



IMPORTANT NOTICE:

End of Support for Android 11 & 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 11 and below (or EMUI 12 and below for Huawei devices), effective **1 December 2026**.

You will not be able to access the RHB Mobile Banking App if your mobile device is running on Android 11 and below, or EMUI 12 and below for Huawei devices.

In such situations, you may still log in to RHB Online Banking via your browser. However, **you will not be able to perform financial transactions**, as approval via Secure Plus on the RHB Mobile Banking App is required.

To avoid service interruption, please update your device to the required Operating System (OS) version before 1 December 2026. No action is required if your device is already running on a supported OS version.

Frequently Asked Questions (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An outdated OS no longer receives security updates from Apple or Google, making your device more vulnerable to cyber-attacks and malwares.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?

Effective 1 December 2026, your device must meet the following minimum OS requirements:

- **Android devices: Android 12 or newer**
- **Huawei devices: EMUI 13 or newer**
- **Apple iOS devices: iOS 16.4 or newer**

For Android users, we strongly encourage to update to Android 13 or newer, as these versions receive the latest security updates from Google.

For iOS users, 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'.

Here are the steps on how to update your OS version:

For iPhone / iPad (iOS):

1. Go to Settings > General > Software Update
2. If an update is available, tap Download and Install.
3. Follow the on-screen instructions to complete the update.

For Android / Huawei devices:

1. Go to Settings > System / Software Update > Software Update
2. If an update is available, tap Download and Install.
3. Follow the on-screen instructions to complete the update.

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.

When upgrading to a new device, please follow these steps:

1. On your old device, manually remove the device from the RHB Mobile Banking App first.
2. Once your old device has been removed, log in to the RHB Mobile Banking App on your new device and link the new device.

You may refer to the step-by-step guide on how to remove your device [HERE](#).

Together We Progress

Regards,
RHB Banking Group