

FREQUENTLY ASKED QUESTIONS (FAQ)	<p style="text-align: right;">RHB Bank Berhad 196501000373 (6171-M)</p> <p style="text-align: center;">Product: RHB Reflex & Xero Accounting Software</p> <div style="text-align: right;">   </div>
<p>1. What is the service about?</p> <p>2. What is RHB Reflex?</p> <p>3. What is Xero Accounting Software?</p> <p>4. What are the BENEFITS of integrating Xero Accounting Software with RHB Reflex?</p>	<p>This service is an integrated solution between RHB Reflex and Xero Accounting software. The integration will result in a seamless bank feed integration covering business accounts, multi-currency accounts, business loans, and corporate credit cards, ensuring a complete financial picture for SMEs.</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 with 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>Xero is powerful online accounting software for Malaysian small businesses, automating invoicing, bank reconciliations, and reporting. Get real-time financial insights, manage e-invoices, and keep accurate records – all in one place – to simplify cash flow management and compliance.</p> <ul style="list-style-type: none"> ● Automate tasks like invoicing, bank reconciliations, and reporting ● Get up-to-date financial data for a full picture of your business ● Seamlessly manage e-invoicing <p>You will be 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 ● Direct Bank Feeds of account balances and transaction history to your Xero Account ● Automated AP and AR reconciliation, leveraging on transaction information and history ● Connect multiple RHB accounts directly to XERO, ensuring all financial data flows smoothly into one platform for streamlined reconciliation and reporting.

<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><i>“I am an existing RHB Reflex user – Basic module or Premium module.”</i></p> <p>8. Where can I get further INFORMATION?</p>	<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.</p> <p>Try Xero free for 30 days, – 24/7 support, unlimited users, plans at 1month free trial and 90% discount for 6months from US\$2.90/month. Sign up for Xero here</p> <p>If you wish to get assistance, please visit us at any RHB Branch. Our dedicated staff on this integrated solution will be ready to assist you.</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 REFLEX Premium Plus Module with XERO online accounting software ● You are required to apply for: <ul style="list-style-type: none"> - RHB Reflex Premium Plus module – XERO online accounting software ● You are required to apply/upgrade to: <ul style="list-style-type: none"> - RHB Reflex Premium Plus module – XERO online accounting software <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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