

## General

### Q1. What is Connect?

A1. **Connect** brings you a host of digital banking services offered by Hong Leong Bank Vietnam (HLBVN) to our customers. At present, **Connect** offers Online Banking on personal computer terminals or any electronic device through the Internet browser and Mobile Banking application on 2 smart phone platforms – iOS and Android.

### Q2. What is Connect Mobile Banking?

A2. **Connect** Mobile Banking allows customers on-the-move to access their bank accounts and to perform online banking transactions via a dedicated application on their smart phones (iOS or Android).

### Q3. Who is eligible for Connect Online and Mobile Banking?

A3. All Hong Leong Bank customers with an active ATM / Debit Card or Account are eligible to register for **Connect** Online and Mobile Banking.

### Q4. How do I know if my smart phone supports Connect Mobile Banking App?

A4. **Connect** Mobile Banking is best supported by smart phone device with specifications as below:

Operation System	Screen Size
Apple iOS (from version 5.x)	3.5” and above
Android OS (from version 2.3.3)	3.7” and above

*\* The app would look at it is best with the screen size aspect ratio of 3:5 or 9:16.*

### Q5. Where and how do I download Connect Mobile Banking App?

A5. Step 1: Locate the application download widget on your smart phone. See the table below for reference.

Smart Phone Platform	Widget
Apple iOS	App Store
Android	Market / Play Store

Step 2: Select the widget and search for “**Connect Vietnam**”.

Step 3: Install the App on your smart phone. Once completed, you will find the “**Connect**” App on your mobile home screen or in the App folder.

**Q6. What is an Activation Code?**

A6. An Activation Code is a list of alphanumeric characters issued to you by the Bank upon your request via Hong Leong Hong Leong Call Centre or at Branch. This code can only be used once and is valid for 3 days upon creation.

**Q7. How do I obtain an Activation Code?**

A7. You can obtain an Activation Code at any Branch / Transaction Office of Hong Leong Bank or contact our Hong Leong Call Centre at +84 8 7300 8100.

**Q8. What is a TAC?**

A8. Transaction Authorisation Code - TAC is a 6-digit unique security code that is used for specific online banking transactions. The TAC is valid for 5 minutes upon request.

**Q9. How do I apply for the TAC?**

A9. It is important that you must first register your mobile phone number at any Hong Leong Banks’ Branch / Transaction Office or via Hong Leong Call Centre. Subsequently, when you are performing specific transaction via **Connect**, system will automatically send a TAC to your registered mobile phone number.

## **Registration and Login**

**Q10. If I’m an existing Connect Online Banking user, do I still need to register for Connect Mobile Banking App?**

A10. No. You can login Mobile Banking using your current Username and Password of Online Banking.

**Q11. If I’m not a Connect Online Banking user, do I need to register online first?**

A11. No. You can register for both your **Connect** Online Banking and Hong Leong **Connect** Mobile Banking account at once [2-in-1 registration] by activating your Hong Leong **Connect** App on your smart phone.

**Q12. How do I register for Connect Mobile Banking?**

A12. **Before registration, please ensure:**

- You have at least one Active account (Current / Savings / Fixed Deposit / Loan) at HLBVN, or your ATM / Debit Card is Active – You could check your card / account status at Branch or via Hong Leong Call Centre at +84 8 7300 8100.
- If you have registered your mobile phone & email address to HLBVN before, now all you need to do is to contact Hong Leong Call Centre to confirm using that mobile number and email address for **Connect** services.
- If you have not provided the Bank your current mobile phone & email address, please register / update at any of our Branches.

### Registration steps:

You can start online registration at <https://www.hongleongconnect.com.vn> or launch Mobile Banking Application, follow few simple steps to complete your registration.

### Online Banking



SECURED LOGIN

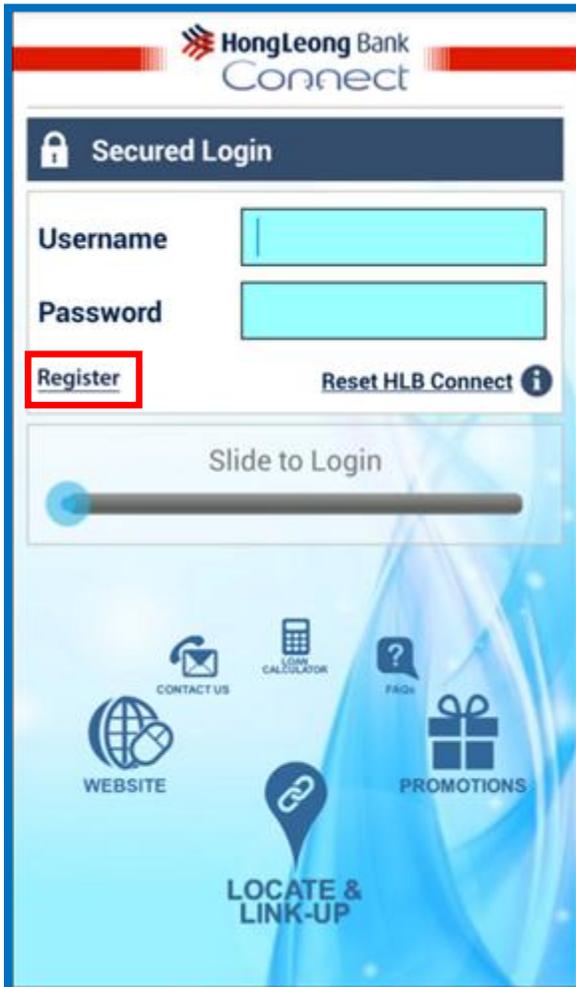
Username

Password

[Reset HLB Connect](#) ⓘ

[PEX Payment Collection](#)

## Mobile Banking



### Step 1: Registration Mode

Select your registration mode via:

- Using ATM / Debit Card; or
- Using Account (Current / Savings / Fixed Deposit / Loan)

### Step 2: Enter Details

If you wish to register via your ATM / Debit Card, please fill in below details:

- ATM / Debit Card Number
- ATM PIN
- ID Type
- ID Number
- CAPTCHA code

Click Next

Or, if wish to register via your Account (Current / Savings / Fixed Deposit / Loan), please fill in below details:

- Account Type
- Account Number
- Activation Code (a list of alphanumeric characters issued to you by the Bank upon your request via Hong Leong Call Centre or at Branch. This code can only be used once and is valid for 3 days upon creation)
- ID Type
- ID Number
- CAPTCHA code

Click Next

### **Step 3: TAC Verification**

Please fill in TAC (Transaction Authorisation Code: a 6-digit unique security code sent to your registered mobile phone number. The TAC is valid for 5 minutes upon request), then click Next.

### **Step 4: Create Credentials**

Create your Username and Password for future login to **Connect**.

Tick in the box to agree with Terms & Conditions for **Connect**, then click Confirm.

### **Step 5: Confirmation**

Congratulations! Now please, click Login with your newly created Username and Password to enjoy **Connect** Online Banking/Mobile Banking services.

Password

#### ***Eligibility***

- *Card holder of Hong Leong ATM / Debit card; or*
- *Account holder (Primary or Secondary) of HLBVN Current / Savings / Fixed Deposit / Loan Account.*

**Q13. I am a new Hong Leong Bank customer and have successfully performed a first - time registration using my smart phone. Can I access my bank accounts and perform online banking transaction via an Internet browser?**

A13. Yes. You can access your **Connect** Online Banking via an Internet browser using the Username and Password that you have created during registration on your smart phone.

**Q14. How do I login to Connect Mobile Banking App?**

A14. Step 1: Locate and select the “**Connect Vietnam**” App from your Home screen / Application folder;

Step 2: Enter your Username and Password then slide to “Submit”

**Q15. In case I have problem when log-on Connect Mobile Banking, what should I do?**

A15. Please close the app and open again to log on. You should double check the Username or Password to see if they are correct or not. If you still can't log on, please contact our Hong Leong Call Centre at +84 8 7300 8100 for assistance.

**Q16. What if I forget about my Username or my Password?**

A16. If you have forgotten your Username / Password, you may click on "Reset **Connect**" and create a new Username and Password to login to **Connect** Mobile Banking again. You may need to obtain an Activation Code to create your new Username and Password (if you register Mobile Banking using Account number).

**Q17. Can I change my Password at my convenience?**

A17. Yes. It is recommended that you change your Password periodically to safeguard the security of your Mobile Banking account. Just login to your Online Banking account, go to "Others" – “Settings” – “Change Password” to make the necessary Password change.

**Q18. What happens if I do not perform any activity during the log on time?**

A18. **Connect** Mobile Banking will automatically log off if there is no activity performed for more than 5 minutes.

**Q19. What if I key in my Username / Password wrong for 3 consecutive times or TAC for 9 consecutive times?**

A19. When your Username / Password has been entered wrongly on 3 consecutive attempts or TAC for 9 consecutive times, your account will automatically locked. Please click on "Reset **Connect**" and create a new Password to login to **Connect** Mobile Banking again. You may need to obtain an Activation Code from any Hong Leong Bank's Branch / Transaction Office or via Hong Leong Call Centre to create your new Password and reactivate your account (if you register by Account Number).

**Q20. What can be done if I suspect unauthorised access to my account via Connect Mobile Banking?**

A20. You are advised to contact our Hong Leong Call Centre or any Branch / Transaction Office to suspend your **Connect** services immediately. Please click on "Reset **Connect**" and create a new Password to login to **Connect** Mobile Banking again.

**Q21. I lost my mobile phone which contains my security information inside (Username, Password), how can I do to log on Connect Mobile Banking?**

A21. To ensure safety and security for your accounts, you should contact Hong Leong Call Centre at +84 8 7300 8100 and request to suspend your **Connect** services immediately. Please update your new mobile phone number with Hong Leong Bank and reset your **Connect** whenever you want to use.

**Q22. I have de-activated / deleted my Connect Mobile Banking App on my device. Can I still access to Connect Online Banking?**

A22. Yes. De-activation or deletion of **Connect** Mobile Banking app on your device does not impact your **Connect** account. You can still access your account via **Connect** Online Banking.

**Q23. I have terminated my Connect Online Banking account, can I still access my Connect Mobile Banking account?**

A23. No. You are required to re-register your **Connect** account. The same **Connect** account is used to access Online Banking and Mobile Banking.

**Q24. I lost / changed my mobile phone, can I download the Connect App to my new phone and continue to login my existing Connect Mobile Banking account?**

A24. Yes. You may download **Connect** Mobile Banking application to a maximum of five (5) mobile electronic devices, and use the same Security Codes to login and access your Mobile Banking services. Once you have reached the maximum limit of five (5) mobile electronic devices, any attempt to register or login using a sixth (6th) mobile electronic device will fail.

**Q25. I have changed my mobile number, can I still access my Mobile Banking App on my current phone?**

A25. Yes, you can still access your Mobile Banking App even if you have changed your mobile number. Please make sure you have re-registered your new mobile number for TAC at our branch or our Hong Leong Call Centre.