

How to raise a Service Request

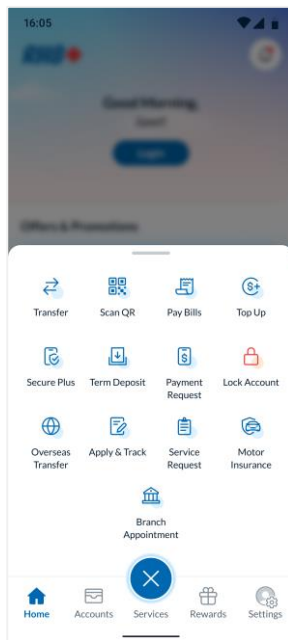
Minta bantuan dengan fungsi Service Request

Request for assistance easily with our self-service support system.

Minta bantuan dengan mudah dengan sistem sokongan layan diri kami.

Via RHB Mobile Banking App

Melalui RHB Mobile Banking App



Step 1

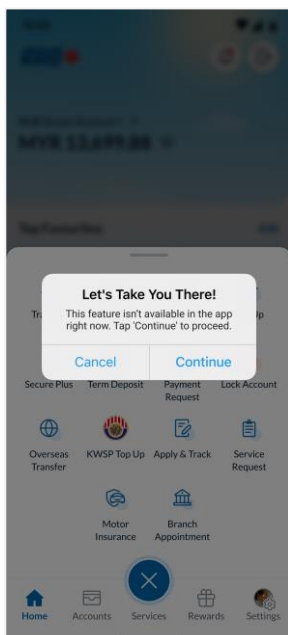
Launch the RHB Mobile Banking App and tap on 'Service Request' icon under 'Services' tab.

Langkah 1

Buka aplikasi RHB Mobile Banking dan tekan ikon 'Service Request' di bawah tab 'Services'.

Note: Skip to Step 3 if via RHB Online Banking

Nota: Pergi ke Langkah 3 jika melalui RHB Online Banking



Step 2

Tap 'Continue' to be navigated to the RHB Online Banking website.

Langkah 2

Tekan 'Continue' untuk ke laman web RHB Online Banking.

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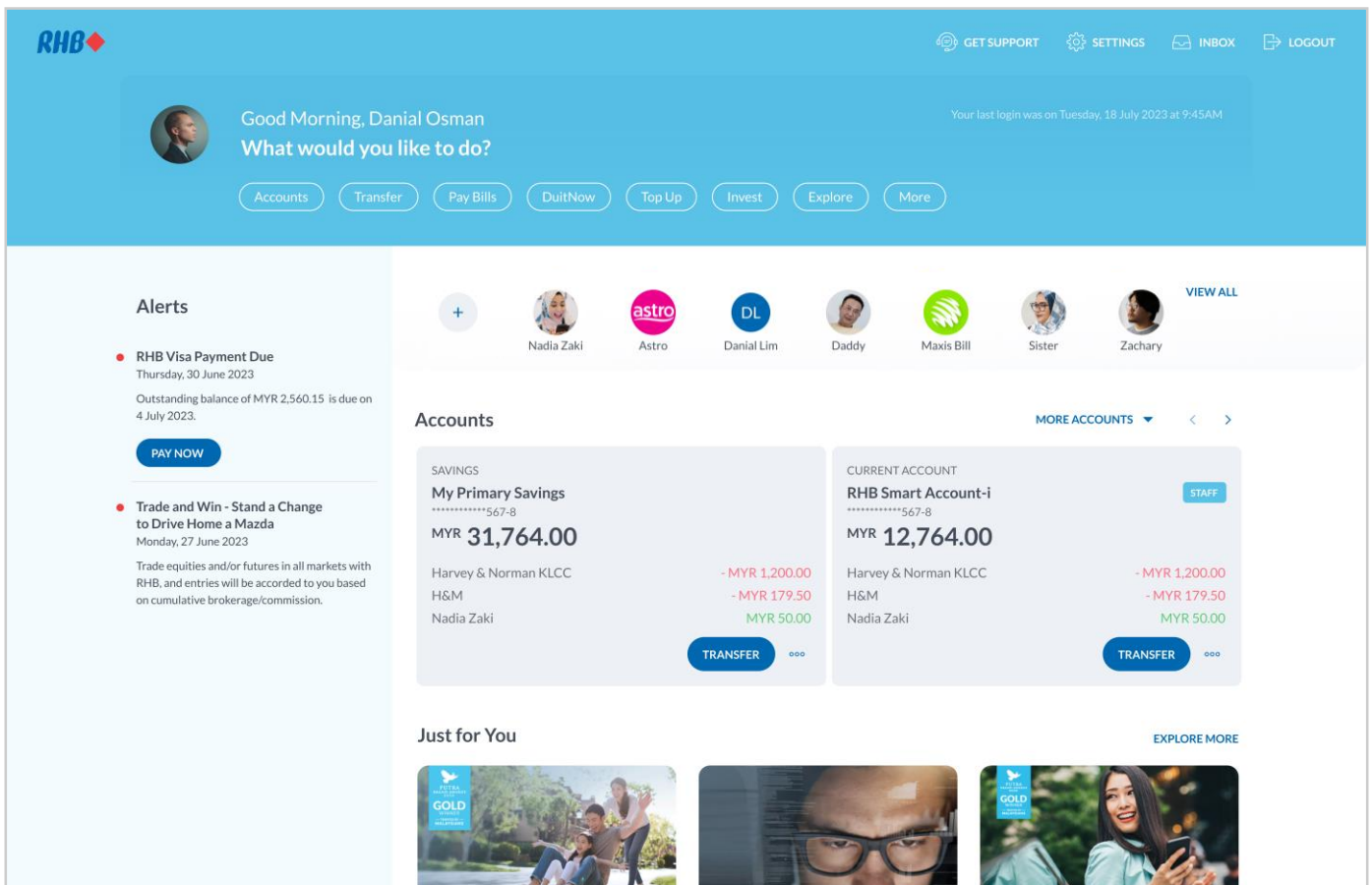
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Via RHB Online Banking

Melalui RHB Online Banking



The screenshot shows the RHB Online Banking dashboard. At the top, there is a navigation bar with the RHB logo, a user profile for Danial Osman, and utility links for GET SUPPORT, SETTINGS, INBOX, and LOGOUT. Below the navigation bar, there is a main menu with buttons for Accounts, Transfer, Pay Bills, DuitNow, Top Up, Invest, Explore, and More. The dashboard is divided into several sections: Alerts, Accounts, and Just for You. The Alerts section shows two notifications: 'RHB Visa Payment Due' and 'Trade and Win - Stand a Change to Drive Home a Mazda'. The Accounts section displays two account cards: 'My Primary Savings' and 'RHB Smart Account-i', both with a balance of MYR 31,764.00 and MYR 12,764.00 respectively. The Just for You section features three promotional banners for Gold services.

Step 3

Log in to RHB Online Banking and click 'Get Support' icon at the top right corner.

Langkah 3

Log masuk ke RHB Online Banking dan tekan ikon 'Get Support' di bahagian atas, pada sebelah kanan.

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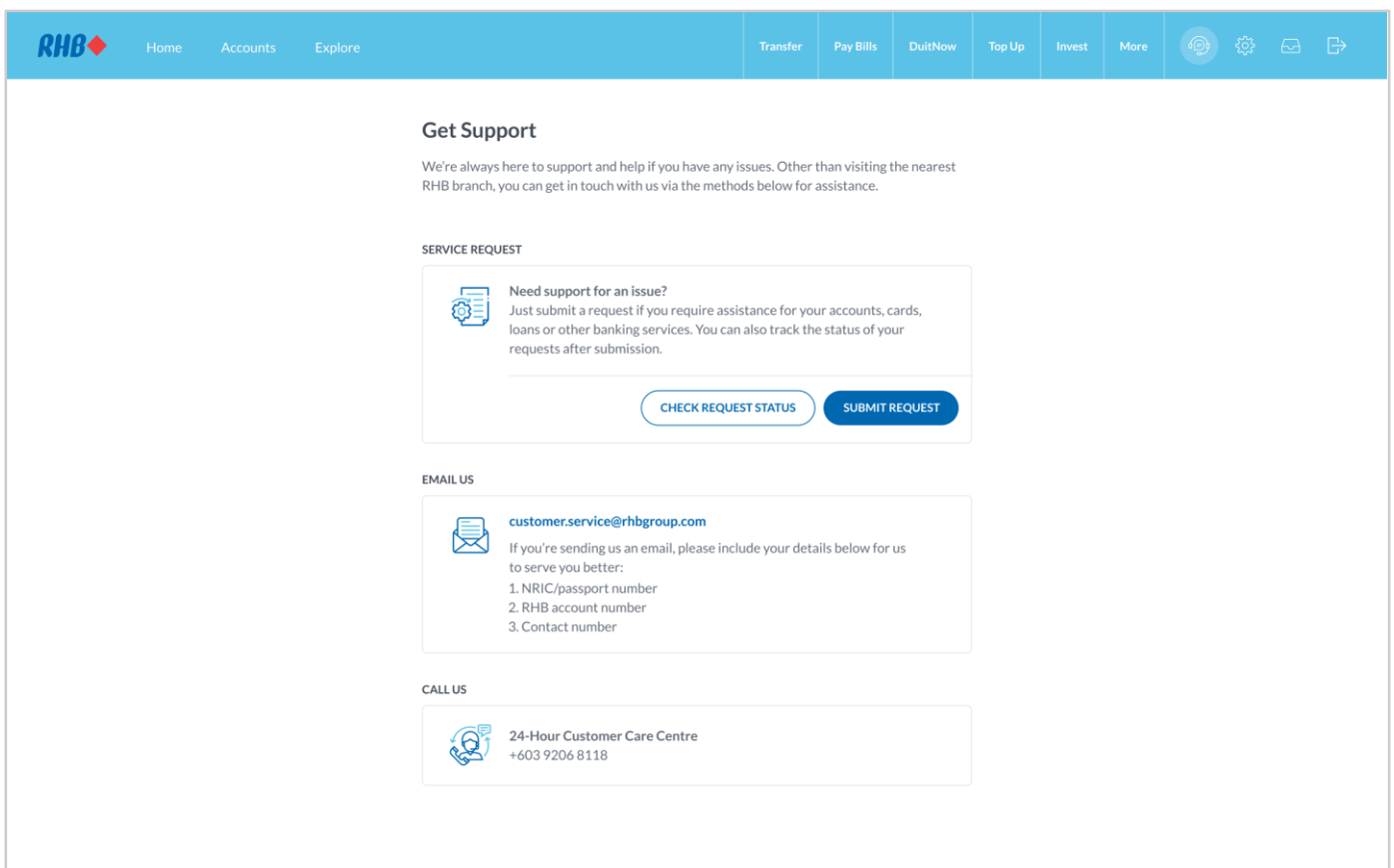
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The screenshot shows the 'Get Support' section of the RHB Online Banking interface. It features a navigation bar at the top with the RHB logo and menu items: Home, Accounts, Explore, Transfer, Pay Bills, DuitNow, Top Up, Invest, More, and utility icons. The main content area is titled 'Get Support' and includes a sub-header 'SERVICE REQUEST'. Below this, there are three sections: 'SERVICE REQUEST' with a 'SUBMIT REQUEST' button, 'EMAIL US' with the email address 'customer.service@rhbgroup.com' and a list of required details (NRIC/passport number, RHB account number, and contact number), and 'CALL US' with the '24-Hour Customer Care Centre' phone number '+603 9206 8118'.

Step 4

Click 'Submit Request' to raise a new Service Request. To check existing request, click 'Check Request Status' (Refer Step 6).

Langkah 4

Pilih 'Submit Request' untuk membuat Permintaan Perkhidmatan baharu. Untuk menyemak permintaan sedia ada, tekan 'Check Request Status' (Rujuk Langkah 6).

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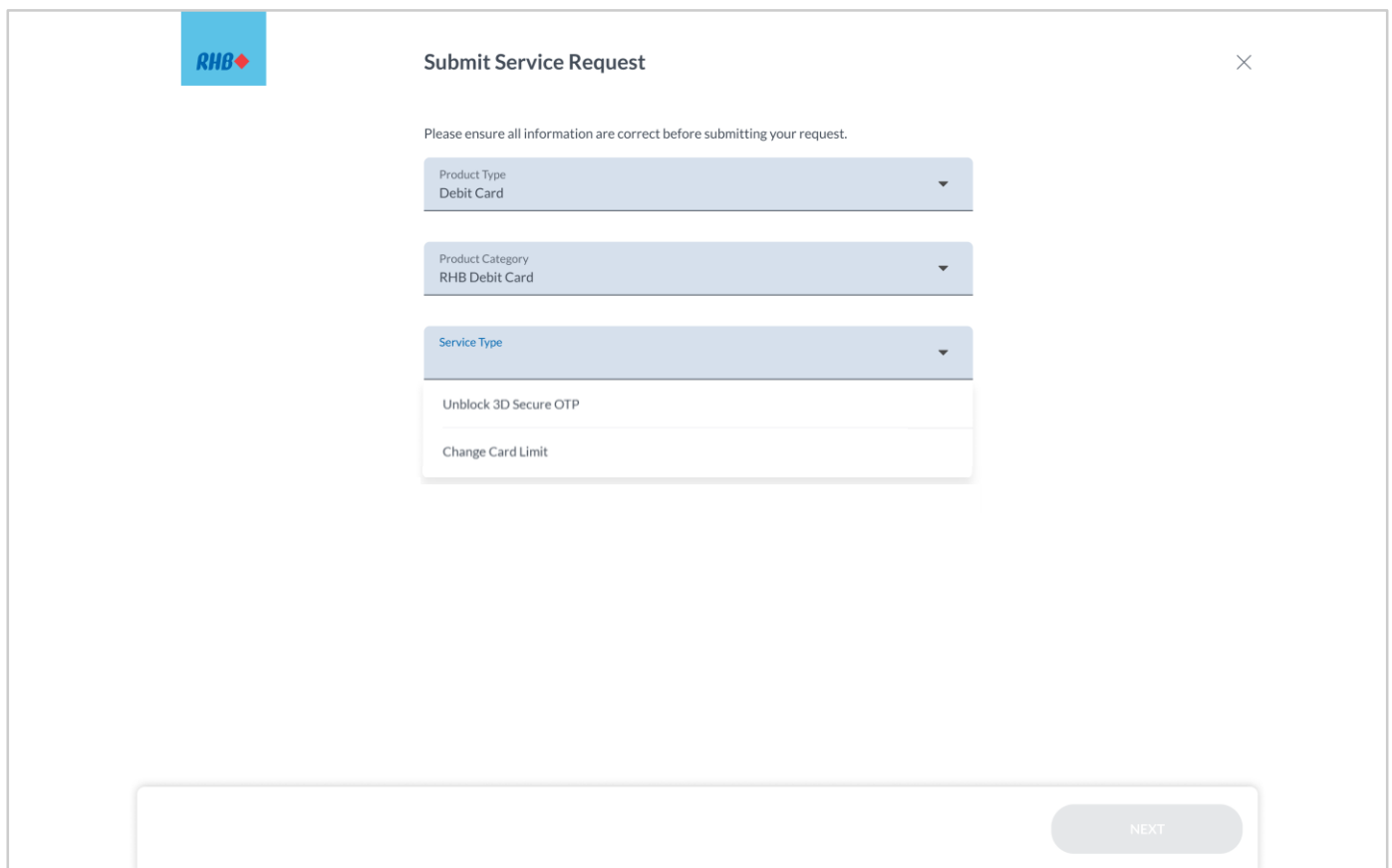
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Step 5

Select your request by Product Type, Product Category and Service Type. (Refer to Page 7 for list of services available)

Langkah 5

Pilih permintaan anda mengikut 'Product Type', 'Product Category' dan 'Service Type'. (Rujuk Muka Surat 7 untuk senarai perkhidmatan yang tersedia)

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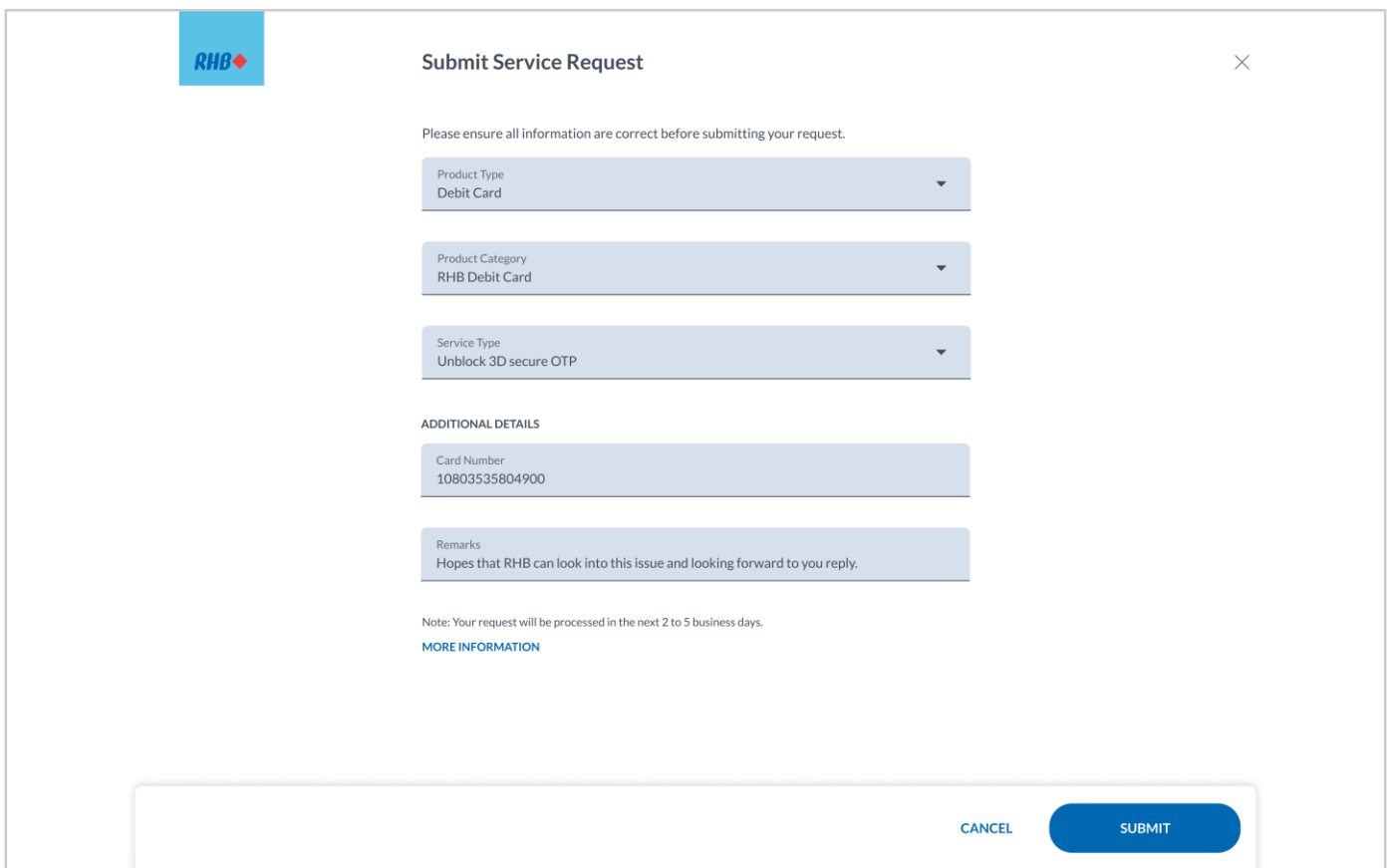
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Submit Service Request

Please ensure all information are correct before submitting your request.

Product Type
Debit Card

Product Category
RHB Debit Card

Service Type
Unblock 3D secure OTP

ADDITIONAL DETAILS

Card Number
10803535804900

Remarks
Hopes that RHB can look into this issue and looking forward to you reply.

Note: Your request will be processed in the next 2 to 5 business days.
[MORE INFORMATION](#)

CANCEL SUBMIT

Step 6

Then, fill in the additional details requested, dependent on the service type selected. Once done, click 'Submit'.

Langkah 6

Kemudian, isikan butiran tambahan yang diminta, bergantung pada jenis perkhidmatan yang dipilih. Setelah selesai, tekan 'Submit'.

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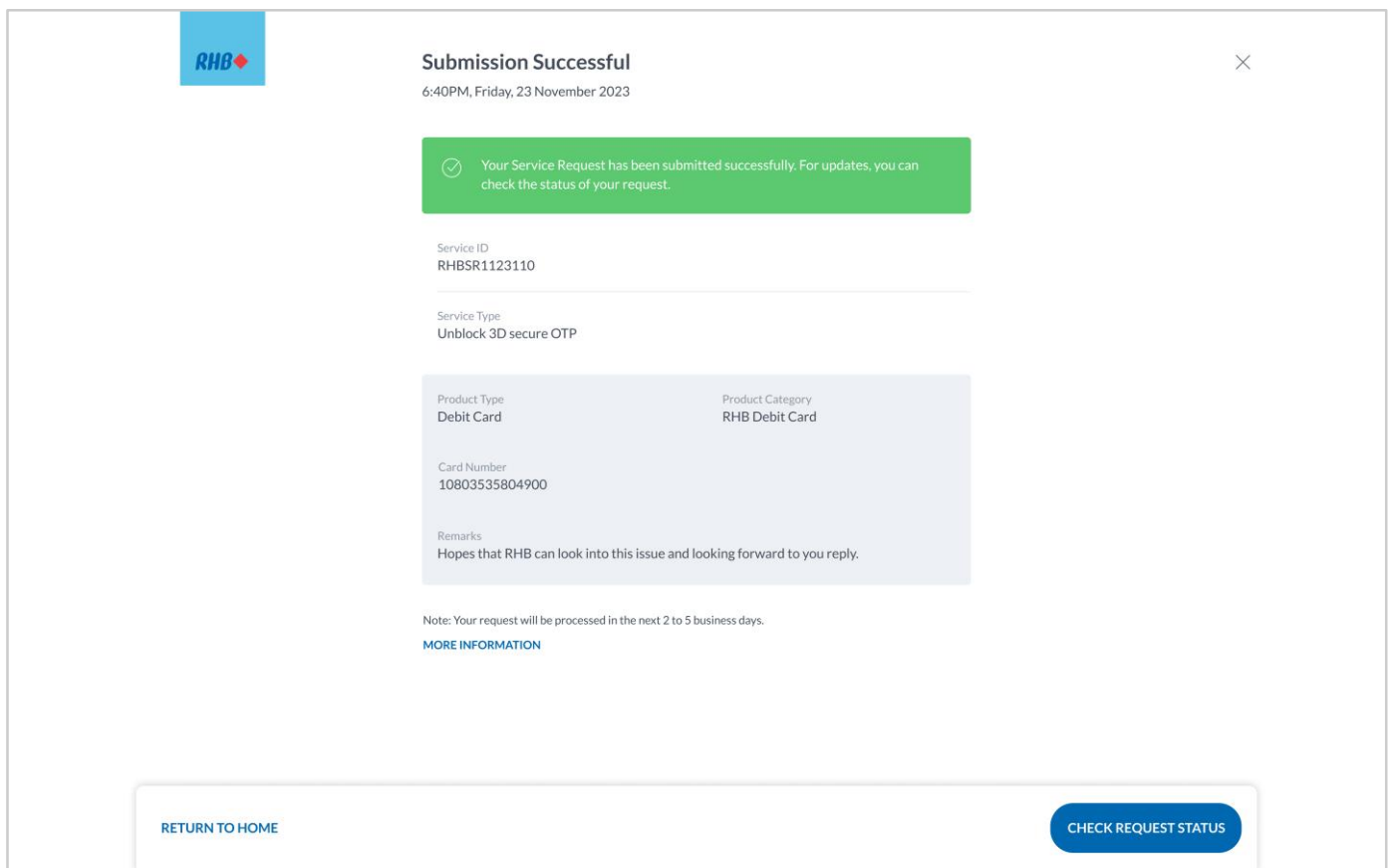
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The screenshot shows a confirmation screen for a service request submission. At the top left is the RHB logo. The main heading is "Submission Successful" with a close button (X) on the right. Below this is the timestamp "6:40PM, Friday, 23 November 2023". A green success message states: "Your Service Request has been submitted successfully. For updates, you can check the status of your request." Below this, the following details are listed:

- Service ID: RHBSR1123110
- Service Type: Unblock 3D secure OTP
- Product Type: Debit Card
- Product Category: RHB Debit Card
- Card Number: 10803535804900
- Remarks: Hopes that RHB can look into this issue and looking forward to you reply.

A note at the bottom states: "Note: Your request will be processed in the next 2 to 5 business days." Below the note is a link for "MORE INFORMATION". At the bottom of the screen, there are two buttons: "RETURN TO HOME" and "CHECK REQUEST STATUS".

Step 7

You will receive a confirmation screen that your request is successfully submitted.

Langkah 7

Anda akan menerima skrin pengesahan bahawa permintaan anda telah berjaya diterima.

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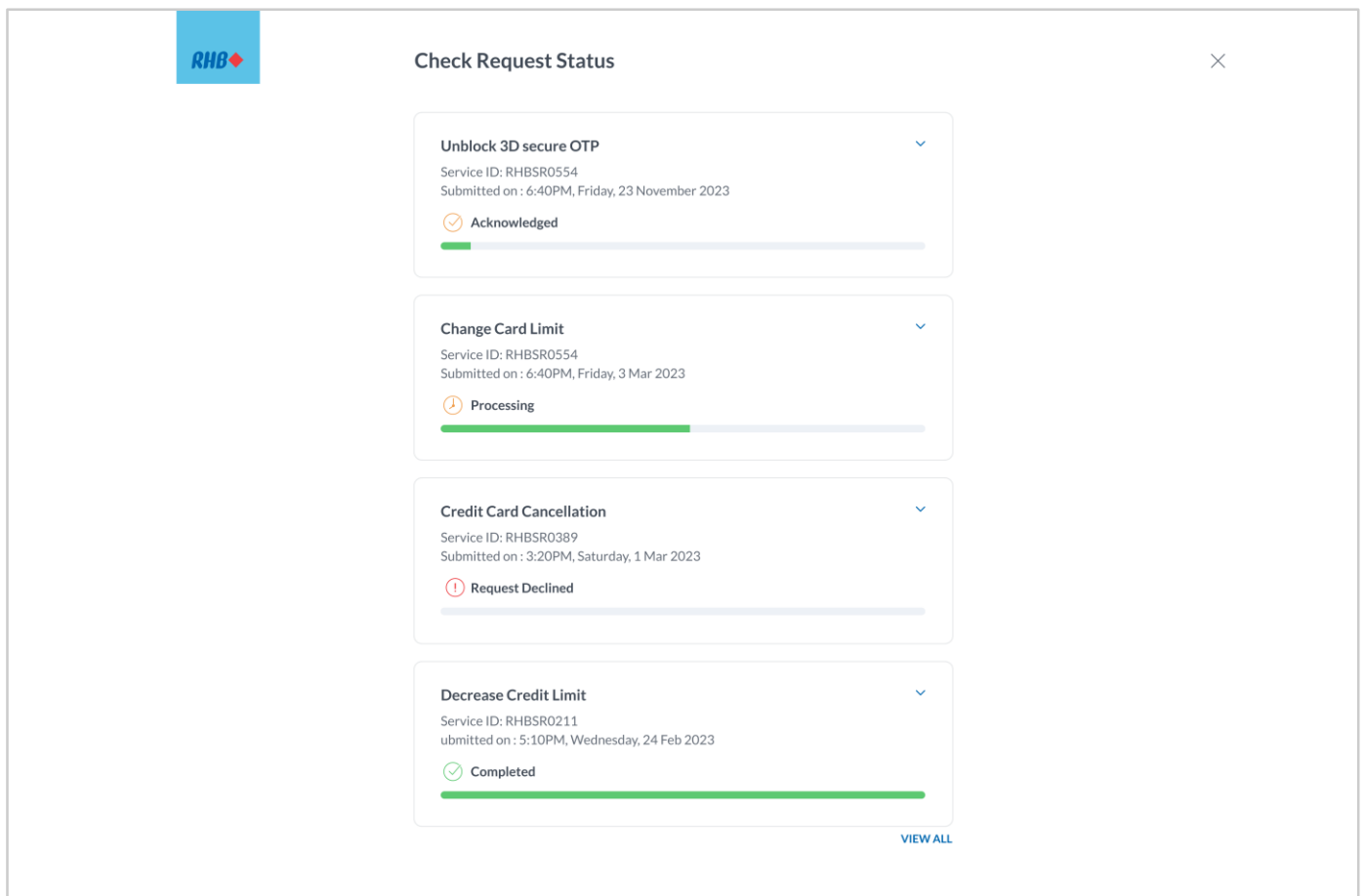
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The screenshot displays the 'Check Request Status' page in the RHB Online Banking system. It features a list of four service requests, each with a title, service ID, submission date, and a progress bar indicating the current status. The first request, 'Unblock 3D secure OTP', is 'Acknowledged'. The second, 'Change Card Limit', is 'Processing'. The third, 'Credit Card Cancellation', is 'Request Declined'. The fourth, 'Decrease Credit Limit', is 'Completed'. A 'VIEW ALL' link is located at the bottom right of the list.

Service Request	Service ID	Submitted on	Status
Unblock 3D secure OTP	RHBSR0554	6:40PM, Friday, 23 November 2023	Acknowledged
Change Card Limit	RHBSR0554	6:40PM, Friday, 3 Mar 2023	Processing
Credit Card Cancellation	RHBSR0389	3:20PM, Saturday, 1 Mar 2023	Request Declined
Decrease Credit Limit	RHBSR0211	5:10PM, Wednesday, 24 Feb 2023	Completed

Step 8

You may check your request status for each request raised.

Langkah 8

Anda boleh menyemak status permintaan anda untuk setiap permintaan yang dibuat.

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List of Services Available for Service Requests

- ❖ Debit Card
 - Unblock 3D Secure OTP
 - Change Card Limit
- ❖ Credit Card
 - Credit Card Cancellation
 - Decrease Credit Limit
 - Supplementary Card Credit Limit
 - Activate Credit Card for Overseas Transaction
 - Release Letter
- ❖ Personal Loan
 - Release Letter
 - Settlement Letter
- ❖ Hire Purchase / Car Financing
 - Release Letter

Senarai Perkhidmatan Tersedia untuk Permintaan Perkhidmatan

- ❖ Kad Debit
 - Nyahsekat 3D Secure OTP
 - Tukar Had Kad
- ❖ Kad Kredit
 - Pembatalan Kad Kredit
 - Pengurangan Had Kredit
 - Had Kredit Kad Tambahan
 - Pengaktifan Kad Kredit untuk Transaksi Luar Negara
 - Surat Siaran
- ❖ Pinjaman Peribadi
 - Surat Siaran
 - Surat Penyelesaian
- ❖ Sewa Beli / Pembiayaan Kenderaan
 - Surat Siaran

Note: We are continuing to enhance the type of services available for Service Requests. You may check the list of services available on RHB Online Banking and RHB Mobile Banking App.

Nota: Kami akan terus mempertingkatkan jenis perkhidmatan yang tersedia untuk 'Service Requests'. Anda boleh menyemak senarai perkhidmatan yang tersedia di RHB Online Banking dan Aplikasi RHB Mobile Banking.