

FAQ : Online Foreign Telegraphic Transfer Campaign 06 December 2022 – 30 June 2023

	Question	Answer
GENERAL		
1	When is the campaign period?	From 06 Dec 2022 to 30 June 2023, inclusive of both the dates.
2	Can all customers participate in the campaign?	All customers who perform Foreign Telegraphic Transfer ("FTT") via HLB ConnectFirst or HongLeong Connect BIZ are entitled to the FTT fee waiver.
3	If my company is not a corporate internet banking user, how can we participate?	Non-Corporate Internet Banking business customers must subscribe to HLB ConnectFirst and start performing online FTT. Go to our webpage, download and complete the application form as required: https://www.hlb.com.my/en/personal-banking/promotions/cf-online-foreign-telegraphic-transfer.html
4	Is Sole Proprietor/Partnership eligible for the fee waiver?	Yes, if they are subscribed to any of the Corporate Internet Banking ("CIB") platforms.
MECHANICS		
5	Are all online FTT transactions entitled to the fee waiver?	Yes, all online transaction made by HLB ConnectFirst or Hong Leong ConnectBIZ are entitled to fee waiver.
6	Is there a maximum limit on how many transactions I can make to qualify for the fee waiver?	No, you can make as many online FTT transactions and each of those will still be entitled to a fee waiver for the duration of the campaign.
7	What is the FTT fee waiver that the campaign is referring to?	We are referring to the cable charges waiver (with amount up to RM20 per transaction, depending on currency) – that is the fee to be waived. Please refer to Terms and Conditions of Foreign Telegraphic Transfer Online (Fee Waiver) Campaign for further information
8	I have initiated the online FTT transaction on 30 June 2023 but my payment authoriser only approves it on 1 July 2023. Does this transaction still qualify for the campaign?	No, only successfully approved and executed transaction before the end of the campaign period qualifies.
9	I am using the latest HLB ConnectFirst to perform my FTTs. Do I qualify for the fee waivers?	Yes, you qualify for the fee waiver. HLB ConnectFirst is the latest enhanced platform for CIB.
10	Can I use my contract FTT rates?	Yes, remember to indicate the contract details when performing the transaction(s).