

FREQUENTLY ASKED QUESTIONS (FAQ)	<p style="text-align: right;">RHB Bank Berhad 196501000373 (6171-M)</p> <p style="text-align: right;">Product: RHB Reflex & Talenox</p> <p style="text-align: right;">RHB Reflex  TALENOX</p>
<p>1. What is the service about?</p> <p>2. What is RHB Reflex?</p> <p>3. What is Talenox?</p>	<p>This service is a system and solution integration between RHB Reflex and Talenox. The integration will result in a combined HR, Payroll and Banking solution on a single platform.</p> <p>RHB Reflex is a Cash Management platform and an internet-based online system that offers comprehensive cash management services. You are able to manage your business finances more seamless, simple and fast with the functions as follows:</p> <ul style="list-style-type: none"> • Account Management • Information Management • Trade Inquiry • Credit Card Merchant Report • Fund Transfer • Payment Advice Notification • Bills Payment • Collections <p>For further information on RHB Reflex, please refer to the RHB Group website: https://www.rhbgroup.com/index.html</p> <p>Talenox is an automated HR software on the cloud. With a self-serve system, managing payroll and leave has never been easier. The system allows to automate payroll and leave management processes with better user experience and compliance.</p> <p>One Central Dashboard & Easy for Newbies –</p> <p style="padding-left: 40px;">Manage staff profiles, payroll, leave, and integrations to other online platforms. Talenox is designed to be so user-friendly that non-HR professionals can use it right away.</p> <p>Compliance</p> <ul style="list-style-type: none"> • <i>Localised statutory requirements and integrations –</i> Talenox is always updated with the latest Employment Act and statutory regulations. Talenox auto-calculates EPF, EIS and SOCSO when you process salary.

<p>4. What is the BENEFITS of integrating Talenox with RHB Reflex?</p> <p>5. What are the CHARGES do I have to pay for the solution?</p> <p>6. Where can I get ASSISTANCE on this integrated solution?</p> <p>7. How do I APPLY?</p> <p><i>"I am new and I do not have an account with RHB Bank."</i></p> <p><i>"I have a Business Current Account with RHB Bank, but I do not have RHB Reflex."</i></p>	<p>Leave</p> <p>Talenox promises to speed up your leave management by offering both presets and customisable leave types.</p> <ul style="list-style-type: none"> • <i>Preset with mandatory employment leave types.</i> Our Leave app comes with Malaysia's statutory leave entitlements. This means your business will always be compliant to Malaysia's employment laws, and leave types like Annual, Maternity, and Sick Leave can be calculated more quickly. Employees can also apply for cuti on-the-go. <p>You are able to experience the following:</p> <ul style="list-style-type: none"> • All Basic features of RHB Reflex including accounts enquiry modules • All Premium features of RHB Reflex including payment advice, designated fund transfer & bulk payment modules • Online Trade Finance application • Special Platinum FX rate for any Foreign Telegraphic Transfer (FTT) payments • Initiate Payroll and Statutory Payments e.g. EPF, SOCSO, EIS, and PCB (MTD), for automated onward approvals via RHB Reflex <p>The integrated solution is offered through RHB Reflex 'Premium Plus' module and the service fees are as below:</p> <p>Reflex Premium Plus : RM50.00 per month. Transaction fee remains as is for eg : Single IBG @ RM0.10 RHB customers may enjoy RHB Talenox Starter Plus exclude Leave app for FREE with RHB Reflex Premium plus or purchase Talenox SUITE from RM40.00/month for 5 employee. Kindly contact us for further information.</p> <p>If you wish to get assistance, please visit us at any RHB Branch and our dedicated staff on this integrated solution are ready to assist.</p> <ul style="list-style-type: none"> • You are required to apply for: <ul style="list-style-type: none"> - RHB Business Current Account with Reflex Premium Plus module - Apply for RHB SME e-Solutions with Talenox.com HR solution. • You are required to apply for: <ul style="list-style-type: none"> - RHB Reflex Premium Plus module
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<p><i>"I am an existing RHB Reflex user – Basic module or Premium module."</i></p> <p>8. Where can I get further INFORMATION?</p>	<ul style="list-style-type: none">- Apply for RHB SME e-Solutions with Talenox.com HR solution.• You are required to apply/upgrade for:<ul style="list-style-type: none">- RHB Reflex Premium Plus module- Apply for RHB SME e-Solutions with Talenox.com HR solution. <p>If you wish to get further information or if you have any enquiries;</p> <ul style="list-style-type: none">• Please call our RHB Customer Care Centre at: +603 9206 8118• Alternatively, please visit and apply at our SME portal at RHB Group website https://www.rhbgroup.com/rpp/index.html
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