

# Getting Started

## What is the genuine URL for RHB Now Internet Banking?

The genuine URL is <https://rhbnow.rhbgroup.com/kh>

## Username and Password

### What should I do if I've forgotten my Username?

Please access to RHB Now Internet Banking and click on "Forgot Username"

### What should I do if I've forgotten my Password?

You can reset your password online. Go to 'Forgot Password' at Login page to do so. You would need to enter your ATM Card, Debit Card or Credit Card details as per your registration.

### What is the Password requirement?

No special characters allowed and minimum 6 to 16 alphanumeric.

### What is the Username requirement?

No special characters allowed and minimum 6 to 20 alphanumeric.

## Secret Word

### What is Secret Word?

Secret Word is a mutual authentication used by RHB to verify that the login page is from a genuine RHB site. You will be asked to register your Secret Word when you first register to use RHB Now. You may choose any phrase of minimum 6 to 10 alphanumeric and no special character is allowed. Your Secret Word will appear on your Internet or Mobile Banking whenever you login. Always check that the Secret Word is the same as the one you have registered before you key-in your password.

### What should I do if the Secret Word does not belong to me?

Refresh your browser and key in the valid Username again. If the Secret Word is still wrong after you refresh your browser, please do not login and call us at 016 988 288 for immediate assistance or visit any nearest branch.

## Preference Name

### What is Preferences Name?

Preference name will display upon login to RHB Now Internet / Mobile Banking. You can either use your native name or create any favorite name as Preference Name during First Time Registration.

### Can I change my Preferences Name?

Yes. Go to Profile > Edit Preference Name.

## Email Address

### How can I update my Email Address to receive notification?

Go to Profile > Edit Email Address.

## Supported browser

	Chrome	Firefox	Internet Explorer	Safari
Android	Supported	Supported	N/A	N/A
iOS	Supported	N/A	N/A	Supported
MAC OS-X	Supported	Supported	N/A	Supported
Windows	Supported	Supported	Supported	N/A

## Version Support

Browser	Version
Microsoft Internet Explorer (*)	10, 11
Mozilla Firefox	46, 47, 48
Google Chrome	52, 53, 54
Apple Safari	8, 9, 10

## Recommended PC resolution

You are recommended to set your PC resolution to 1366 x 768 to fit RHB Now Internet Banking platform.

## What is RHB Now Internet / Mobile Banking daily operating hours?

Our RHB Now Internet / Mobile Banking operates 24/7.

# Profile / Notification Management

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## Can I change my mailing address via RHB Now Internet Banking?

Yes. Go to Profile > Edit Mailing Address. Select the account that you wish to change the address.

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## Can I change my mailing address for my Joint accounts?

Yes. Go to Profile > Edit Mailing Address. Select the account that you wish to change the address.

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## What is Notification?

Notification is an alert that is triggered due to transactional activities performed by you. You will be notified to receive alerts through secured inbox, external email and SMS. You have the choice to enable and disable the notification at Profile > Notification

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## Are there any charges for SMS notification?

No charge for each SMS received from RHB.

# Security

## What is Security Code?

Security Code is a random and unique 6 digit code that will be displayed to you whenever a One Time Password (OTP) is required. It will be displayed on screen and sent via SMS to your registered handphone number. You must always ensure that the Security Code appeared on screen is the same as the Security Code received on your SMS before entering the One Time Password accordingly. If it does not match, please cancel the transaction and contact our Hotline at 016 988 288 for assistance.

## What is One Time Password (OTP)?

One Time Password (OTP) is an alphanumeric code that is only valid for a single transaction when you perform any high risk transaction. The OTP will be sent together with Security Code via SMS to your registered handphone number. You have to make sure that the Security Code displayed on the Confirmation Page is an exact match with the Security Code sent via SMS before entering your OTP to complete the transaction. OTP is case sensitive. If it does not match, please cancel the transaction and contact our Hotline at 016 988 288 for assistance.

## In what scenario will I receive the Security Code and OTP?

One Time Password (OTP) is required as transaction verification when you perform any high risks transaction(s). The following transactions are considered high risks transactions:

1. Manage Account
2. Update Profile

OTP will also be sent to you when you first navigate towards any transactional tab menu (i.e Profile) after your successful login to RHB Now Internet Banking.

## Are there any charges for to receive OTP?

No charge for each SMS received from RHB.

## How do I request for OTP?

You do not need to request for OTP. OTP will be sent automatically to your registered mobile phone number when you click "Preview" button upon performing any high risk transaction.

For new customers, you can register your mobile phone number to receive OTP during First Time Registration.

## If I want to change my mobile phone number for OTP retrieval, can I do it via RHB Now Internet Banking Profile page?

Yes. You need to update your mobile phone number at Profile page and go to Profile > Edit Mobile Number.

## If I do not receive OTP within 1 minute, what should I do?

If you do not receive your OTP within 1 minute, you can request for another OTP by clicking at 'Click here' link at the bottom or remark of the page.

## I used an ATM card to register for RHB Now Internet Banking. Can I use a different card to register my mobile number for OTP?

You can only register a mobile number for OTP using the same card used for RHB Now registration.

## How long do I need to wait for my registered mobile phone number to be updated after I have updated via RHB Now Internet Banking?

Registered mobile phone number via ATM will be updated immediately.

## I have entered the wrong mobile phone number at the ATM, can I re-register ?

Yes, you may re-register your mobile phone number for OTP via ATM.

## Are there any charges to register / update my mobile number?

No charges for any mobile number registration / update.

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### **Can I register / update my mobile number after midnight?**

Yes. You may register / update your mobile phone number for OTP 24/7.

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### **Can I register / update more than one mobile phone number via RHB Now Internet Banking?**

No, You are not allowed to register more than one mobile phone number in RHB Now Internet Banking.

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### **How to cancel a registered mobile number for OTP?**

You may cancel your registered mobile phone number for OTP by calling our Hotline at 016 988 288 or visit any nearest branch.

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### **What should I do if I still do not receive OTP even though I have registered / updated my mobile number successfully via RHB Now Internet Banking?**

You are advised to contact our Hotline 016 988 288 for further assistance.

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### **How can I update my mobile number to receive OTP?**

You can update your mobile number at RHB Now Internet Banking at Profile page and go to Profile > Edit Mobile Number or you may also visit our nearest RHB Branch.

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### **What if I am overseas, how can I update my mobile number to receive OTP?**

You can update your mobile number at RHB Now Internet Banking at Profile page and go to Profile > Edit Mobile Number or you may also visit our nearest RHB Branch.

# Contact & Support

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## Who do I call for support?

Please call our Hotline at 016 988 288 for assistance.

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## I want to give some feedback to RHB, what should I do?

You can either compose an email to us through Secured Mailbox or email us at [kh.customerservice@rhbgroup.com](mailto:kh.customerservice@rhbgroup.com)

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## What should I do when I receive suspicious email asking to confirm the details of my RHB account?

If you receive a suspicious email asking you to confirm the details of your RHB account, please forward it to [kh.customerservice@rhbgroup.com](mailto:kh.customerservice@rhbgroup.com).

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## What should I do if I notice suspicious transactions using my RHB account?

If you notice suspicious transactions using your RHB account, please call our Hotline at 016 988 288 immediately or visit any nearest branch.

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## Do I need to lodge a police report for any suspicious transactions?

Yes, you should lodge a police report and send it to us at [kh.customerservice@rhbgroup.com](mailto:kh.customerservice@rhbgroup.com) within 48 hours or visit any nearest branch.

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## What will happen if I do not send the police report to RHB?

We will not be able to investigate further if you do not send us the police report.

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## How long does it take to resolve a disputed transaction?

Please allow 14 working days for us to resolve the dispute.

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