

# INTERNET BANKING

## A STEP-BY-STEP GUIDE



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## Call Centre Contact Details

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Phone: 132001  
Mobile: 9991837

*For Overseas users please dial (+679) 3316555  
Call Centre Business Hours: 8.00am to 5.00pm Monday to Friday  
(excluding Public Holidays).*



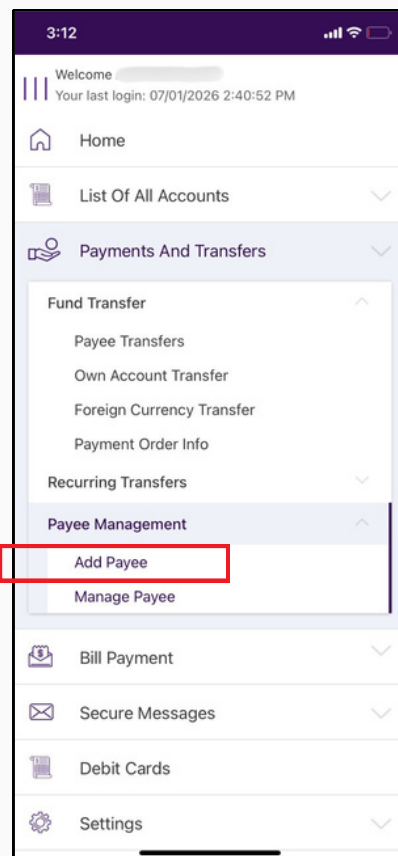
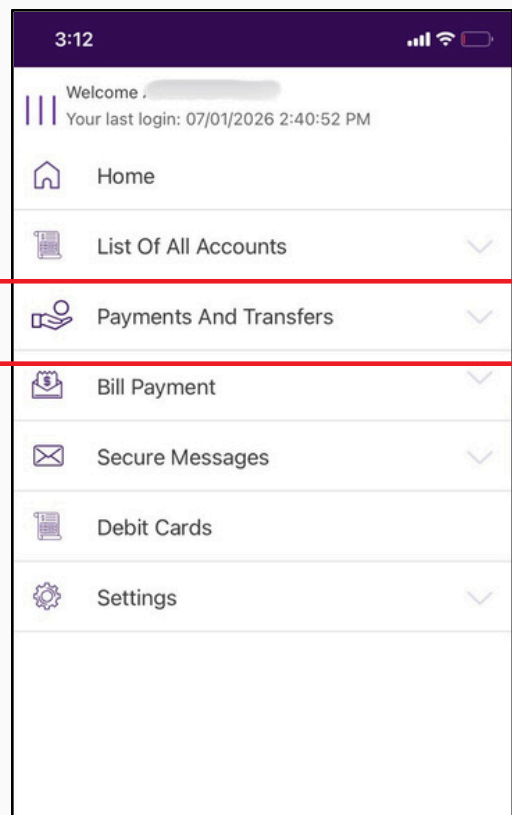
# Setting Up a New Payee

## Step 1

Log into your account and click on the side panel  
Select ***Payments and Transfers***

## Step 2

Click on Payee Management and under that,  
click ***Add Payee***



## Step 3

Select the type of Account (whether HFC or External or Foreign Currency)

## Step 4

Enter in the fields and click ***Proceed***

The image displays two screenshots of a mobile application interface for adding a new payee.

**Left Screenshot:** The screen is titled "Add Payee". It features three radio button options for account type: "HFC Bank Payee" (selected and highlighted with a red box), "External Bank Payee", and "Foreign Currency Payee". Below these are input fields for "Account Number", "Confirm Account Number", "Payee NickName", "Payee Name", "Threshold Amount Per Transaction (Optional) FJD", and "Email (Optional)".

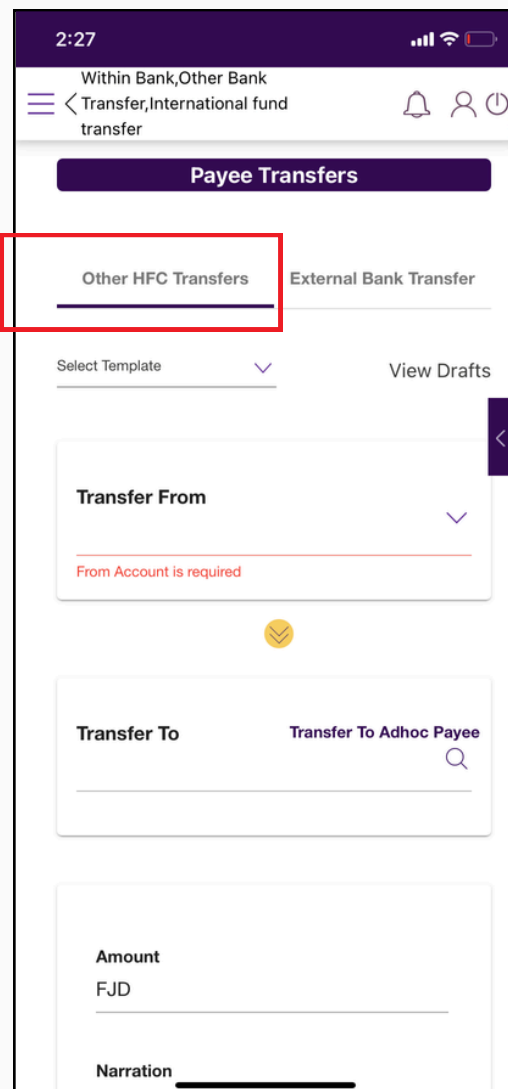
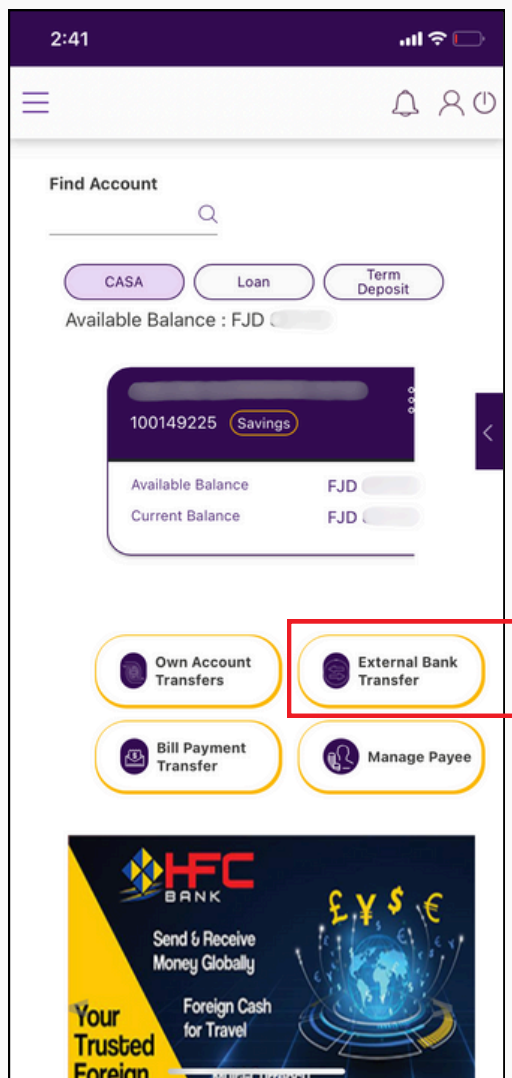
**Right Screenshot:** This screen shows the continuation of the form. It includes input fields for "Payee NickName", "Payee Name", "Institution" (with a dropdown arrow), "Threshold Amount Per Transaction (Optional) FJD", "Email (Optional)", and "Mobile (Optional)". At the bottom, there are two buttons: "Clear" and "Proceed" (highlighted with a red box).



## Step 1

Log into your account and select **External Bank Transfer**

Select **Other HFC Transfers** and select your account.



## Step 2

Click ***Transfer from*** and select your account. Then click ***Transfer to*** and select your payee from the list

## Step 3

Click ***Amount*** and enter amount and enter narration.

The screenshot shows a mobile application interface for 'Payee Transfers'. At the top, there's a status bar with the time '2:27' and signal indicators. Below that, a header bar contains the text 'Within Bank, Other Bank' and a back arrow. The main title is 'Payee Transfers'. Below the title, there are two tabs: 'Other HFC Transfers' (selected) and 'External Bank Transfer'. Under the 'Other HFC Transfers' tab, there's a 'Select Template' dropdown menu and a 'View Drafts' link. The 'Transfer From' section has a dropdown menu with a red error message 'From Account is required'. Below this is a yellow downward arrow icon. The 'Transfer To' section has a dropdown menu with a search icon and the text 'Transfer To Adhoc Payee'. At the bottom, there are two input fields: 'Amount' with the value 'FJD' and 'Narration'.

## Step 4

Select when to pay. Once selected, enter your preferred Transfer Date.

## Step 5

Recheck and confirm your details. Once done, click on Proceed.

3:12

Within Bank, Other Bank

< Transfer, International fund transfer

Amount

FJD

Narration

When To Pay

☒ Now ☐ Once On

☐ Recurring

Transfer Date

07/01/2026

Save As Draft

Clear

Proceed

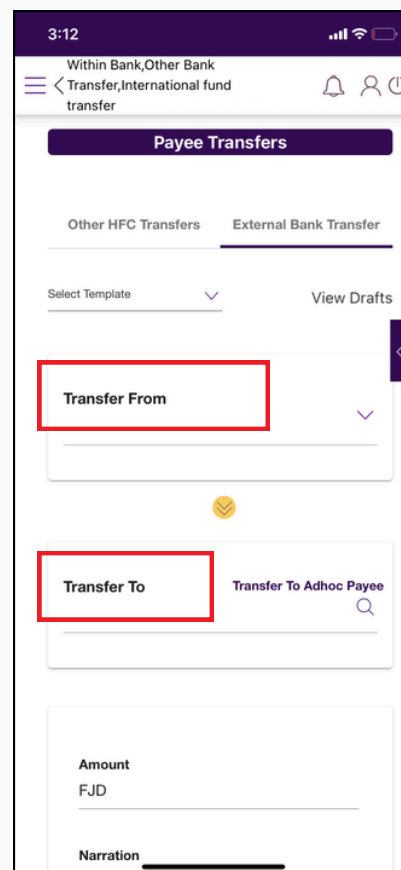
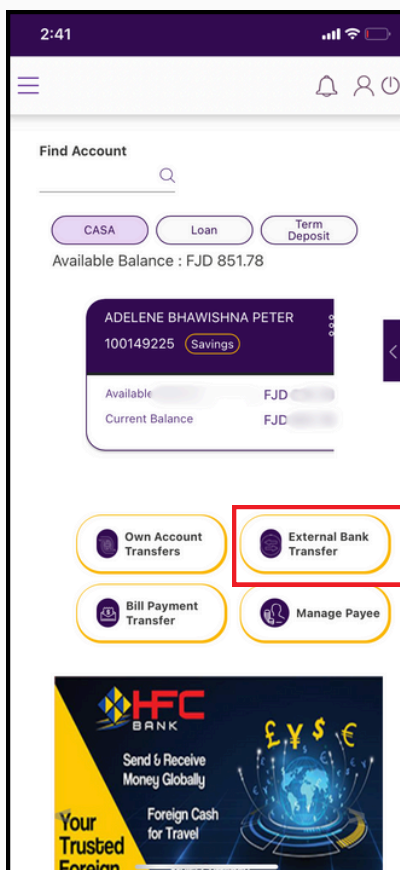
## Step 1

Log into your account and select **External Bank Transfer**

Select **External Bank Transfer** and select your account under **Transfer From**.

## Step 2

Click **Transfer to** and select your payee from the list





## Step 3

Click **Amount** and enter amount and enter narration.

## Step 4

Select when to pay. Once selected, enter your preferred Transfer Date.

## Step 5

Recheck and confirm your details. Once done, click on Proceed.

The screenshot shows the 'Within Bank, Other Bank' transfer screen. At the top, there's a title bar with the time 3:12 and status icons. Below the title bar, the screen is titled 'Transfer, International fund transfer'. The main form area contains several sections: a search bar, an 'Amount' section with a text input field containing 'FJD', a 'Narration' section with a text input field, a 'When To Pay' section with three radio button options: 'Now' (selected), 'Once On', and 'Recurring', and a 'Transfer Date' section with a date input field showing '07/01/2026'. At the bottom of the form, there are three buttons: 'Save As Draft' (light blue), 'Clear' (light blue), and 'Proceed' (dark blue).

## Step 1

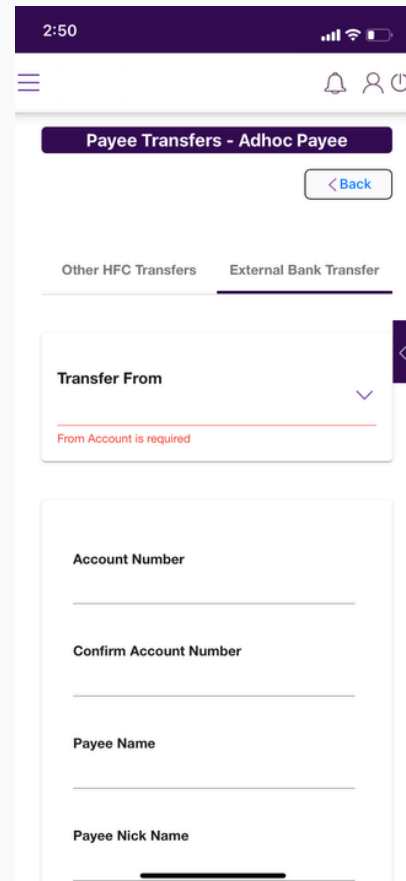
Log into your account and click on External Bank Transfer

Click Transfer From and select your account.  
Next, click ***Transfer to Ad Hoc Payee***

The screenshot shows a mobile application interface for "Payee Transfers". At the top, there's a status bar with the time 2:27 and signal indicators. Below it, a header bar contains the text "Within Bank, Other Bank" and "Transfer, International fund transfer". The main content area has a tabbed interface with "Other HFC Transfers" and "External Bank Transfer". Under "External Bank Transfer", there's a "Select Template" dropdown and a "View Drafts" link. The "Transfer From" section has a dropdown menu with a red error message "From Account is required". Below this is a yellow double-checkmark icon. The "Transfer To" section has a dropdown menu with the option "Transfer To Adhoc Payee" and a search icon. At the bottom, there are input fields for "Amount" (with "FJD" as a placeholder), "Narration", and a "Narration" label.

## Step 2

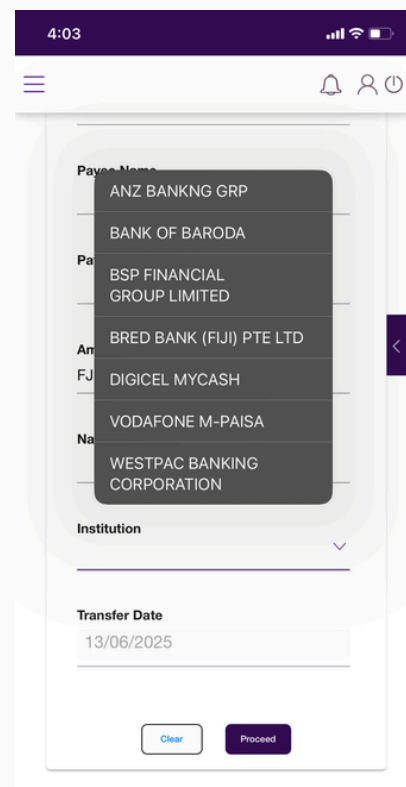
Select your account, then under *Account Number*, enter the respective phone number and continue to add the remaining details.



## Step 3

Under *Institution*, click the drop down button and select your choice.

Recheck the details then click *Proceed*.

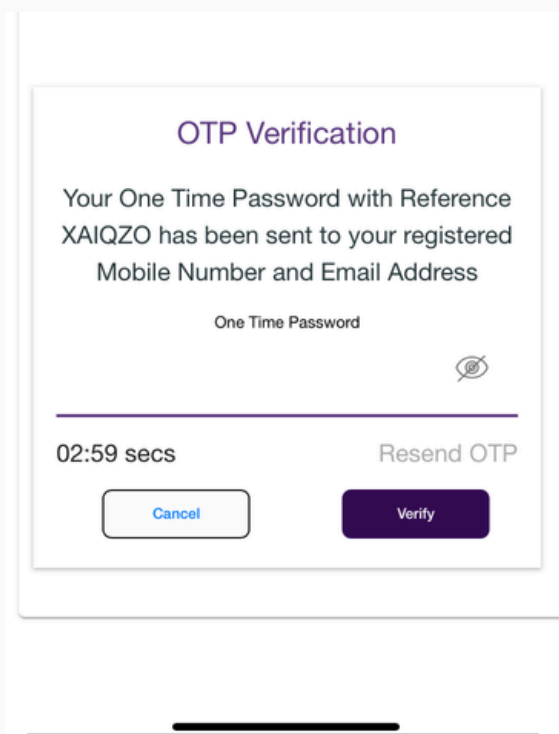


## Step 4

Enter the OTP Reference and  
click *Verify*.

*Check your balance for the deduction.*

*If you face issues, please call us on **132001** or  
email **[customercare@hfc.com.fj](mailto:customercare@hfc.com.fj)***



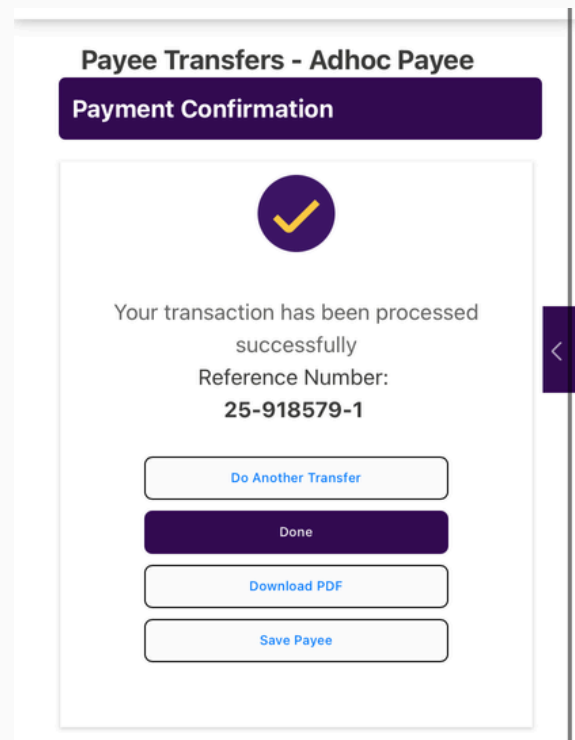
OTP Verification

Your One Time Password with Reference XAIQZO has been sent to your registered Mobile Number and Email Address

One Time Password

02:59 secs Resend OTP

Cancel Verify



Payee Transfers - Adhoc Payee

Payment Confirmation

✓

Your transaction has been processed successfully

Reference Number:  
**25-918579-1**

Do Another Transfer

Done

Download PDF

Save Payee

**Zero Collateral.**  
**Zero Hassle.**  
Let Your Adventures **Begin**

**UNSECURED PERSONAL LOAN**

**[Click Here to Learn More](#)**





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