



ANNOUNCEMENT: RHB MULE AWARENESS 2025

If You Suspect You Have Been Scammed, immediately call RHB's 24/7 Hotline at 03-9206 8118 or National Scam Response Centre at 997 (8am-8pm daily).

[Warning] If someone sends you money and asks you to send it to someone else, **STOP**. You could be acting as a money mule – scammers use money mules to launder money while keeping their identity hidden.

Whenever in doubt, always check semakmule.rmp.gov.my. You can use this website to determine whether the bank account you're transferring to is a mule account or if your own bank account has been hijacked.

RHB accountholders who have been exited due to involvement in mule scams may submit an appeal to open an account with us under the Limited Savings Account/-i, subject to the bank's discretion and approval.

	Limited Savings Account/-i
Eligibility	<ul style="list-style-type: none">Malaysian residents and non-residents aged 18 years old, applicable only for individual accountholders <p>Note: Not applicable for Joint Account, SME and Corporate Customer</p>
Shariah Principle (Only applicable for RHB Islamic)	<ul style="list-style-type: none">QardHibah
Allowed Transaction	<ul style="list-style-type: none">Debiting transactions can only be performed over-the-counterFunds can be credited to the account via all channels such as online transfer, ATM, over-the-counter, etc.
Daily Withdrawal Limit	<ul style="list-style-type: none">Daily withdrawal amount: RM5,000 only via over-the-counterDaily deposit amount: No limit
Debit Card/-i	<ul style="list-style-type: none">No debit card/-i will be issued
Online Banking Access (Internet Banking and Mobile Banking)	<ul style="list-style-type: none">Not allowed
Passbook	<ul style="list-style-type: none">No passbook will be issued
PIDM Protection	<ul style="list-style-type: none">Protected up to RM250,000

**Please visit RHB nearest branch to learn more about the terms and conditions.*

IMPORTANT CONTACT DETAILS – BE SAFE !

	Organization	Contact Details
Have you noticed a transaction you don't recognize or suspect someone is using your account?	RHB Bank Berhad	Contact us at 03-9206 8118 or email via customer.service@rhbgroup.com
Have you been a victim of a scam and would like to lodge a report?	National Scam Response Centre (NSRC)	Contact NSRC speed dial at 997
Are you intending to verify whether any of your bank accounts or the accounts you wish to transact with have been linked to criminal activities?	Commercial Crime Investigation Department, Polis Diraja Malaysia (PDRM)	Verify through https://semakmule.rmp.gov.my/
Do you have concerns about the authenticity of a website or blog and wish to verify its legitimacy?	Malaysia Communications and Multimedia Commissions (MCMC)	Verify through https://sebenarnya.my/
		<p>You may complaint your concern through MCMC portal at https://aduan.skmm.gov.my</p> <p>Or</p> <p>Email to MCMC via aduanskmm@mcmc.gov.my</p> <p>Or</p> <p>Contact MCMC via WhatsApp at 016-220 6262</p>