

## HLB ConnectFirst Sign Up and Transact Now Campaign 2023

Updated: 31 December 2022

### CAMPAIGN PERIOD

The Hong Leong Bank Berhad's (97141-X/193401000023) ("HLB") and Hong Leong Islamic Bank Berhad's (686191-W/200501009144) ("HLISB") [collectively and hereinafter referred to as **"the Bank"**] **HLB ConnectFirst Sign Up and Transact Now 2023 ("Campaign")** commences from 1 January 2023 to 30 June 2023, inclusive of both dates (**"Campaign Period"**), unless notified otherwise.

### TERMS & CONDITIONS ("T&Cs")

The following sets out the T&Cs applicable to the Campaign:-

#### Eligibility

- The Campaign is open for participation by all new and/or existing non-individual current account/ current account-i customers of the Bank. (**"Customers"**).  
  
New Customers refer to customers who do not have any current account/current account-i with the Bank prior to the Campaign Period.  
  
Non-individual customers refer to private limited companies, public listed companies, associations, clubs, schools, societies, non-profitable organisations, sole proprietorships, partnerships, limited liability partnerships, professional practices duly registered or incorporated in Malaysia.
- For the purpose of this Campaign, the Customers' current account/current account-i status must remain active and in good standing throughout the Campaign Period.
- Customers who have committed or are suspected of committing any fraudulent, unlawful or wrongful acts in relation to any accounts with the Bank or facilities granted by the Bank or have been declared wound-up or are subject to any winding-up proceedings at any time prior to or during the Campaign Period shall **NOT** be eligible to participate in the Campaign.

#### Campaign Mechanics

##### Charges Waiver Promotion (1<sup>st</sup> January 2023 – 30<sup>th</sup> June 2023)

- In order to participate in this Campaign, Customers are required to sign up for HLB ConnectFirst (**"HLB ConnectFirst"**), or migrate to HLB ConnectFirst from Hong Leong Connect BIZ (**"HL ConnectBIZ"**) during the Campaign Period by submitting their respective duly completed HLB ConnectFirst application forms and all the supporting documents as required by the Bank (collectively referred to as **"Required Documents"**) at any of the Bank's branches or in any manner notified in letter sent to the Customers.
- Customers who have successfully signed up for HLB ConnectFirst during the Campaign Period (**"New HLB ConnectFirst Customers"**) shall be eligible to receive the waiver of charges (**"Charges Waiver"**) for the respective HLB ConnectFirst Service(s) stated in Table 1 below:-

Table 1		
HLB ConnectFirst Service(s)	Type of Fees and Charges	Charges Waiver
Monthly Subscription Fees	Monthly Fees	Waived
Transactions charges	DuitNow	Waived
	JomPAY	Waived
	Book transfer (Intrabank)	Waived
	EPF	Waived
	SOCSSO	Waived
Token	eToken	Waived
Other charges (if applicable)	Setup, implementation & training Charges	Waived

6. For the avoidance of doubt, the Charges Waiver in Table 1 is **NOT** applicable to Customer who have signed up for HLB ConnectFirst **before** the Campaign Period.
7. The Charges Waiver shall be effective for one (1) year from the date of completion of HLB ConnectFirst set up by the Bank for the New HLB ConnectFirst Customers. Other than the Charges Waiver for the respective HLB ConnectFirst Service(s) listed in Table 1 above, the normal rate(s) for other services available on HLB ConnectFirst shall apply and the New HLB ConnectFirst Customers shall pay for the relevant charges imposed by the Bank for such other services available on HLB ConnectFirst.
8. Notwithstanding Clause 4 above:-
  - a) Customers who submit incomplete Required Documents and/or fail to submit all the Required Documents during the Campaign Period but subsequently furnish the completed Required Documents after the Campaign Period are not eligible to participate in the Campaign;
  - b) The Bank shall not be responsible for any loss, delay or damage to the Required Documents in the course of delivery/submission to the Bank. For avoidance of doubt, any submission of the Required Documents via mail or courier service to the Bank and evidence of delivery by such mail or courier service shall not be deemed as proof of delivery and/or receipt by the Bank of the same.
9. The Bank shall not be responsible for and does not have any control whatsoever on network traffic congestion, network failure and/or interruptions that may be experienced by the respective telecommunication service providers in the delay of any e-payment transactions in respect of the HLB ConnectFirst Service(s) (listed in Table 1 above) via HLB ConnectFirst being transmitted during the Campaign Period resulting in New HLB ConnectFirst Customers not being eligible for the Charges Waiver.

#### General T&Cs

10. By participating in this Campaign, the Customers/ New HLB ConnectFirst Customers hereby :
  - (a) Agree that all HLB ConnectFirst e-payment transactions or any other services recorded by the Bank within the Campaign Period are accurate and final;
  - (b) Agree that the Bank's decision on all matters relating to the Campaign shall be final, conclusive and binding on them and no further correspondence and/or appeal to dispute the Bank's decision shall be entertained;
  - (c) Confirm that they have read, understood and agreed to be bound by the T&Cs herein and the Terms and Conditions of HLB ConnectFirst;
  - (d) Agree to access the Bank's website at <https://www.hlb.com.my> and <http://www.hlisb.com.my> (collectively, "**the Bank's Website**") at regular intervals to view the T&Cs and ensure to be kept up-to-date on any changes or variations; and
  - (e) Agree to give their consent to and authorize the Bank to disclose or publish their names in media, marketing or advertising materials for the purpose of this Campaign.
11. The Bank reserves the right:
  - (a) To add, delete, suspend or vary the T&Cs contained herein, either wholly or in part, by way of posting on the Bank's Website, or in any other manner which the Bank deems practical, in order to give prior notice to the Customers;
  - (b) To disqualify any Customers from participating in the Campaign and/or being entitled to the Charges Waiver in the event that :
    - (i) the HLB ConnectFirst status becomes dormant, locked, blocked, suspended and/or inactive during the Campaign Period for any reason whatsoever as the Bank may deem fit; or
    - (ii) any of those Customers' current account/current account-i is closed by the Customers and/or the Bank for any reason whatsoever at any time during the Campaign Period.
  - (c) To forfeit the Charges Waiver in the event of non-compliance to the T&Cs herein and Terms and Conditions of HLB ConnectFirst.
12. New HLB ConnectFirst Customers who have committed or are suspected of committing any fraudulent, unlawful or wrongful acts in relation to any of the services provided and/or facilities granted by the Bank or have been declared /wound up or are subject to any winding up proceedings during the Campaign Period shall **NOT** be entitled to the Charges Waiver.
13. New HLB ConnectFirst Customers are 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 the Campaign.

14. The T&Cs herein are to be read together with the Terms and Conditions for HLB ConnectFirst as an entire agreement and in the event of discrepancy, the T&Cs herein shall prevail to the extent of such discrepancy.
15. In the event of any discrepancies between this T&Cs as compared to the advertising, promotional, publicity and other materials relating to or in connection with the Campaign, the final T&Cs on the Bank's Website or as notified by the Bank in any other manner which the Bank deems practical shall prevail.
16. The T&Cs herein shall be governed by and construed in accordance with the laws of Malaysia and the Customers agree to submit to the jurisdiction of the Courts of Malaysia.
17. Words denoting the singular include the plural and *vice versa*.

**Current Account / Current Account-i is eligible for protection by PIDM**

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