

**HLB CONNECT MOBILE PREPAID RELOAD CAMPAIGN 2023 [\(Versi Bahasa Malaysia\)](#)**

Last Updated on 10 April 2023

**CAMPAIGN PERIOD**

The Hong Leong Bank Berhad (193401000023 (97141-X)) (“**HLB**”) and Hong Leong Islamic Bank Berhad (200501009144 (686191-W)) (“**HLISB**”) (“hereinafter collectively referred to as “**the Bank**”) “**HLB Connect Mobile Prepaid Reload Campaign 2023**” (“**Campaign**”) commences on 10 April 2023 and ends on 09 July 2023, both dates inclusive, unless notified otherwise (“**Campaign Period**”).

**TERMS & CONDITIONS**

The following sets out the Terms and Conditions applicable to the Campaign (“**T&Cs**”):

**ELIGIBILITY**

1. This Campaign is open to the Bank’s new and existing Malaysian and non-Malaysian individual customers (“**Customers**”) who are HLB Connect Online and/or HLB Connect App (“**HLB Connect**”) users with a HLB Current or Savings Account/HLISB Current or Savings Account-i (“**CASA/CASA-i**”).
2. The Bank reserves the right to disqualify any Customer who:
  - (i) has in the past committed, or is currently suspected of committing fraudulent, unlawful or wrongful acts in relation to any facilities granted by the Bank;
  - (ii) is facing bankruptcy proceedings, or has been declared bankrupt either before, during or after the Campaign Period; and/or
  - (iii) has breached any Terms and Conditions of the CASA/CASA-i, the General Terms and Conditions of Accounts and the Terms and Conditions for the use of HLB Connect at any time before, during or after the Campaign Period.

**CAMPAIGN MECHANICS AND WINNERS’ SELECTION**

3. To participate in this Campaign, Customers must fulfil the following pre-requisites:
  - (i) log in to HLB Connect Online or HLB Connect App; and
  - (ii) successfully **perform a Mobile Prepaid Reload** with a minimum amount of Ringgit Malaysia Ten (RM10) per transaction via HLB Connect during the Campaign Period.

(Customers who have fulfilled all the requirements stated under this Clause 3 above are hereinafter referred to as “**Eligible Customers**”).

4. Eligible Customers will be in the running to win the Grand Prize (“**Grand Prize**”) or Cashback (“**Cashback**”), as shown in Table 1 below.

**Table 1**

<b>Campaign Months</b>	<b>Eligible Customers</b>	<b>Prize Segment</b>	<b>Winner Selection Method</b>
<b>Month 1</b> <b>10 April 2023 – 09 May 2023</b>	<u><b>Category 1:</b></u> <b>New Mobile Prepaid Reload Users</b>  (Applicable only to users who have not performed any mobile prepaid reload transactions via HLB Connect between 10 April 2022 to 9 April 2023)	<u><b>Grand Prize:</b></u> One (1) year mobile prepaid reload worth RM360 via reload PIN  (i.e. RM30 reload PIN will be sent either via SMS, email or HLB Connect Mobile App Push notifications on a monthly basis starting from 15 October 2023 until 15 September 2024)	<ul style="list-style-type: none"> <li>• <b>Forty (40) Eligible Customers</b> who have successfully performed the <b>highest mobile prepaid reload transaction counts</b> (a minimum of RM10 per transaction) via HLB Connect at the end of the Campaign Period.</li> <li>• Each Eligible Customer can only <b>win one (1) Grand Prize</b> throughout the Campaign Period.</li> </ul>
<b>Month 2</b> <b>10 May 2023 - 09 June 2023</b>  <b>Month 3</b> <b>10 June 2023 – 09 July 2023</b>	<u><b>Category 2:</b></u> <b>New &amp; Existing Mobile Prepaid Reload Users</b>	<u><b>Cashback:</b></u> RM1 per mobile prepaid reload transaction	<ul style="list-style-type: none"> <li>• <b>Each Mobile Prepaid Reload must be of a minimum of RM10 per transaction performed via HLB Connect.</b></li> <li>• <b>Limited to the first 23,000 monthly mobile prepaid reload transactions.</b></li> <li>• Each Eligible Customer can only win up to a maximum of RM5 Cashback per Campaign Month.</li> <li>• Cashback is rewarded on a first come, first served basis limited to the monthly pool allocated for this Campaign, as captured by the Bank's system.</li> </ul>

5. The total Grand Prize allocation for this Campaign is Ringgit Malaysia Fourteen Thousand Four Hundred (RM14,400) and will be awarded to a total of forty (40) Eligible Customers ("**Grand Prize Winners**") according to the Winner Selection Method specified in Table 1 above.
6. The Cashback allocation for each Campaign Month from April 2023 to July 2023 of the Campaign Period is Ringgit Malaysia Twenty-Three Thousand (RM23,000) with a total of Cashback allocation of Ringgit Malaysia Sixty-Nine Thousand (RM69,000) for this Campaign. Eligible Customers of the Cashback ("**Cashback Winners**") will be awarded on a first come, first served basis according to the Winner Selection Method specified in Table 1 above.

Once the total monthly Cashback allocation has been reached, there will be no further Cashback to be given out to the Eligible Customers for the remaining days in that particular Campaign Month. The

Bank has no obligation to inform the Eligible Customers once the capped limit of the total monthly Cashback allocation has been reached.

7. Each winner is eligible to receive only one (1) Grand Prize and/or up to maximum of Ringgit Malaysia Fifteen (RM15) Cashback throughout the Campaign.
8. In the event there are more than forty (40) Eligible Customers who have accumulated the same highest transaction counts for mobile prepaid reload, the Eligible Customer who first accumulated the highest transaction counts will be selected as the Grand Prize Winner until the total number of winners have been allocated in full.
9. Both Grand Prize and Cashback are non-transferable to any third party and non-exchangeable for up-front credit, cheque or benefit-in-kind.

### **CAMPAIGN FULFILMENT**

10. Both the Grand Prize Winners and Cashback Winners' list will be published at <http://www.hlb.com.my/reload> ("**Campaign Website**"). The Grand Prize Winners' list will be published by 30 August 2023. Month 1 Cashback Winners' list will be published by 30 May 2023, Month 2 Cashback Winners' list will be published by 30 June 2023 and Month 3 Cashback Winners' list will be published by 30 July 2023.
11. The Grand Prize will be rewarded on a monthly basis for the duration of twelve (12) months, whereby a reload PIN worth Ringgit Malaysia Thirty (RM30) will be sent to the Grand Prize Winners by the 15<sup>th</sup> of each month starting from October 2023 until September 2024. It is the obligation of the Grand Prize Winners to contact the Bank regarding the non-receipt of the Grand Prize before the 29<sup>th</sup> of each month, failing which the Grand Prize Winners are deemed to have received the Grand Prize in the particular month and any claim for reimbursement will not be processed. Once the Grand Prize fulfilment has been completed, the Bank has no obligation to notify the Grand Prize Winners.
12. The Grand Prize Winners will be notified either via SMS, email or HLB Connect Mobile App Push notifications (based on the Customer's information, mobile number and/or email address in the Bank's record) by 15 September 2023. Upon receiving the notification, the Grand Prize Winners are required to provide the Telecommunication Service Provider for their mobile prepaid account to the Bank within the stipulated time in the notification in order to receive the reload PIN. Furthermore, it is important to note that changes or modifications are not allowed to the mobile prepaid account after the submission.
13. The Cashback Winners will be notified either via SMS, email or HLB Connect Mobile App Push notifications (based on the Customer's information, mobile number and/or email address in the Bank's record) by end of each Campaign Month. The Cashback will be rewarded on a monthly basis whereby the Cashback will be credited into the Cashback Winners' CASA/CASA-i with the Bank before 15<sup>th</sup> of the following Campaign Month (e.g. Month 1 Cashback Winners will receive before 15 June 2023, Month 2 Cashback Winners will receive before 15 July 2023 and Month 3 Cashback Winners will receive before 15 August 2023). It is the obligation of the Cashback Winners to contact the Bank regarding the non-receipt of the Cashback before the 30<sup>th</sup> of the following Campaign Month (e.g. Month 1 Cashback Winners to notify before 30 June 2023, Month 2 Cashback Winners to notify before 30 July 2023 and Month 3 Cashback Winners to notify before 30 August 2023), failing which, the Cashback Winners are deemed to have received the Cashback and any claim for reimbursement will not be processed. As such, Cashback Winners must maintain an active and valid CASA/CASA-i with the Bank until 15 September 2023. If not, the Cashback shall be deemed to have been forfeited

upon closure of the CASA/CASA-i prior to 15 September 2023. The Bank has no obligation to inform Eligible Customers once the Cashback has been credited to the Cashback Winners.

Once the monthly allocated pool has been reached, there will be no further Cashback given to the Eligible Customers for the remaining days in that particular Campaign Month. The Bank has no obligation to inform Eligible Customers once the capped limit of the monthly allocated pool has been reached.

14. To the extent permitted by law, the Bank is not responsible for all liabilities arising from any deferment or delay in providing the Grand Prize or the Cashback due to any unforeseen circumstances beyond the reasonable control of the Bank.

#### **GENERAL**

15. By participating in this Campaign, the Eligible Customers:
- (i) confirm that they have read and understood the T&Cs and agreed to be bound by the T&Cs herein;
  - (ii) agree that all records of the fulfilment of the requirements captured by the Bank's system within the Campaign Period and the selection for the Grand Prize Winners and Cashback Winners shall be final;
  - (iii) agree that the Bank's decisions on all matters regarding the Campaign shall be final, conclusive and binding on all Eligible Customers;
  - (iv) consent and authorise the Bank to disclose their mobile numbers to M3 Technologies (Asia) Berhad (199901007872 (482662-D)) and/or Infobip Asia Pacific Sdn Bhd (201001014145 (898379-U)) and/or email addresses to DCatalyst Sdn Bhd (200801017996 (819292-U)), the service provider(s) appointed by the Bank to provide SMS and/or email services for the purposes of this Campaign;
  - (v) agree to be responsible for providing the Bank with their valid and current contact details including mobile number and email address for the purpose of this Campaign, and promptly notifying the Bank in the event of any changes;
  - (vi) consent to and authorise the Bank's usage, disclosure or publication of their personal data (i.e., name and masked ID and/or account number) without compensation for publicity, advertising or promotion purposes in any media;
  - (vii) agree to access the Campaign Website at regular intervals to view the T&Cs of the Campaign and to ensure they keep up-to-date with any changes or variations to the T&Cs;
  - (viii) agree that any SMS and/or email sent to the Eligible Customer is entirely dependent on the availability and quality of service of the relevant service provider(s) and fully understand that the Bank does not have any control whatsoever in the event such:
    - (a) SMS is delayed, not delivered or encountered any delivery issues due to SMS traffic congestion, network failure and/or interruptions that may be experienced by the relevant telecommunications network; and/or
    - (b) email is delayed, not delivered or encountered any delivery issues by the relevant email provider(s), which shall include but not limited to diversion or filtering of such email as junk or spam email by the Eligible Customer's email providers(hereinafter referred to as "**Network Failure**").  
As such the Bank shall not be responsible or liable for any loss or expense incurred by the Eligible Customer or any third party from any delay or failure in receiving any SMS and/or email transmission from the Bank due to the Network Failure. No appeals on such delay or failure will be processed;
  - (ix) agree to be liable for any telco or wifi charges, roaming or phone charges, whether in or outside Malaysia as a result of communications with the Bank associated with this Campaign; and

- (x) agree to be liable and shall personally bear all applicable taxes, government fees or any other charges that may be levied against them under applicable laws, if any, in relation to their participation in this Campaign.
16. The Bank reserves the right:
    - (i) with prior notice to the Eligible Customers, to add, delete, suspend or amend the T&Cs listed by way of posting such addition, deletion, suspension or amendment of the T&Cs or termination of this Campaign on the Campaign Website; and
    - (ii) forfeit the Grand Prize or Cashback in the event of non-compliance by the Eligible Customers of any of the T&Cs herein, Terms and Conditions of the CASA/CASA-i, the General Terms and Conditions of Accounts, the Terms and Conditions for the use of HLB Connect and all other laws/rules applicable.
  17. In addition to the T&Cs stipulated herein, the Eligible Customers agree that the Terms and Conditions of the CASA/CASA-i, the General Terms and Conditions of Accounts, and the Terms and Conditions for the use of HLB Connect shall be read together with the T&Cs as an entire agreement. In the event of any discrepancies, the T&Cs herein shall prevail to the extent of such discrepancy.
  18. In the event of any discrepancies between the T&Cs herein and any advertising, promotional, publicity and other materials relating to or in connection with this Campaign, the final T&Cs on the Campaign Website shall prevail.
  19. The T&Cs shall be governed by and construed in accordance with the laws of Malaysia and the Eligible Customers agree to submit to the jurisdiction of the Courts of Malaysia.
  20. Unless stated otherwise, words denoting one gender include all other genders and words denoting the singular include the plural and vice versa.

If you have any enquiries regarding the T&Cs, please email us at [hlonline@hlbb.hongleong.com.my](mailto:hlonline@hlbb.hongleong.com.my) or call 03-7626 8899.