



SERVICE NOTICE:

Temporary Downtime of Customer Contact Centre Hotlines

Dear Valued Customers,

As part of our ongoing efforts to enhance our services, the following RHB Customer Contact Centre hotlines will be temporarily unavailable on the dates and times below due to a scheduled system upgrade. You may continue to reach us via the alternatives listed below.

Date & Time	Hotline(s) Unavailable	Alternative Ways to Reach Us
4 July 2026 12:00 AM - 8:00 AM	Premier: 03-9206 1188 Visa Signature / Infinite / World MasterCard: 03-9206 1111	<ul style="list-style-type: none">• Customer Contact Centre General Line: 03-9206 8118• Live Chat (<i>Individual Customers only</i>): Available via RHB Mobile Banking App (<i>Go to Settings > Live Chat</i>)• Email: customer.service@rhbgroup.com
18 July 2026 12:00 AM - 8:00 AM	General Hotline: 03-9206 8118	<ul style="list-style-type: none">• Temporary Hotline: 03-9206 1111• Live Chat (<i>Individual Customers only</i>): Available via RHB Mobile Banking App (<i>Go to Settings > Live Chat</i>)• Email: customer.service@rhbgroup.com• RHB Reflex Support: reflex.support@rhbgroup.com

For urgent matters such as fraud, lost, or stolen cards, please immediately block your credit or debit card via RHB Online Banking or RHB Mobile Banking App using the Report & Replace Lost Card feature.

1. Log in to RHB Online Banking or RHB Mobile Banking App
2. Go to Accounts and select your Credit or Debit Card account
3. Access Report & Replace Lost Card:
 - RHB Online Banking: Manage Card Settings > Report & Replace Lost Card
 - RHB Mobile Banking App: Card Settings > Report & Replace Lost Card
4. Follow the on-screen instructions until you see a success message

We apologise for any inconvenience caused and appreciate your understanding. Thank you.

RHB Banking Group