No.	Category	Section	Question	Answer
1	Fund Transfer / Bill Payment/ Profile Management	General	Why are my changes to my preferences on RHB Now not reflected here?	If you're logging in for the first time to the new RHB Mobile Banking App, we will do a one-time import of the following preferences from the RHB Now platform: 1. Favourite Payees 2. Payment Limits 3. Account Nicknames We will only import your profile saved from the day before, so anything that you have changed on the day you login will not be imported. You might not see all of your biller Favourites imported as only a selected list of billers will be available for payment in the new RHB Mobile Banking App. For other billers, please make your payment via JomPAY. We are continuously adding new billers in subsequent releases of our app. For payment limits above MYR 10,000 that are imported from the RHB Now platform we'll round down the payment limit to the nearest multiple of MYR 5,000 in the new RHB Mobile Banking App. After your first time login, your profiles are maintained separately on the new RHB Mobile Banking App and the existing RHB Now platform. For changes to be reflected on both ends, you will need to update your preferences on both platforms.
2	Profile Management	Profile	What is an authorised device?	An authorised device is a mobile device that you have used to login to the new RHB Mobile Banking App, and have given permission to access the new app via a 6-digit One-Time Password. You may authorise up to a maximum of 3 devices to log in to the RHB Mobile Banking App. Your authorised devices will consist of your Primary Device and Secondary Devices. For security purposes, we allow you to have only one Primary device and 2 Secondary devices at a time. You may remove or replace any of these devices at any time. Just tap on 'Authorised Devices' under the 'Security' section in the menu, and select the device you'd like to remove.
3	Profile Management	Profile	What is a Primary and Secondary device?	A Primary device allows you to approve or reject payments and certain changes made to your settings (financial and non-financial transactions). For security purposes, we allow you to have only one Primary device at a time. A Secondary device will not allow you to approve or reject payments. You may only view account balances and perform transactions that do not require authorisation (e.g., payments to your favourite individuals, bill payees or telco top-ups).
4	Profile Management	Profile	How do I remove a device or change my primary device?	Removing a device or changing your primary device is easy! Just tap on 'Authorised Devices' under the 'Security' section in the menu, and select the device you'd like to remove or set as primary. After you've selected a device, simply tap on "Delete" to remove the device, or tap on " Make This Device as Primary" if you want to set this device to be the primary device.
5	Fund Transfer / Bill Payment/ Top Up	Profile	What are Quick Links?	Quick Links allow you to quickly access your saved favourite individuals, payees and top-ups on the Home screen after you have logged into the app. You can add up to a maximum of eight Quick Links. To manage your Quick Links, tap on 'Home' under the 'Personalisation' section in the menu. From there, you can tap on a Quick Link to remove it from your Home screen or tap on the '+' button to add a new Quick Link to your Home screen.
6	Fund Transfer / Bill Payment/ Top Up	Payments	What is Quick Pay?	Quick Pay is a feature available for Quick Links that speeds up your payment experience by allowing you to make payments when you perform a quick login with either biometric or PIN. If you make frequent transactions to an individual, bill payee or top-up, simply enable Quick Pay when you add them as a Favourite and experience effortless paying! If your transaction amount exceeds the Quick Pay limit, you are required to do a full login to complete the transaction.
7	Login	General	What can I do with Quick Login?	You can perform the following activities with Quick Login: 1. View account balances, transaction history and saved favourites 2. Transfer money within your own accounts 3. Perform Quick Pay via saved Quick Links the App's Home screen 4. Customize profile picture, display name and account nickname 5. Set your default account
8	Fund Transfer	Payments	What is Secure Plus?	Secure Plus is an additional safety feature to ensure your transactions are always secure. Whenever you make payments worth MYR 10,000 and above, we will send a push notification to your primary device for you to authorise via a approve or reject button.
9	Fund Transfer	Payments	How do I know which device is registered for Secure Plus?	To find out which device is registered, tap on 'Secure Plus' under the 'Security' section in the menu. The device that is registered for Secure Plus will be displayed on the screen. If you think that the device displayed does not belong to you, please tap on 'Deregister Device' immediately and change your password on RHB Now Internet Banking. Secure Plus can only be enabled for your Primary device. However, if you choose to register for Secure Plus on your Secondary device, your Secondary device will become the Primary device. A Primary device allows you to approve or reject payments and certain changes made to your settings (financial and non-financial transaction). For security purposes, we allow you to have only one Primary device at a time.

No.	Category	Section	Question	Answer
10	Fund Transfer	Payments	How do I change the device registered to Secure Plus?	To change the device registered to Secure Plus, log in to the app using the device that you want to register Secure Plus on and go to 'Secure Plus' under the 'Security' section in the menu. Tap on 'Deregister Device' to deregister your old device from Secure Plus. Once completed, the Secure Plus registration screen will be displayed. Read the terms and conditions before registering for Secure Plus on your new device. For your security, we will send a 6-digit One-Time Password to your registered mobile number to authorize the new registration. Only primary devices can be enabled for Secure Plus. If you choose to register for Secure Plus on your current device, your current device will also become the primary device. A Primary device allows you to approve or reject payments and certain changes made to your settings (financial and non-financial transaction). For security purposes, we allow you to have only one Primary device at a time.
11	Fund Transfer / Bill Payment/ Top Up	Payments	What is the limit for Quick Pay?	Each Quick Pay has the following payment limits based on the payment types: 1. Individual Transfer: • MYR 500 per transaction • MYR 5,000 cumulative daily limit 2. Bill Payment: • MYR 500 per transaction • MYR 5,000 cumulative daily limit 3.Top Up: • MYR 100 per transaction • MYR 500 cumulative daily limit 4. Own Account Transfer: • No Limit If your payment exceeds the allowed limit, you will be asked to do a full login to complete the transaction. The Quick Pay transactions you make will also be subjected to the payment limits that you have set in "Payment Limits" in Menu. Note: The Quick Pay limit is a fixed limit set by the Bank.
12	Login	General	What is Quick Login?	Quick Login allows you to login without password, either via fingerprint or PIN. Fingerprint login leverages on your device's biometric technology. Anyone who has registered their fingerprint on your device will also be able to perform quick login into the app. For your security, lease ensure that only your fingerprints are registered to access your device. If you have opted to use PIN as a quick login, the same quick login method will apply for all the devices that you use to log in to the app. Removing or changing your PIN will also be applied to all your devices.
13	Profile Management	Profile	Am I able to select which of my accounts to display in the app?	Yes! Simply tap on "Home" in the menu to access this feature. You can set which accounts to be displayed on your Home screen by toggling them on or off. Accounts that are not displayed in your Home screen will also not be available for selection when you make payment. Note: Your preferences made here will not be reflected on the old RHB Now Internet and Mobile Banking platform.
14	Fund Transfer / Bill Payment/ Top Up	Payments	How do I add someone to my Favourites?	You can add a Favourite by going to the 'Favourites' settings in the menu. Tap on the '+' button on the top right corner to add a Favourite Individual, Biller, or Top Up. You can also add a Favourite when you are in the process of paying a recipient. Simply toggle on 'Add to Favourites' after you're done filling in the recipient details. While you're adding your favourites you are also given the option to set them as a Quick Link which pins them to your Home screen. Quick Links are eligible for Quick Pay, an additional feature that allows you to make payment to your favourites with only a quick login to the app. Note: Any additions or changes made to your Favourites here will not be reflected on the old RHB Now Internet and Mobile Banking platform.
15	Profile Management	General	What should I do if I've forgotten my Username or Password?	If you've forgotten your username, please call our Customer Care Centre at 03-9206 8118 for further assistance. Verifications will be carried out during the username retrieval process. If you've forgotten your password, please access the RHB Now Internet Banking homepage and click on the "Forgot Password" link.
16	Profile Management	Profile	What are my payment limits on the RHB Mobile Banking?	You can view and change your payment limits by accessing the menu on the top left corner and tapping on "Payment Limits". Here, you will be able to manage your transfer, payment, and top up limits. Note: You are provided with separate payment limits between the RHB Mobile Banking App and the old RHB Now Internet and Mobile Banking platform. Any changes made to your payment limits here will not be reflected on the old RHB Now platform and vice versa. There is also no combined cap on payment limits on the new RHB Mobile Banking App and the old RHB Now platform. Even if you have reached your payment limit on RHB Now, you will still be able to make payments on RHB Mobile Banking and vice versa.
17	Profile Management	Profile	What kind of profile changes can I make here?	Change how we greet you within the app and upload a profile picture to personalise your app. You can also change the mobile number you use to receive your OTP as well as update your email address.
18	Fund Transfer / Bill Payment/ Top Up	Payments	How do I make payments that are MYR 10,000.00 and above?	You can make payments of MYR 10,000.00 and above by enabling Secure Plus, found in the 'Security' section of the menu. Once you've enabled Secure Plus, you will be able to authorise payments of MYR 10,000.00 and above using only your primary device.

No.	Category	Section	Question	Answer
19	Login	General	How can I manage my login settings?	You can manage your login settings in the menu under 'Security'. Here, you will be able to set your preferred quick login method (i.e. fingerprint or PIN). Biometric login is device-specific, but changes made to your PIN will be applied across all your devices. To change your password, you need to log on to the RHB Now Internet Banking. Changes made will be reflected immediately.
20	Profile Management	Profile	What should I do before I delete the App on my device?	Please remove your device's access to the App before you delete the App for your security. Just tap on 'Authorised Devices' under the 'Security' section in the menu, and select your current device. After you've selected your device, simply tap on "Delete" to remove the device. If you are deleting the App on your primary device, please set another device as primary before deleting the App from your primary device. Simply go to the 'Authorised Devices' setting to set your other device as primary. For your security, we will require you to authorise this change with a SMS OTP. Without selecting a primary device, you will not be able to approve or reject payments or transactions that require your authorisation.
21	Fund Transfer	Payments	What happens if I do not approve or reject my transaction in time?	If we do not receive authorisation from you within 60 seconds of your submission, we will assume that you've not authorised the transaction and will automatically reject the transaction for your security. You will need to perform the payment again. Please ensure that you have enabled push notifications on your primary device in order to receive authorisation prompts.
22	Fund Transfer / Bill Payment/ Top Up	Payments	Why didn't my payments, top-ups or transfers require authorisation?	Authorisation is not required when you make payments to your Favourite Individual, Biller, or Top Up recipient. Only payments to non-Favourites will require your authorisation on your primary device.
23	Foundation	Payments	I can't approve or reject payments on my RHB Mobile App. Why?	For your security, in order to approve or reject a payment of any amount on the new App, you must: 1. Enable Push Notifications on your primary device 2. Relogin to the app if enrolment failed during your first time login 3. Enable Phone permissions if you are an Android user
24	Fund Transfer	Payments	Can I authorise payments made on RHB Now using the RHB Mobile App?	You will not be able to authorise any payments made on the RHB Now Internet and Mobile Banking platform using this App. If you wish to authorise your payments made on RHB Now Internet Banking website, you will need to maintain the old RHB Now Mobile Banking App on your phone. Alternatively, make and authorise your payments on the new RHB Mobile Banking App to enhance your paying experience!
25	Foundation	General	I can log in to RHB Now and the new App at the same time. Why?	You will be able to login concurrently to the new RHB Mobile Banking App and the existing RHB Now platform. Please ensure that you have logged out from your previous device before logging in to the new App.
26	Account Information	General	What products can I view here?	We have made the following products available for viewing in our new app: 1. Savings Account/Account-i 2. Current Account/Account-i 3. Fixed/Term Deposit 4. Credit Card 5. Personal Finance 6. ASB Financing 7. Mortgage 8. Vehicle Financing 9. Unit Trust (Retail Products only) 10. Multi Currency Account We are continuously adding other products as we go. Stay tuned!
27	Foundation	General	I am having problems logging into my account. What do I do now?	If you've forgotten your password, you may perform self-reset by selecting the "Forgot Password" link on RHB Now Internet Banking. Alternatively, if the problem persists, please reach out to Customer Service by accessing the 'Call Customer Service' feature via the 'Need Help' section under Menu.
28	Login	General	How do I log in to the RHB Mobile Banking App?	Our new RHB Mobile Banking app leverages on the existing login credentials that you have registered on the existing RHB Now Internet and Mobile banking platform. If you are a new RHB customer, please register and perform a first time login on RHB Now platform. Then you will need to wait for a welcome SMS or at least 24 hours before logging into the new RHB Mobile Banking App.
29	Profile Management	Profile	Am I able to change my OTP mobile number here in this app?	Yes you can! To avoid the hassle of going to the branch or ATM, we have prepared this feature for you in our new RHB Mobile Banking App. Simply tap on the 'Mobile Number (OTP)' in Menu to proceed with the change. For your security, we would require that you go through a 3-step authentication process where we need you to input your RHB credit card number and card PIN, answer one security question and verify your existing mobile number using a 6-digit One-Time Password (OTP) sent to your existing mobile number. Once you are securely authenticated and verified, we will allow you to change your mobile number. When the changes are applied, you will receive an SMS to both your existing and new mobile number informing of the change. This change will apply to all transactions that require OTP on both the RHB Mobile Banking App and the old RHB Now platform.
30	Customer Service	Customer Service	Where can I compose a secure message to RHB?	For the time being we do not have the feature to compose secure messages via the RHB Mobile Banking App. To correspond with RHB Customer Service via secure message, please use the existing RHB Now platform.
31	Bill Payment / Top Up	Payments	Why can't I select my Debit Card to pay bills / top up?	This feature is not available at the moment. During this time, please select your Current Account or Savings Account to make payment. We apologise for the inconvenience caused and will keep you updated when this feature is available.

No.	Category	Section	Question	Answer
32	Login	General	Why can't I log in to the app during 3:50AM-5:00AM (GMT +8) ?	We have a daily scheduled maintenance for credit card customers from 3:50AM - 5:00AM (GMT+8). During this time, you will not be able to log in to the RHB Mobile Banking App. We apologise for the inconvenience caused during this time.
33	Fund Transfer	Payments	Why are some of my IBG favourites missing?	If you have previously saved the same favourite individual (account number and recipient bank) under both IBG and Instant Transfer payment type in RHB Now, we will automatically import only the favourite under Instant Transfer to your new RHB Mobile Banking profile. This is to prevent a duplicate display of recipients in your Favourite list in the new RHB Mobile Banking App.

However, we will automatically import favourites that have been saved only under IBG payment type in RHB Now. You may change this favourite to Instant Transfer, by deleting the favourite from your IBG payment type list and adding it back again under Instant Transfer on the new RHB Mobile Banking App.

As we move forward towards providing you with a free, secure, fast and seamless payment experience, new payments initiated to any individual on the app will by default be sent via Instant Transfer*.

*Instant Transfer is selected subject to the recipient bank's capability. Otherwise, the payment will be defaulted to IBG. |