



User Guide

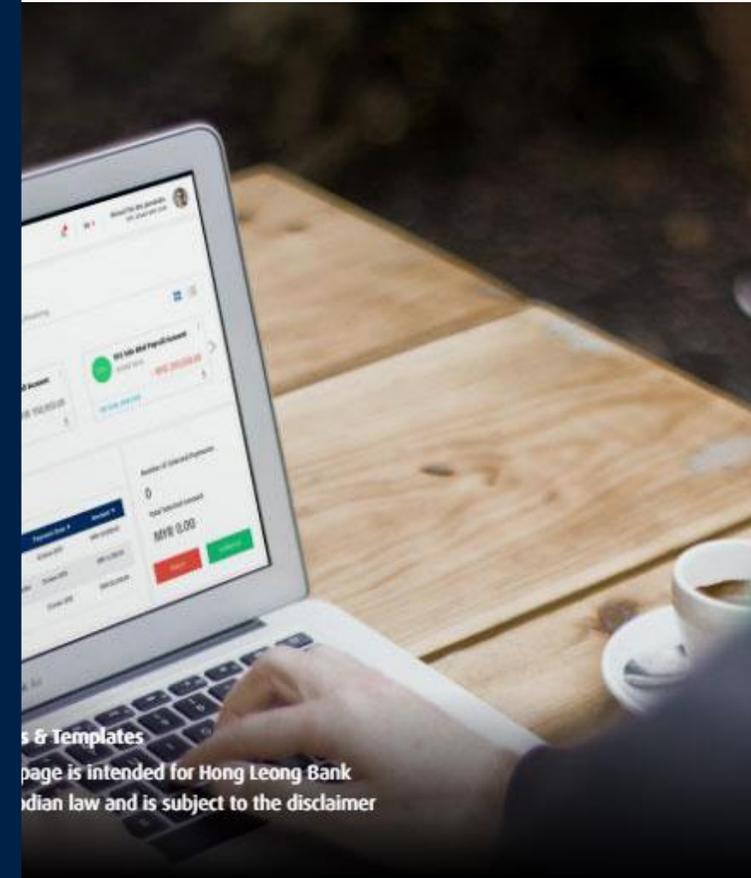
English >

First Time Activation

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Hong Leong ConnectFirst Web Portal

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First Time Activation – Web Portal

Congratulations ! You have been successfully onboarded to Hong Leong ConnectFirst and get ready to Explore a new world of Banking

The auto **EMAIL** would be sent to your registered email address and auto **SMS** would be sent to your registered mobile number.

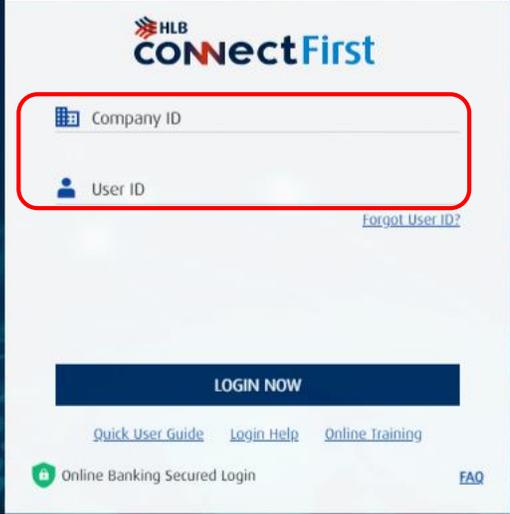
- a) SMS – contains with a **password to open the attached PDF file (ePIN file)** which is sent to your email.
- b) EMAIL – contains with the attached PDF file (ePIN file) with password protection. You can open this file by using the password sending via SMS. The attached PDF file contents with your registration details in the ConnectFirst such as **your Company ID, your User ID and Temporary Password** to activate your user ID.

- 1 Input the COMPANY ID. [Extract from attached PDF file (ePIN file) sent to your email address]
- 2 Input the USER ID and press “Enter”.
[Hong Leong ConnectFirst will verify if the user is a new user or requires First Time Activation]

Reward Your Business with Efficiency

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Customer Helpdesk : ☎ +855 23 999 711 | ✉ connectFirst@hblkh.hongleong.com



First Time Activation – Web Portal

Step 1 Identify Yourself

1 Step 1
Identify Yourself

2 Step 2
Confirm

3 Step 3
Online Registration

4 Step 4
Security Setup

5 Step 5
Update Password

6 Step 6
eToken Activation

To Register please enter the below details

Company ID *

Login ID *

NID/Passport Number *

Temporary Password *

Virtual Keyboard
Use this Virtual Keyboard to key in the PIN only.

-	!	@	#	\$	%	^	&	*	()	_	+		
`	8	6	4	3	7	9	1	5	0	2	-	=		
f	d	g	a	s	h	l	k	j	[]	\	/		
											LOCK	CLEAR	?	.

Enable Virtual Keyboard

Company ID	:	50000001
User ID	:	323MAKER33
PIN	:	SE3N%kzk

Submit

Cancel

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First Time Activation – Web Portal

Step 2 Confirm

1 Step 1 Identify Yourself	2 Step 2 Confirm	3 Step 3 Online Registration	4 Step 4 Security Setup	5 Step 5 Update Password	6 Step 6 eToken Activation
--------------------------------------	----------------------------	--	-----------------------------------	------------------------------------	--------------------------------------

Your Information has been validated successfully

Company ID	50000001
Login ID	323MAKER33
Mobile Number	*****5833
E-Mail ID	a***@hlbb.hongleong.com.my

Click on next to receive OTP in your registered mobile number and/or E-mail ID

Next **Cancel**

6 Click "NEXT" & an One Time Password (OTP) will be sent to your registered mobile number or registered email address.

First Time Activation – Web Portal

Step 3 Online Registration

1 Step 1 Identify Yourself 2 Step 2 Confirm **3 Step 3 Online Registration** 4 Step 4 Security Setup 5 Step 5 Update Password 6 Step 6 eToken Activation

Please enter the One time password

The One Time Password has been sent to your registered mobile number and/or E-mail ID

One Time Password (OTP) * [Resend OTP](#)

You have maximum of 3 attempts

7 Key in the OTP received.

Note : OTP will be received less than 2 minutes. If you did not receive SMS OTP within this period , please click "RESEND OTP".

8 Click "SUBMIT"

First Time Activation – Web Portal

Step 4 Security Setup

1 Step 1
Identify Yourself

2 Step 2
Confirm

3 Step 3
Online Registration

4 Step 4
Security Setup

5 Step 5
Update Password

6 Step 6
eToken Activation

Security Questions 9 Select and fill up the Security Questions and Answers

Question1 *	<input type="text" value="--Select Question Here--"/>	Answer1 *	<input type="text"/>
Question2 *	<input type="text" value="--Select Question Here--"/>	Answer2 *	<input type="text"/>
Question3 *	<input type="text" value="--Select Question Here--"/>	Answer3 *	<input type="text"/>

Security Phrase

Security Phrase * ?

10 We have introduced Security Phrase to further help protect your identity and online transactions. Once registered, you will be prompted to acknowledge your Security Phrase at subsequent logins. Your Security Phrase is not your Hong Leong ConnectFirst Password.

Create a Security Phrase.

We have introduced Security Phrase to further help protect your identity and online transactions. Once registered, you will be prompted to acknowledge your Security Phrase at subsequent logins. Attention!! Your Security Phrase is not your Hong Leong ConnectFirst password.

Submit
Cancel

11 Click "SUBMIT"

First Time Activation – Web Portal

Step 5 Update Password

- *Password must be case sensitive.
- *Password must be 16 characters long with min 8 characters.
- *Password must contain one numeral.
- *Password must contain one capital letter.
- *Password must not be the same as previous six passwords.
- *Password must not start or end with space.
- *Password must not contain more than two consecutive characters.
- *Password must contain only ~!@\$%^_ characters.

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First Time Activation – Web Portal

Step 6 Mobile App Activation

1 Step 1 Identify Yourself	2 Step 2 Confirm	3 Step 3 Online Registration	4 Step 4 Security Setup	5 Step 5 Update Password	6 Step 6 eToken Activation
--------------------------------------	----------------------------	--	-----------------------------------	------------------------------------	--------------------------------------

Download, install and activate the Hong Leong ConnectFirst eToken application in your smartphone device. This application gives you greater online protection by verifying your identity before allowing you to access Hong Leong ConnectFirst and carry out your business transactions as required.



Download & Install
for iOS



Download & Install
for Android

[OK](#)

[Mobile app activation User Guide](#)



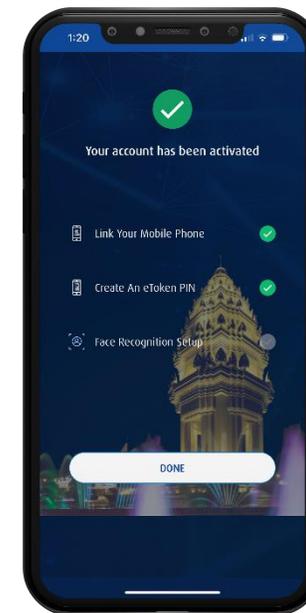
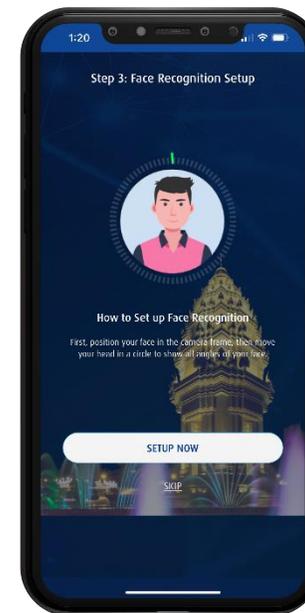
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Mobile App Activation via Security PIN

Please register your Hong Leong ConnectFirst login details on the web portal before activating mobile App



1

2

3

4

5

6

Download **HLBCAM ConnectFirst Mobile** from Google Play Store or App Store into your mobile device.

Launch the app & enter your registered login details and tap **ACTIVATE**.

Enter SMS OTP which has been sent to your registered mobile number.

Tip: Your Security PIN is a 6-digit number use to log in.

Select **SKIP** if your preferred authentication method is Security PIN.

Tip: You may change your authentication method any time. On the Welcome page, log into "eToken" and go to "Settings".

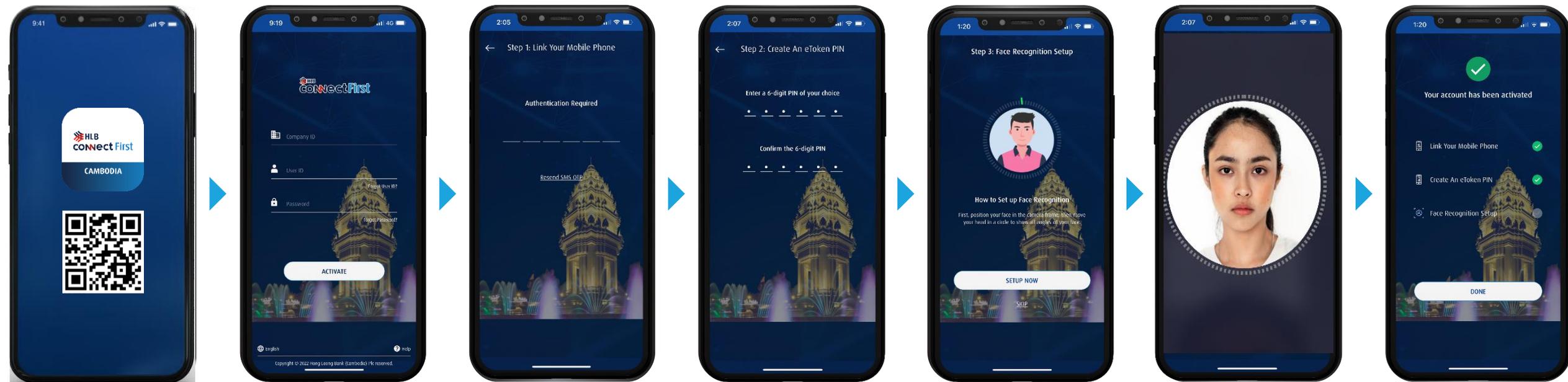
HLBCAM ConnectFirst Mobile app is now activated. Tap **Done** to continue.

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Mobile App Activation via Face Recognition

Please register your Hong Leong ConnectFirst login details on the web portal before activating mobile App



1

Download **HLBCAM ConnectFirst Mobile** from Google Play Store or App Store into your mobile device.

2

Launch the app & enter your registered login details and tap **ACTIVATE**.

3

Enter SMS OTP that has been sent to your registered mobile number.

4

Create and confirm your eToken PIN.
Tip: Your Security PIN is a 6-digit number used to log in.

5

Select **SETUP NOW** if your preferred authentication method is Face Recognition. Allow HLBCAM ConnectFirst Mobile app to access the camera.

6

Your front camera will be launched. Please scan your face.
Tip: You may change your authentication method any time. On the Welcome page, log into "eToken" and go to "Settings".

7

HLBCAM ConnectFirst Mobile app is now activated. Tap **Done** to continue.

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User Roles & Responsibilities

User roles for Web Portal

System Administrator



- To **ADD/MODIFY/DELETE** any permissible maintenance eligible for an administrator role **only**; i.e. user groups/ user profiles/ authorization matrix.
- To enable/disable & reset password for own user profiles.

Payment Maker



- To **PREPARE** Single and Payroll upload type transactions (e.g., Fund Transfers, Payroll & Cheque Request etc.)
- Perform account balance or transaction inquiry, statement downloads etc.

System Admin Authorizer



- To **REVIEW / REJECT / APPROVE** all maintenance/change requests initiated by the System Administrator.

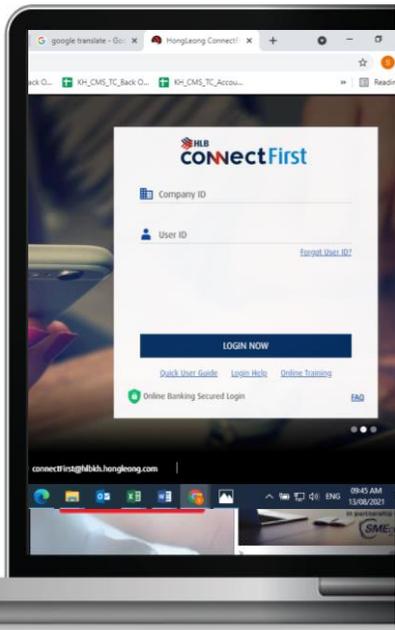
Payment Authorizer



- To **REVIEW / REJECT / APPROVE** all transactions initiated by the Payment Maker.
- Requires a eToken to login and authorize the transactions.

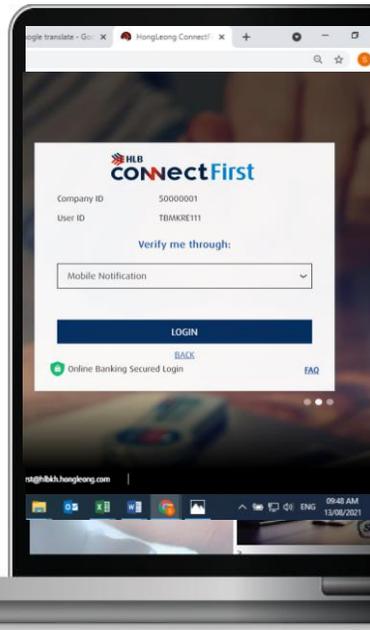
Log in from Web Portal using Mobile Notification

Via Mobile Notification



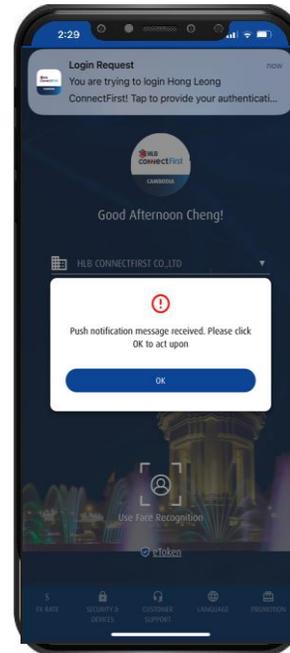
1

Visit Hong Leong ConnectFirst login Page at www.hlbconnectfirst.com.kh, enter details and click **LOGIN NOW**.



2

Select **Mobile Notification** click login.



3

Launch HLB CAM ConnectFirst Mobile app, you will receive notification on Login Request. Click **OK** then **use Face Recognition or PIN** to allow the login.



4a

Your front camera will be launched. Please scan your face.

OR



4b

Enter your Security PIN and click **SUBMIT**.

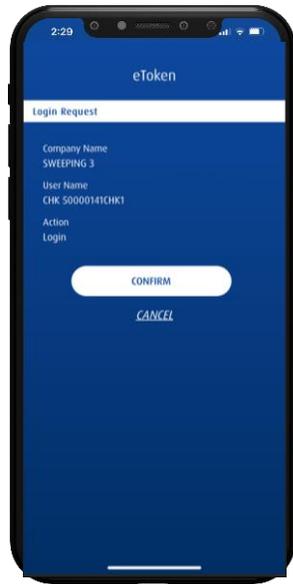
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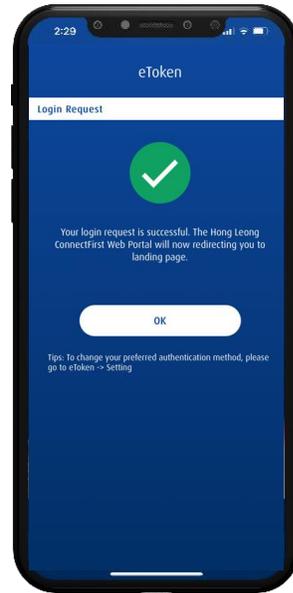
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Log in from Web Portal using Mobile Notification

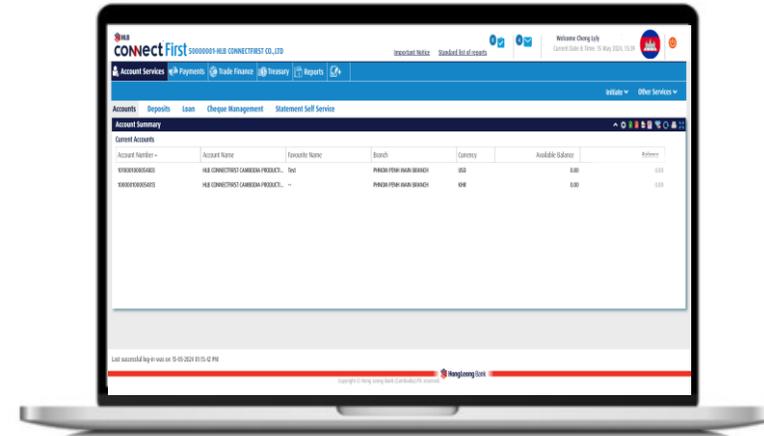
Via Mobile Notification



Click **CONFIRM**



Your login request is successful. Click **OK**



Landing page is successful loading

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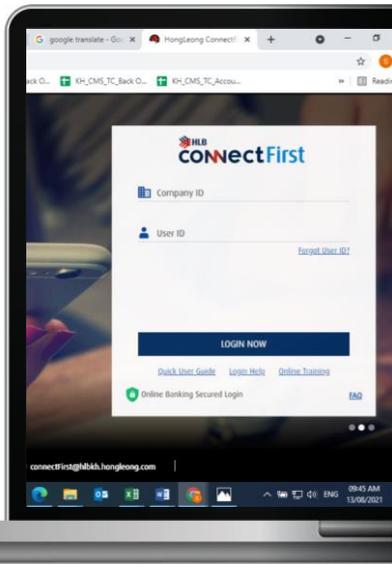
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Log in from Web Portal by QR Code

Via eToken QR Code

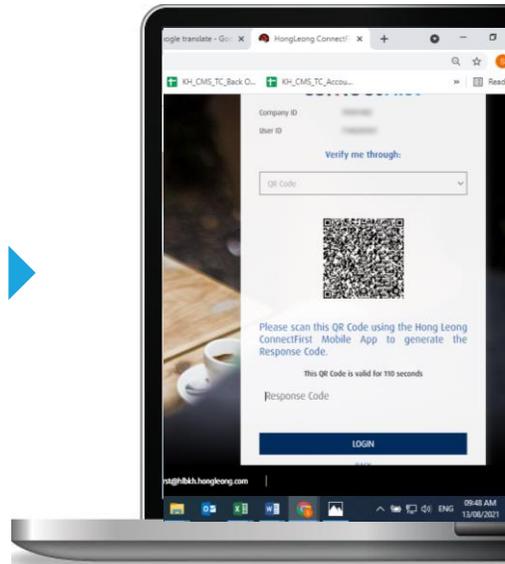


Tip: If your mobile device has no data connection, you can still use QR Code to access to Hong Leong ConnectFirst app.



1

Visit Hong Leong ConnectFirst login Page at www.hlbconnectfirst.com.kh, enter details and click **LOGIN NOW**.



2

Select **QR Code**.



3

Launch Hong Leong ConnectFirst Tap **Use Password to Login** or **Use Face Recognition**.



4a

Your front camera will be launched. Please scan your face.

OR



4b

Enter your Security PIN and click **SUBMIT**.

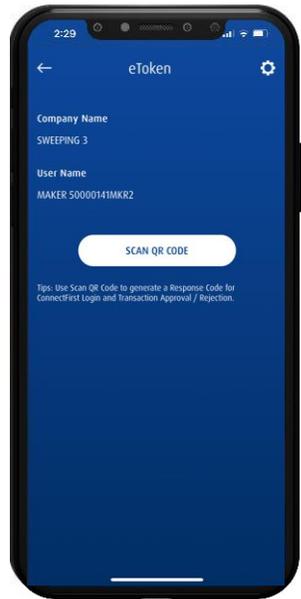
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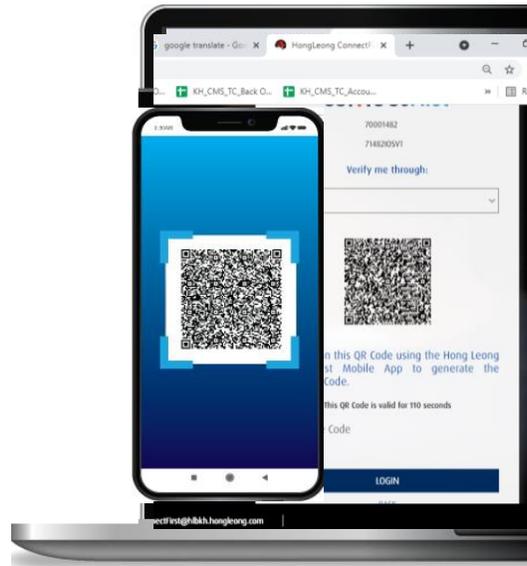
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Log in from Web Portal

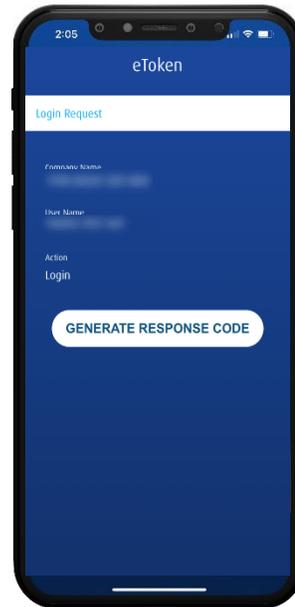
Via eToken QR Code



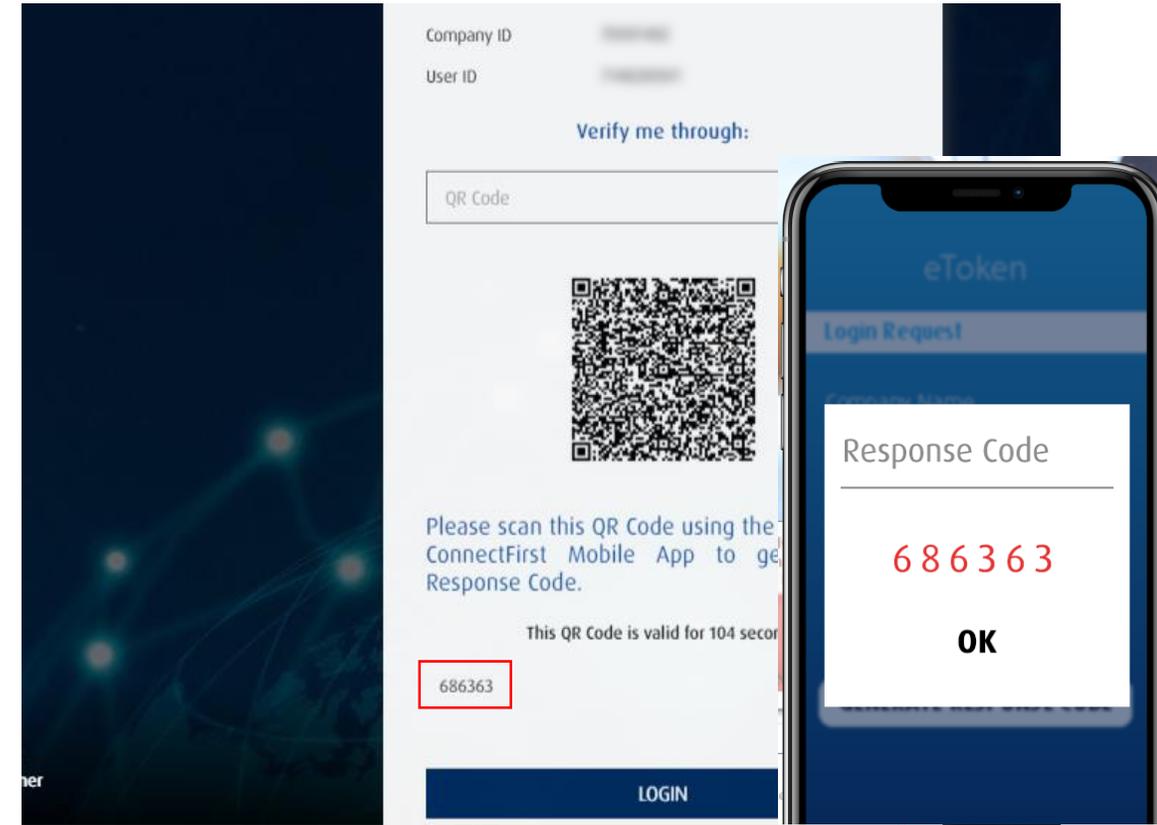
5 Check your details and click **SCAN QR CODE**.



6 Place QR code inside the rectangle frame to scan it.



7 Check your details and click **GENERATE RESPONSE CODE**.



8 Enter Response Code in web portal to proceed and your web portal will be directed to the landing page.

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Landing Page

After login successfully, you will be directed to this landing page.

Authorization: shows all your pending transactions under your approval level.

Notification: shows all notifications and alerts which require your action.

Important Notice

Welcome **MR MR**
Current Date & Time: 28 Jun 2021, 17:06

Account Services | Payments | Liquidity | Trade Finance | Treasury | Reports | EIPP | Collections & Receivables

Initiate | Other Services

Accounts | Deposits | Loan | Cheque Management | Statement Self Service

Account Summary

Current Accounts

Account Number	Account Name	Favourite Name	Branch	Currency	Available Balance	Balance
100001000046150	CC CD LTD	--		NZD	64.00	64.00
100001000046156	CC CD LTD	S&B		SGD	170.38	170.38
1010001000046130	CC CD LTD	--		USD	2,419.22	2,419.22
1010001000045110	CC CD LTD	#N/A		USD	89,885.15	89,885.15
1010001000042623	CC CD LTD	--		USD	749,815.63	749,908.63
100001000045120	CC CD LTD	--	Main Branch	KHR	74,348,827.81	74,348,827.81

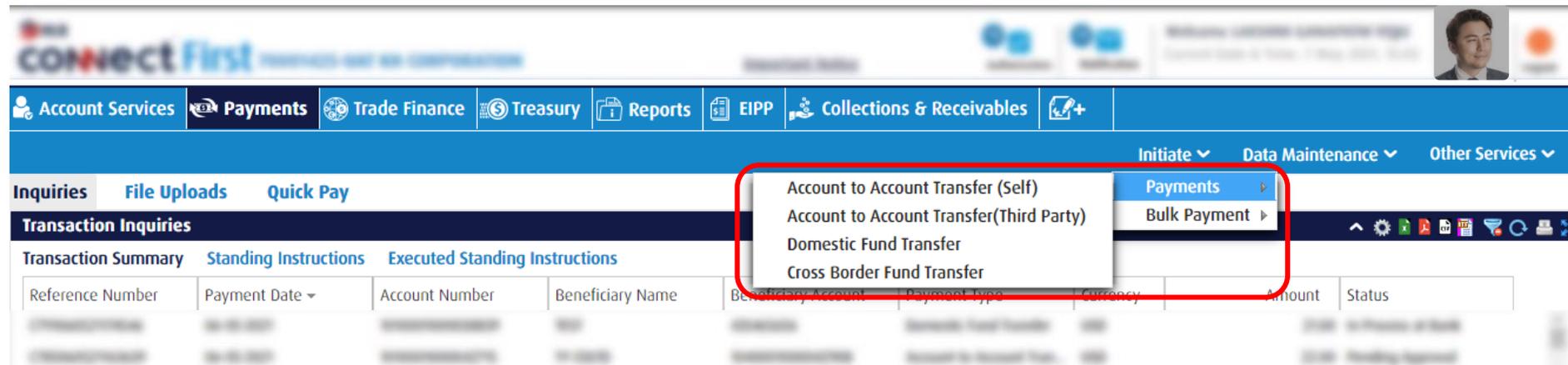
Items displayed can be sorted and filtered at each column. You can sort and filter via the pull-down menu when you hover your mouse pointer over each column header.

- Sort Ascending
- Sort Descending
- Columns
- Filters

Initiate Payments

Via Single Payment

Payment Type	Description
Account to Account Transfer (Self) (A2A-Self)	Transfer to own account within Hong Leong Bank (Cambodia) Bank
Account to Account Transfer (Third Party) (A2A-Third)	Transfer to 3 rd Party account within Hong Leong (Cambodia) Bank
Domestic Fund Transfer (DFT)	Payment to Other Bank Account Locally
Cross Border Fund Transfer (CBFT)	Transfer to Other Bank Account in Overseas



The screenshot shows the HLB CONNECTFirst web interface. The 'Payments' menu is highlighted, and a dropdown list is visible with the following options:

- Account to Account Transfer (Self)
- Account to Account Transfer(Third Party)
- Domestic Fund Transfer
- Cross Border Fund Transfer

The interface also shows a navigation bar with 'Account Services', 'Payments', 'Trade Finance', 'Treasury', 'Reports', 'EIPP', and 'Collections & Receivables'. Below the navigation bar, there are tabs for 'Inquiries', 'File Uploads', and 'Quick Pay'. The 'Transaction Inquiries' section is visible, showing a table with columns for Reference Number, Payment Date, Account Number, Beneficiary Name, Beneficiary Account, Payment Type, Currency, Amount, and Status.

Initiate Payments

Via Payroll Upload



1 Download payroll excel template located in "Forms & Templates" on HLB ConnectFirst login page

Go to "Payments" > Initiate > Bulk Payment > Payroll Upload

After filling in all the details in the excel template, log in as Payment Maker

Transaction Summary	Standing Instructions	Executed Standing Instructions		Agency	Amount	Status
Reference Number	Payment Date	Account Number	Beneficiary Name	Beneficiary Account		
C783260621174732	28-06-2021	1010001000042623	#####(S(S)@)##@	eW5444	Domestic Fund Transfer USD	25.00 Cancelled
C764280621100942	28-06-2021	1010001000042623	ARTE	12255	Cross Border Payment USD	10,000.00 In Process at Bank
C758280621091735	28-06-2021	1010001000042623	Bee	12254	Domestic Fund Transfer USD	761.00 Accepted for Processing

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Initiate Payments

Via Payroll Upload

Payroll Upload

File Information

Transaction Type* Template* **View**

4 Select "Payroll Upload" and "Payroll XLS - Production" respectively

+ Select

5 Upload excel file with +

Debit Type Single

Account Number* 6 Select and double click your account number to retrieve your company account details

Type Available Balance

Payment Information

Payment Date 7 Select your payment date and enter your payment reference

Debit Description*

* Mandatory field
** Conditional Mandatory field

Submit 8 Submit after everything is filled

Initiate Payments

Via Payroll Upload

Important Notice



Welcome [User Name]
Current Date & Time: 22 May 2020, 12:25



9 Under "Payments", go to "File Uploads", and click "Payroll Upload"

11 As Payment Maker, click "Authorization"

10 If file is "Ready for Verification", proceed. If not, ensure all necessary details are filled correctly, then upload again

When the file is "Ready for Verification", Payment Maker must verify the file.

File Reference	Payment Date	File Name	File Status
		CFIRST_Bulk.xls	Ready for Verification
		CFIRST_Bulk.xls	Conversion Failed

13 Click "File Verification", and your transaction will appear

14 Click "Accept" to verify the transaction you have selected. The transaction is now ready to be approved by Payment Authorizer.

File Reference	Transaction Type	File Name	File Status	Submitted On	Total Record	Currency
	Payroll Upload	CFIRST_Bulk.xls	Ready for Verifica...		1	MYI
					1	MYI
					1	MYI
					1	MYI
					1	MYI

12 Click "Payments - Financial"

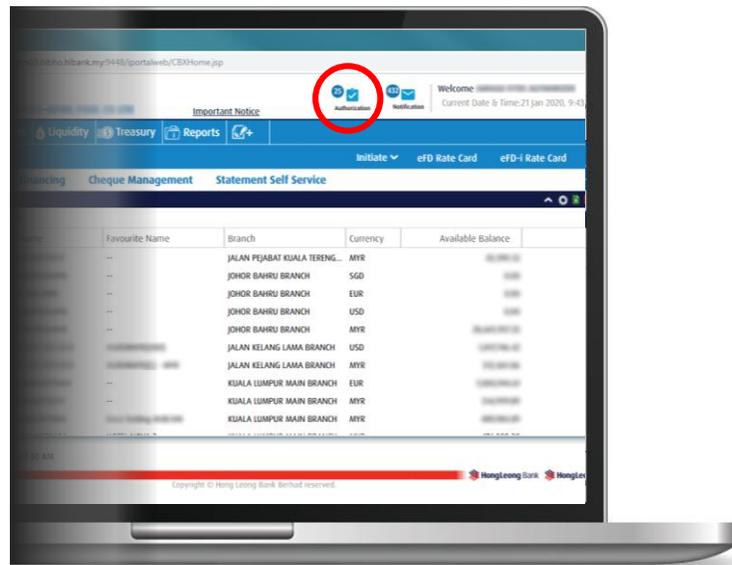
Pending Transactions

Product ▾

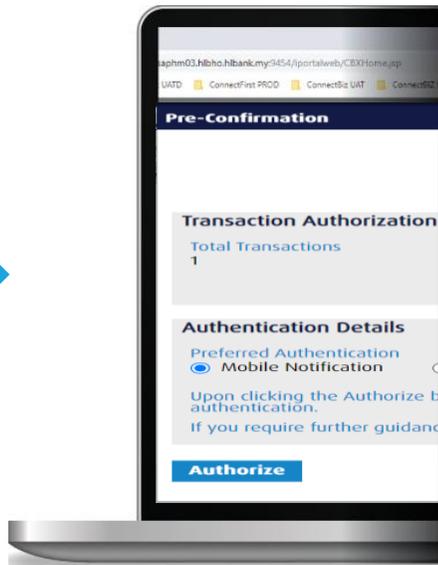
- Payments - Financial
- Account Services - Investment
- Account Services - Service Request

Authorize Transactions

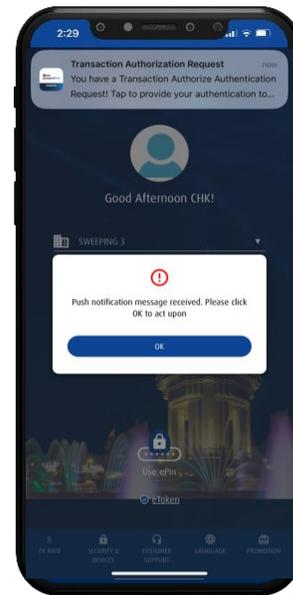
Via Mobile Notification



1
Landing page after login.
Click on **Authorization** icon > select **Payments – Financial**.



2
At Transaction Pre-Confirmation page, choose **Mobile Notification** as Preferred Authentication method.



3
Launch HLCAM ConnectFirst Mobile app, you will receive notification on Transaction Authorize Authentication Request. Click **OK** then use **Face Recognition or PIN** to authorize.



4
Your front camera will be launched. Please scan your face.

OR



5
Enter your Security PIN and click **SUBMIT**.

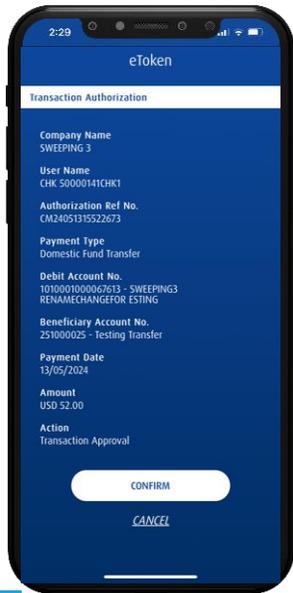
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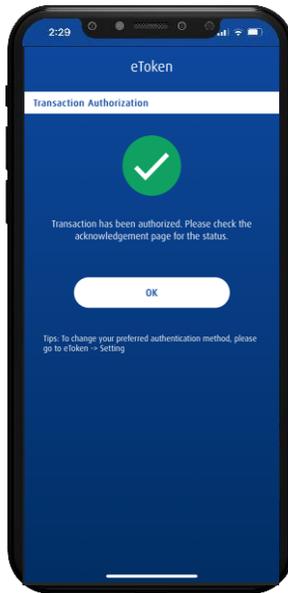
Authorize Transactions

Via Mobile Notification



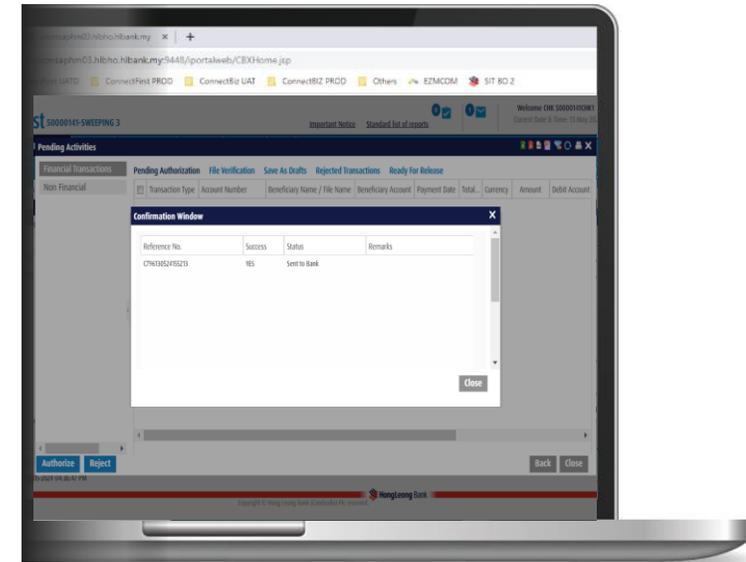
6

Click **Confirm**.



7

Your authorization is successful. Click **OK**



7

In web portal show your transaction with status **Sent to Bank**

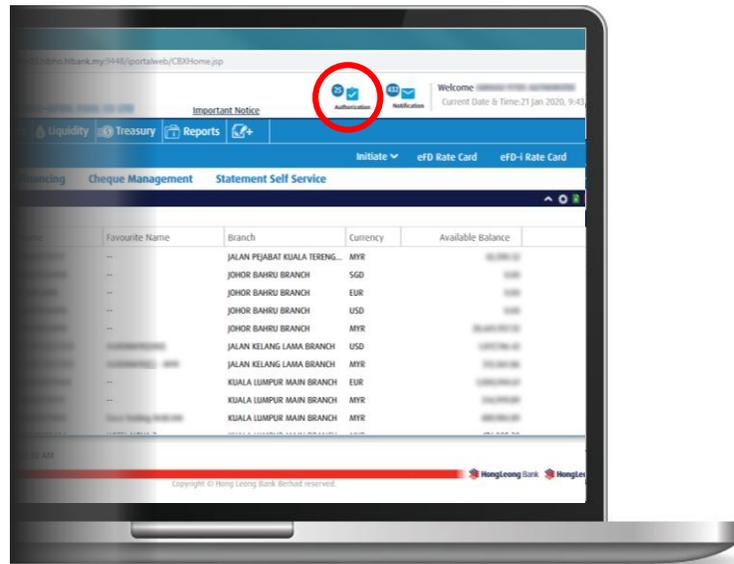
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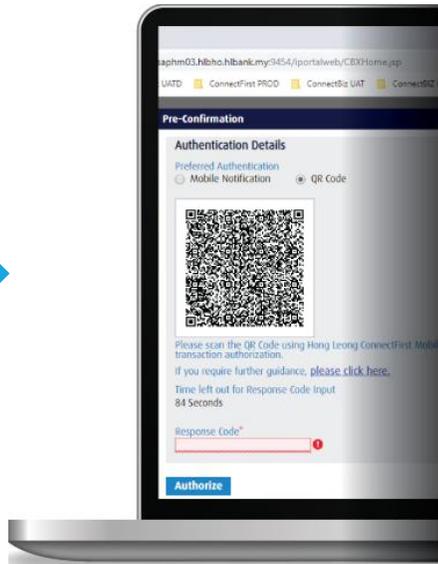
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Authorize Transactions

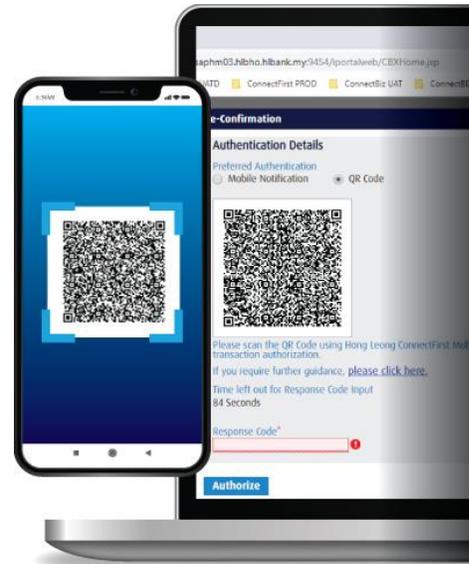
Via eToken QR Code



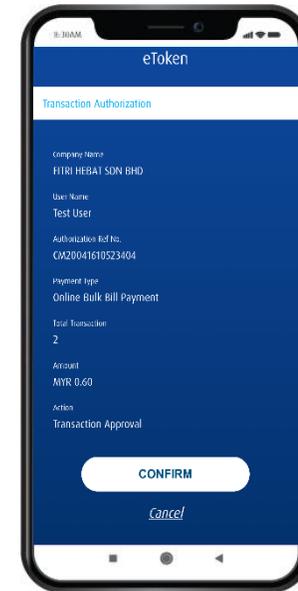
1
Landing page after login.
Click on **Authorization** icon > select **Payments – Financial**.



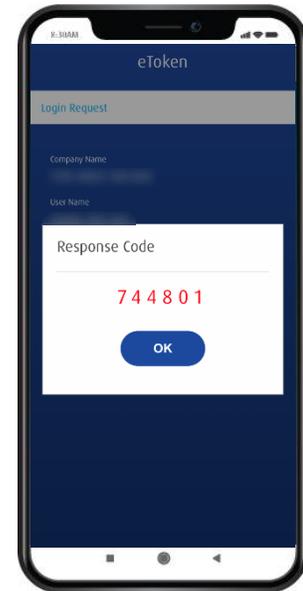
2
At Transaction Pre-Confirmation page, choose **QR Code** as Preferred Authentication method.



3
Place QR code inside the rectangle frame to scan it.



4
Click **CONFIRM** to generate Response Code.



5
Enter Response Code in web portal to proceed.

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Download Daily Statement(s)

1 Select "Account Services" Module

2 Click on "Statement Self Service"

3 Choose one of your account numbers

4 Double click on the account number to select

5 Select "Current Day"

6 Or Choose the specific date

7 Choose the "File Type" format

8 Click "Go"

Transaction Period: Current Day Previous Day Current Month Last 1 Week Last 2 Weeks

Export Type:

Transaction details not available for the selected period.

Account Number	Account Name	Favourite Name	Branch	Curre	Available Bala...
100000100004130	CE CD LTD	--	PHNOM PENH MAI...	USD	2,5
100000100004131	CE CD LTD	PHN/S	Main Branch	USD	89,8
1000001000042623	CE CD LTD	--	Main Branch	USD	749,8
1000001000043320	CE CD LTD	--	Main Branch	KHR	74,348,1
1000001000042796	CE CD LTD	--	Main Branch	THB	16,3

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View and Print Transaction Summary

1 Click on "Payments"

2 Select "Inquiries" and refer to Transaction Summary

3 Double click on the transaction that you wish to view

4 Click on the printer icon to print the transaction

5 Option to download the list into XLS/CSV/PDF/RTF

Reference Number	Payment Date	Account Number	Beneficiary Name	Beneficiary Account	Payment Type	Currency	Amount	Status
C786300621120641	30-06-2021	Account to Account Transfer (Third Party)					2.57	Processed by Bank
C785290621195157	29-06-2021						2.56	Processed by Bank
C7802906211167340	29-06-2021						50,000.00	Rejected by Approver
C7792906211165106	29-06-2021						0.00	Rejected by Entitlement
C770220621185223	29-06-2021						100.00	In Process at Bank
C757230621193537	29-06-2021						100.00	Processed by Bank
C798280621185453	28-06-2021						100.00	Pending Approval
C790280621172440	28-06-2021						0.01	Rejected by Bank
C785280621132434	28-06-2021						125.00	In Process at Bank
C783260621174732	28-06-2021						25.00	Cancelled

Transaction Information

Reference Number: 5603
Status: Pending Additional Approval
Created By: MAKER

Debit Information

Account Number: [Redacted] Name: [Redacted] Favourite Name: [Redacted]
Currency: MYR Type: Current Account Available Balance: [Redacted]
Balance as of: 17-01-2020 02:56:18 PM MYT Branch Name: KUALA LUMPUR MAIN BRANCH

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Create Favourite Account/Beneficiary

Via Data Maintenance_ A2A (Third Party)

1 As Payment Maker, go to "Payments"

2 Click "Data Maintenance", go to > Beneficiary Name > Selective respective payment (i.e. Account to Account Transfer (Third Party))

3 Enter mandatory fields with *, then click Submit

4 When Payment Authorizer approves the payment, he/she will need to also approve the beneficiary creation under "Payments - Others"

Payment type	Currency	Amount	Status
Account to Account Tran...	USD	2.57	Processed by Bank
Account to Account Tran...	USD	2.56	Processed by Bank
Account to Account Tran...	USD	50,000.00	Rejected by Approver
Account to Account Tran...	USD		
Cross Border Payment	USD		
Account to Account Tran...	USD		
Cross Border Payment	USD		

Pending Transactions

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Create Favourite Account/Beneficiary

Via Data Maintenance_ DFT

1 As Payment Maker, go to "Payments"

2 Click "Data Maintenance", go to
 > Beneficiary Name
 > Selective respective payment
 (i.e. Domestic Fund Transfer)

3 Enter mandatory fields with *, then click Submit

4 When the Payment Authorizer approves the payment, the user could approve to save the beneficiary creation under "Payments - Others" too if the user wishes to do so.

Beneficiary - Domestic Fund Transfer

Beneficiary Information

Beneficiary Code* Account Number/IBAN* Beneficiary Name*

Favourite Name Recipient Bank Name* Recipient Bank Code

Payment Type	Currency	Amount	Status
Cross Border Payment	USD	125.00	In Process at Bank
Domestic Fund Transfer	USD	25.00	Cancelled
Domestic Fund Transfer	KHR	10,000.00	Accepted for Processing
Cross Border Payment	USD		

Pending Transactions

Product ▾

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Create Favourite Account/Beneficiary

Via Data Maintenance_ CBFT

The screenshot displays the HLB CONNECTFirst user interface. At the top, there are navigation tabs for Account Services, Payments, Liquidity, Trade Finance, Treasury, Reports, EIPP, Collections & Receivables, and Other Services. The 'Payments' tab is highlighted with a red box and labeled '1'. A callout box above it says: 'As Payment Maker, go to "Payments"'. Below the navigation bar, there are sub-tabs for Inquiries, File Uploads, and Quick Pay. The 'Data Maintenance' dropdown menu is open, showing options for Beneficiary Name, Beneficiary Upload, and Beneficiary - Cross Border Fund Transfer. The latter is highlighted with a red box and labeled '2'. A callout box above it says: 'Click "Data Maintenance", go to > Beneficiary Name > Selective respective payment (i.e. Cross Border Fund Transfer)'. Below this, a table lists various transactions. The row for 'Beneficiary - Cross Border Fund Transfer' with amount 50,000.00 and status 'Rejected by Approver' is highlighted. A callout box labeled '3' points to the 'Beneficiary - Cross Border Fund Transfer' form, which contains fields for Beneficiary Information, Payment Details, and Bene Bank Details. A 'Submit' button is highlighted with a red box. A callout box above it says: 'Enter mandatory fields with *, then click Submit'. To the right, a 'Pending Transactions' window is visible, showing a list of transactions with a 'Payments - Others' link highlighted. A callout box labeled '4' points to this link and says: 'When the Payment Authorizer approves the payment, the user could approve to save the beneficiary creation under "Payments - Others" too if the user wishes to do so.' At the bottom, there are 'Back' and 'Continue' buttons. A page number '28' is in the bottom right corner.

Create Favourite Account/Beneficiary

Via Performing Payment

1 Perform payment as Payment Maker (Single Payment)

2 Under "Beneficiary Information", look for this column and select "Yes"

Do you want to add the beneficiary to the registered list? Yes No

3 Enter Beneficiary Code and submit the payment accordingly after everything has been filled

Beneficiary Code*

abc123

Tip: You could type anything under Beneficiary code field as convenience as you easy to recognize this beneficiary. is a code for yourself to key in that would be an easy reference for the said beneficiary. You can key in anything as your beneficiary code.

4 When the Payment Authorizer approves the payment, the user could approve to save the beneficiary creation under "Payments - Others" too if the user wishes to do so.

Pending Transactions

Product ▲

- [Payments - Financial](#)
- [Payments - Others](#)

CONTACT US

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