



ANNOUNCEMENT:

Self-service support channel is now available on RHB Mobile Banking App!

Dear Valued Customers,

Good news! The self-service request feature is now LIVE on both RHB Online Banking and RHB Mobile Banking App. 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> or RHB Mobile Banking App 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.

Below is the list of services available:

- ◆ Credit Card
 - Credit Card Cancellation
 - Decrease Credit Limit
 - Supplementary Card Credit Limit
 - Opt-in for Overseas Transaction (*NEW*)
 - ◆ Debit Card
 - Unblock 3D Secure OTP
 - Change Card Limit
 - Opt in for Card-Not-Present and Overseas Transaction
 - ◆ Personal Loan
 - Release Letter
 - Settlement Letter
 - ◆ Profile Updates
 - Update Occupation
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For more information, you may refer to the full guide here:

<https://www.rhbgroup.com/-/media/Assets/Corporate-Website/Document/Personal/Digital-banking/how-to-raise-a-service-request.pdf>

Thank you.
