

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

Fee Description	Amount (\$ FJD)	Frequency
Balance Enquiry	Free	-
Statement Printing	Free	-
	\$5.00 per repeat statement	
	\$3.00 per page (over the counter)	
SMS One Time Password	\$0.30 per SMS OTP	Immediately
Internal Transfer Fee	HFC Bank to HFC Bank: \$0.50 per transaction	Immediately
Future Payment Fee	Current electronic fees apply: (HFC Bank to HFC Bank transfers \$0.50)	Immediately
Stop Payment Fee	\$15.00 per cheque leaf	Immediately
Special Answer Fee	Cheques drawn on HFC Bank: \$15 per cheque	Immediately
	Cheques drawn on other banks: \$15 per cheque	Immediately

YOUR COMPLETE BANKING SOLUTION!

EVERYDAY RETAIL BANKING
BUSINESS / COMMERCIAL LENDING
PERSONAL LENDING
FOREIGN CURRENCY EXCHANGE
INTERNATIONAL SERVICES
DEPOSIT PRODUCTS
INSURANCE PRODUCTS



HEAD OFFICE

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

SUVA

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

LAUTOKA

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

NADI

RB Patel Jetpoint
Complex, Martintar
PO Box 9949, Nadi Airport
Phone: 6721257
Mobile short code: 5502

LABASA

Damodar City,
PO Box 3120, Labasa
Phone: 8814188
Mobile short code: 5503

NAKASI

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

GANILAU HOUSE

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



Effective:
30th May 2025



Instagram
@hfcbankfiji



like us on
facebook.com/
hfc bank



Real Time Customs Clearance

HFC Bank's Online
Payment Solution

Smartpay

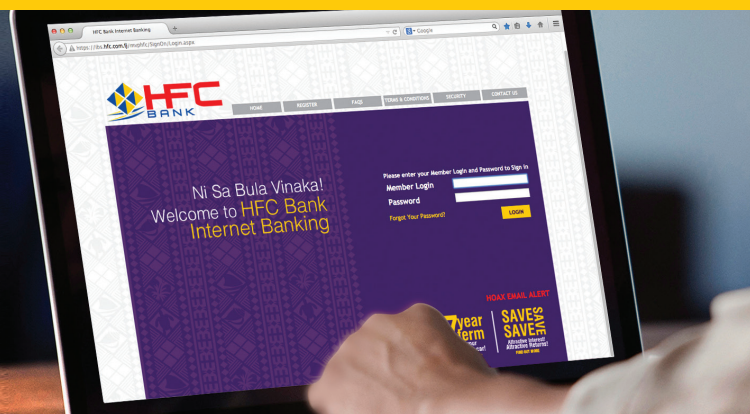
Spend more time on
business & less time on
salary & vendor payments.

Proud to be Fijian.

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:
- 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 advise 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.