



Ver.01

## **ANNOUNCEMENT:** **RHB Annual Customer Survey 2026**

21 August 2026

Dear Valued Customers,

Thank you for banking with us. Your feedback is important and helps us improve the way we serve you.

As part of our efforts to enhance the overall customer experience, we will be conducting our **Annual Customer Survey** from **September to November 2026**. We have appointed an independent market research company, **IPSOS Sdn. Bhd. (IPSOS)** to carry out the survey on our behalf. As such, you may receive a call or e-mail from IPSOS inviting you to participate in the survey, which will be conducted **between 9.00am and 6.00pm, Monday to Saturday** (excluding public holidays).

**Survey invitations may come through the following channels:**

- **E-Mail:** [RHBAnnualCustomerSurvey2026@ipsosonline.com](mailto:RHBAnnualCustomerSurvey2026@ipsosonline.com)
- **Phone Call:** 03-2774 7288 / 03-2774 7299

Please be assured that your responses will remain strictly confidential. IPSOS representatives **will not** request for any personal banking information such as IC number, account number or password.

Thank you for taking the time to share your views with us.

Yours faithfully,  
RHB Banking Group

---