



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

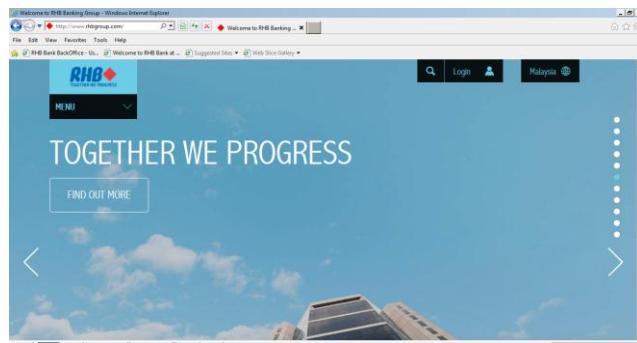
To immediately enjoy the benefits of RHB REFLEX, kindly initiate first time login at reflex.rhbgroup.com/my using the credentials provided in this notification. During the login process, a One Time Password (OTP) will be sent to the registered mobile number. The OTP is required to complete the login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

Yours sincerely,
RHB Reflex

Follow the steps below to activate your user id:

A) Activation

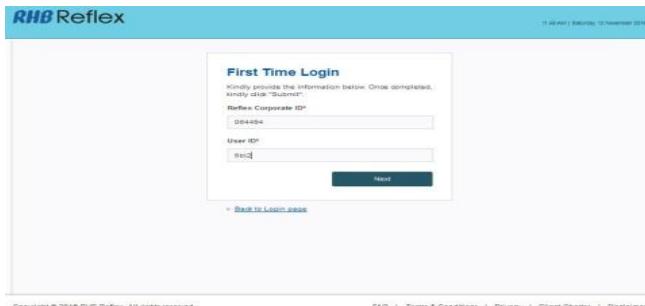
1. Type the URL <http://www.rhbgroup.com> at the web browser.
2. Click on “Login”.
3. Click on “RHB Reflex”.



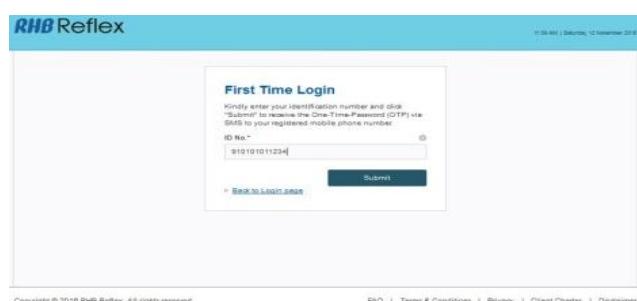
4. Reflex login page will now appear, click on “I am a first-time user” under the Login button.



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”



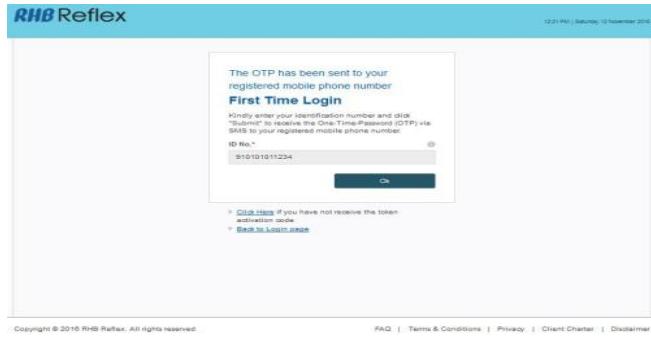
6. Enter your Identification Number (E.g. New I/C or Passport Number) as provided during user registration and click “Submit”.



- 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.

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



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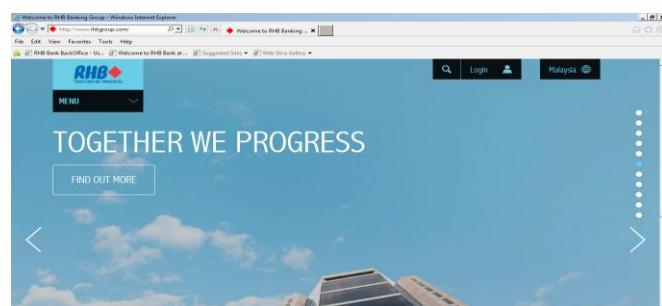
B) Access to RHB Reflex Using Password

Please get ready your:

- Reflex Corporate ID (refers to the **“Corporate ID:”** in the email)
- User ID (refers to the **“User ID:”** in the email)
- One-Time Password

Follow the steps below to access RHB Reflex:

- Type the URL <http://www.rhbgroup.com> at the web browser.
- Click on “Login”
- Click on “RHB Reflex”.



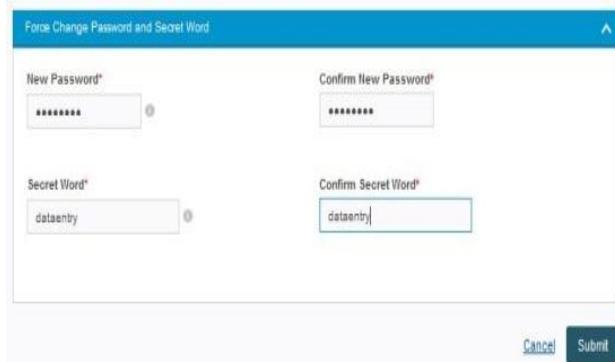
- At the Reflex Login screen:
 - Enter your corporate id at the **“Corporate ID”** field
 - Enter your user id at **“User ID”** field
 - Enter your One-Time-Password at **“OTP”** field
- Click “Login”



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.



Force Change Password and Secret Word

New Password*

Confirm New Password*

Secret Word*

dataentry

Confirm Secret Word*

dataentry

Cancel Submit



RHB Reflex

Task List Services Account Management Trade Reports

You Have

Message 0

Information Management

Forex Exchange Rates Inquiry
Money Market Rates Inquiry
Multi-Currency Deposit Inquiry
Foreign Currency Notes Rates Inquiry
Initiative Forward Rates
View Treasury Alert
How To Use Challenge Response
Contact Us
Need Help?
Treasury Rates

Alert / Notices

RENTAS IBO BIC
Reflex Trade Module Trade Instruction (Service Request) - Service Disruption
Scam Alert
Your Online Security Matters!
Go for Authorization Matrix

See My Balance

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)