



IMPORTANT NOTICE:

Security Alert: Protect Your Device and Accounts from Fraud

Dear Valued Customers,

Effective **17 November 2026**, the RHB Mobile Banking App has been enhanced with a new security feature designed to detect potential risks when Accessibility Services access and USB/Wireless Debugging settings are enabled on your device.

These settings can provide apps with elevated access to your device. Cybercriminals may misuse them to conduct fraudulent activities, access sensitive information, perform unauthorised actions, or compromise your device without your knowledge.

What You Can Expect:

- ◆ If Accessibility Services access and USB/ Wireless Debugging settings are detected as enabled when you launch the RHB Mobile Banking app, a pop-up alert will notify you.
- ◆ You are required to disable these settings before you can log in to the RHB Mobile Banking app.
- ◆ Tap “Quit App” to exit the RHB Mobile Banking app and navigate to your device settings.

How to Check and Disable these Settings

- ◆ Disable Accessibility Service (Android)
 1. Open your device Settings
 2. Tap Accessibility
 3. Go to Installed/ Downloaded Apps
 4. Turn off any services that you do not recognise or no longer require.
 - ◆ Disable USB/Wireless Debugging Settings
 1. Open Settings.
 2. Select Developer Options.
 3. Turn off USB/ Wireless Debugging if it is enabled.
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To reduce the risk of fraud, please follow these security best practices:

- ◆ Only download and install apps from official app stores, such as the Google Play Store or Apple App Store.
- ◆ Avoid downloading or installing apps from links received through SMS, email, messaging platforms, websites, or other unverified sources.
- ◆ Do not enable USB/Wireless Debugging Settings unless required for a legitimate and trusted purpose.
- ◆ Carefully review permission requests and grant Accessibility Services access only to trusted apps that you genuinely need.

Note: These security enhancements apply to Android devices only.

Click [HERE](#) for more information.

Stay vigilant. Protect your device and your accounts.

Regards,
RHB Banking Group