RHB Reflex

Quick Start-up Guide Book (Basic)

Version 1.0

GETTING STARTED FOR RHB REFLEX BASIC USERS

Upon successful user registration in RHB Reflex, you will receive an email contains information for your Reflex login:
i)   Corporate ID
ii) User ID

Dear Valued Customer,

Thank you for choosing RHB REFLEX as your preferred online banking platform. Please be informed that your REFLEX application has been successfully processed. Detailed below are the REFLEX login credentials.

Corporate Name   : ARIT ENTERPRISE
Corporate ID   : 064512
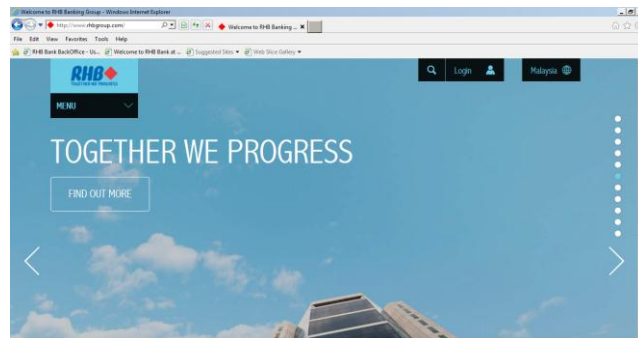User ID   : inquirer

To immediately enjoy the benefits of RHB REFLEX, kindly initiate first time login at **reflex.rhbgroup.com/my** using the credentials provided in this notification. During the login process, a One Time Password (OTP) will be sent to the registered mobile number. The OTP is required to complete the login process.

Yours sincerely,
RHB Reflex

Follow the steps below to activate your user id:

A) Activation

1. Type the URL http://www.rhbgroup.com at the web browser.
2. Click on "**Login**".
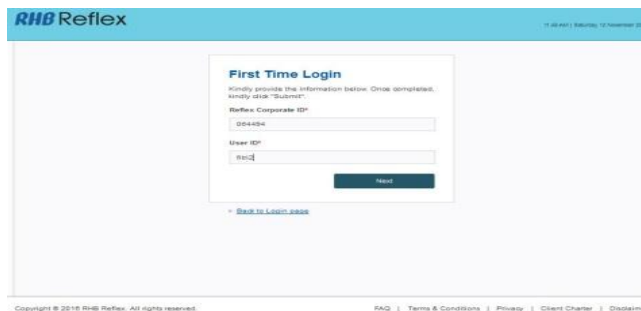3. Click on "**RHB Reflex**".

4. Reflex login page will now appear, click on "**I am a first-time user**" under the Login button.
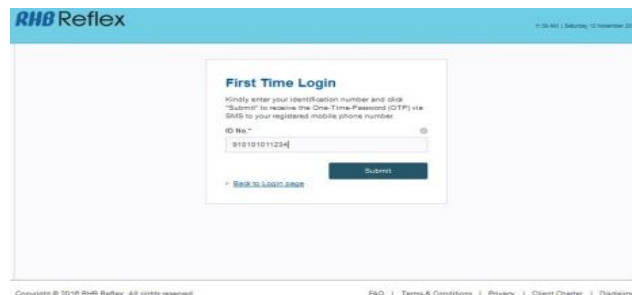

5. Input the following information on the "**FIRST TIME Login**" page:
   i)   Reflex Corporate ID (refers to the "**Corporate ID:**" in the email).
   ii) User ID (refers to the "**User ID:**" in email)
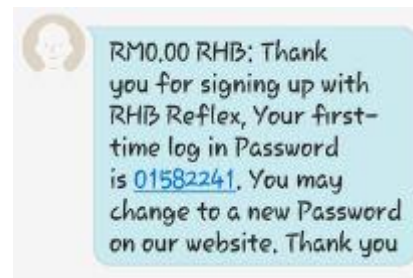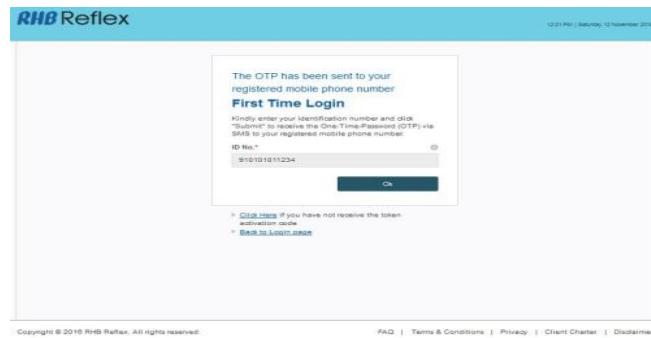   iii) Click "Next"

6. Enter your Identification Number (E.g. New I/C or Passport Number) as provided during user registration and click "**Submit**".

7. Upon successful validation of information provided, a pop-up message screen will appear to inform that the **One-Time Password (OTP)*** has been sent via the short messaging system (SMS) to your mobile number.

   * The One-Time Password (OTP) allows you to login to RHB Reflex and you are required to change your password.

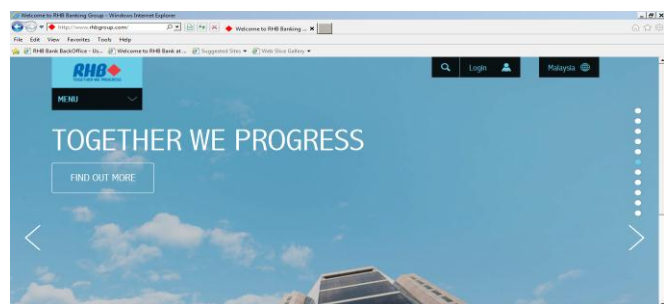8. You may proceed to login to Reflex upon receiving the OTP via SMS.

B) Access to RHB Reflex Using Password

Please get ready your:
i.   Reflex Corporate ID (refers to the "**Corporate ID:**" in the email)
ii.   User ID (refers to the "**User ID:**" in the email)
iii.   One-Time Password

Follow the steps below to access RHB Reflex:
1. Type the URL http://www.rhbgroup.com at the web browser.
2. Click on "**Login**"
3. Click on "**RHB Reflex**".

4. At the Reflex Login screen:
   i.   Enter your corporate id at the "**Corporate ID**" field
   ii. Enter your user id at "**User ID**" field
   iii. Enter your One-Time-Password at "**OTP**" field
5. Click "**Login**"

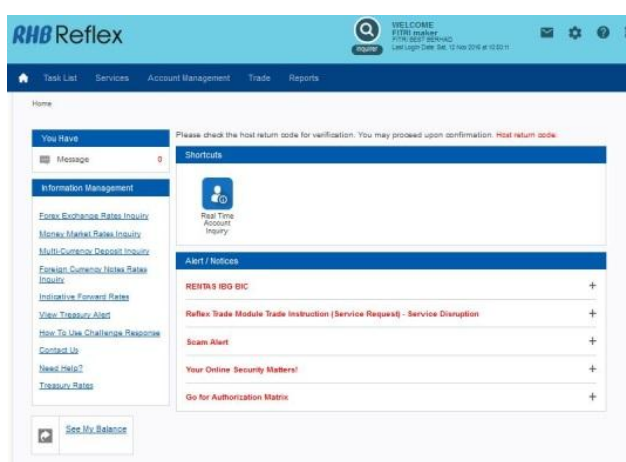For first time user, you are required to set the following:

i) **"Password"** and,
ii) "**Secret Word**" for your access into RHB Reflex. "**Secret Word**" to identify you are the genuine user during login.

6. Please enter a new password at the "**New Password**" field and re-confirm the password at "**Confirm New Password**" field.

7. Please enter a word or phrase at the "**Secret Word**" field and re-confirm the word or phrase at "**Confirm Secret Word**" field.

8. Upon successful validation, you will be able to login into RHB Reflex.

IMPORTANT
For any queries or assistance, please call our Customer Care Centre at **03-9206 8118 (Peninsular Malaysia)** or
082-276 118 (East Malaysia), or e-mail us at reflex.support@rhbgroup.com

RHB Customer Care Centre operating hours:
7:00 a.m. – 11:00 p.m. (daily)