



DuitNow

Frequently Asked Questions – General (**skewed to business users**)

No.	Question	Answer
1	What is DuitNow?	<p>DuitNow is a service that allows you to transfer and collect funds instantly via Internet and Mobile Banking, 24/7.</p> <p>Apart from the usual Account Number, you can also transfer to registered DuitNow IDs (refer Question 2 for more information) as below:</p> <ul style="list-style-type: none"> • Business Registration Number (BRN) • Mobile Number • NRIC number/Army ID/Police ID • Passport Number
2	What is DuitNow ID?	<p>DuitNow ID allows you to receive funds by registering alternative identifications that belong to you and linking them to your nominated bank accounts. Your payers can pay to those registered IDs after you have successfully registered them.</p> <p>The alternative identifications that you can register as DuitNow ID are as below:</p> <ul style="list-style-type: none"> • For businesses (Sole-proprietors, partnership, SME and Corporates), Non-Governmental Organisations (NGOs) & Government : Business Registration Number (only SSM-registered businesses) • For individuals : Mobile number, NRIC number/Army ID/Police ID, Passport number
3	Why should I use DuitNow?	<p>DuitNow is fast, secure, and free for consumers and small businesses. No fees are charged for DuitNow fund transfers via HL ConnectFirst for any amount of transactions*.</p> <p>*The charges will be waived for Sole-proprietors, partnership, SME and Corporates until 31 December 2021. Effective 1 January 2022, a minimum fee of RM 0.50 per transaction may be charged to Other Corporates for any amount of DuitNow transactions.</p> <p>With DuitNow, your customers can pay you easily using your Business Registration Number.</p> <p>Funds are credited instantly into your bank account, and the DuitNow service is available 24/7.</p>
4	Do I need to register for DuitNow?	<p>There is no registration required for transferring and receiving funds via DuitNow using Account Number.</p> <p>However, to receive funds using Business Registration Number via DuitNow, a one-time registration is required. This is to authorise the bank to link your DuitNow ID (Business Registration Number) with your bank account.</p> <p>Steps to register Business Registration Number for DuitNow via HL ConnectFirst:</p> <ol style="list-style-type: none"> 1) Log in to HL ConnectFirst 2) Under Data Maintenance tab, select DuitNow ID > Registration 3) Business Registration Number will be displayed > click Submit

5	How to link my Business Registration Number to HL ConnectFirst?	<p>If you wish to choose Hong Leong Bank as your main collection bank for your DuitNow transactions, you may:</p> <ol style="list-style-type: none"> 1) Log in to HL ConnectFirst 2) Under Data Maintenance tab, select DuitNow ID > Registration 3) Business Registration Number will be displayed, select your preferred account for DuitNow transactions
6	What fees do I have to pay if I'm registered for DuitNow service?	<p>There are no fees to receive funds via DuitNow.</p> <p>No fees are charged for DuitNow fund transfers via HL ConnectFirst for any amount of transactions*.</p> <p>*The charges will be waived for Sole-proprietors, partnership, SME and Corporates until 31 December 2021. Effective 1 January 2022, a minimum fee of RM 0.50 per transaction may be charged to Other Corporates for any amount of DuitNow transactions.</p>
7	How do I know if my registration for DuitNow ID is successful?	<p>You will receive a notification upon successful DuitNow ID registration.</p>
8	How can I terminate my DuitNow ID?	<p>You may terminate your DuitNow ID via HL ConnectFirst Web.</p> <p>Steps to terminate your DuitNow ID currently registered with Hong Leong Bank (business account),</p> <ol style="list-style-type: none"> 1) Log in to HL ConnectFirst 2) Go to Payments > DuitNow > Manage DuitNow ID (scroll down) 3) Your registered DuitNow ID will be displayed. Select your preferred account for DuitNow transactions. Right click and choose "Delete".
9	How secure is DuitNow?	<p>Your access to DuitNow is safe and secure via the Bank's Internet and Mobile Banking.</p> <p>Having a DuitNow ID linked to your account number only allows you to receive DuitNow fund transfers.</p> <p>Other parties who know your DuitNow ID can only use your DuitNow ID to direct payments to you. They cannot access your bank account using your DuitNow ID.</p>
10	How can I receive payments using DuitNow ID?	<p>Once you have registered a DuitNow ID, payers can direct payments to you using the DuitNow ID.</p>
11	How to send funds via DuitNow?	<p>DuitNow is available at the Internet and Mobile Banking channels of 44 banks in Malaysia.</p> <p>For Hong Leong Bank, it is available via HLB Connect (including mobile) (for individuals) and HL ConnectFirst (for businesses).</p> <p>(Note : DuitNow fund transfer is not be available via HL Connect BIZ)</p> <p>Steps to transfer funds via HL ConnectFirst:</p> <ol style="list-style-type: none"> 1) Log in to HL ConnectFirst. 2) Go to Initiate > DuitNow. 3) Enter Debit Information, Beneficiary Information and other transaction details.
12	How many DuitNow IDs can I register?	<p>Businesses (Sole-proprietors, partnership, SME and Other Corporates), Non-Governmental Organisations (NGOs) & Government can only register their DuitNow ID using their Business Registration Number. Hence, DuitNow IDs can only be registered with one (1) bank.</p>

13	How quickly do DuitNow transfers occur?	DuitNow transfers occur immediately and recipients will receive money in their bank account instantly.
14	Can I schedule a future dated and recurring transfer with DuitNow?	Yes, DuitNow will support future dated and recurring transfers.
15	Can I save a DuitNow ID as a favourite recipient in Internet Banking?	Yes, saving a DuitNow ID as a favourite recipient allows you to perform subsequent transfers with fewer steps. Steps to save a DuitNow ID as a favourite via HL ConnectFirst: 1) Log in to HL ConnectFirst 2) Under Data Maintenance tab, select DuitNow ID > Beneficiary 3) Enter Beneficiary Information
16	Is there a limit for DuitNow transfers?	Businesses may transfer up to RM 10,000,000 per transaction. (subject to respective corporate limit)
17	Who can I contact if I have further questions or concerns?	You may contact our Customer Helpdesk at +603 7661 7777 or email to cmp@hlbb.hongleong.com.my