



4 JUNE 2021

RHB BRANCH VISITS IN KLANG VALLEY BY APPOINTMENT ONLY

KUALA LUMPUR – RHB Banking Group (“RHB” or the “Group”) has announced that visits by customers to its RHB Bank / RHB Islamic Bank branches located in the Klang Valley will be by way of appointment only throughout the Movement Control Order (MCO) period, starting 8 June 2021, until further notice.

“The requirement for prior appointment for branch visits is part of the precautionary measure to ensure the health and safety of all our customers. It will reduce the time that our customers would have to be physically present at the Branch, hence lessen crowding at branches. As the number of COVID-19 cases across the country continue to be on an uptrend, it is our responsibility to ensure that we keep our customers as well as our employees safe at all times. However, we remain mindful of the needs of certain groups of customers, such as senior citizens, customers with disabilities, expectant mothers, and those with genuine emergencies. These groups of customers may visit branches without prior appointment where they will be served in an orderly manner,” said Alex Lim, RHB’s Head of Group Retail Distribution

“Customers may make appointments using the RHB Queue Management System (“QMS”) Mobile App, where they are able to set same-day appointments at any of our branches in the Klang Valley in real time. Through the QMS Mobile App, they would also be alerted of upcoming appointments and they could also easily reschedule their appointments to another day or time, should they wish to do so. Although the use of the QMS App would greatly reduce waiting time at our branches, we strongly encourage all our customers to use our RHB Internet and Mobile Banking services to conduct their daily banking transactions throughout this MCO period,” added Alex Lim.

For RHB Bank / RHB Islamic Bank Branches located outside the Klang Valley areas, prior appointments are currently not required. Customers may still walk into the Branches to conduct their banking transactions during the Branches’ operating hours.

Within the MCO period, opening hours for RHB Banking Group branches have been shortened with a number of RHB Banking Group branches being temporarily closed as a precautionary measure due to the COVID-19 pandemic. Starting from 8 June 2021, branch opening hours will be further revised to be from 9.15am to 2.00pm. A list containing updated information on branch operating hours and Self Service Terminals is available at <https://www.rhbgroup.com/locate/index.html>

The QMS App was introduced in December 2020 with RHB being the first Malaysian bank to provide real-time mobile e-ticketing services and same day appointments for customers. The App is available for download from the Apple App Store or the Google Play Store free of charge, and customers are able to use the App without additional registration or sign-up. Alternatively, the App can also be downloaded by scanning the QR Code below:

Mobile Queue and Appointment @ Branch

Scan here to download now

GET IT ON Google Play | Download on the App Store

3 easy steps to get your Q ticket or make an appointment

Step 1
Scan QR code to download "QMS app"

Step 2
Select "Service Provider"

Step 3
Select "RHB Bank"

The app will notify you when your ticket is about to be called. Just show us your Q ticket when you arrive at your branch.

You can also check your Queue or Appointment status in the app by selecting the "Upcoming".

RHB

RHB Bank Berhad 196501000373 (6171-M)