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Hong Leong ConnectFirst - Web Portal

1. What is Hong Leong ConnectFirst?

Hong Leong ConnectFirst (HLB ConnectFirst) is Hong Leong Bank's Business Online Banking portal for corporate.

2. Who are eligible to use the services of HLB ConnectFirst?

HLB ConnectFirst will be extended to Business customers only (Corporate/Companies/ Partnerships/ Professionals/ Associations/ Clubs/ Societies and Government who open business accounts with Hong Leong Bank (Cambodia). All individual customers will use HLB Connect.

3. How and where can customers subscribe for HLB ConnectFirst?

Customers can subscribe for HLB ConnectFirst at branches by submitting the HLB ConnectFirst application form at <https://www.hlb.com.kh/en/business-banking/connect-biz/apply-now.html> requesting for enrolment.

To login to HLB ConnectFirst, once you are registered in the system www.hlbconnectfirst.com.kh

4. What are the offering of HLB ConnectFirst?

Below are the wide range of offering that customers can enjoy:

- Account Services
- Payments
- Trade Finance Enquiry
- Treasury Forex Rate
- Liquidity Management

5. How long is the processing time for enrolling into HLB ConnectFirst system?

The processing time will be a minimum of 3 working days to Onboard into HLB ConnectFirst Portal from the date of receipt of completed application form.

6. What charges are the applicable to enroll my company into HLB ConnectFirst?

The general fees and charges payable for the HLB ConnectFirst are available at the Website or the HLBCAM leaflet.

7. Is the Service available 24 x 7

Yes, the service is available 24 x 7 inclusive of Public Holidays.

8. Can I access the service overseas?

Yes, HLB ConnectFirst can be accessed while you are overseas, as long as you have access to the Internet.

9. What should I do if I forget my ID and/or Password?

If you are a functional user, with ID and password granted by your Company System Administrator and System Authorizer, you should request for them to reset your ID and password. However, if you are the Company System Administrator or System Authorizer, you should fill up the [System Administrator & Authorizer User ID & Password Maintenance \(SR01\)](#) Form and submit original completed form request to branch for processing.

If you require further assistance, please contact us at +855 23 999 711 during office hours or email us at ConnectFirst@hlbkh.hongleong.com

10. Will I be able to change my Company ID, System Administrator/Authorizer ID and Password?
Sorry. You cannot change your Company ID and System Administrator/Authorizer ID.
However, you may change your Password on HLB ConnectFirst:
www.hlbconnectfirst.com.kh.
Enter your Company ID and User ID, then click Forgot Password to proceed.
11. What if I key in wrong password and get locked out?
When your password has been entered wrongly on 3 consecutive attempts, your account will automatically be locked.

For System Administrator/Authorizer, please download and complete [System Administrator & Authorizer User ID & Password Maintenance \(SR01\)](#) Form and submit original completed for request to branch for processing. For Users (i.e. you have access to check balances or make payments), please request for your Company System Administrator and System Authorizer to reactivate your Account.

If you require further assistance, please contact us at +855 23 999 711 during office hours or email us at ConnectFirst@hlbkh.hongleong.com
12. How do I add a New Account?
Please complete the [Account Maintenance \(SR03\)](#) Form and submit original completed form to home branch.
13. How do I add a Subsidiary's Account?
Please complete the [Account Maintenance \(SR03\)](#) Form and submit with your subsidiary's Certified Extract of Directors Resolution to your home branch of the principal account specified in the HLB ConnectFirst Application Form for processing.
14. What are the roles of System Administrator and System Authorizer?
System Administrator creates and configures User ID for Functional User who will use the service.
System Authorizer authorizes the creation and configuration done by System Administrator.
15. What should I do if I want to add/ delete System Administrator(s)/Authorizer(s)?
You are required to complete the [Add, Update & Remove System Administrator & Authorizer \(SR04\)](#) Form and submit with the photocopy of NID/Passport of that person (for newly appointed or update of System Administrator/Authorizer) and submit original completed form request to home branch for processing.
16. What are the security measures in HLB ConnectFirst?
Below are some of the security features in HLB ConnectFirst:
- Strong encryption TLS1.2 - Up to 256-bit encryption, enabled by SSL certificate to secure online transactions between client browser and Internet Banking server.
 - Featured with Extended Validation (EV) SSL Certificate.
 - Transaction activities are captured and store in audit logs.
 - Secured login with user ID, Security Phrase and encrypted password.
 - Security token is required for transaction approval.

17. What are the minimum system requirements for using HLB ConnectFirst?

We suggest the following as the minimum system requirements:

- Pentium PC (233 MHZ) or better
- Windows XP Service Pack 3 or better
- Microsoft Internet Explorer 9 or above
- Google Chrome version 22 or above
- Mozilla Firefox version 23 or above

18. Who do I contact in Hong Leong Bank (Cambodia) Plc when assistance is required?

Please contact to our Contact Centre from Monday to Sunday from 7:00AM to 10:00PM (inclusive Public Holidays)

Telephone No.: +855 23 999 711

Email Address: ConnectFirst@hlbkh.hongleong.com

Hong Leong ConnectFirst – eToken App

19. What is Hong Leong ConnectFirst – eToken App

- Hong Leong ConnectFirst – eToken (electronic Token) is an authentication factor that can be registered in the mobile device which replacing the physical token for login authentication, account inquiry and payment authorization.
- Safe & Secure: Scan your face to confirm your identity and secure your online transactions.
- Your Smartphone, your eToken: Your digital token is in your smartphone and with you at all times, unlike the physical token.

20. Where can I download & install the Hong Leong ConnectFirst – eToken App?

You can download through the iOS App Store or Google Play Store on your mobile devices such as iPad, iPhone, Android Phone or Android Tablet.

Operating System	Download Step
iOS	<ol style="list-style-type: none"> 1. Go to the Apple App Store in your iPhone/iPad 2. Search "Hong Leong ConnectFirst" 3. Download and Install
Android	<ol style="list-style-type: none"> 1. Go to the Google Play Store in your Android mobile device. 2. Search "Hong Leong ConnectFirst" 3. Download and Install

21. What are the prerequisites to install HLB ConnectFirst – eToken App on my mobile device?

- HLB ConnectFirst – eToken App can only be installed on non-jailbroken / non-rooted phones for your protection.
- HLB ConnectFirst – eToken App is supported on the iOS and Android Operating System as below:

Operating System	Minimum Version
iOS	iOS version 10 and above
Android	Android 6.0 (Lollipop) version and above

- Update your operating system to the latest version for improved security of your mobile device.
- For verification purposes, you must have a mobile number registered with Hong Leong Bank (Cambodia) Plc to receive a SMS OTP.

22. How to activate the user in the Hong Leong ConnectFirst - eToken App?

Step 1: Download and Install “Hong Leong ConnectFirst” eToken App.

Step 2: Fill in your registered Company ID, User ID and Password and Press “**Activate**”

Step 3: Enter the SMS OTP which has been sent to your registered mobile number, click “**Proceed**”

Step 4: Register your preferred eToken Security PIN and click “**Proceed**”

Step 5: Register your preferred Authentication method (Face Recognition / Security PIN)

Step 6: You're done!

23. How to use the eToken?

Refer to User Guide (Click [here](#))

24. Is eToken secure?

Yes, the technology used for eToken has been thoroughly tested. For added security, the eToken is protected by Face Recognition or a 6-digit PIN on devices. eToken is also restricted to only one device at a time. This means that if you are unable to simply install on another device until the original device has been deactivated.

While eToken is secure, as a good security practice please make sure that you do not disclose your login credentials to others.

25. What if I forget my PIN for my eToken?

On HLB ConnectFirst - eToken App, tap on Security & Devices > Reset PIN.

Alternatively, contact system administrator or ConnectFirst team to deactivate the eToken. Uninstall and re-install Hong Leong ConnectFirst - eToken App.

26. How to register for Face Recognition?

You can register Face Recognition when performing First Time Activation on HLB ConnectFirst – eToken App.

27. How safe is Face Recognition?

We are using our proprietary software to register and scan your face. The Face Recognition is validated at Hong Leong Bank's servers to ensure you are the right person to log in and authorize/reject the transactions.

28. Can I log in using Fingerprint Recognition?

No. You are not allowed to use Fingerprint to login. There are only 3 available options for you to login as below:

User Type	Login Authentication
eToken User	<ul style="list-style-type: none"> • Password • eToken Security PIN (6-digit) • Face Recognition

29. What should I do if I lose my phone?

If you lose your phone, as a precaution you should deactivate the existing HLB ConnectFirst – eToken App. This is done by informing to Hong Leong Bank (Cambodia) Plc or system administrator. Your previous eToken will automatically be deactivated.

You can now only use eToken on the new device.

Rest assured that your HLB ConnectFirst account is still fully secured as your HLB ConnectFirst - eToken is secured by a PIN/Face Recognition.

Please contact our Contact Centre if you require any further assistance from Monday to Sunday from 7:00AM to 10:00 PM (inclusive Public Holidays)

Telephone No.: +855 23 999 711

Email Address: ConnectFirst@hlbkh.hongleong.com

30. Can I register my user credential on multiple devices?

Sorry. HLB ConnectFirst – eToken App can only be activated on only one device at any time.

31. What do I do when I have a new device?

Deactivate your eToken in your previous device by accessing to Security & Devices > Deactivate Device. Install HLB ConnectFirst - eToken App in your new device. Log in with your credentials in your new device and provide the SMS OTP to activate the user. Alternatively, refer to Q22.

32. What are the steps to be taken if any of my staff enrolled in HLB ConnectFirst resigns?

His/her User ID access should be terminated. You can request the System Administrator or bank to delete the user.

You should also ensure that your employee does the following: -

- Delete the Hong Leong ConnectFirst – eToken App in their device.
- Ensure that the employee no longer has access to both the registered email, mobile number and mobile device to prevent re-installation