



ANNOUNCEMENT:

Request for assistance easily via our self-service support channel!

Dear Valued Customers,

Good news! New self-service request feature is now LIVE on RHB Online Banking. It's convenient and secure, allowing you to manage your accounts, cards, and personal financing needs from the comfort of your home.

Submit your service request via RHB Online Banking here:-

Step 1: Log in to <https://onlinebanking.rhbgroup.com/my/login> and click 'Get Support' icon at the top right of the screen.

Step 2: Select 'Submit Request' to submit a new request.

Step 3: Select your request by Product Type, Product Category and Service Type.

Step 4: Key in the additional details requested, dependent on the service type selected.

Step 5: Click 'Submit' and you will receive a confirmation screen that your request is successfully submitted.

For more information and list of services available, you may refer to the full guide here:

<https://www.rhbgroup.com/files/others/digital-banking/how-to-raise-a-service-request.pdf>

Thank you.
