



## **Frequently Asked Questions (FAQs) on RHB Branch Relocation**

We have provided a list of frequently asked questions to address any concerns you may have. If you have additional queries that are not addressed below, please call us at 02-126 8616.

<b>Question</b>	<b>Answer</b>
<p>1. How does this impact me as a customer? Do I need to change my banking facilities?</p> <p>E.g.: Account number, Fixed Deposit, Passbooks, and Cheque Books.</p>	<p>If you have an account with RHB Bank at either our Ayutthaya or Sriracha branch(s), please note that you must close your account(s) before Wednesday, 31 July 2024.</p> <p>We encourage you to open a new account at our Bangkok branch as soon as possible to continue banking with us. Failure to do so will result in interrupted banking services as you will not be able to perform cash/cheque deposit(s) and withdrawal(s) at our Bangkok branch with your existing Savings and Current Account(s) once we close the Ayutthaya and Sriracha branches.</p> <p>There will be no change to any of your loan facilities with us, and your loan number along with other related facilities will remain unchanged.</p> <p>You may visit RHB Bangkok branch for your transactions, enquiries and services for your Savings/Current Accounts, Passbook Savings and Fixed Deposit once you have opened your new account(s) there.</p>
<p>2. What about my pending application for loans/financing or account opening?</p>	<p>There will be no change in your application. We will continue to process your loan/financing applications as usual.</p> <p>However, all the loans/financing will be processed at our Bangkok branch and new accounts will only be opened in the Bangkok branch.</p>
<p>3. I am a customer with a RHB loan. Will I have a new Relationship Manager (RM)?</p>	<p>You will continue to have a dedicated RM to assist you with your banking needs. Your RM will reach out to you soon with more details before the relocation.</p> <p>However, if there is a need to change your RM, your new RM will familiarise themselves with your portfolio to ensure a seamless transition.</p>

<p>4. I am running a business and I use my current Branch frequently. Traveling to the relocated Branch will be difficult.</p>	<p>There are alternative ways of banking with us that could reduce the need to visit a branch so often.</p> <p>If you need more information, you can reach out to the contact number provided above and the contact number that can be found in the letter that you have received on this relocation exercise. We would be happy to discuss the options available to you.</p>
<p>5. How can I share feedback and/or ask a question?</p>	<p>You can contact us at our Bangkok branch at 02-126 8616 and we will respond to your enquiries within seven (7) working days.</p>