



TEMPORARY CLOSURE OF RHB BRANCHES DURING COVID-19 MOVEMENT CONTROL ORDER (MCO) – FREQUENTLY ASKED QUESTIONS (FAQ)

No.	Question	Answer
1.	Where can I go to find the latest list of closed and open branches?	Please visit RHB's official website at https://www.rhbgroup.com/others/highlights/index.html for the latest news and updates.
2.	I need to pay bills/transfer money urgently but your branch is closed. What should I do?	There are 3 options available: 1) You may use our ATMs and cash deposit machines to perform these transactions. 2) Alternatively, please visit https://logon.rhb.com.my/ or download our RHB Mobile Banking app from the Google Play store or Apple App store to start online banking. 3) Lastly, you may visit one of our available branches. You can find the latest list at https://www.rhbgroup.com/files/others/highlights/Branch-Closure-List-COVID-19-MCO.pdf
3.	Will the self-service terminals such as ATMs and cash deposit machines be available in the branches that have been closed?	Yes, our self-service terminals nationwide (including ATM, cash and cheque deposit machines) are operating daily as normal, except for some areas in accordance to requirements of relevant local authorities. You can find our latest updates to operating hours at: https://www.rhbgroup.com/others/highlights/NOTICE-Revised-Operating-Hours/index.html
4.	If I deposited a cheque into your cheque deposit machine at a closed branch, when will it be processed?	Our teams continue to process cheques on a daily basis. Effective 12 June 2020, cheque deposit cut-off time is at 4:00pm.
5.	Is there a new cut-off time for sending funds via Real-time Electronic Transfer of Funds and Securities System (RENTAS) or SWIFT remittance payments?	There are no changes to our RENTAS and SWIFT remittances. Remittances received during the working day will be processed on the same day. We will update this FAQ if there are changes to timing.
6.	Do you control and limit the crowds inside your branch or ATM area?	We will limit the number of customers that can enter our branches at any given time to observe social distancing requirements. Queue areas have been marked clearly with enough space, at least 1 meter apart, to create a safe distance between customers and our front liners. Temperature screenings will be implemented at every branch while hand sanitisers are also provided at the branches.



7.	How frequently are your ATMs cleaned and sanitized?	We are ensuring that our ATMs, cash deposit machines and cheque deposit machines are sanitised every 4 hours.
8.	How frequently do you clean the NRIC card reader and thumbprint scanners?	Our thumbprint scanners are cleaned at least once a day. In addition, all customers will be provided hand sanitizers before entering the branch.
9.	I lost my debit/credit card! What should I do?	Call our Customer Contact Centre immediately at 03-9206 8118 and press option “2” or email us at customer.service@rhbgroup.com with “Urgent: Lost Card” subject title.
10.	Am I able to perform the same transactions if I go to another branch?	Yes, you can receive the same service at any of our other RHB branches. For your convenience, all Fixed Deposits will be on auto-renewal so that you do not need to visit our branches. To open an account, we would also like to recommend our online account opening, which is quick and easy. Just visit https://www.rhbgroup.com/RHBOnlineDepositAccountOpening/index.html
11.	Can I enter the branch without wearing a face mask?	We encourage all customers to wear a mask to safeguard the health of other customers and bank employees.
12.	If I want to withdraw a large sum of money, will the other branch allow it?	To provide a safe and pleasant experience on large withdrawals during the MCO period, we encourage all customers to make prior arrangements with the branch manager. You may also call our Customer Contact Centre at 03-9206 8118 to obtain their contact number.
13.	My fixed deposits are on auto-renewal. What rates will they be renewed to?	Your fixed deposits will be auto-renewed at the current board rate. Please visit https://www.rhbgroup.com/others/rates/index.html for the latest rates.
14.	If I decide not to proceed with the FD auto-renewal, how can I withdraw the money?	We have 2 options for you: 1) You can transfer your Fixed Deposits to your current or savings account using our Internet Banking at https://logon.rhb.com.my/ . 2) Alternatively, you may visit branches that are open to perform this over the counter.
15.	I have an outstanding request with the branch that is closed. Who can I contact to receive an update?	You may contact the branch manager in charge. Their contact numbers are available on our bank notices at the branch. You may also call our Customer Contact Centre at 03-9206 8118 to obtain their contact number.
16.	How do I perform ASB withdrawals into my account if the branch is closed?	There are 2 options: you may either visit the nearest branch that is open or visit any other authorized commercial bank to perform this.



17.	I have an issue that is not covered here and I need to speak to an RHB staff about it. What should I do?	Contact our Customer Contact Centre at 03-9206 8118. You can also email us at customer.service@rhbgroup.com with your queries.
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Do you have questions about our moratorium? [Click here](#) to go to our moratorium FAQ.