

RHB STRENGTHENS DIGITAL SECURITY TO PROTECT CUSTOMERS FROM FINANCIAL FRAUD

- 1. Launches Enhanced Security Measures for Online and Mobile Banking App Users, Requiring One-Time ATM Activation When Using a New Mobile Device.*
 - 2. Introduces Cooling-Off Period for High-Risk Transactions.*
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Kuala Lumpur – In a proactive move to combat financial fraud and boost online transaction security, RHB Banking Group (“RHB” or the “Group”) has rolled out enhanced security measures for its online and mobile banking users. Starting 21 September 2024, RHB customers will be required to activate their accounts via a one-time Secure Plus activation at any RHB Automated Teller Machine (ATM), when using a new mobile device and authorising transactions via the RHB Mobile Banking app.

At the same time, the Group also introduced a 12-hour cooling-off period for high-risk fund transfers and transfer limit increases, empowering customers to take control of their transactions while providing stronger security protection. These new features aim to address rising concerns over online financial fraud and offer enhanced safeguards for customers.

"At RHB, fraud prevention is a top priority, and we are continuously advancing our digital banking security to not only protect customers but also to set new industry standards," said Jeffrey Ng Eow Oo, Managing Director of Group Community Banking, RHB. "As a leader in community banking, we are committed to staying ahead of evolving threats, and these new measures reinforce our dedication to safeguarding our customers' financial data while ensuring a seamless and secure digital banking experience. We want to empower our customers with the confidence and peace of mind they deserve when using our platforms."

Key Security Enhancements:

1. One-Time Secure Plus Activation at ATMs:

Customers registering a new mobile device for online or mobile banking with RHB must perform a one-time activation at any RHB ATM using their debit/credit card and 6-digit PIN within 30 days. This additional layer of security ensures unauthorised devices cannot access sensitive financial data.

2. 12-Hour Cooling-Off Period for High-Risk Transactions:

For fund transfers to third-party, transfer limit increases, and other high-risk activities, RHB has introduced a mandatory 12-hour cooling-off period. This allows time for customers to review and verify transaction, ensuring that any suspicious activity can be halted before funds are transferred.

How It Works:

- **Secure Plus Activation:** After registering for the RHB Online or Mobile Banking app, customers have 30 days to activate their account at any RHB ATM. Failing to do so within this timeframe may result in restricted transaction access. Existing customers who have activated their accounts before 21 September 2024 can continue using their services as usual, and will only need to repeat the ATM activation if they switch to a new mobile device.
- **Cooling-Off Period:** This applies to DuitNow transfers to third-party and personal accounts, Interbank GIRO, DuitNow QR, and FPX or retail payments. During the cooling-off period, customers may receive a call from RHB to verify the transaction, providing an opportunity to report any suspicious activity. Customers can still access their online account and transfer funds within their existing limit during this time. After the cooling-off period ends, customers will receive a notification via the RHB Mobile Banking app and SMS, allowing them to proceed with the transaction.

These updates are part of RHB's ongoing strategy to strengthen its digital defences while maintaining convenience and user accessibility.

Championing Fraud Awareness

In tandem with these security awareness, RHB is intensifying its efforts to educate the public on fraud prevention. The Group regularly conducts financial fraud awareness campaigns through monthly branch roadshows including at the universities and workplace talks, as well as through digital outreach. RHB's Fraud Awareness microsite also provides vital information on how customers can protect themselves from scams and fraudulent activities.

To learn more about RHB's fraud awareness initiatives, visit RHB Fraud Awareness Microsite at <https://www.rhbgroup.com/others/fraud-awareness/index.html> or scan the QR code.

