ownership of the funds within ten (10) Business Days. If the Recipient failed to substantiate ownership within ten (10) Business Days, the Recipient's Bank shall debit the Recipient's account and remit the funds to HLB/HLISB and HLB/HLISB will return the said funds to the Customer within five (5) Business Days.

5.4.2 Customer may request for recovery of funds within eleven (11) Business Days and seven (7) months from the date the Erroneous Payment Instruction/ Mistaken Payment Instruction report was made under DuitNow Transfer to HLB/HLISB and HLB/HLISB will work with the affected Recipient's Bank in the following manner:

- (a) The Recipient's Bank is fully satisfied that funds were erroneously or mistakenly credited to the Recipient's account, the Recipient's Bank shall notify the Recipient in writing regarding the fund recovery request due to Erroneous Payment Instruction/ Mistaken Payment Instruction and would recover the fund through debiting the Recipient's account within ten (10) Business Days of the notification unless the Recipient provide reasonable evidence to substantiate ownership of the funds in question;
- (b) If the Recipient's Bank is not fully satisfied that funds were erroneously or mistakenly credited to the Recipient's account, the Recipient's Bank shall contact and obtain the consent of the Recipient before debiting the Recipient's account to recover the funds.
- (c) If consent is given by the Recipient or the Recipient is unable to substantiate ownership within ten (10) Business Days, the funds would be debited from the Recipient's account and the Recipient's Bank shall remit the funds back to HLB/HLISB and HLB/HLISB will return the said funds to the Customer within five (5) Business Days, for a total permissible funds recovery period of fifteen (15) Business Days.

5.4.3 The Customer may request to recover funds after (7) months from the date the Erroneous Payment Instruction/Mistaken Payment Instruction was made under DuitNow Transfer to HLB/HLISB and HLB/HLISB will work with the affected Recipient's Bank in the following manner:

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

5.5 Unauthorised Payment Instruction or Fraudulent Payment Instruction

5.5.1 For DuitNow Transfer 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 via DuitNow Transfer, 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 or Fraudulent Payment Instruction alleged by the Customer occurred;
- (b) If HLB/HLISB are 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 posted to the Customer Account arising from the Unauthorised or Fraudulent Payment Instruction would be reversed.

5.6 The NAD Service

- 5.6.1 The NAD service allows the Customer to link an Account that the Customer has with HLB/HLISB to the Customer's Business Registration Number (known as, "DuitNow ID").
- 5.6.2 By linking the Customer's DuitNow ID to the Customer Account, the Customer has the option of receiving incoming funds via DuitNow or any other payment services that address payments using the Customer's DuitNow ID.
- 5.6.3 When the Customer registers the Customer's DuitNow ID in NAD, the Customer will also provide HLB/HLISB with the Customer's Common ID which will be linked to the Customer Account with Customer's registered DuitNow ID. The Customer's Common ID will be used by other NAD participating banks for the purpose of identifying the Customer, as part of facilitating the DuitNow Transfer Services.

- 5.6.4 The Customer may link more than one of the Customer's DuitNow ID to the same Account. However, the Customer may not link a particular DuitNow ID to multiple Accounts.

5.7 Modification, Suspension and Deregistration of Customer's DuitNow ID

- 5.7.1 The Customer may update or change the Customer's DuitNow ID that is linked to the Customer Account via the channels made available to the Customer via HLB Business Internet Banking.
- 5.7.2 The Customer understands and agrees that the Customer's DuitNow ID that is linked to the Customer Account may be suspended or deregistered by the Customer or by HLB/HLISB, due to the following circumstances:
- (a) In the event the Customer transfers the Customer's existing DuitNow ID to another Account in another Bank;
 - (b) The Customer has changed/updated the Customer's DuitNow ID;
 - (c) The Customer has closed the Customer's Account that is linked to the Customer's DuitNow ID;
 - (d) The Customer's Account has been dormant for six (6) months of inactivity; or
 - (e) Upon investigation, HLB/HLISB find out that the Customer or the Customer's DuitNow ID is potentially involved in any fraudulent activity(s).
- 5.7.3 The Customer will be notified in the manner set out in Clause 16 of the Terms and Conditions for the Hong Leong Bank Business Internet Banking, if a modification or suspension or de-registration from HLB/HLISB is confirmed.
- 5.7.4 The Customer represents and warrants that:
- (a) the User is duly authorised to execute and deliver the documents and agreements required under these Terms and Conditions on behalf of the Customer, to register the Customer for the DuitNow Transfer Services and that it has taken all necessary action to authorise such execution, delivery and performance; and
 - (b) the execution, delivery and performance of these Terms and Conditions hereunder does not and will not violate any law, ordinance, charter, by-law and rule applicable to it or any agreement by which it is bound or by which any of its assets are affected.

6. General

- 6.1 PayNet reserve the right to revise at any time, such charges for the use of the DuitNow Transfer 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 uses the DuitNow Transfer 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 Transfer Services with PayNet for any reason with prior notice.
- 6.3 The Customer acknowledges that PayNet reserves 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 The Customer hereby consents to the collection, use and disclosure of the Customer's Personal Data (as defined under the Personal Data Protection Act 2010) by PayNet, PayNet affiliates, PayNet service providers and the DuitNow Owner & Operator as required for the purposes of the DuitNow Transfer Services.
- 6.5 These Terms and Conditions are governed by and shall be construed in accordance with the laws of Malaysia.
