

FAQ – E-Disbursement Platform

A. General / Access / ID & password

Q1: What is Solicitor e-Disbursement platform?

A1: It is a platform for all solicitors to perform e-submission of documents during both stages at:
(i) execution of facility documents; and
(ii) issuance of disbursement advice.

Q2: How do I access to the Solicitor e-Disbursement platform?

A2: The URL to access to the platform is as follows:-
<https://www.hlb-edisbursement.my/solicitor>

Q3: Where can I get the ID and password to log into the e-Disbursement platform.

A3: Please download the guidelines from <https://www.hlb.com.my/solicitor/> at **Solicitor’s Guide for E-Disbursement Platform**, proper steps on how to get the ID & Password (pg.3-5) is provided.

Q4: Where can I get the password to open the Solicitor’s Guide?

A4: Password to open the guideline is the same as per item 6 of the Schedule to the Letter of Instruction “LI”.

Q5: I am the first time user, how do I obtain the password to access to the platform?

A5: Please click on the “Forgot Password” for password to be auto generated and send to the email address registered with the bank. It is important that you change the password immediately upon 1st login.

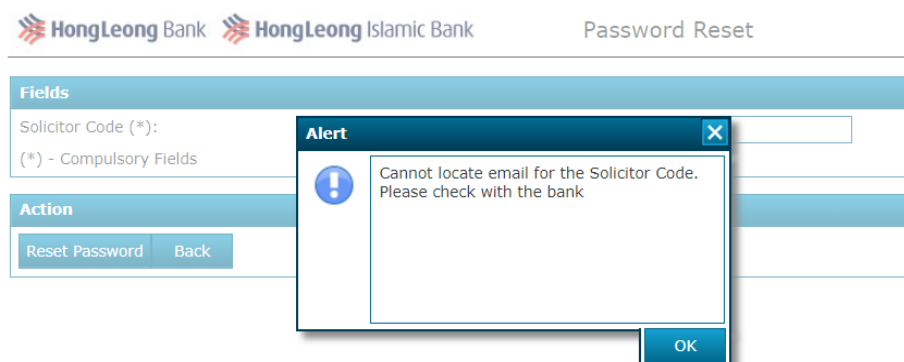
Q6: I forgot my Password, what should I do?

A6: Please click on the “Forgot Password” for password to be auto generated and send to the email address registered with the bank.

Q7: Will my ID be blocked if I failed on login attempts?

A7: Your ID will automatically be locked and categorized as inactive if you have entered password wrongly on 3 consecutive attempts. Please fill up the “**Unblock User ID form**” which can be downloaded from <https://www.hlb.com.my/solicitor/> and liaise with the respective Mortgage Centre set out in the schedule of the LI.

Q8: I have clicked on the “Forgot Password” and key in my ID, but why there is a message “Cannot locate email for the Solicitor Code. Please check with the bank”?



The screenshot shows the HongLeong Bank Password Reset interface. At the top, there are logos for HongLeong Bank and HongLeong Islamic Bank, and the text "Password Reset". Below this, there is a "Fields" section with a text input for "Solicitor Code (*)" and a note "(*) - Compulsory Fields". An "Alert" dialog box is overlaid on the page, displaying a blue exclamation mark icon and the message: "Cannot locate email for the Solicitor Code. Please check with the bank". At the bottom of the alert box is an "OK" button. Below the "Fields" section, there is an "Action" section with two buttons: "Reset Password" and "Back".

A8: You are only allowed to access the system if there is LI issued to you on or after 21/5/2021. Otherwise, to check further with the sales officer (contact person as per item 2 of the Schedule to the LI).

B) During e-Submission process

Q9: I have received the LI vide email from the bank. However, I am not able to find the case under the e-Disbursement platform.

A9:

- a) The case will only be appeared in the platform under the Documentation Submission option on the following day after the email instruction is sent to you. Please contact the Mortgage Centre in the event the case still does not appear in the platform on the following day.
- b) Please check the solicitor code stated in the LI to ensure that the case is assigned to the solicitor code that you logged in. Otherwise, please contact the Sales Officer (contact person as per item 2 of the Schedule to the LI) for further clarification.

Q10: I cannot find the case under the “Disbursement Submission” option?

A10: Only cases with LI issued on or after 21st May 2021 and completed the e-documentation submission (ie the e-submission duly processed by the bank) will appear under the e-disbursement submission)

Q11: What kind of documents are to be uploaded under Compulsory Attachment for Documentation Submission?

A11: The documents that are selected by you at “Solicitor Screen 2” under “Documents Enclosed for Reference”, as follows:

Document Enclosed for Reference	
<u>Document Name</u>	<u>Enclosed</u>
Cover Letter from loan solicitor	<input checked="" type="checkbox"/>
Copy of Customer / Chargor / Guarantor's NRIC	<input type="checkbox"/>
Board Resolution (customer / security parties)	<input type="checkbox"/>
Land search - master / individual / strata	<input type="checkbox"/>
Principal / Sub-sales SPA	<input type="checkbox"/>
LU to Dev/Vendor Template	<input type="checkbox"/>
Specimen of Caveator's Consent	<input type="checkbox"/>
Doc Admin Fee Form	<input type="checkbox"/>

Q12: Do I need to upload copy of document under category of “Document Submitted for Execution”?

Document Submitted for Execution (hardcopy to be forwarded by hand/Courier)	
<u>Document Name</u>	<u>Enclosed</u>
Facilities Agreement ("FA")	<input type="checkbox"/>
Charge Annexure & F16A NLC (West M'sia)	<input type="checkbox"/>
Charge Annexure & Memorandum of Charge (East M'sia)	<input type="checkbox"/>
Deed of Assignment / Supp Deed of Assignment	<input type="checkbox"/>
Power of Attorney	<input type="checkbox"/>
Ltrr of Guarantee	<input type="checkbox"/>
Ltrr of Set Off / Charge Over Cash Deposit	<input type="checkbox"/>
Form 34 (in favour of HLB)	<input type="checkbox"/>
Entry of Private Caveat	<input type="checkbox"/>

A12: No, you are not required to upload these documents during “Documentation Submission”. However, you are to forward the physical documents to the Bank for execution. Please ensure the original stamped LO / SLO to be attached together with the Facility Agreement when sending the physical documents to the Bank for execution. The Bank can only proceed with execution upon receipt of the physical documents.

Q13: Can I still view the case after e-submission to the bank?

A13: You are not able to view the case upon the following submission options:

- i) Submit Documentation for execution (or unless the bank has rejected the case unexecuted via the system);
- ii) For cancellation.

Note: For submission option under "Update Status" the case will re-appear in the pool after 15 minutes, with status of the case captured as "UpdateInfo".

Q14: I had submitted the case via e-Disbursement platform but the Bank informed that no record is found.

A14: Check and ensure you are not able to locate the case from the pool. If the case still can be viewed at your "Documentation Submission" List, please select "Submit Documentation for execution" radio button under the submission option and fill in all the necessary information before clicking "Submit" button again.

Q15: What is the password to open the PDF attachment in the email sent out by the platform under "noreply-HLBMortgageCentre@hlbb.hongleong.com.my"?

A15: The password is the same as the Letter of Instruction. Please refer to documents posted in the website <https://www.hlb.com.my/solicitor/> under

- a) Section A of Notification to solicitor : "Password combination and format to open Letter of Instruction"; OR
- b) Solicitor's Guide for E-Disbursement Platform : Documentation guidelines (pg. 27)

Q16: I have received email to collect the executed / unexecuted documents. However, the documents are not ready for collection when the runner went to the Bank.

A16: Please arrange your runner to collect after 1 working day upon receipt of the email notification from the Bank.

Q17: How do I know whether the legal documents have been executed by the bank?

A17: There will be email notification auto generated by the system for the collection of the documents. The case will be parked under "Pending Letter of Advice – 1st advice" of the Disbursement Submission pool.

Q18: How do I know whether payment have been made by the bank?

A18: There will be email notification auto generated by the system. For completed property with balance disbursement, the case will be parked under "Pending Letter of Advice – Balance of advice of the Disbursement Submission pool.

(Note: the case will not appear under the Disbursement Submission pool if the facility has been fully disbursed)

C. Action required if there is any error messages prompted which prevent the e-Submission

Q19: Message: "Please fill in Remarks under Submit Document for Execution section".

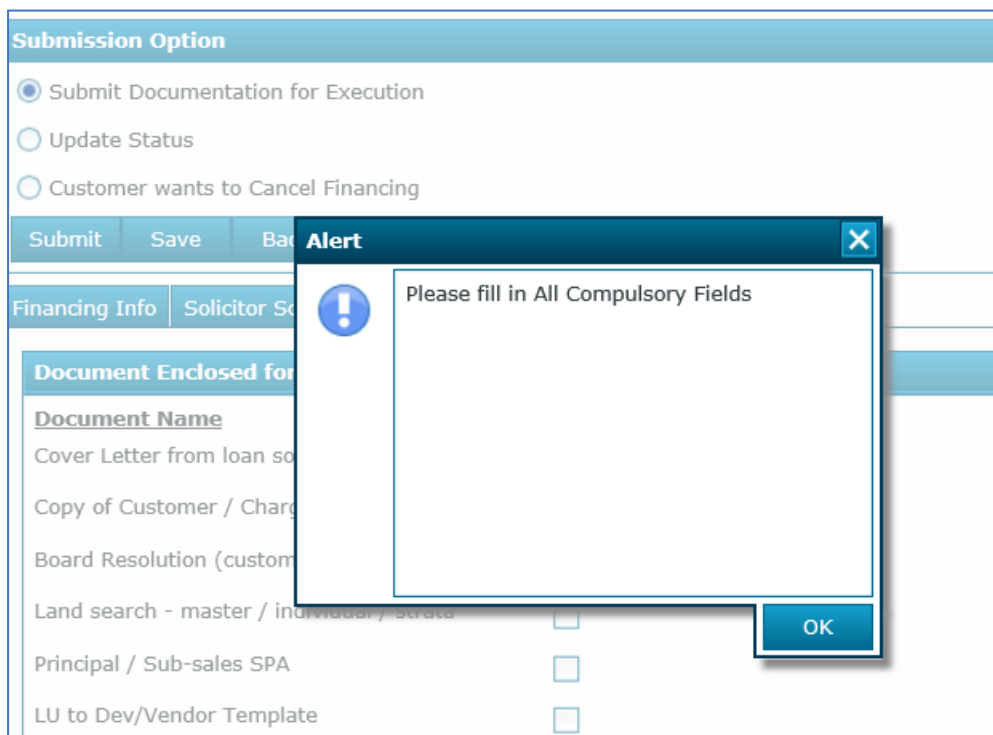
The screenshot shows a web application interface with a tabbed menu at the top: 'Financing Info', 'Solicitor Screen 1', 'Solicitor Screen 2', and 'Remarks'. The 'Solicitor Screen 1' tab is active. Below the tabs, there are two main sections. The first section, 'Solicitor Information', contains the following fields: 'Solicitor Reference's Number (*):' with the value 'test', 'Person in Charge Name (*):' with the value 'candy', and a note '(*) Compulsory Fields'. The second section, 'For Submit Document for Execution', contains: 'Document Admin Fee Paid/Credited to (*):' with a dropdown menu, 'Remarks:' with an empty text input field, 'Solicitor CIF Number:' with a text input field containing 'Type a value', and 'Execution Date By Customer (*)' with a date picker set to '05/08/2021'. An 'Alert' dialog box is overlaid on the 'Remarks' field, displaying a blue exclamation mark icon and the message: 'Please fill in Remarks under Submit Document for Execution section'. The dialog box has an 'OK' button at the bottom right.

A19: Check "Document Admin Fee Paid / Credited to" field under Solicitor Screen 1.

- a) Ensure selection from the dropdown list under "Jompay biller Code: xxxx"; OR
- b) If selection is "N/A", insertion of the additional comments / reasons into the "Remarks" field.

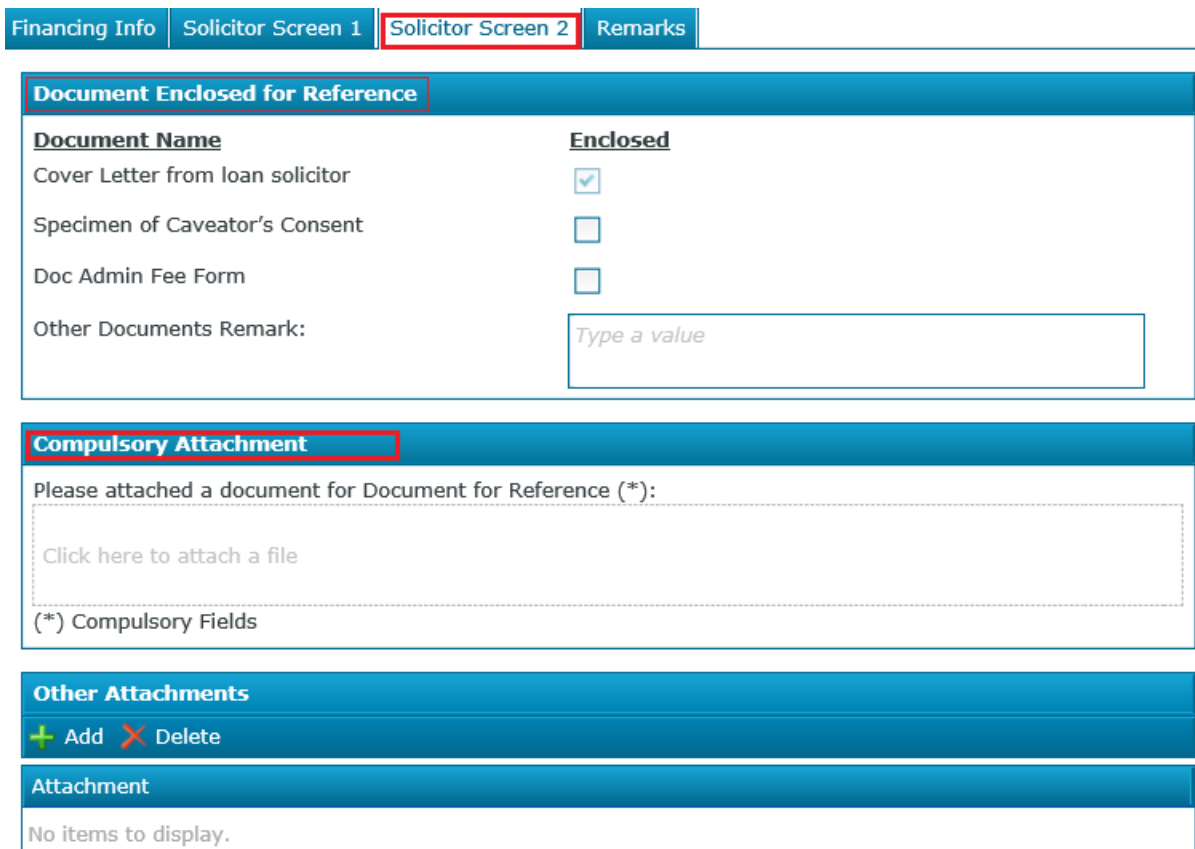
This screenshot is a closer view of the 'Solicitor Screen 1' tab. The 'Solicitor Information' section is visible at the top, with 'Solicitor Reference's Number (*):' set to 'test' and 'Person in Charge Name (*):' set to 'candy'. Below this, the 'For Submit Document for Execution' section is shown. The 'Document Admin Fee Paid/Credited to (*)' dropdown menu is highlighted with a red border and shows 'N/A' selected. The 'Remarks:' text input field is also highlighted with a red border and contains the placeholder text 'Type a value'. Below the 'Remarks' field, the 'Solicitor CIF Number:' text input field contains 'Type a value', and the 'Execution Date By Customer (*)' date picker is set to '05/08/2021'.

Q20: Message: "Please fill in All Compulsory Fields ".



A20: Check and ensure

- All mandatory fields marked with asterisk (*) have been filled up under Solicitor Screen 1 page.
- Minimum one attachment is uploaded under Compulsory Attachment under Solicitor Screen 2 page.



Q21: Message: "SmartObject property att is a required property for selected method Read. Value must be set."

General Information

Credit Application Number: KLA/MG/2021
Mortgage Centre: KLV_MC
Date of LO Acceptance: 30/07/2021
Disbursement Manner: LS

Customer Name (Primary): YEO
Lending / Financing Type: Conventional

Submission Option

Submit Documentation for Execution
 Update Status
 Customer wants to Cancel Financing

Submit Save Back

Financing Info Solicitor Screen 1 Solicitor Screen 2 Remarks

Error

SmartObject property att is a required property for selected method Read. Value must be set.


Details... OK

*This issue is most likely due to the user internet connection issue / attachment has yet to be fully loaded in the platform when user clicks the "Submit" button.

A21: Click "Save" button after uploaded the attachment under Solicitor Screen 2. Thereafter, click "Submit" when the file name of the additional documents added under "Other Attachments" section, if any, has duly reflected as per screen shot below.

Compulsory Attachment

Please attached a document for Document for Reference (*):

 Sample submit doc.pdf
(PDF File)
39.62 KB

(*) Compulsory Fields

Other Attachments

+ Add X Delete

Attachment

LS 2+@.b.pdf
ls90%\$12.pdf