IMPORTANT NOTICE:

End of Support for iOS14 and below on RHB Mobile Banking App

Dear Valued Customers,

To continue to keep your online banking experience safe and secure, RHB Mobile Banking App will no longer support devices operating on iOS14 and below, effective **June 2024.**

You will not be able to access the RHB Mobile Banking App on your mobile device if your mobile Operating System (OS) is on iOS14 and below.

In such situation, you will still be able to login to RHB Online Banking via your browser. However, you will **not be able to perform any financial transactions**, as you would need access to the Mobile App to approve transactions via SecurePlus.

As such, please update your device to the latest OS to avoid any service interruption. No action is required if your device is already running on the latest OS.

FAQ

1. **Why is there a minimum phone OS requirement?**

   An outdated OS no longer receives security updates from Apple or Google, making your device more vulnerable to cyber-attacks and malwares. Your device will be at risk if the OS is not updated.

2. **What phone OS do I have to be on?**

   For Android users, you would need to be on Android 9 or newer OS.
   For iOS users, effective June 2024, you shall be on iOS 15 or newer OS.

3. **How do I check or update my phone OS?**

   You will need to go to 'Settings' on your mobile device and select 'About Device'. There should be an option for you to update your OS version.

4. **I'm unable to update my phone OS. What do I do?**

   You may need to check if your mobile device is compatible with the required OS version, or you may need to upgrade to a device compatible with the required OS version.

Together We Progress

Regards,
RHB Bank