

## ANNOUNCEMENT:

### Safeguard your accounts when changing your authorized mobile devices on RHB Mobile Banking App

Dear Valued Customers,

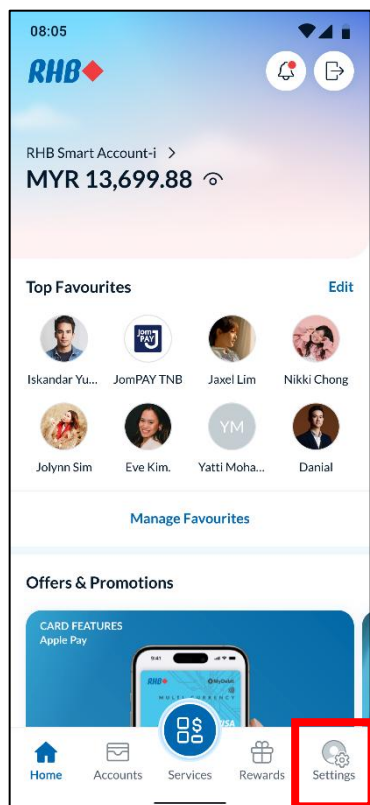
As part of our efforts in combatting financial scams and mitigating the risk of account takeover by fraudsters, please be reminded to remove your old device before registering the RHB Mobile Banking App on your new device.

For existing RHB Mobile Banking App users who have linked their device and now changing to a new device (for example, from a Samsung device to an Apple device):

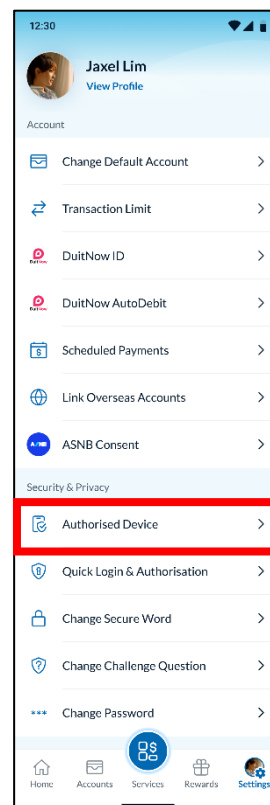
- You are required to remove your Samsung device manually from the RHB Mobile Banking App first;
- Then, only you can proceed to login and link your Apple device to the RHB Mobile Banking App

Here's how to remove your existing device on RHB Mobile Banking App: -

**Step 1:** Log in to the RHB Mobile Banking App and tap on 'Settings' icon at the bottom right corner.



**Step 2:** Under "Security & Privacy", tap "Authorised Device" to remove your device.

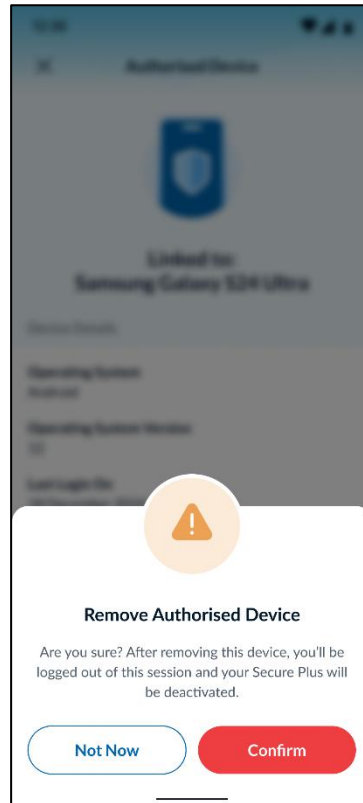




**Step 3:** View your current Authorised Device details and tap 'Remove Authorised Device'.

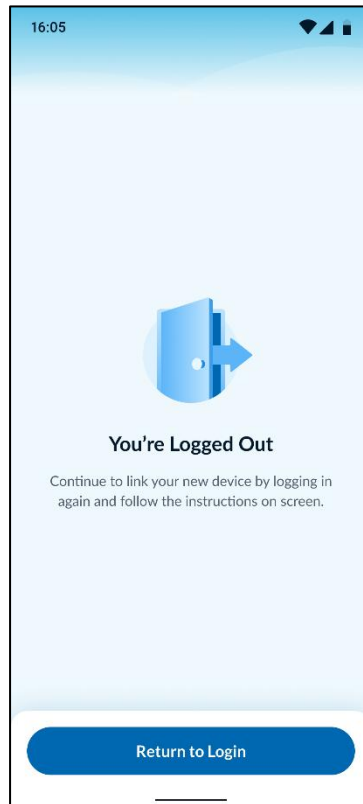


**Step 4:** Tap 'Confirm' to proceed to remove your device.





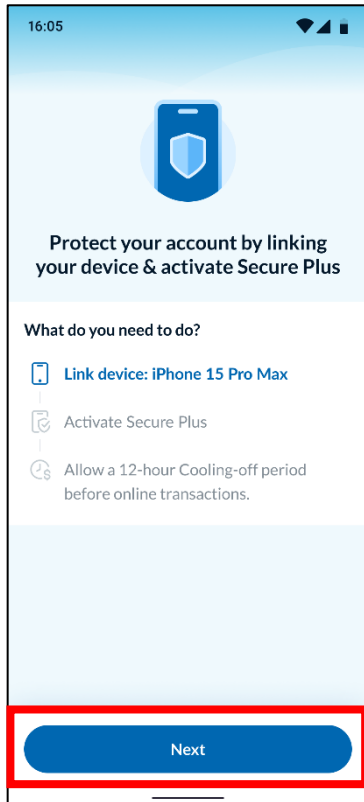
**Step 5:** You will be logged out of your current device and receive a notification that you have removed your device.



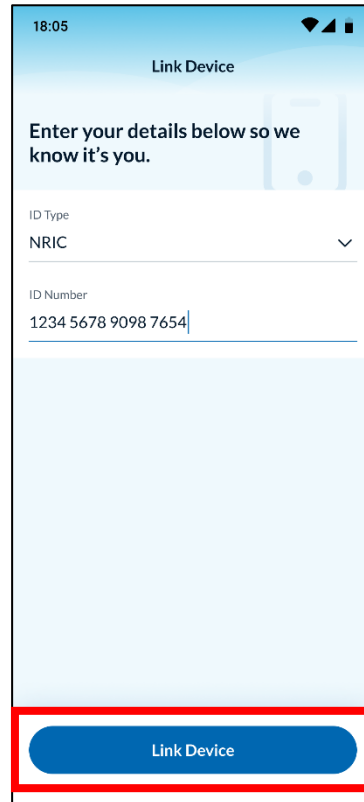


**Here's how to link your new authorised device on RHB Mobile Banking App: -**

**Step 1:** Log in to the RHB Mobile Banking App on your new device and you will be prompted to link your new device, and perform Secure Plus activation.

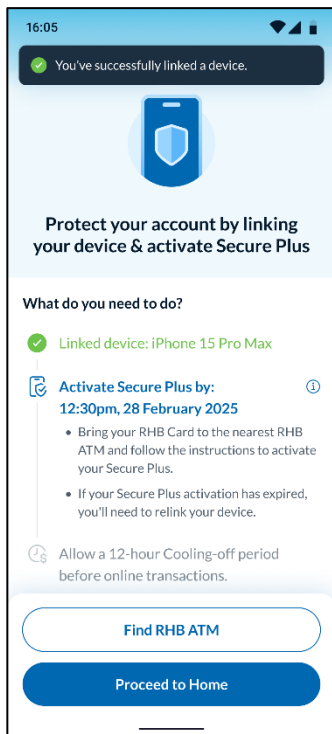


**Step 2:** Fill in the requested details and tap 'Link Device' to proceed.

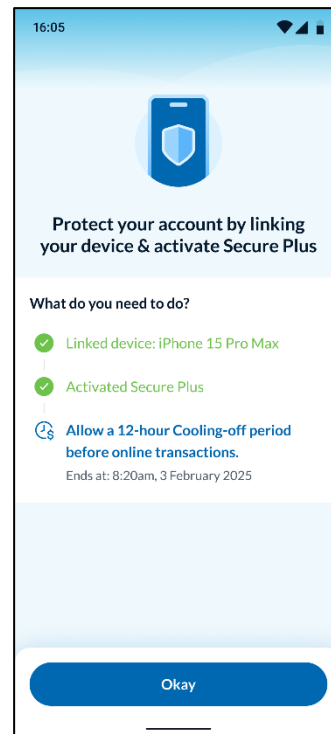




**Step 3:** Post linking your device, visit any RHB ATM to activate Secure Plus within 30 days. Click [HERE](#) for the step-by-step guide (Refer to Page 8).



**Step 4:** Upon completing the Secure Plus activation, you will need to undergo the 12-hour cooling off period prior to making online transactions.



If you are unable to locate or log in to RHB Mobile Banking App with your current device to perform the manual device removal, please contact our Customer Contact Centre for assistance.

For more info on our RHB Online and Mobile Banking, you may visit <https://www.rhbgroup.com/DigitalServices/index.html>.

Thank you for your continuous support.