

HLB CONNECT MISSES YOU PROMOTION 2023 [\(Versi Bahasa Malaysia\)](#)

Last Updated on 12 June 2023

PROMOTION PERIOD

The Hong Leong Bank Berhad's (193401000023 (97141-X)) ("**HLB**") and Hong Leong Islamic Bank Berhad's (200501009144 (686191-W)) ("**HLISB**") ("hereinafter collectively referred to as "**the Bank**") "**HLB Connect Misses You Promotion 2023**" ("**Promotion**") commences on 15 June 2023 and ends on 14 September 2023 ("**Promotion Period**"), both dates inclusive, unless notified otherwise.

TERMS & CONDITIONS

The following sets out the terms and conditions applicable to the Promotion ("**T&Cs**"):

ELIGIBILITY

1. This Promotion is open to selected customers of the Bank who have received an invitation via email and/or HLB Connect Mobile App push notification from the Bank to participate in the Promotion. For the purpose of this Promotion, the selected customers ("**Customers**") who are HLB Connect Online and/or HLB Connect App ("**HLB Connect**") users with active HLB Current or Savings Account/HLISB Current or Savings Account-i ("**CASA/CASA-i**") and have not logged in for three hundred one (301) to three hundred thirty (330) days prior to the Promotion Month ("**Promotion Month**").
2. The Bank reserves the right to disqualify any Customers who:
 - (i) have 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) are facing bankruptcy proceedings, or has been declared bankrupt either before, during or after the Promotion Period; and/or
 - (iii) have 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 Promotion Period.
3. Customers who meet the eligibility requirements under Clause 1 above can take part in this Promotion and will be entitled to receive a cashback of Ringgit Malaysia Ten (RM10) ("**Cashback**") during the Promotion Month.

PROMOTION MECHANICS

4. In order to participate in this Promotion and to qualify for the Cashback, Customers must perform the following during the specified Promotion Month mentioned in the email and/or HLB Connect Mobile App push notifications from the Bank:
 - (i) **log in to HLB Connect**; and
 - (ii) **perform a transaction** (as stated in Table 1 below) with a **minimum amount of Ringgit Malaysia One (RM1) per transaction** via HLB Connect.(hereinafter referred to as "**Eligible Customers**").
5. The winners ("**Cashback Winners**") for each Promotion Month from June 2023 to September 2023 of the Promotion Period is capped at one thousand five hundred (**1,500**) and the total of Cashback Winners throughout the Promotion Period is capped at four thousand five hundred (**4,500**).
6. Cashback is rewarded on a first come, first served basis limited to the monthly pool allocated for this Promotion, as captured by the Bank's system. The Bank has no obligation to inform the Eligible Customers in the event the Cashback has reached the maximum Cashback Winners allocation throughout the Promotion Period during or before the conclusion of the Promotion Period.

Table 1

Eligible Transactions
Pay bills via HLB Connect
Make a QR Payment via HLB Connect App
Transfer money with DuitNow via HLB Connect
Pay with FPX via HLB Connect
Perform a Prepaid Reload via HLB Connect <i>(available reloads start with RM3)</i>

CASHBACK FULFILLMENT

7. The Cashback Winners will be notified either via SMS or email or HLB Connect Mobile App push notification (based on the Customers' contact information available in the Bank's record) based on Table 2 below.
8. The Cashback will be credited into the Cashback Winners' CASA/CASA-i with the Bank based on Table 2 below.

Table 2

Cashback Fulfilment	Promotion Month		
	Month 1 15 June 2023 – 14 July 2023	Month 2 15 July 2023 – 14 August 2023	Month 3 15 August 2023 – 14 September 2023
Cashback Winners to be notified by	28 July 2023	28 August 2023	28 September 2023
Cashback Winners to receive Cashback by	15 August 2023	15 September 2023	15 October 2023

9. It is the obligation of the Cashback Winners to contact the Bank regarding the non-receipt of the Cashback before 30 August 2023, for Month 1 Cashback Winners; 30 September 2023, for Month 2 Cashback Winners; and 30 October 2023, for Month 3 Cashback Winners, failing which the Cashback Winners are deemed to have received the Cashback and any claim for reimbursement will not be processed.
10. As such, the Cashback Winners must maintain an active and valid CASA/CASA-i until 15 September 2023 for Month 1 Cashback Winners, 15 October 2023 for Month 2 Cashback Winners and 15

November 2023 for Month 3 Cashback Winners to enable the Cashback fulfilment, failing which the Cashback shall be forfeited.

11. To the extent permitted by law, the Bank is not responsible for all liabilities arising from any deferment or delay in providing the Cashback due to any unforeseen circumstances beyond the reasonable control of the Bank. The Cashback are non-transferable to any third party and non-exchangeable for up-front credit, cheque or benefit-in-kind.

GENERAL

12. By participating in this Promotion, 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 Promotion Period and the selection for the Cashback Winners shall be final;
 - (iii) agree that the Bank's decisions on all matters regarding the Promotion 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 Promotion;
 - (v) agree to be responsible for providing the Bank with their valid and current contact details including mobile number and email address, and promptly notifying the Bank in the event of any changes. The Bank shall not be held responsible/liable in the event that the Bank is unable to contact the Eligible Customers, if applicable, due to inaccurate/invalid mobile number and/or email address provided by the Eligible Customers or the SMS and/or email is unable to be delivered due to any reason whatsoever;
 - (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 <http://www.hlb.com.my/wemissyou> ("**Promotion Website**") at regular intervals to view the T&Cs of the Promotion 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 Customers 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 Customers' 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 Customers 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 delays or failures 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 Promotion; 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 Promotion.

13. 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 Promotion on the Promotion Website; and
 - (ii) to forfeit the 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.
14. 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 in relation to this Promotion.
15. 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 Promotion, the final T&Cs on the Promotion Website shall prevail.
16. 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 exclusive jurisdiction of the Courts of Malaysia.
17. 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 or call 03-7626 8899.