

HLB CONNECT PREPAID RELOAD PROMOTION 2025 ([Versi Bahasa Malaysia](#))

Last Updated on 10 March 2025

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 2025**" ("**Promotion**") commences on 10 March 2025 and ends on 9 June 2025 ("**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**") (hereinafter referred to as "**Customers**").
2. The Bank reserves the right to disqualify any Customers who:
 - (a) 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;
 - (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, 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 pre-requisites during the Promotion Period:
 - (a) **register for HLB Connect and perform a Prepaid Reload transaction** (min. RM10) on HLB Connect (only applicable for new HLB Connect users); OR
 - (b) **log in to HLB Connect and perform a Prepaid Reload transaction** (min. RM10) on HLB Connect (only applicable for existing HLB Connect users).

(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 Prize**"), up to Ringgit Malaysia Six (RM6) cashback ("**Cashback**") and/or Ringgit Malaysia Twenty (RM20) cashback ("**Cashback for Connect Registration**"), as shown in [Table 1](#) below.

Table 1: Monthly Prize, Cashback & Cashback for Connect Registration

Prize & Cashback Segment	Promotion Dates	Winner Selection Method	Prize & Cashback Allocation
Month 1 Prize: Dyson TP10 Air Purifier	Month 1: 10 March 2025 – 9 April 2025	<ul style="list-style-type: none">• Two (2) Eligible Customers with the highest accumulated number	2 Winners

<u>Month 2 Prize:</u> Dyson V12 Origin Cordless Vacuum Cleaner	<u>Month 2:</u> 10 April 2025 – 9 May 2025	<ul style="list-style-type: none"> of Prepaid Reload transactions at the end of each Promotion Month. Eligible Customer can only win once (1) throughout the Promotion Period. 	2 Winners
<u>Month 3 Prize:</u> Dyson Supersonic Nural Hair Dryer HD16	<u>Month 3:</u> 10 May 2025 – 9 June 2025		2 Winners
<u>Cashback:</u> Get up to RM6 Cashback	<u>Month 1:</u> 10 March 2025 – 9 April 2025	<ul style="list-style-type: none"> Perform any Prepaid Reload (min. RM10) on HLB Connect. Each Eligible Customer can only win RM0.10 Cashback for each Prepaid Reload, and up to RM2 Cashback per month during the Promotion Period. 	RM8,000
	<u>Month 2:</u> 10 April 2025 – 9 May 2025		RM8,000
	<u>Month 3:</u> 10 May 2025 – 9 June 2025		RM8,000
<u>Cashback for Connect Registration:</u> RM20 Cashback	10 March 2025 – 9 June 2025	<ul style="list-style-type: none"> First 150 Eligible Customers who register for HLB Connect and perform at least one (1) Prepaid Reload transaction (min. RM10) during the Promotion Period. 	RM3,000

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, as shown in [Table 1](#) above.

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. The Cashback and Cashback for Connect Registration are rewarded on a first come, first served basis limited to the 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 and Cashback for Connect Registration have reached the total Cashback Allocation throughout the Promotion Period during or before the conclusion of the Promotion Period.
7. The total Prize and Cashback for this Promotion is as follows:
- Monthly Prize is limited to **two (2) units** of Dyson TP10 Air Purifier, Dyson V12 Origin Cordless Vacuum Cleaner and Dyson Supersonic Nural Hair Dryer HD16 each;
 - Cashback is limited to **Ringgit Malaysia Twenty-Four Thousand (RM24,000)**; and
 - Cashback for Connect Registration is limited to **Ringgit Malaysia Three Thousand (RM3,000)**.
8. Each **new HLB Connect user** is eligible to receive only one (1) Monthly Prize, up to Ringgit Malaysia Six (RM6) Cashback, and Ringgit Malaysia Twenty (RM20) Cashback; while each **existing HLB Connect user** is eligible to receive only one (1) Monthly Prize and up to Ringgit Malaysia Six (RM6) Cashback, subject to the fulfilment of the criteria set out in [Table 1](#) above.
9. Permanent, contract and/or temporary staff or employees of HLB who are involved in this Promotion shall **NOT** be eligible to win the Monthly Prize.

MONTHLY PRIZE & CASHBACK WINNER ANNOUNCEMENT AND FULFILMENT

10. The Monthly Prize Winners and the list of winner for the Cashback and Cashback for Connect Registration (“**Cashback Winners**”) will be published at <https://www.hlb.com.my/reload> (“**Promotion Website**”) by **31 July 2025**. It is the responsibility of the Monthly Prize Winners and Cashback Winners to check if they have won by visiting the Promotion Website on the stipulated date.
11. The **Monthly Prize Winners** will be contacted by the Bank via HLB Connect App push notifications (“**App Notification**”) by **4 August 2025**. The Monthly Prize Winners are required to respond and/or provide their latest and valid information (such as delivery address (within Malaysia only), mobile number, etc) to the Bank **no later than 17 August 2025**, failing which the Monthly Prize shall 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 17 September 2025 and 30 September 2025**, failing which the Monthly Prize shall be forfeited.

It is the obligation of the Monthly Prize Winners to provide their latest and valid information, and the Bank or appointed courier company shall not be responsible in the event the Bank or appointed courier company are unable to contact the Monthly Prize Winners for the fulfilment/delivery or collection of the Monthly Prize for any reason whatsoever.

12. The **Cashback and Cashback for Connect Registration** will be credited to the Cashback Winners’ CASA/CASA-i with the Bank by **17 September 2025**. As such, the Cashback Winners must have an active and valid CASA/CASA-i **until 17 September 2025**, failing which the Cashback and Cashback for Connect Registration shall be forfeited.

It is the obligation of the Cashback Winners to contact the Bank regarding the non-receipt of the Cashback and Cashback for Connect Registration **before 30 September 2025**, failing which the Cashback Winners are deemed to have received the Cashback and Cashback for Connect Registration and any claim for reimbursement **after 30 September 2025** will not be processed.

13. 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.
14. 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.
15. To the extent permitted by law, the Bank is not responsible for all liabilities arising from any deferment or delay in providing Monthly Prize due to any unforeseen circumstances beyond the reasonable control of the Bank.
16. 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.
17. 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

18. 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 and the 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. name, contact number and home/work address to the courier company appointed by the Bank for fulfilment/delivery or collection of the Monthly Prize for this Promotion 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, or non-delivery of SMS and/or email, where applicable, 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 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) of the Monthly Prize Winners and the Cashback 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 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 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 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.
19. 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, Cashback and the Cashback for Connect Registration 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, Cashback and the Cashback for Connect Registration in the event there is any detected fraud and breaches against the Applicable Terms and Conditions.
20. 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.
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.

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](#)).

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.