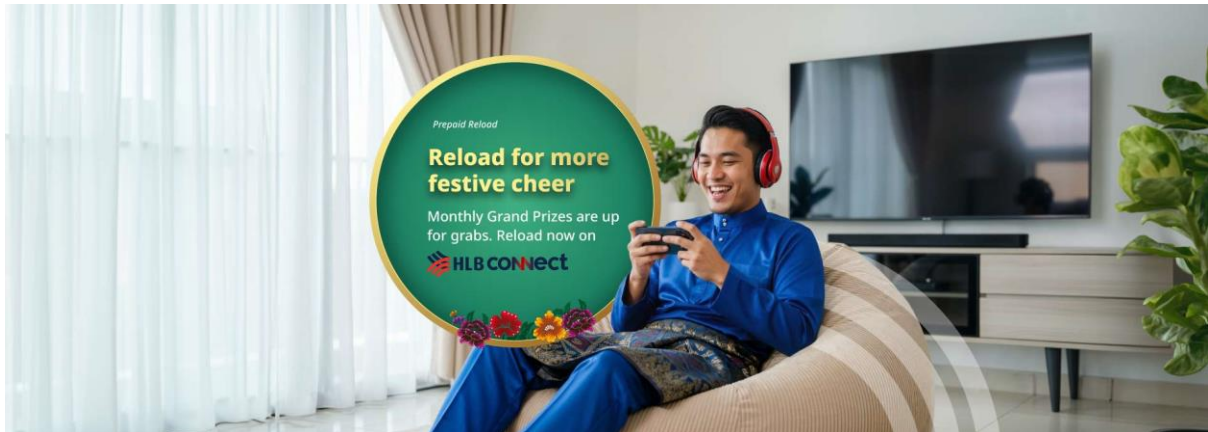


FREQUENTLY ASKED QUESTIONS: HLB Connect Prepaid Reload Promotion 2026

HLB Promo Page Link: <https://www.hlb.com.my/connectreload>

T&C Link: <https://www.hlb.com.my/content/dam/hlb/my/images/Promotions/2026/ct-prepaid-reload-promotion/hlb-connect-prepaid-reload-promo-2026-tnc-en.pdf>



1. What is the Promotion Period?

The Promotion period is from **6 March – 5 June 2026** whereby the Promotion Months will be split into 3 periods:

- **Month 1:** 6 March – 5 April 2026
- **Month 2:** 6 April – 5 May 2026
- **Month 3:** 6 May – 5 June 2026

2. How do I participate in this Promotion?

To participate in the promotion, customers are required to perform a Prepaid Reload transaction (**min. RM10**) on HLB Connect Online or HLB Connect App.

3. Who is eligible to participate in this Promotion?

All HLB Connect users with CASA/CASA-i are eligible to participate in the promotion.

4. What are the Rewards for this Promotion?

The following are rewards for this promotion

Monthly Prizes	Promotion Period	Winner Selection Criteria	Total Allocation
<ul style="list-style-type: none"> • Month 1: OPPO Find X9 Pro 	Month 1: 6 Mar '26 – 5 Apr '26	<ul style="list-style-type: none"> • Two (2) winners who have performed the highest Prepaid Reload transaction counts will win. 	2 Winners
<ul style="list-style-type: none"> • Month 2: ROG Strix G16 (2025) G614 	Month 2: 5 Apr '26 – 5 May '26	<ul style="list-style-type: none"> • Winners will be selected from a pool of new and existing 	2 Winners

<ul style="list-style-type: none">• Month 3: Canon EOS R10	Month 3: 6 May '26 – 5 June '26	Prepaid Reload users. <ul style="list-style-type: none">• Eligible customers are only able to win once throughout the Campaign Period.	2 Winners
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5. When will the Winners be selected and how do I know if I'm one of the Winners?

The winners will be selected after the end of the promotion period and the winner's listing will be published on the promotion website (<https://www.hlb.com.my/connectreload>) **by 28 July 2026**.

The winners will be contacted via HLB Connect App Push notification **by 3 August 2026** whereby they will have to fill up a form on the corporate website with details of their home/work address.

6. Can Eligible customers win in more than 1 HLB Connect Promotions?

No, Prize winners who have won prizes in the following HLB Connect promotions will not be eligible to win the Monthly Prizes in this Promotion.

- HLB Connect Chinese New Year Promotion 2026
- HLB Connect Ramadan & Raya Promotion 2026

7. Are HLB Staff eligible to win Prizes?

Permanent, contract and/or temporary staff or employees of PFS Digital Department of the Bank who are directly involved in this promotion are not eligible to win Prizes.

Last Updated: 2 March 2026