



IMPORTANT NOTICE:

End of Support for Android 10 & below and iOS 15 & below on RHB Mobile Banking App

Dear Valued Customers,

As part of our ongoing efforts to keep your online banking experience safe and secure, RHB Mobile Banking App will no longer support devices running on Android 10 and below or iOS 15 and below, effective **1 June 2026**.

You will not be able to access the RHB Mobile Banking App if your mobile device is running on Android 10 and below or iOS 15 and below.

In such situation, you will still be able to login to RHB Online Banking via your browser. However, **financial transactions cannot be performed**, as approvals via Secure Plus on the RHB Mobile Banking App is required.

To avoid service interruption, please update your device to the latest Operating System (OS). No action is required if your device is already running on the latest OS.

FAQ

1. Why is there a minimum phone OS requirement?

An outdated OS no longer receives security updates from Apple or Google, making your device more vulnerable to cyber-attacks and malwares. Your device will be at risk if the OS is not updated.

2. What phone OS do I have to be on?

For Android users, effective 1 June 2026 you will need to be on Android 11 or newer OS. We strongly encourage to update to Android 13 or newer, as these versions receive the latest security updates from Google.

For iOS users, effective 1 June 2026 you will need to be on iOS 16 or newer OS. We strongly encourage to update to iOS 17 or newer, as these versions receive the latest security updates from Apple.

3. How do I check or update my phone OS?

You will need to go to 'Settings' on your mobile device and select 'About Device'. There should be an option for you to update your OS version.

4. I'm unable to update my phone OS. What do I do?

You may need to check if your mobile device is compatible with the required OS version, or you may need to upgrade to a device compatible with the required OS version.



Together We Progress

Regards,
RHB Banking Group