



## ANNOUNCEMENT:

### Prevent unauthorized access and transactions to your RHB accounts.

Dear Valued Customers,

We have made several security enhancements to better safeguard your RHB accounts from unauthorized access and transactions from fraudsters and scammers. You can now easily freeze your RHB online banking access and RHB Cards temporarily via RHB Online and Mobile Banking.

Here's what you can do when you suspect your RHB accounts have been compromised:

1. **LOCK ACCOUNT:** Lock account is a security feature that allows you to lock your account temporarily from accessing RHB Mobile Banking and RHB Online Banking. Once your online access is locked, nobody will be able to login in to your account.

After locking your online account, these features and services will still be available to you:-

- ◆ ATM withdrawals
- ◆ Payments or transfers to your account
- ◆ Usage of RHB Credit/ Debit Cards
- ◆ Previous Duitnow AutoDebit and Scheduled payments

To unlock your account when it's safe, visit the nearest RHB branch or call Customer Contact Centre.

2. **TEMPORARILY LOCK CARD:** Lock all outgoing transactions on your RHB Debit and Credit Cards.

When your card's locked, you won't be able to:-

- ◆ Perform Cashless Payments (e.g. FPX or e-Wallet Payments)
- ◆ Perform Recurring Payments (e.g. JomPAY billers)
- ◆ Use ATM services\* (e.g. cash withdrawals or ATM-related services)  
**\*For RHB Debit Cards only**

However, you will still be to:-

- ◆ Access RHB Online and Mobile Banking
- ◆ Access your Current/Savings Account to perform transactions

For steps on how to enable **LOCK ACCOUNT**, click [HERE](#).

For steps on how to **TEMPORARILY LOCK** RHB Debit and Credit Cards, click [HERE](#).

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