

HLB CONNECT PREPAID RELOAD PROMOTION 2026 ([Versi Bahasa Malaysia](#))

Last Updated on 2 March 2026

PROMOTION PERIOD

The Hong Leong Bank Berhad's (193401000023 (97141-X)) ("**HLB**") and the Hong Leong Islamic Bank Berhad's (200501009144 (686191-W)) ("**HLISB**") ("hereinafter collectively referred to as "**the Bank**") "**HLB Connect Prepaid Reload Promotion 2026**" ("**Promotion**") commences on 6 March 2026 and ends on 5 June 2026 ("**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 individual customers who are HLB Connect ("**HLB Connect**") users and who have an HLB Current or Savings Account/HLISB Current or Savings Account-i ("**CASA/CASA-i**") and/or HLB Meezani Account-i with the Bank (hereinafter referred to as "**Customers**").
2. The Bank reserves the right to disqualify any Customers who:
 - (a) have committed, whether in the past or during the Promotion Period, any fraudulent, unlawful or wrongful acts in relation to any facilities granted by the Bank;
 - (b) are facing bankruptcy proceedings, or have been declared bankrupt either before, during or after the Promotion Period; and/or
 - (c) have breached any terms and conditions of this Promotion, terms and conditions of the CASA/CASA-i and/or HLB Meezani Account-i, the General Terms and Conditions of Accounts and the Terms and Conditions for the use of HLB Connect ("**Applicable Terms and Conditions**") at any time before, during or after the Promotion Period.

PROMOTION MECHANICS AND WINNERS' SELECTION

3. To participate in the Promotion, Customers must fulfil the following during the Promotion Period:
 - (a) **register for HLB Connect** and perform a successful Prepaid Reload transaction of a minimum of **Ringgit Malaysia Ten (RM10)** on HLB Connect (only applicable for new HLB Connect users); OR
 - (b) **log in to HLB Connect** and perform a successful Prepaid Reload transaction of a minimum of **Ringgit Malaysia Ten (RM10)** on HLB Connect (only applicable for existing HLB Connect users)

For avoidance of doubt, a Prepaid Reload transaction shall be deemed successful when the reload amount has been credited to the prepaid account and a confirmation of completion of the transaction is issued by the HLB Connect app.

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

4. Eligible Customers who meet the requirements set out under Clause 3 will be in the running to win the list of monthly prizes (“**Monthly Prizes**”), as shown in Table 1 below.

Table 1: Monthly Prizes

Monthly Prizes	Promotion Months	Winner Selection Method	Prize Allocation
<u>Month 1 Prize:</u> OPPO Find X9 Pro	<u>Month 1:</u> 6 March – 5 April 2026	<ul style="list-style-type: none"> • Two (2) Eligible Customers with the highest accumulated number of Prepaid Reload transactions at the end of each Promotion Month will win the Monthly Prize. • Each Eligible Customer can only win once (1) throughout the Promotion Period. 	2 Winners
<u>Month 2 Prize:</u> ASUS ROG Strix G16 (2025) G614	<u>Month 2:</u> 6 April – 5 May 2026		2 Winners
<u>Month 3 Prize:</u> Canon EOS R10	<u>Month 3:</u> 6 May – 5 June 2026		2 Winners

5. Eligible Customers who first accumulated the highest number of Prepaid Reload transactions will win the Monthly Prize (“**Monthly Prize Winners**”) on a first come, first served basis, until the total number of Winners for each Promotion Month has been allocated in full.

In the event there are more than two (2) Eligible Customers who have accumulated the same number of Prepaid Reload transactions, the Eligible Customer who first accumulated the highest number of Prepaid Reload transactions will be selected as the Monthly Prize Winner.

6. Prize Winners announced from previous HLB Connect Promotions listed below shall NOT be eligible to win the Monthly Prizes in this Promotion:
- HLB Connect Chinese New Year Promotion 2026: First Prize, Second Prize, Third Prize, Fourth Prize and Consolation Prize Winners; and
 - HLB Connect Ramadan & Raya Promotion 2026: First Prize, Second Prize and Third Prize Winners.
7. Permanent, contract, temporary staff and/or employees of the Bank who work directly on this Promotion shall NOT be eligible to win the Monthly Prize.

WINNER ANNOUNCEMENT AND FULFILMENT

8. The Winners’ list for Monthly Prize will be published at <https://www.hlb.com.my/connectreload> (“**Promotion Website**”) by **28 July 2026**. It is the responsibility of the Customers to check if they have won as Monthly Prize Winners by visiting the Promotion Website on the stipulated date.
9. The Monthly Prize Winners will be contacted by the Bank via HLB Connect App push notifications (“**App Notification**”) by **3 August 2026**. The Monthly Prize Winners are required to respond and/or provide their latest and valid information as reasonably requested by the Bank (such as delivery address (within Malaysia only), mobile number, etc) to the Bank **no later than 16 August 2026**, failing which the Monthly Prize shall be forfeited. In the event the Bank is unable to contact these Winners by the date(s) stipulated above (including but not limited to, no reply to our App Notification, having insufficient inbox storage to receive email, etc), they will automatically be disqualified and the Monthly Prize will be forfeited.

The Monthly Prize Winners will be contacted by the courier company appointed by the Bank for the

arrangement of delivery or collection of the Monthly Prize (e.g. self-collection at the courier company if no one is available at your address) **between 16 September 2026 and 30 September 2026**, failing which the Monthly Prize shall be forfeited.

10. All Monthly Prizes are non-transferable to any third party and non-exchangeable for another model or colour, cash, up-front credit, cheque or benefit-in-kind.
11. For the avoidance of doubt, the Bank gives no representation or warranty with respect to the quality or suitability of the Monthly Prize (including but not limited to the validity and/or usage of the Monthly Prize) and shall not be responsible to replace any lost, stolen or damaged Monthly Prize. The Monthly Prize Winners shall deal directly with the manufacturer/vendor for any queries, disputes, warranty information or claims pertaining to the Monthly Prize without recourse to the Bank. All risks, loss, damage and/or injury associated with the use of the Monthly Prize shall be assumed by the Monthly Prize Winners.
12. To the extent permitted by law, the Bank is not responsible for all liabilities arising from any deferment or delay in providing the Monthly Prize due to any unforeseen circumstances beyond the reasonable control of the Bank.
13. The Bank reserves the rights to replace the Monthly Prize with any other item or Cashback of equal value at its discretion with prior notice.
14. All Monthly Prizes will be provided on an “As Is Where Is” basis. The Monthly 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 Monthly Prize in any pictorial materials are for decorative purposes and shall not form part of the Monthly Prize.

GENERAL

15. By participating in this Promotion, the Eligible Customers:
 - (i) confirm that they have read, understood, accepted and agreed to be bound by the Applicable Terms and Conditions;
 - (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 Monthly Prize 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. name, contact number and home/work address to its authorised 3rd party vendor including supplier(s) appointed by the Bank for fulfilment/delivery or collection of the Prize for this Promotion, the courier company appointed by the supplier or the Bank, and any other service provider(s) appointed by the Bank to provide SMS and/or email services for this Promotion such as Infobip Asia Pacific Sdn. Bhd. (201001014145 (898379-U)) and/or DCatalyst Sdn. Bhd. (200801017996 (819292-U));
 - (v) agree to be responsible for providing the Bank with their valid and current contact details including mobile number, email address, and home/work 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 due to inaccurate/invalid mobile number, email address and/or home/work address provided by the Eligible Customers, or the SMS, email and/or fulfilment/delivery is unable to be delivered due to any reasons 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) of the Monthly Prize Winners for the purpose of Winner announcement 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

- (viii) Promotion and to ensure they keep up-to-date with any changes or variations to the T&Cs; agree that any SMS and/or email sent to the Eligible Customers are entirely dependent on the Eligible Customers' having sufficient inbox storage to receive the SMS and/or email and 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 case of an event such as:
- (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 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.
16. The Bank reserves the right:
- (i) with prior notice to the Eligible Customers, to add, delete, suspend or vary any or all of the T&Cs contained herein either fully or partially or terminate the Promotion by way of posting on the Promotion Website;
 - (ii) forfeit the Monthly Prize earned in the event of non-compliance by the Eligible Customers of the Applicable Terms and Conditions; and
 - (iii) to claw-back the Monthly Prize in the event there is any detected fraud and breaches against the Applicable Terms and Conditions.
17. The Eligible Customers agree that the Applicable Terms and Conditions shall be read together as an entire agreement. In the event of any discrepancies, the specific T&Cs herein shall prevail to the extent of such discrepancy.
18. 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.
19. These T&Cs shall be governed by and constructed in accordance with the laws of Malaysia and the Eligible Customers agree to submit to the exclusive 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.

Member of PIDM. CASA/CASA-i Products are protected by PIDM up to RM250,000 for each depositor (refer to [Products Eligible for PIDM Protection](#)). HLB Meezani Account-i is not protected by PIDM.

If you have any enquiries regarding these T&Cs or require a copy of the Bahasa Malaysia version, please email us at hlonline@hlbb.hongleong.com.my or call 03-7626 8899.



Sekiranya anda mempunyai sebarang pertanyaan mengenai terma dan syarat dan/atau memerlukan salinan terma dan syarat dalam versi Bahasa Malaysia, sila e-mel kami di hlonline@hlbb.hongleong.com.my atau hubungi 03-7626 8899.