

FREQUENTLY ASKED QUESTIONS (FAQ)

RHB Bank Berhad

196501000373 (6171-M)

Product: RHB Reflex & Xero Accounting Software



1. What is the service about?

This service is an integrated solution between RHB Reflex and Xero Accounting software. The integration will result in a seamless bank feed integration covering business accounts, multi-currency accounts, business loans, and corporate credit cards, ensuring a complete financial picture for SMEs.

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

3. What is Xero Accounting Software?

Xero is powerful online accounting software for Malaysian small businesses, automating invoicing, bank reconciliations, and reporting. Get real-time financial insights, manage e-invoices, and keep accurate records – all in one place – to simplify cash flow management and compliance.

- Automate tasks like invoicing, bank reconciliations, and reporting
- Get up-to-date financial data for a full picture of your business
- Seamlessly manage e-invoicing

4. What are the BENEFITS of integrating Xero Accounting Software with RHB Reflex?

You will be 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
- Direct Bank Feeds of account balances and transaction history to your Xero Account
- Automated AP and AR reconciliation, leveraging on transaction information and history

<p>5. What are the CHARGES do I have to pay for the solution?</p>	<ul style="list-style-type: none"> • Connect multiple RHB accounts directly to XERO, ensuring all financial data flows smoothly into one platform for streamlined reconciliation and reporting. <p>The integrated solution is offered through RHB Reflex ‘Premium Plus’ module and the service fees are as below.</p> <p>Reflex Premium Plus : RM50.00 per month.</p> <p>Try Xero free for 30 days, – 24/7 support, unlimited users, plans at 1month free trial and 90% discount for 6months from US\$2.90/month. Sign up for Xero here</p>
<p>6. Where can I get ASSISTANCE on this integrated solution?</p>	<p>If you wish to get assistance, please visit us at any RHB Branch. Our dedicated staff on this integrated solution will be ready to assist you.</p>
<p>7. How do I APPLY?</p> <p><i>“I am new and I do not have an account with RHB Bank.”</i></p> <p><i>“I have a Business Current Account with RHB Bank, but I do not have RHB Reflex.”</i></p> <p><i>“I am an existing RHB Reflex user – Basic module or Premium module.”</i></p>	<ul style="list-style-type: none"> • You are required to apply for: <ul style="list-style-type: none"> - RHB Business Current Account with Reflex Premium Plus module - Apply for RHB REFLEX Premium Plus Module with XERO online accounting software • You are required to apply for: <ul style="list-style-type: none"> - RHB Reflex Premium Plus module – XERO online accounting software • You are required to apply/upgrade to: <ul style="list-style-type: none"> - RHB Reflex Premium Plus module – XERO online accounting software
<p>8. Where can I get further INFORMATION?</p>	<p>If you wish to get further information or if you have any enquiries;</p> <ul style="list-style-type: none"> • 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