



Ver.01

ANNOUNCEMENT:

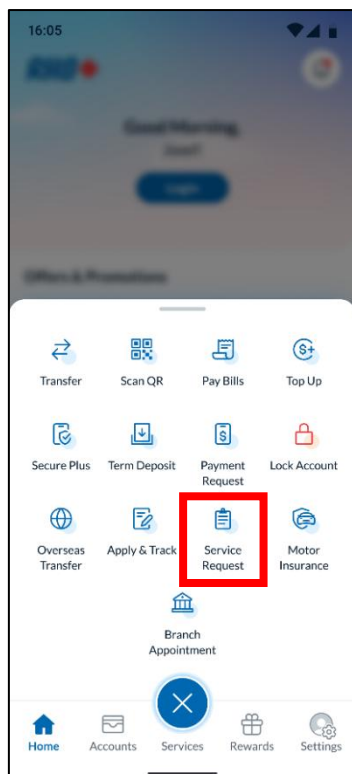
Manage your banking needs with Service Request via RHB Mobile Banking App

Dear Valued Customers,

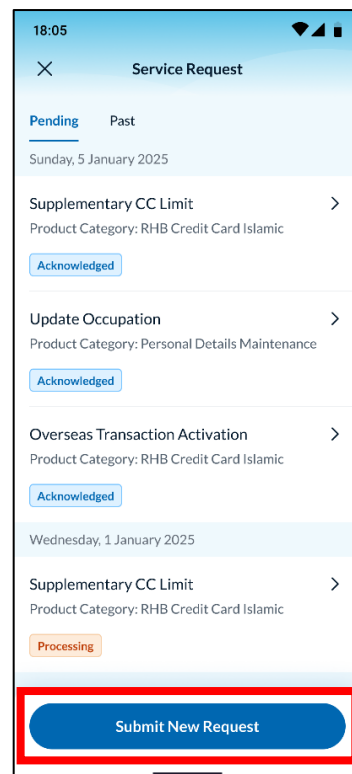
You can now manage your banking needs more conveniently with the **Service Request** feature on the RHB Mobile Banking App. It's convenient and secure, allowing you to oversee your accounts, cards, and financing needs from the comfort of your home.

Here's how to get started: -

Step 1: Launch the RHB Mobile Banking app and tap on 'Service Request' icon under Services tab.



Step 2: Tap 'Submit New Request' to submit a new request.





Step 3: Select your request by Product Type, Product Category and Service Type. Then, tap 'Submit' to proceed.

18:05

Submit New Request

Select a product to request service for

Product Type
RHB Credit Card

Product Category
RHB Credit Card Islamic

Service Type
Credit Balance Refund below RM3,000 (6 business days)

Submit

Step 4: Key in the additional details requested, dependent on the service type selected and tap 'Submit'.

18:05

Submit New Request

Select a product to request service for

Credit Card Number
RHB Shell Visa Credit Card-i • 4685854839403333

Refund to RHB Account
RHB Smart Account-i • 468585483940

Amount in MYR
2,999.99

Source of Fund
Transfer to own account

Remark
Overcharge for Car Takaful

Submit

Step 4: You will receive a confirmation notification that your request is successfully submitted.

18:05

You've successfully submitted a Service Request. We'll get back to you soon!

Pending Past

Sunday, 5 January 2025

Credit Balance Refund below MYR 3,000 >
RHB Credit Card
Acknowledged

Credit Balance Refund below MYR 3,000 >
RHB Credit Card
Processing

Wednesday, 1 January 2025

Unblock 3D Secure OTP >
RHB Credit Card Islamic
Acknowledged

Submit New Request



Below are the services available:

- ◆ Credit Card/-i
 - Credit Card Cancellation
 - Decrease Credit Limit
 - Supplementary Card Credit Limit
 - Activate Credit Card for Overseas Transaction
 - Release Letter
 - Credit Balance Refund below MYR 3,000
- ◆ Debit Card/-i
 - Unblock 3D Secure OTP
 - Change Card Limit
- ◆ Personal Financing/-i
 - Release Letter
 - Settlement Letter
- ◆ Hire Purchase/-i / Vehicle Financing/-i
 - Release Letter

Take control of your banking with a smarter, simpler way to manage your financial needs.

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!
