

FREQUENTLY ASKED QUESTIONS (FAQ)

RHB Bank Berhad
196501000373 (6171-M)

Product: **RHB Reflex & SQL**

RHB Reflex

SQL
Account

1. What is the service about?

This service is a system and solution integration between RHB Reflex and SQL Account. The integration will result in a combined payment & invoice management solution through enhanced accounting and banking features.

2. What is RHB Reflex?

RHB Reflex is a Cash Management platform and an internet-based online system that offers comprehensive cash management services. You are able to manage your business finances with more seamless, simple and fast with the functions as follows:

- Account Management
- Information Management
- Trade Inquiry
- Credit Card Merchant Report
- Fund Transfer
- Payment Advice Notification
- Bills Payment
- Collections

For further information on RHB Reflex, please refer to the RHB Group website:
<https://www.rhbgroup.com/index.html>

3. What is SQL Account?

SQL Account brings a comprehensive business accounting solution to SMEs in Malaysia and other countries, redefining how business view & manage your cash flow easily in real-time with SQL Account and also improve your business efficiency and automate accounting process.

- Sales and Purchase
- Stock Management
- Sales and Service Tax
- Customer & Supplier Management
- General Ledger
- Foreign Currency (with Advance currency bank)
- Project Accounting
- Item Template
- Landing Cost
- and many more

For further information on SQL Account, please refer to SQL Account website:
<https://www.sql.com.my/>

4. What are the BENEFITS of integrating SQL Account with RHB Reflex?

You are able to experience the following:

- All Basic features of RHB Reflex including accounts enquiry modules
- All Premium features of RHB Reflex including payment advice, designated fund transfer & bulk payment modules

	• Online Trade Finance application • Special Platinum FX rate for any Foreign Telegraphic Transfer (FTT) payments • Payment initiation through SQL Account • Automate Bank Reconciliation with RHB REFLEX bank feeds • Check Bank Balance in SQL Account
5. What are the CHARGES do I have to pay for the solution?	The integrated solution is offered through RHB Reflex 'Premium Plus' module and the service fees are as below Reflex Premium Plus : RM50.00 per month. SQL Account pricing package starts MYR 1,299.00 <i>Transaction fee remains as is for eg : Single IBG @ RM0.10</i>
Where can I get ASSISTANCE on this integrated solution?	If you wish to get assistance, please visit us at any RHB Branch and our dedicated staff on this integrated solution are ready to assist. For SQL Account enquiries or to purchase, you may request to get connected with an SQL Account dealer by submitting your details under the "Inquiry" section in the SQL Account website https://www.sql.com.my/rhb/
6. How do I APPLY? <i>"I am new and I do not have an account with RHB Bank."</i> <i>"I have a Business Current Account with RHB Bank, but I do not have RHB Reflex."</i> <i>"I am an existing RHB Reflex user – Basic module or Premium module."</i>	• You are required to apply for: - RHB Business Current Account with Reflex Premium Plus module - Apply for RHB REFLEX Premium Plus Module with SQL Account. • You are required to apply for: - RHB Reflex Premium Plus module – SQL Account • You are required to apply/upgrade for: - RHB Reflex Premium Plus module – SQL Account
8. Where can I get further INFORMATION?	If you wish to get further information or if you have any enquiries, • Please call our RHB Customer Care Centre at: +603 9206 8118 • Alternatively, please visit and apply at our SME portal at RHB Group website https://www.rhbgroup.com/rpp/index.html