

The following bank fees are applicable when using Internet and Mobile Banking services.

Fee Description	Amount (\$ FJD)	Frequency
Balance Enquiry	Free	-
Statement Printing	Free	Every 6 months
	\$5.00 per official reprint	
	\$3.00 per page (over the counter)	
SMS One Time Password	\$0.30 per SMS OTP	Monthly
Internal Transfer Fee	HFC Bank to HFC Bank: \$0.40 per transaction	Monthly
Redraw Fee	\$20.00 per redraw (Maximum limit is \$2,000.00 per redraw per day)	Monthly
Future Payment Fee	Current electronic fees apply: (HFC Bank to HFC Bank transfers \$0.40)	Monthly
Stop Payment Fee	\$6.00 per cheque leaf	Immediately
Special Answer Fee	Cheques drawn on HFC Bank: \$10 per cheque	
	Cheques drawn on other banks: \$25 per cheque	

**FOR PAYMENT CONFIRMATION PLEASE CONTACT:**

**HFC Bank's Call Centre on:**  
Toll Free: +679 132001  
Mobile No: +679 9991837

**FRCS Representatives on:**  
Mr. Osea Dakai: 9877813  
Mr. Josevata Qalubau: 9249962

*This product brochure must be read in conjunction with HFC Bank's Disclosure of Fees and Charges Brochures for other applicable fees. The fees, charges and interest rates are subject to change. In such cases, 30 days prior notice would be given for any changes. For general terms and conditions, please consult a HFC Bank Business/Personal Finance Executive.*

**HFC Bank's Online Payment Solution**

**Drua Pay**

Spend more time on business & less time on salary & vendor payments.

**YOUR COMPLETE BANKING SOLUTION!**

- EVERYDAY RETAIL BANKING
- BUSINESS / COMMERCIAL LENDING
- PERSONAL LENDING
- FOREIGN CURRENCY EXCHANGE
- INTERNATIONAL TTS & DRAFTS
- DEPOSIT PRODUCTS
- INSURANCE PRODUCTS



**HEAD OFFICE**

HFC Centre  
371 Victoria Parade, Suva  
PO Box 161, Suva  
Phone: 3316555  
Fax: 3304171  
Mobile short code: 5500

**SUVA**

Ground Floor, HFC Centre  
371 Victoria Parade, Suva  
PO Box 161, Suva  
Phone: 3316555  
Fax: 3316377  
Mobile short code: 5500

**LAUTOKA**

163 Vitogo Parade  
PO Box 3984, Lautoka  
Phone: 6663366  
Fax: 6662004  
Mobile short code: 5501

**NADI**

Queens Road, Namaka  
PO Box 9449, Nadi Airport  
Phone: 6721257  
Fax: 6721258  
Mobile short code: 5502

**LABASA**

Main Street  
PO Box 3120, Labasa  
Phone: 8814188  
Fax: 8814377  
Mobile short code: 5503

**NAKASI**

Rups Mega Complex, Nakasi  
PO Box 8207, Nakasi  
Phone: 3410055  
Fax: 3410056  
Mobile short code: 5504

**GANILAU HOUSE**

Ganilau Building, Scott Street, Suva  
PO Box 161, Suva  
Phone: 3316246  
Fax: 3304612  
Mobile short code: 5515



100% LOCALLY OWNED



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**Real Time Customs Clearance**

info@hfc.com.fj

www.hfc.com.fj

# Instant Customs Clearance payments through HFC Bank's Internet Banking!

Fiji Revenue & Customs Service (FRCS) in partnership with HFC Bank offers you a convenient method of paying for the release of your goods. Through HFC Bank's Internet Banking Service, your customs payments can be made instantly.



CONVENIENT

QUICK

INSTANT

24/7

The following information is a detailed guide on how to make your payments.

## IMPORTERS' GUIDE TO REAL TIME CUSTOMS CLEARANCE PAYMENT OPTIONS

This Guide provides information to Importers on how deposits can be made to a FRCS nominated HFC Bank account. *(Please contact FRCS for HFC Bank Account details)*

### INTERNET BANKING PAYMENT

**INSTANT** customs clearance payments through HFC Bank's Internet Banking from the comfort of your office or home!

Importers who maintain an operating account with HFC Bank may:

- Register for HFC Bank's Internet Banking facility (if currently not registered)
- Log on to HFC Bank's website [www.hfc.com.fj](http://www.hfc.com.fj):  
<https://ibs.hfc.com.fj/mvphfc/default.aspx>
- The url link shown above on the login page will confirm that you have logged onto a genuine, secure website.
- Enter Member Login code and Password.
- Click on PAYMENT menu and select 'Transfer Money' option.
- Proceed to initiate a transfer of funds request from your HFC Bank account to FRCS's HFC Bank account number.
- BSB Number for HFC Bank is 129010.

It is compulsory to provide the following details:

- FRCS's nominated HFC Bank account number
- Amount of payment
- The narrative being the FRCS Customs Reference 16-digit number and the declarant TIN 9-digit number

*Example: SUVA2015C1234567 / 123456789*  
Customs Reference number      TIN number

- Submit the payment request and note the Confirmation Receipt.
- Immediately after that, the Importer must call the HFC Bank's Call Centre Staff to advice payment has been remitted successfully to FRCS's nominated HFC Bank account.

**HFC Bank's Call Centre Staff will send a confirmation to the FRCS Customs Team.**

### CASH OR CHEQUE PAYMENT

**Make customs clearance payments at any HFC Bank branch Fiji wide!**

Opening hours are Monday to Friday, 9.00am to 4.00pm except on gazetted public holidays.

Importers may call into the nearest HFC Bank to make a cash or cheque deposit into FRCS's nominated HFC Bank account.

It is compulsory to provide the following details on the Deposit Slip:

- FRCS account name
- FRCS account number
- Amount of payment
- The narrative being the FRCS Customs Reference 16-digit number and the declarant TIN 9-digit number

*Example: SUVA2015C1234567 / 123456789*  
Customs Reference number      TIN number

**HFC Bank's Call Centre Staff will send a confirmation to the FRCS Customs Team.**

**Note Cheque clearance timeframes:**

For Importers with HFC Bank Accounts - 2 Business Days.  
For Importers with Other Bank's Accounts - 5 Business Days.  
For immediate cheque clearance, a special answer may be obtained.