HongLeong Bank

MERCHANT
insider
by HLB

MERCHANT GUIDE

✓ DO'S

- ✓ Ensure terminal positioning is visible to the cardholders.
- ✓ The position and wire length of the terminal is sufficient for cardholder to reach the keypad.
- ✓ Display MyDebit, PIN & PAY, Visa and Mastercard decals at the cashier counter/entrance.
- ✓ For POS terminal with 'Tipping' feature, ensure the intended tipping amount is correct before the cardholder enters their PIN.

✗ DON'TS

- ✗ Perform surcharging for debit/credit card transactions.
- ✗ Impose minimum amount for debit/credit card transactions.
- ✗ Perform double swiping of debit/credit card.

Chat with our Artificial Intelligence Advisor on our website for any basic merchant related matters.

Contact us ►