



FREQUENTLY ASKED QUESTIONS (FAQ)	<p style="text-align: right;">RHB Bank Berhad 196501000373 (6171-M)</p> <p style="text-align: center;">Product: RHB Reflex & Xero Accounting Software</p> <div style="text-align: center;">   </div>
<p>1. What is the service about?</p> <p>2. What is RHB Reflex?</p> <p>3. What is Xero Accounting Software?</p> <p>4. What are the BENEFITS of integrating Xero Accounting Software with RHB Reflex?</p> <p>5. What are the CHARGES that I have to pay for the solution?</p>	<p>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 commercial credit cards, ensuring a complete financial picture for SMEs.</p> <p>RHB Reflex is a cash management platform and internet-based online system that offers comprehensive cash management services. It enables you to manage your business finances more seamlessly, simply and quickly through the following functions:</p> <ul style="list-style-type: none"> ● Account Management ● Information Management ● Trade Inquiry ● Credit Card Merchant Report ● Fund Transfer ● Payment Advice Notification ● Bills Payment ● Collections <p>Xero is a powerful online accounting software designed for small businesses. It automates key tasks such as invoicing, bank reconciliations, and reporting, providing real-time financial insights to simplify cash flow management and compliance.</p> <p>Manage e-invoices and keep accurate records – all in one place.</p> <ul style="list-style-type: none"> ● Automate tasks like invoicing, bank reconciliations, and reporting ● Access up-to-date financial data for a comprehensive view of your business ● Seamlessly manage e-invoicing <p>You will be able to experience the following features:</p> <ul style="list-style-type: none"> ● The ability to sync RHB business current accounts, commercial credit cards, multi-currency accounts and loan transactions – all in one place. ● Direct bank feeds of account balances and transaction history into your Xero account. ● Automated reconciliation of Accounts Payable and Accounts Receivable \, leveraging on transaction details and history. ● Connect multiple RHB accounts directly to XERO, ensuring a smooth flow of financial data into a single platform for streamlined reconciliation and reporting. <p>The integrated solution is available through RHB Reflex Premium Plus module, with the following service fee: Reflex Premium Plus: RM50.00 per month.</p> <p>Try Xero free for 30 days – includes 24/7 support and unlimited users. [Sign up for Xero here]</p>

<p>6. Where can I get ASSISTANCE on this integrated solution?</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> <p>8. Where can I get further INFORMATION?</p> <p>9. Scenarios where you should contact Xero Customer Service</p> <p>10. Scenarios where you should contact RHB Customer Service</p>	<p>If you wish to get assistance, please you may contact our RHB Customer Care Centre or visit any RHB branch. Our dedicated team will be ready to support you with this integrated solution.</p> <ul style="list-style-type: none"> ● You are required to apply for the following: <ul style="list-style-type: none"> - An RHB Business Current Account with Reflex Premium Plus module - Specify Xero Accounting Software when applying for the RHB REFLEX Premium Plus module ● You are required to apply for the following: <ul style="list-style-type: none"> - RHB Reflex Premium Plus module – specifying XERO accounting software ● You are required to apply/upgrade to: <ul style="list-style-type: none"> - RHB Reflex Premium Plus module – specifying XERO accounting software <p>For more information or if you have any enquiries, please contact our RHB Customer Care Centre at 03 9206 8118.</p> <p>Alternatively, please visit and apply at our SME portal at RHB Group website: https://www.rhbgroup.com/</p> <p>For support related to Xero Accounting Software, please visit Xero Central Support: https://central.xero.com/</p> <ul style="list-style-type: none"> ● Bank feed showing an error in Xero ● Duplicate transactions appearing in Xero ● Bank feed disconnected – guidance needed on how to reconnect ● Questions regarding bank feed update frequency or data limits ● Enquiries about eligible account types for the bank feed <ul style="list-style-type: none"> ● Unable to log in to RHB online banking (e.g. incorrect credentials, locked account) ● Two-factor authentication (2FA) issues during RHB login ● Accounts not visible or available in the RHB online portal ● Delay or failure in data transmission from the bank's end ● Incorrect account permissions preventing feed access ● Missing transactions in Xero after bank connection is established ● Issues during initial connection or setup of the bank feed ● Bank feed not syncing properly
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