

## ANNOUNCEMENT

### Introducing our new and refreshed RHB Online Banking and RHB Mobile Banking App

Dear Valued Customers,

To provide continuous improved online and mobile banking experience, we have migrated the following features to the new and refreshed RHB Online Banking:

#### RHB Internet Banking

- ◆ FPX Service
- ◆ Online Banking Registration
- ◆ Online Account Opening

#### RHB Mobile Banking

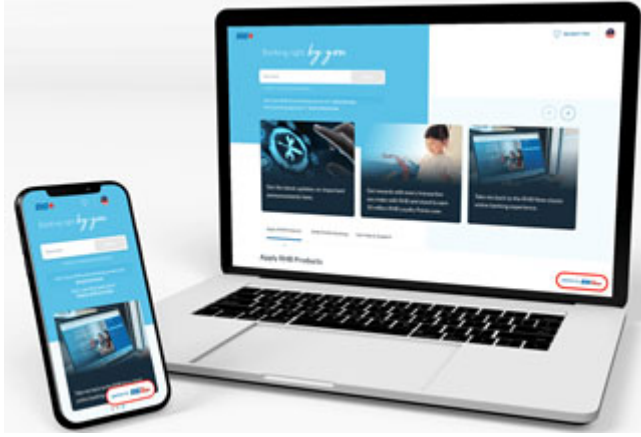
- ◆ Online Banking Registration
- ◆ Online Account Opening

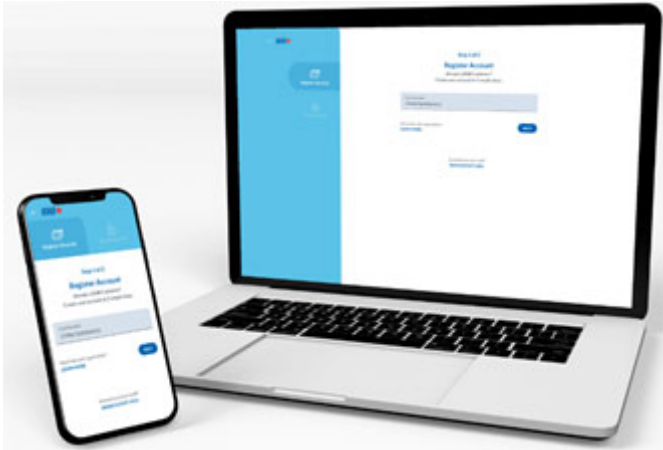
You will still be able to log in with your existing password and username on the new online banking website.

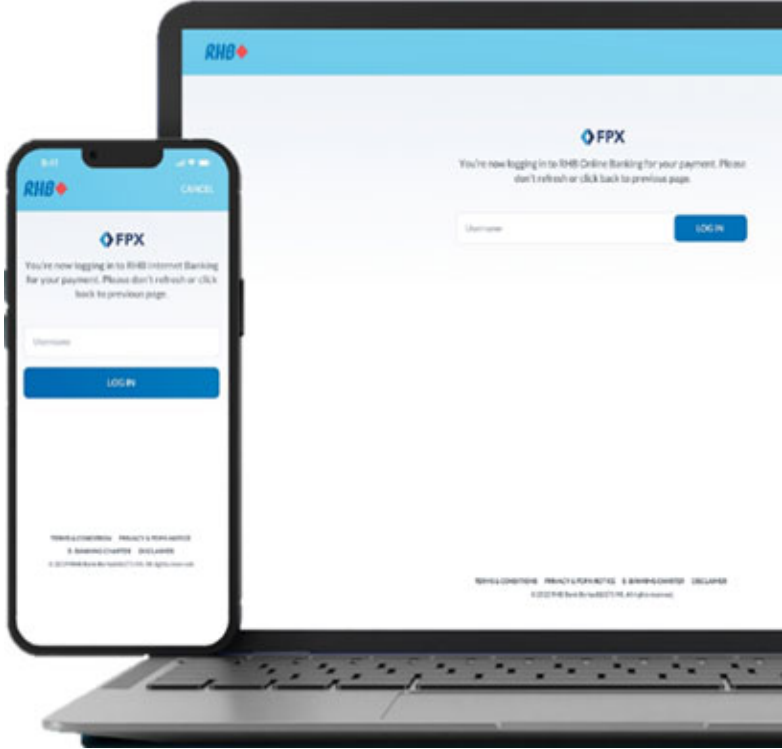
Visit RHB Online Banking or download the new RHB Mobile Banking App today to experience the new and refreshed look.


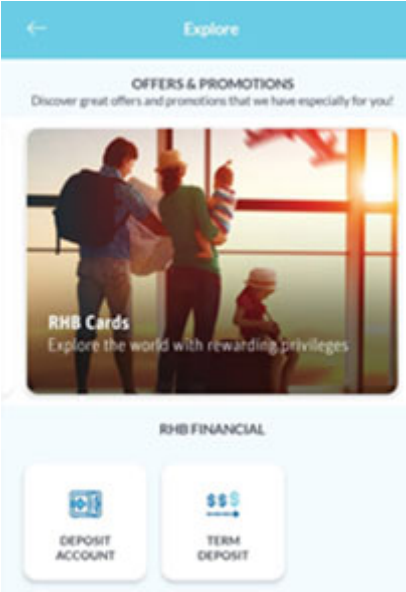
#### FREQUENTLY ASKED QUESTIONS (FAQs)

	Questions	Answer
1	What is the URL for the new RHB Online Banking?	<a href="https://onlinebanking.rhbgroup.com/my/">https://onlinebanking.rhbgroup.com/my/</a>

2	How does this change affect me?	You can still continue performing everyday online banking via the new RHB Online Banking. Your username, password and account information will remain the same.
3	Do I need to set up a new RHB Online Banking account for this?	No, you don't. If you're an existing RHB Mobile Banking App, RHB Internet Banking or RHB Now user , you can just log in to access your account on the new RHB Online Banking with the same login information that you've used previously.
	Will my RHB Now online banking details remain the same on the new RHB Online Banking?	Yes, your online banking and account details will remain the same.
4	Will my RHB Now online banking details remain the same on the new RHB Online Banking?	Yes, your online banking and account details will remain the same.
5	Can I still access RHB Now?	<p>Yes, there's an option to access RHB Now at the login page. Just click the button at the bottom right of the screen where it says 'SWITCH TO RHBNow'</p> 

<p>6</p>	<p>How do I register for a new RHB Online Banking (or RHB Mobile Banking) account?</p>	<p>You may register a new account by clicking the 'REGISTER NOW' link at the login page of the new RHB Online Banking.</p> 
<p>7</p>	<p>What is FPX service?</p>	<p>FPX is convenient and secure online payment solution that allows real-time debiting of customer's Internet banking account of multiple banks. It also allows immediate and direct crediting into merchant's account by banks.</p>

<p>8</p>	<p>What is the change for FPX service?</p>	<p>You will see the new login page and new layout for a more authentic and secure online payment experience. Your default payment limit for FPX will be set at MYR 5,000.</p> 
<p>9</p>	<p>Can you tell me more about the 'Online Account Opening' feature?</p>	<p>To make it more convenient for our customers, now you can apply for an RHB Current/i or Savings Account/-i online by submitting your application via the new RHB Mobile Banking App or RHB Online Banking from the comfort of your own home or anywhere you are.</p>

<p>10</p>	<p>How do I apply for an Online Current/i or Savings Account/i</p>	<p>You may apply for an Online Current/i or Saving Account/i by clicking “Deposit Account”</p> <p>On Desktop</p>  <p>On Mobile Device</p> 
<p>11</p>	<p>Eligibility to apply for an Online Current/i or Savings Account/-i</p>	<p>This service is offered to individuals who are 18 years old and above with a valid Identification Documents such as NRIC, MyPR &amp; Passport.</p>
<p>12</p>	<p>Who should I contact if I need help or have further questions about this?</p>	<p>Please contact our Customer Care Centre at 03-9206 8118, or e-mail us at <a href="mailto:customer.service@rhbgroup.com">customer.service@rhbgroup.com</a>.</p>