



IMPORTANT NOTICE:

RHB Mobile Banking App no longer supports Android 8.0 and below

Dear Valued Customers,

To continue keeping your online banking experience safe and secure, RHB Mobile Banking App will no longer support devices operating on Android 8.0 and below effective **1st December 2023**.

As such, please update your device to the latest Android Operating System (OS) for a seamless and uninterrupted banking experience. No action is required if your device is already running on the latest required Android OS.

FAQ

1. Why should I update my phone OS?

An outdated OS is no longer receiving any security updates from Apple or Google, thus making your device vulnerable to cyber-attacks and malwares. Your device will be at risk if the OS is not updated.

2. What phone OS do I have to be on?

For Android users, effective 1st December 2023, you would need to be on Android 9 or newer OS. As for Apple iOS users, you shall be on iOS 14 or newer OS.

3. How do I check or update my phone OS?

You will need to go to 'Settings' on your mobile device and select 'About Device'. There should be an option for you to update your OS version.

4. I'm unable to update my phone OS. What do I do?

You may need to check if your mobile device is compatible with the required OS version, or you may need to upgrade to a device compatible with the required OS version.

5. What happens if I do not update my phone OS by the effective dates?

You will no longer be able to use the RHB Mobile Banking App on your mobile device. As such, you are strongly encouraged to update your OS to Android 9 or above to avoid any interruption.

Together We Progress

Regards,
RHB Bank
