

HLB CONNECT RAYA PROMOTION 2024 ([Versi Bahasa Malaysia](#))

Last Updated on 25 March 2024

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 Raya Promotion**" ("**Promotion**") commences on 29 March 2024 and ends on 5 May 2024 ("**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 the Bank's new and existing Malaysian and non-Malaysian individual customers who are HLB Connect Online and/or HLB Connect App ("**HLB Connect**") users and who have a HLB Current or Savings Account/HLISB Current or Savings Account-i ("**CASA/CASA-i**") and/or HLB Credit Card ("**Credit Card**") with the Bank (hereinafter referred to as "**Customers**").
2. The Bank reserves the right to disqualify any Customer who:
 - (i) have in the past committed, or are currently suspected of committing fraudulent, unlawful or wrongful acts in relation to any facilities granted by the Bank;
 - (ii) are facing bankruptcy proceedings, or have 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 and/or Credit Card, 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.

PROMOTION MECHANICS AND WINNERS' SELECTION

3. To participate in the Promotion, Customers must **log in** to HLB Connect and **perform the Eligible Transactions** (as stated in Table 1 below) between 29 March 2024 to 5 May 2024 to earn entries ("**Entries**") for participation.

(Customers who have fulfilled the prescribed requirements stated under Clause 3 above are hereinafter referred to as "**Eligible Customers**").

Table 1

Eligible Transactions	Entries To Be Earned
Perform a Prepaid Reload (a minimum of RM10 per reload) via HLB Connect using CASA/CASA-i	2 Entries upon each successful reload. Remark: <ul style="list-style-type: none">• Eligible Customers can earn a daily maximum of 30 Entries for this Eligible Transaction.• Eligible Customers who perform this Eligible Transaction on a Saturday or Sunday ("Weekend") will earn 2x Entries and a daily maximum of 60 Entries.
Perform a Bill Payment with JomPAY (a minimum of RM10 per payment) via HLB Connect	Payment using CASA/CASA-i: 2 Entries upon each successful payment.

	<p><u>Payment using Credit Card:</u> 3 Entries upon each successful payment.</p> <p><u>Remark:</u></p> <ul style="list-style-type: none"> Eligible Customers can earn a daily maximum of 60 Entries for this Eligible Transaction. Eligible Customers who perform this Eligible Transaction on a Weekend will earn 2x Entries and a daily maximum of 120 Entries.
<p>Perform a payment with FPX/DuitNow OBW (a minimum of RM10 per payment) via HLB Connect Online</p>	<p><u>Payment using CASA/CASA-i:</u> 2 Entries upon each successful payment.</p> <p><u>Payment using Credit Card:</u> 3 Entries upon each successful payment.</p> <p><u>Remark:</u> Eligible Customers who perform this Eligible Transaction on a Weekend will earn 2x Entries.</p>
<p>Perform an Overseas Transfer via HLB Connect Online</p>	<p>5 Entries upon each successful transfer.</p>
<p>Register or switch your Mobile Number as a DuitNow ID via HLB Connect and link your DuitNow ID with your CASA/CASA-i until 9 June 2024</p>	<p>10 Entries upon successful registration/switch and maintaining that DuitNow ID until 9 June 2024.</p> <p><u>Remark:</u> Eligible Customers can earn a maximum of 10 Entries for this Eligible Transaction throughout the Promotion Period.</p>
<p>Send an e-Duit Raya (a minimum of RM10 per transfer) to a Mobile Number via HLB Connect App from 8 April 2024 – 5 May 2024</p>	<p>1 Entry upon each successful transfer.</p> <p><u>Remark:</u> Eligible Customers can earn a daily maximum of 30 Entries for this Eligible Transaction.</p>

4. In addition, Eligible Customers will be in the running to win the list of Prize or Cashback, as shown in Table 2 below.

Table 2

(A) Prize			
Prize Segment	Promotion Dates	Winner Selection Method	Total No. of Winners
<p>Prize: airasia Hotels e-vouchers worth RM2,000 each</p>	<p>29 March 2024 – 5 May 2024</p>	<ul style="list-style-type: none"> Four (4) Eligible Customers who accumulated the highest number of entries at the end of the Promotion Period will be selected to win the Prize. Eligible Customers can only win one (1) Prize throughout the Promotion Period. 	<p>4</p>

(B) Cashback			
Cashback Segment	Promotion Dates	Winner Selection Method	Total Allocation
<u>FPX DuitNow Online Banking/Wallets ("FPX/DuitNow OBW"):</u> Up to 5% Cashback	<u>Promotion Day</u> Day 1: 4 April 2024 Day 2: 25 April 2024 Day 3: 5 May 2024	<ul style="list-style-type: none"> • Perform an FPX/DuitNow OBW payment (a minimum of RM10) on HLB Connect Online using: <ul style="list-style-type: none"> (i) CASA/CASA-i: <ul style="list-style-type: none"> - Each Eligible Customer can get 2% Cashback. Capped at RM2 Cashback per Eligible Customer per Promotion Day. - Each Eligible Customer can get up to a maximum of RM4 Cashback only throughout the Promotion Period. (ii) Credit Card: <ul style="list-style-type: none"> - Each Eligible Customer can get 5% Cashback. Capped at RM4 Cashback per Eligible Customer per Promotion Day. - Each Eligible Customer can get up to a maximum of RM8 Cashback only throughout the Promotion Period. • The Cashback will be credited into the Eligible Customers' CASA/CASA-i or Credit Card by 9 August 2024. Cashback is on a first come, first served basis until the total allocation for each Promotion Day is exhausted. 	RM7,000 per Promotion Day
<u>Prepaid Reload:</u> Up to RM5 Cashback	<u>Promotion Week</u> Week 1: 29 March 2024 – 4 April 2024 Week 2: 5 April 2024 – 11 April 2024 Week 3: 12 April 2024 – 18 April 2024 Week 4: 19 April 2024 – 25 April 2024 Week 5: 26 April 2024 – 5 May 2024	<ul style="list-style-type: none"> • Perform a prepaid reload (a minimum of RM10) on HLB Connect using CASA/CASA-i • Each Eligible Customer can get RM0.20 Cashback per each successful reload, up to a maximum of RM1 Cashback per Promotion Week and up to a maximum of RM5 Cashback only throughout the Promotion Period. • The Cashback will be credited into the Eligible Customers' CASA/CASA-i by 9 August 2024. Cashback is on a first come, first served basis until the total allocation for each Promotion Week is exhausted. 	RM4,100 per Promotion Week

5. As part of the Winner selection process for the Prize, the Bank will allocate entries to each Eligible Customer for each successfully performed Eligible Transaction(s) during the Promotion Period as shown in Table 1 above.
6. The first four (4) Eligible Customer(s) who accumulated the highest number of entries for performing the Eligible Transaction(s) listed in Table 1 above, will win the Prize on a first come, first served basis ("**Prize Winners**").
7. The total Prize or Cashback for this Promotion are as follows:
 - (i) The Prize allocation is limited to four (4) units of airasia Hotels e-vouchers worth Ringgit Malaysia Two Thousand (RM2,000) each;
 - (ii) FPX/DuitNow OBW Cashback allocation is limited to Ringgit Malaysia Twenty-One Thousand (RM21,000) Cashback; and
 - (iii) Prepaid Reload Cashback allocation is limited to Ringgit Malaysia Twenty Thousand Five Hundred (RM20,500) Cashback.

Eligible Customers will be awarded the Cashback ("**Cashback Winners**") on a first come, first served basis, according to the winner selection method specified in Table 2 above.

8. Each Prize Winner and/or the Cashback Winner is eligible to receive only one (1) Prize and/or up to a maximum of Ringgit Malaysia Seventeen (RM17) Cashback throughout the Promotion Period, as long as they meet the criteria set out in Table 1 and Table 2 above.

PROMOTION PRIZE & CASHBACK FULFILMENT

9. The Prize or Cashback Winners' list will be published at <https://www.hlb.com.my/connectraya> ("**Promotion Website**") by **19 June 2024**. It is the responsibility of the Prize Winners and the Cashback Winners to check if they have won by visiting the Promotion Website on the stipulated date.
10. The Prize Winners will be contacted by the Bank via SMS or HLB Connect App push notifications (based on the Eligible Customer(s)' information in the Bank's record) by **20 June 2024**. The Prize Winners are required to reply to the Bank **between 20 June 2024 and 30 June 2024**.

The Prize Winners will receive their Prize via SMS or HLB Connect App push notifications by **9 August 2024**. The Prize is subject to its own set of terms and conditions issued by AirAsia Com Travel Sdn Bhd (201301020508 (1050338-A)), which are available at <https://www.airasia.com/aa/about-us/en/gb/hotel-only-terms-and-conditions.html> ("**AirAsia's Website**"). The Prize Winners are required to access the AirAsia's Website to view such terms and conditions.

The Bank has no obligation to notify the Prize Winners of the fulfilment/delivery of the Prize. The Eligible Customers are required to check their SMS or access to their HLB Connect App at regular time intervals to check on the status of the fulfilment/delivery of the Prize.

11. All Cashback will be credited to Cashback Winners' CASA/CASA-i and/or Credit Card with the Bank by **9 August 2024**. As such, Cashback Winners must maintain an active and valid CASA/CASA-i and/or Credit Card **until 9 August 2024**, failing which the Cashback shall be forfeited.

For example, if the Eligible Customer performed an FPX/DuitNow OBW transaction using Credit Card, the Cashback will be credited to that Credit Card. If the Eligible Customer cancelled that Credit Card before the Bank can credit the Cashback, that said Cashback shall be forfeited.

12. It is the obligation of all the Prize Winners and/or the Cashback Winners to contact the Bank regarding the non-receipt of the Prize or the Cashback **before 23 August 2024**, failing which the

Prize Winners and/or the Cashback Winners are deemed to have received the Prize or the Cashback and any claim for reimbursement **after 23 August 2024** will not be processed.

13. Both Prize or Cashback are non-transferable to any third party and non-exchangeable for cash, up-front credit, cheque or benefit-in-kind.
14. For the avoidance of doubt, the Bank gives no representation or warranty with respect to the quality or suitability of the Prize (including but not limited to the validity and/or usage of the Prize and shall not be responsible to replace any lost, stolen or damaged Prize). The Prize Winners shall deal directly with the vendor (i.e. AirAsia Com Travel Sdn Bhd) for any queries, disputes, warranty information or claims pertaining to the Prize without recourse to the Bank. All risks, loss, damage and/or injury associated with the use of the Prize shall be assumed by the Prize Winners.
15. To the extent permitted by law, the Bank is not responsible for all liabilities arising from any deferment or delay in providing the Prize or the Cashback due to any unforeseen circumstances beyond the reasonable control of the Bank.
16. The Bank reserves the rights to replace the Prize with any other item(s) or with payment in the form of cashback equivalent to the value of the Prize at its sole discretion with prior notice.
17. The Prize will be provided on an "As Is Where Is" basis. The Prize featured in all printed materials and/or the Bank's website is for illustration purposes only. Any props, accessories or equipment featured with the Prize in any pictorial materials are for decorative purposes and shall not form part of the Prize.

GENERAL

18. By participating in this Promotion, the Eligible Customers:
 - (i) confirm that they have read, 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 Prize Winners and/or Cashback Winners shall be final and conclusive;
 - (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 personal data i.e. mobile numbers to Infobip Asia Pacific Sdn Bhd (201001014145 (898379-U)) and/or email addresses to DCatalyst Sdn Bhd (200801017996 (819292-U)), the service providers appointed by the Bank to provide SMS and/or email services for the purpose 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 to promptly notify the Bank in the event of any changes. The Bank shall not be held responsible/liable in the event the Bank is unable to contact the Eligible Customers, or non-delivery of SMS and/or email, where applicable, due to inaccurate/invalid mobile number and/or email address provided by the Eligible Customers;
 - (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 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/network service provider(s) and fully understand that the Bank does not have any control whatsoever in the event of 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 Customers or any third party for any delay or failure in receiving any SMS and/or email transmission from the Bank and vice versa due to the Network Failure. No appeals on such delay or failure will be processed;
 - (ix) agree to be liable for any telco or Wi-Fi 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.
19. 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) forfeit the Prize or the Cashback in the event of non-compliance by the Eligible Customers of the T&Cs herein, any terms and conditions of the CASA/CASA-i and/or Credit Card, the General Terms and Conditions of Accounts, the Terms and Conditions for the use of HLB Connect, and all other laws/rules applicable.
20. In addition to the T&Cs stipulated herein, the Eligible Customers agree that the terms and conditions of the CASA/CASA-i and/or Credit Card, the General Terms and Conditions of Accounts, and the Terms and Conditions for the use of HLB Connect shall be read together with these T&Cs as an entire agreement. In the event of any discrepancies, the specific T&Cs herein shall prevail to the extent of such discrepancy in relation to this Promotion.
21. In the event of any discrepancies between the T&Cs listed here 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.
22. These 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.
23. 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 these T&Cs, please email us at hlonline@hlbb.hongleong.com.my or call 03-7626 8899.