



# INTERNET BANKING

## A STEP-BY-STEP GUIDE



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## Call Centre Contact Details

Email: [customercare@hfc.com.fj](mailto:customercare@hfc.com.fj)  
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

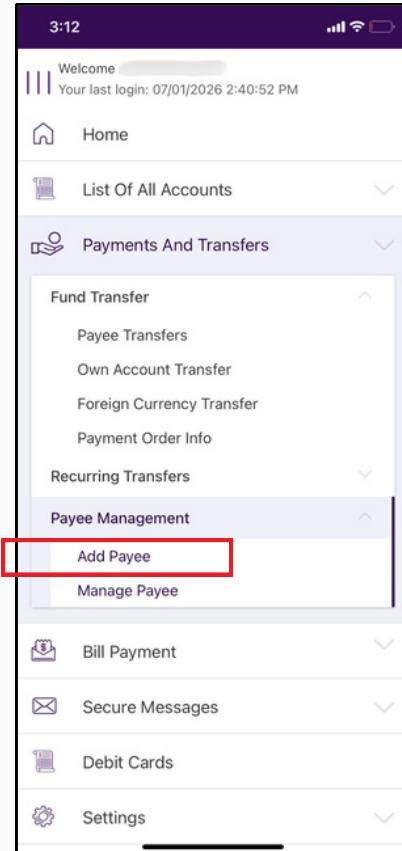
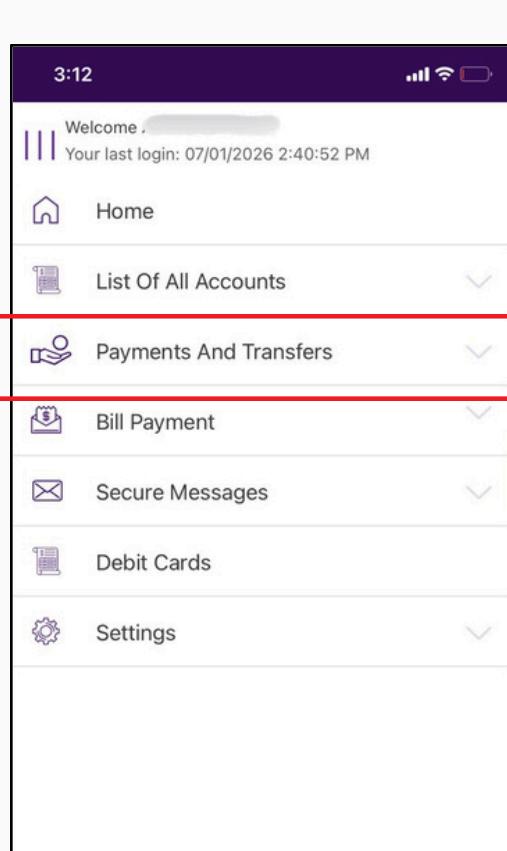
## Step 1

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**



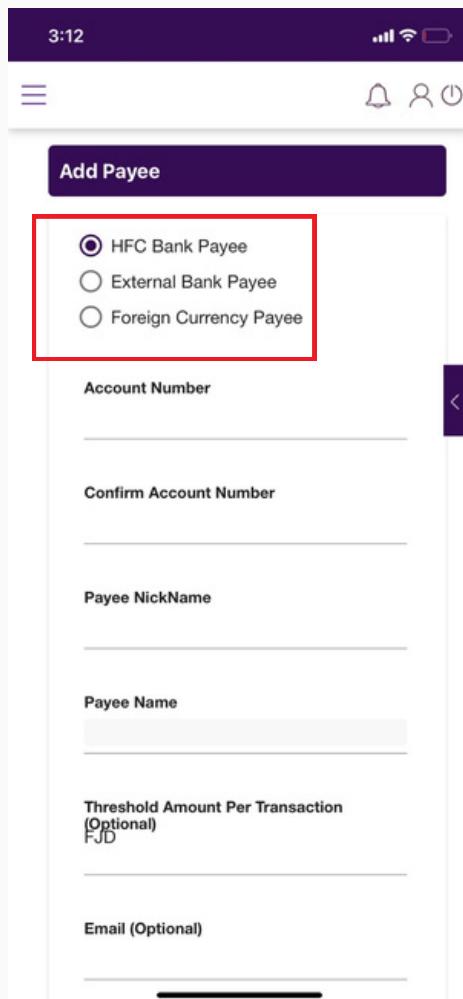
# Setting Up a New Payee

## Step 3

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

## Step 4

Enter in the fields and click **Proceed**



3:12

Add Payee

HFC Bank Payee

External Bank Payee

Foreign Currency Payee

Account Number

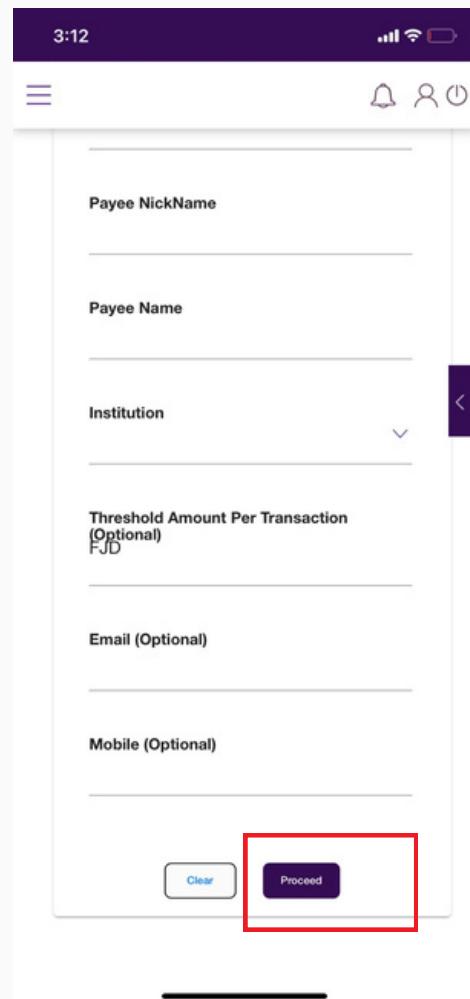
Confirm Account Number

Payee NickName

Payee Name

Threshold Amount Per Transaction (Optional)  
FJD

Email (Optional)



3:12

Payee NickName

Payee Name

Institution

Threshold Amount Per Transaction (Optional)  
FJD

Email (Optional)

Mobile (Optional)

Clear

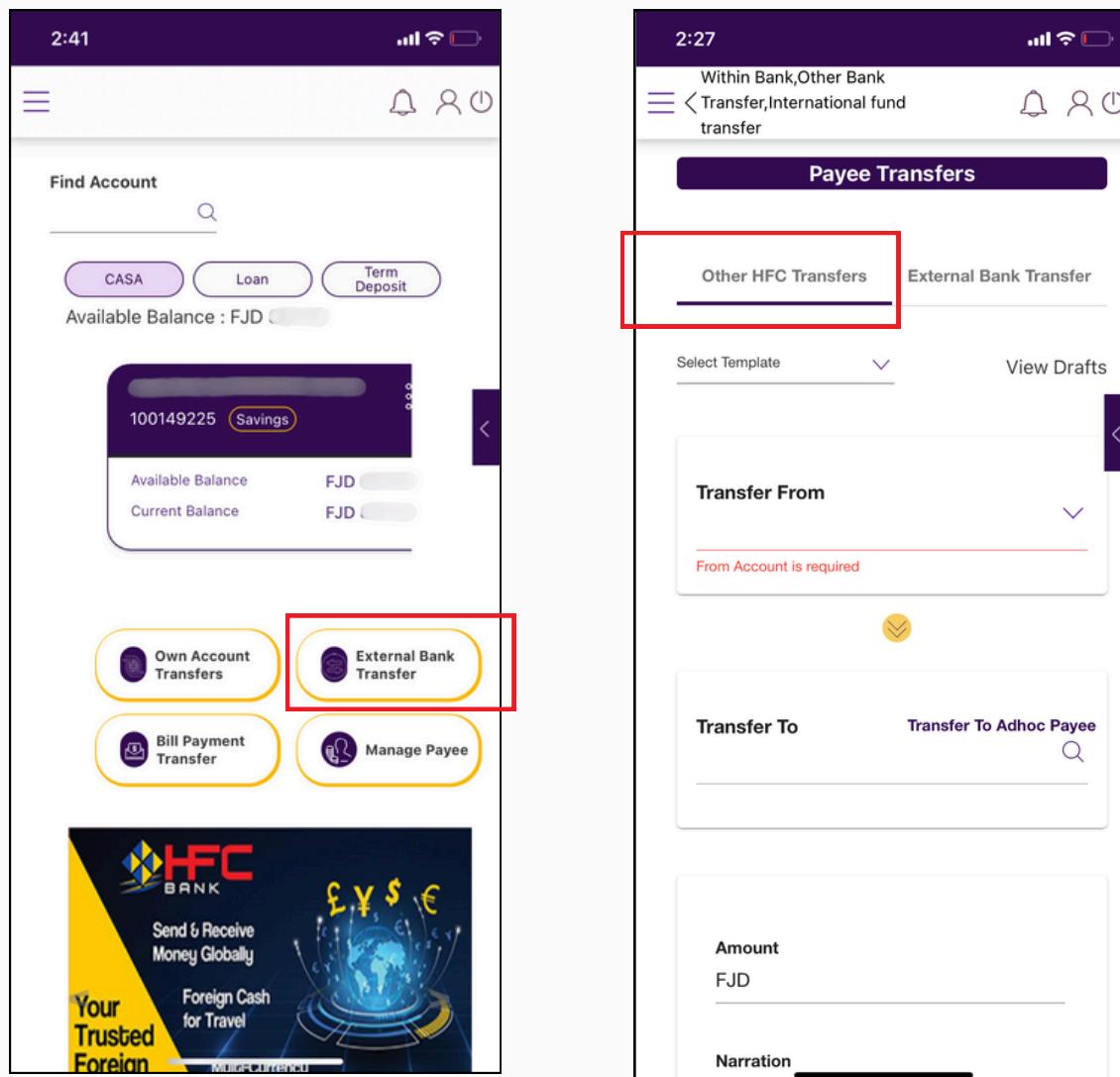
Proceed

# HFC to HFC Account Transfers

## Step 1

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

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

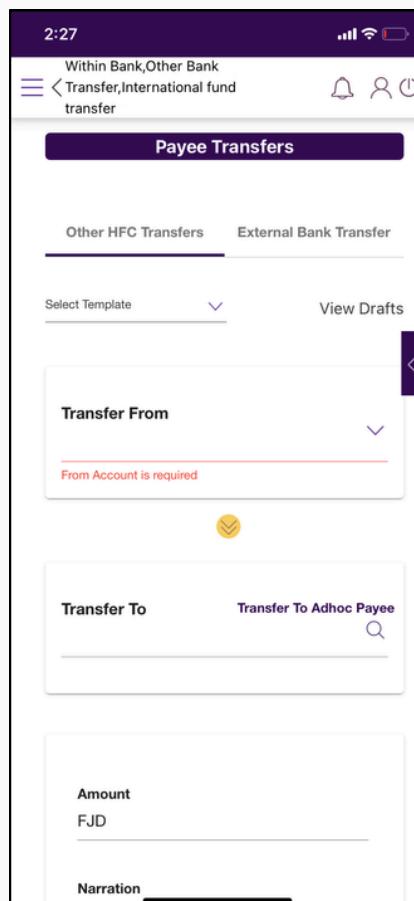


## Step 2

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.

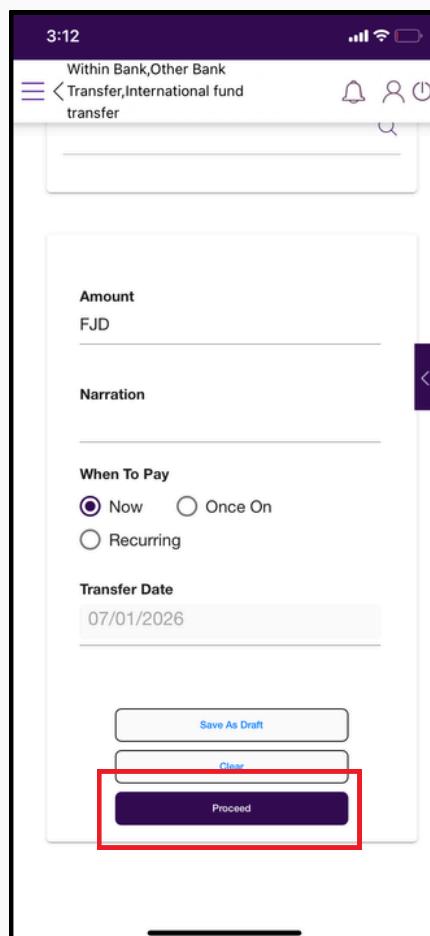


## Step 4

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

## Step 5

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



# HFC to other Bank Account Transfers

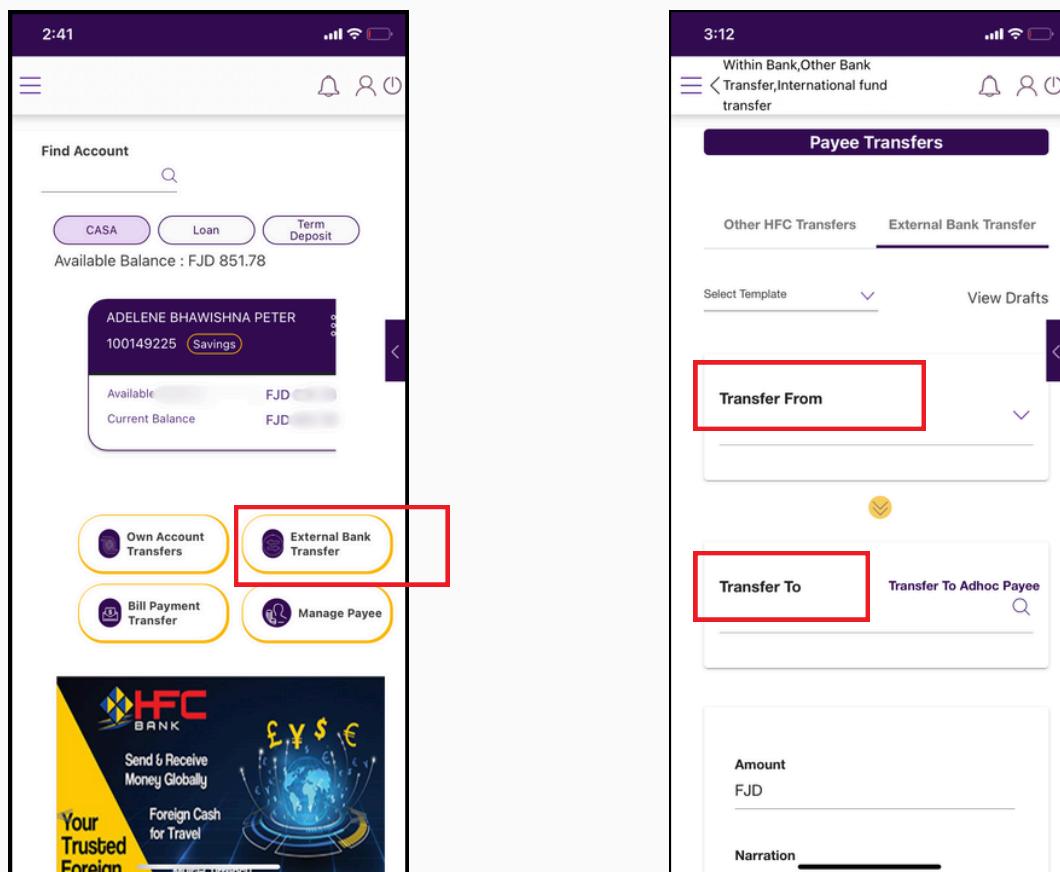
## Step 1

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

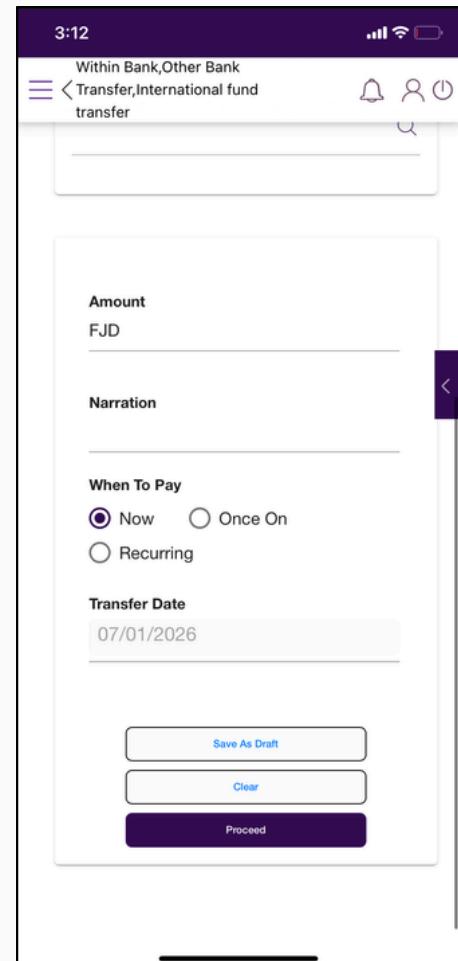
Click **Amount** and enter amount and enter narration.

## Step 4

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

## Step 5

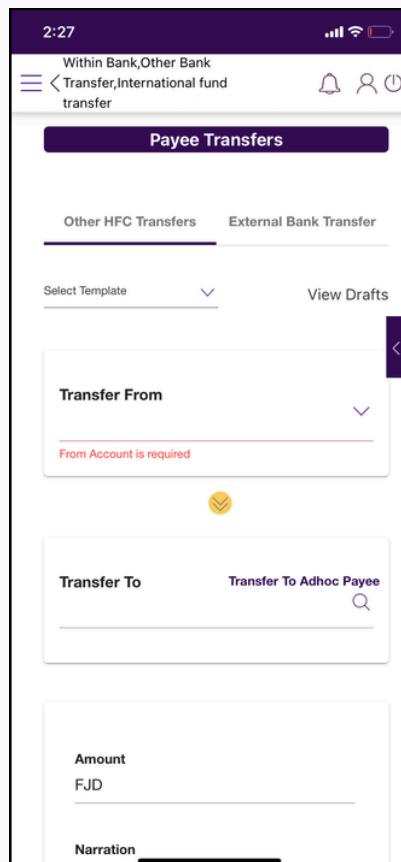
Recheck and confirm your details. Once done, click on Proceed.



## Step 1

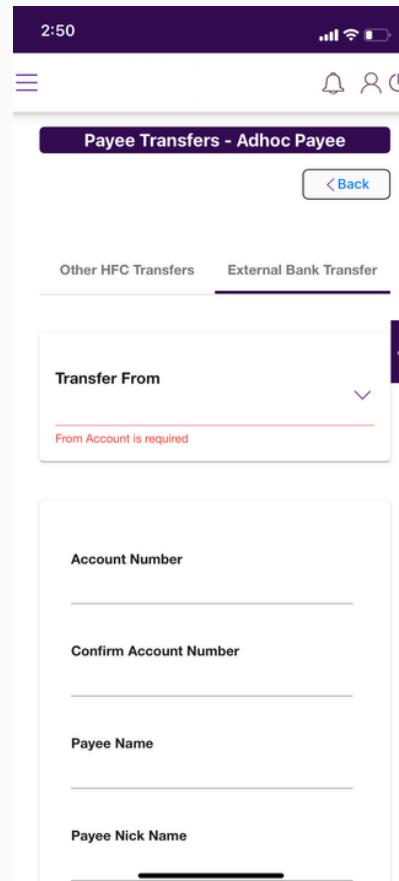
Log into your account and click on External Bank Transfer

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



## Step 2

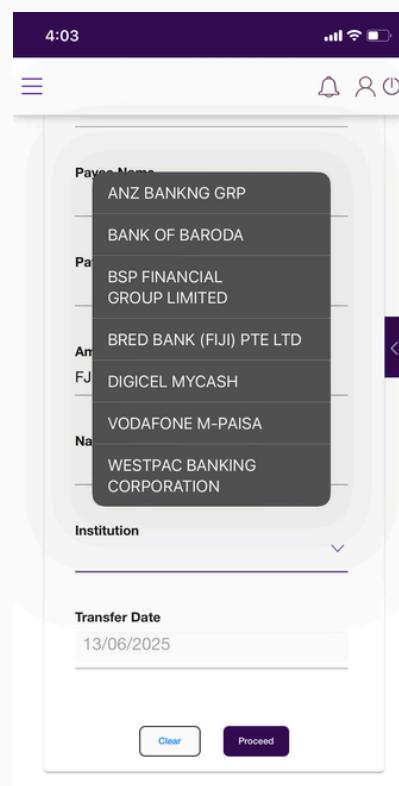
Select your account, then under *Account Number*, enter the respective phone number and continue to add the remaining details.



## 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***

**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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