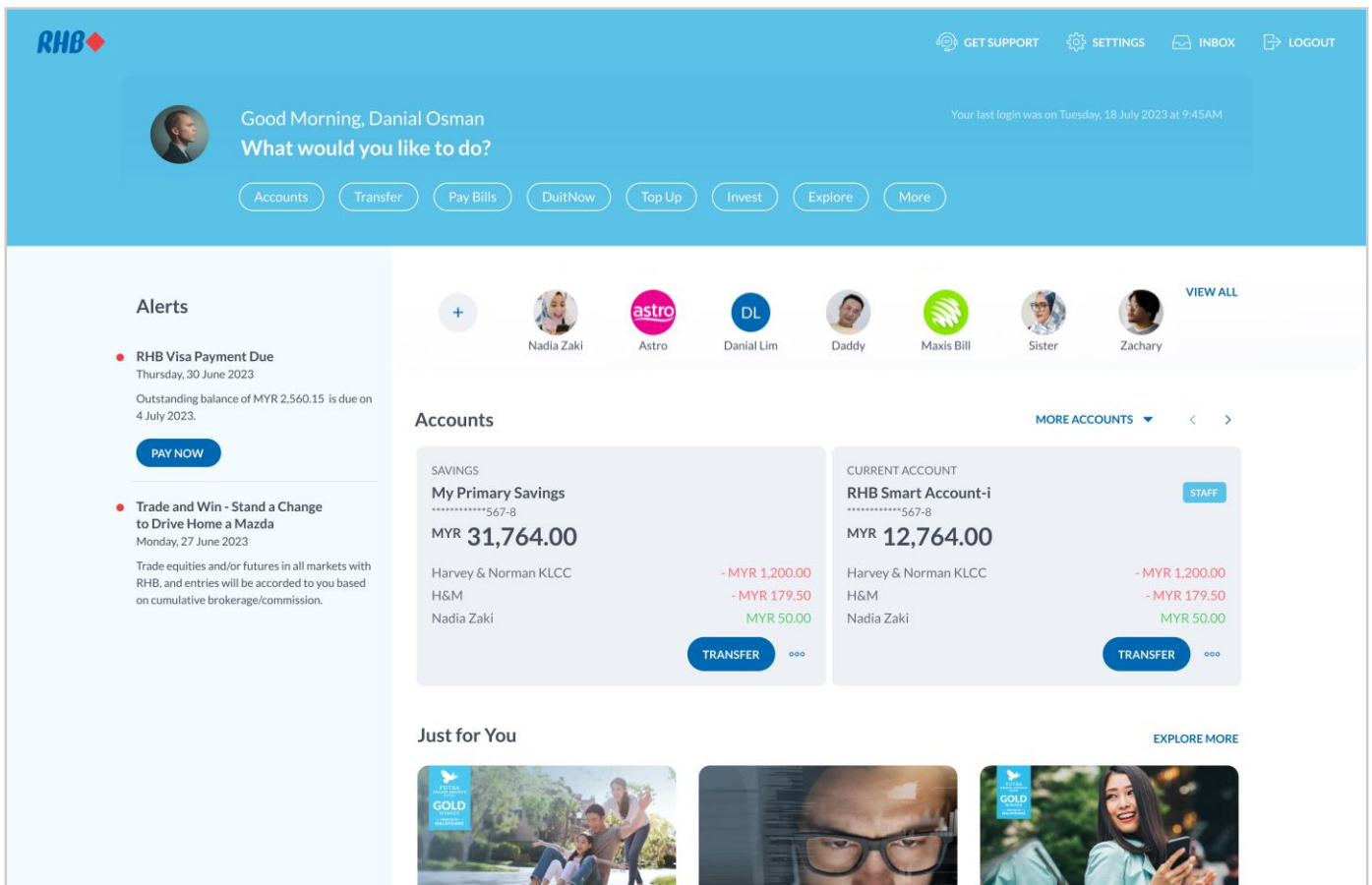


# How to raise a Service Request

## Minta bantuan dengan fungsi Service Request

Request for assistance easily with our self-service support system.

Minta bantuan dengan mudah dengan sistem sokongan layan diri kami.



## Step 1

Log in to RHB Online Banking or RHB Mobile Banking App and click 'Get Support' icon at the top right corner.

## Langkah 1

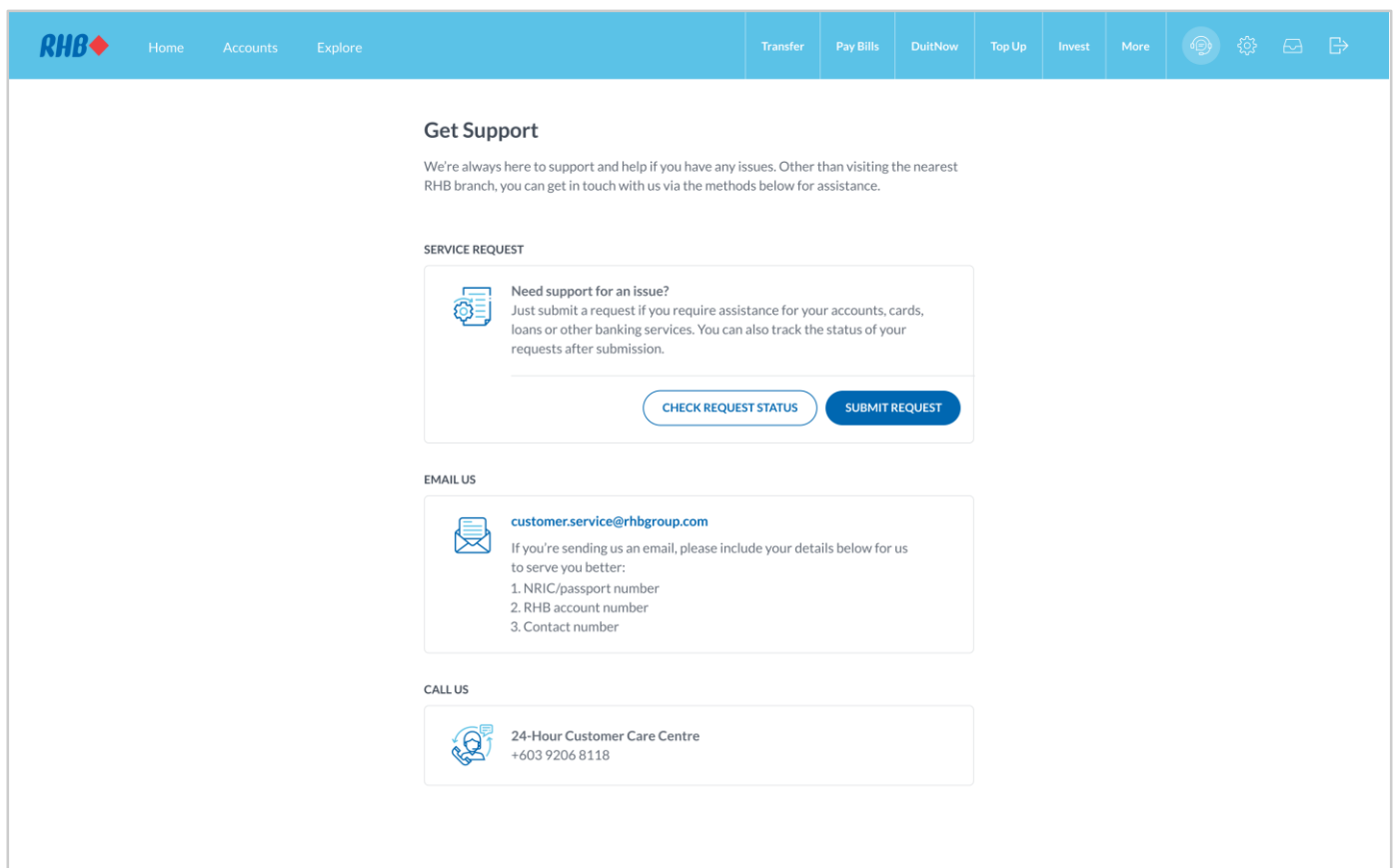
Log masuk ke RHB Online Banking atau aplikasi RHB Mobile Banking dan tekan ikon 'Get Support' di bahagian atas, pada sebelah kanan.

# How to raise a Service Request

## Minta bantuan dengan fungsi Service Request

Request for assistance easily with our self-service support system.

Minta bantuan dengan mudah dengan sistem sokongan layan diri kami.



**Get Support**

We're always here to support and help if you have any issues. Other than visiting the nearest RHB branch, you can get in touch with us via the methods below for assistance.

**SERVICE REQUEST**

Need support for an issue?  
Just submit a request if you require assistance for your accounts, cards, loans or other banking services. You can also track the status of your requests after submission.

[CHECK REQUEST STATUS](#) [SUBMIT REQUEST](#)

**EMAIL US**

[customer.service@rhbgroup.com](mailto:customer.service@rhbgroup.com)

If you're sending us an email, please include your details below for us to serve you better:

1. NRIC/passport number
2. RHB account number
3. Contact number

**CALL US**

24-Hour Customer Care Centre  
+603 9206 8118

## Step 2

Click 'Submit Request' to raise a new Service Request. To check existing request, click 'Check Request Status' (Refer Step 6).

## Langkah 2

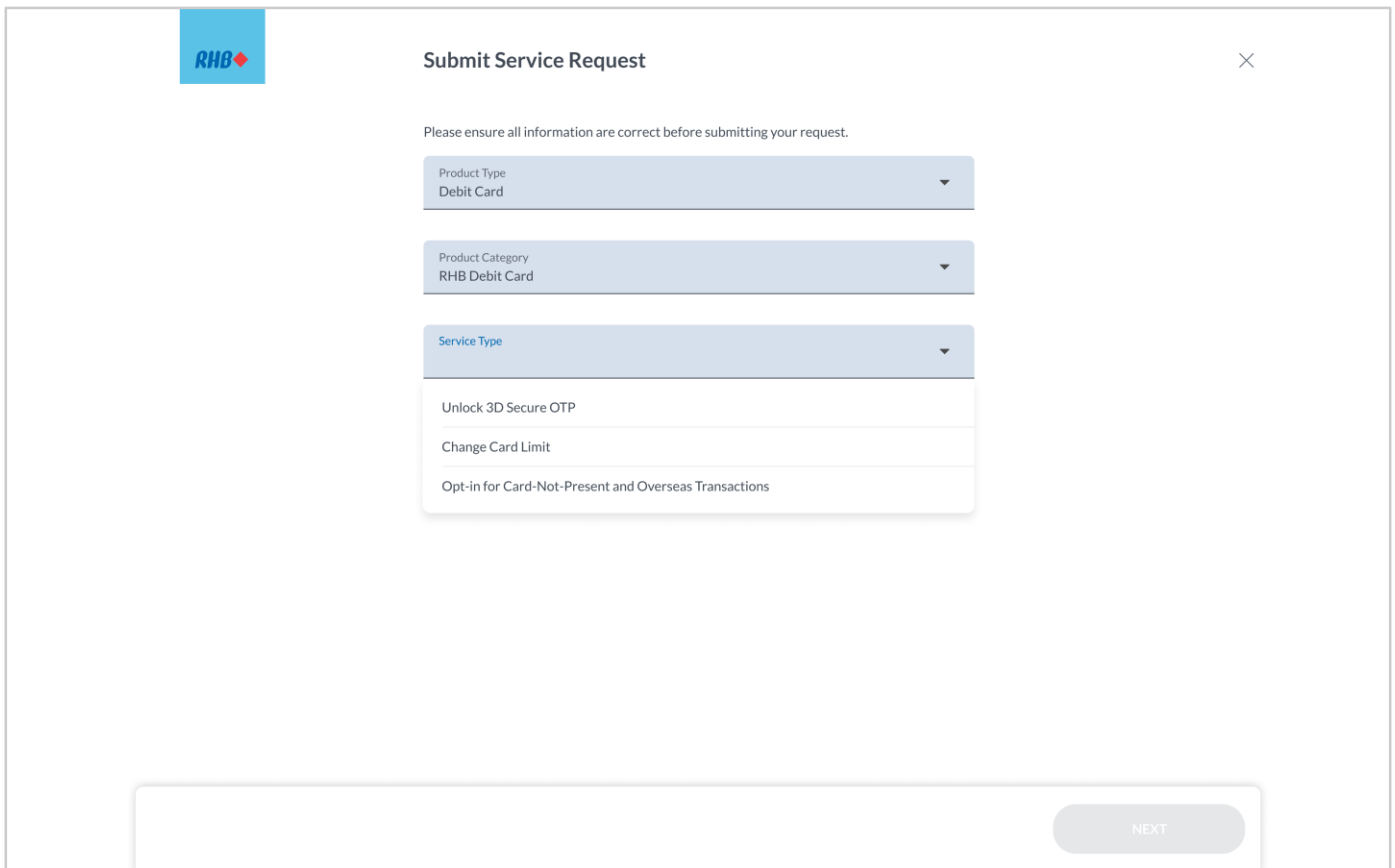
Pilih 'Submit Request' untuk membuat Permintaan Perkhidmatan baharu. Untuk menyemak permintaan sedia ada, tekan 'Check Request Status' (Rujuk Langkah 6).

# How to raise a Service Request

## Minta bantuan dengan fungsi Service Request

Request for assistance easily with our self-service support system.

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**Submit Service Request** ×

Please ensure all information are correct before submitting your request.

Product Type  
Debit Card

Product Category  
RHB Debit Card

Service Type  
Unlock 3D Secure OTP  
Change Card Limit  
Opt-in for Card-Not-Present and Overseas Transactions

NEXT

### Step 3

Select your request by Product Type, Product Category and Service Type. (Refer to Page 7 for list of services available)

### Langkah 3

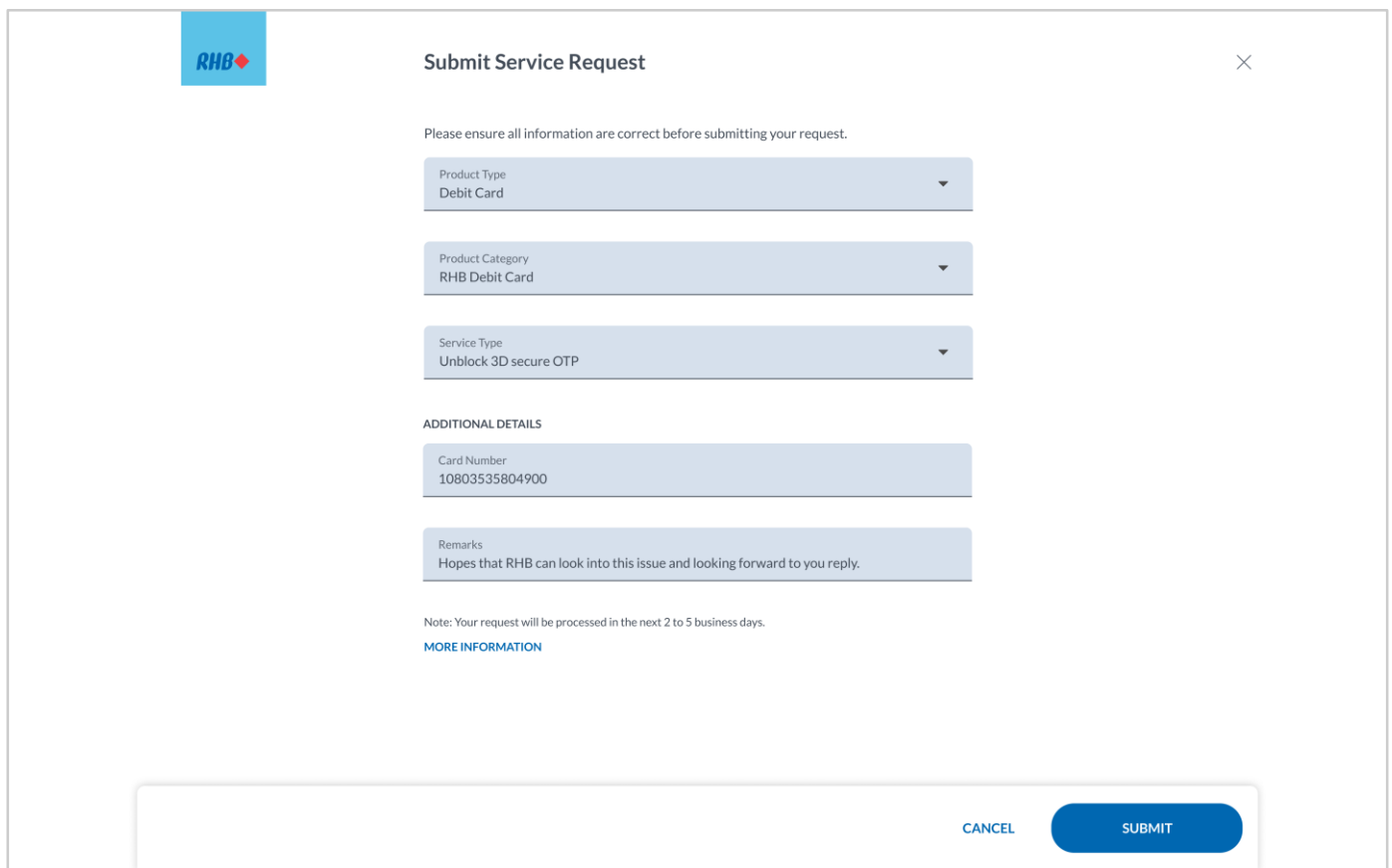
Pilih permintaan anda mengikut 'Product Type', 'Product Category' dan 'Service Type'. (Rujuk Muka Surat 7 untuk senarai perkhidmatan yang tersedia)

# How to raise a Service Request

## Minta bantuan dengan fungsi Service Request

Request for assistance easily with our self-service support system.

Minta bantuan dengan mudah dengan sistem sokongan layan diri kami.



**Submit Service Request**

Please ensure all information are correct before submitting your request.

Product Type  
Debit Card

Product Category  
RHB Debit Card

Service Type  
Unblock 3D secure OTP

**ADDITIONAL DETAILS**

Card Number  
10803535804900

Remarks  
Hopes that RHB can look into this issue and looking forward to you reply.

Note: Your request will be processed in the next 2 to 5 business days.  
[MORE INFORMATION](#)

CANCEL SUBMIT

## Step 4

Then, fill in the additional details requested, dependent on the service type selected. Once done, click 'Submit'.

## Langkah 4

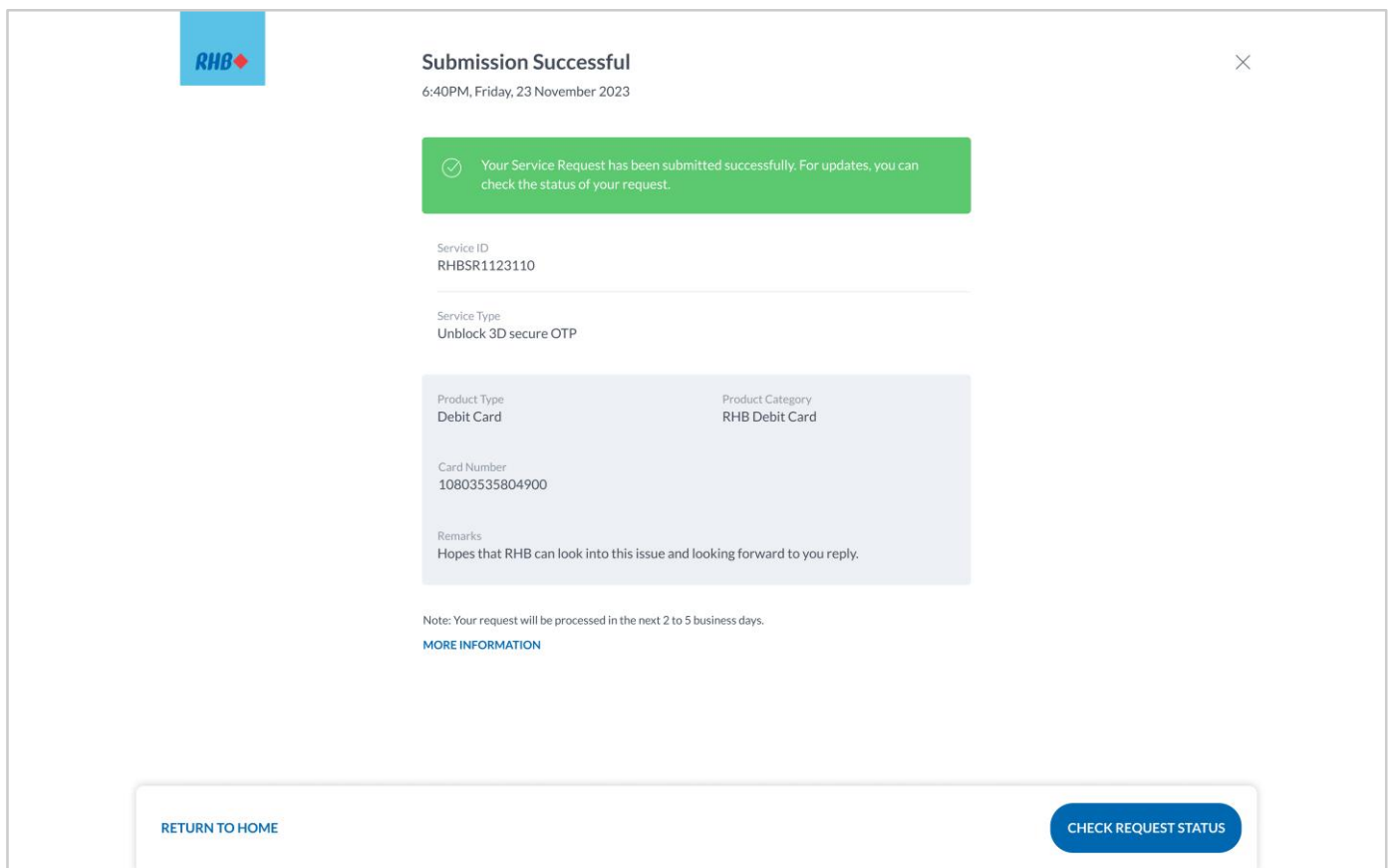
Kemudian, isikan butiran tambahan yang diminta, bergantung pada jenis perkhidmatan yang dipilih. Setelah selesai, tekan 'Submit'.

# How to raise a Service Request

## Minta bantuan dengan fungsi Service Request

Request for assistance easily with our self-service support system.

Minta bantuan dengan mudah dengan sistem sokongan layan diri kami.



The screenshot shows a confirmation message from RHB. At the top left is the RHB logo. The main heading is "Submission Successful" with a close button (X) on the right. Below this is the timestamp "6:40PM, Friday, 23 November 2023". A green success message box contains a checkmark icon and the text: "Your Service Request has been submitted successfully. For updates, you can check the status of your request." Below this, the following details are listed:

- Service ID: RHBSR1123110
- Service Type: Unblock 3D secure OTP
- Product Type: Debit Card
- Product Category: RHB Debit Card
- Card Number: 10803535804900
- Remarks: Hopes that RHB can look into this issue and looking forward to you reply.

A note at the bottom states: "Note: Your request will be processed in the next 2 to 5 business days." Below the note is a link for "MORE INFORMATION". At the bottom of the screen, there are two buttons: "RETURN TO HOME" and "CHECK REQUEST STATUS".

## Step 5

You will receive a confirmation screen that your request is successfully submitted.

## Langkah 5

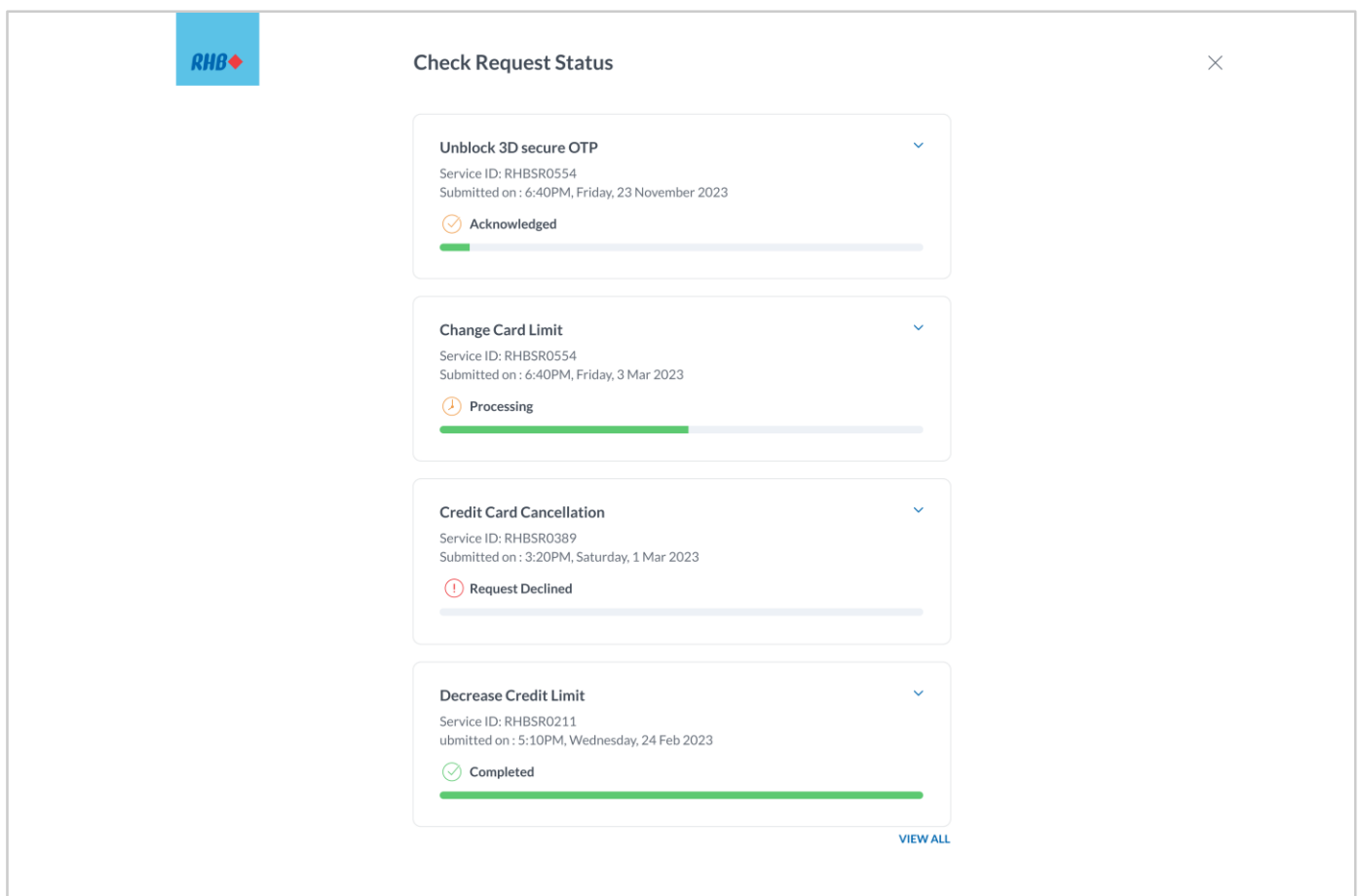
Anda akan menerima skrin pengesahan bahawa permintaan anda telah berjaya diterima.

# How to raise a Service Request

## Minta bantuan dengan fungsi Service Request

Request for assistance easily with our self-service support system.

Minta bantuan dengan mudah dengan sistem sokongan layan diri kami.



The screenshot displays a 'Check Request Status' window with the RHB logo in the top left corner. It lists four service requests, each with a title, service ID, submission date, and status. The status is indicated by a colored icon and a progress bar.

Service Request Title	Service ID	Submitted on	Status
Unblock 3D secure OTP	RHBSR0554	6:40PM, Friday, 23 November 2023	Acknowledged
Change Card Limit	RHBSR0554	6:40PM, Friday, 3 Mar 2023	Processing
Credit Card Cancellation	RHBSR0389	3:20PM, Saturday, 1 Mar 2023	Request Declined
Decrease Credit Limit	RHBSR0211	5:10PM, Wednesday, 24 Feb 2023	Completed

A 'VIEW ALL' link is located at the bottom right of the list.

## Step 6

You may check your request status for each request raised.

## Langkah 6

Anda boleh menyemak status permintaan anda untuk setiap permintaan yang dibuat.

# How to raise a Service Request

## Minta bantuan dengan fungsi Service Request

Request for assistance easily with our self-service support system.

Minta bantuan dengan mudah dengan sistem sokongan layan diri kami.

### List of Services Available for Service Requests

- ❖ Debit Card
  - Unblock 3D Secure OTP
  - Change Card Limit
  - Opt-in for Card-Not-Present and Overseas Transactions
- ❖ Credit Card
  - Credit Card Cancellation
  - Decrease Credit Limit
  - Supplementary Card Credit Limit
  - Overseas Transaction Activation
- ❖ Personal Loan
  - Release Letter
  - Settlement Letter
- ❖ Profile Updates
  - Update Occupation

### Senarai Perkhidmatan Tersedia untuk Permintaan Perkhidmatan

- ❖ Kad Debit
  - Nyahsekat 3D Secure OTP
  - Tukar Had Kad
  - Pengaktifan Kad Tidak Hadir dan Transaksi Luar Negara
- ❖ Kad Kredit
  - Pembatalan Kad Kredit
  - Pengurangan Had Kredit
  - Had Kredit Kad Tambahan
  - Pengaktifan Transaksi Luar Negara
- ❖ Pinjaman Peribadi
  - Surat Siaran
  - Surat Penyelesaian
- ❖ Kemas kini Profil
  - Kemas kini Pekerjaan

**Note:** We are continuing to enhance the type of services available for Service Requests. You may check the list of services available on RHB Online Banking and RHB Mobile Banking App.

**Nota:** Kami akan terus mempertingkatkan jenis perkhidmatan yang tersedia untuk 'Service Requests'. Anda boleh menyemak senarai perkhidmatan yang tersedia di RHB Online Banking dan Aplikasi RHB Mobile Banking.