

FAQ – RHB Pay Anyone™

1. What is RHB Pay Anyone™?

RHB Pay Anyone™ is a payment service which allow customers to send money to anyone just by providing either one of the following:

- a) Mobile number (Please note that the mobile number must be a registered Malaysian number)
- b) Facebook ID
- c) Email address

This feature is available via the RHB Now Mobile Banking App.

2. Who can use this service?

This service is available to all RHB Bank customers with a personal current or savings account who have successfully registered for RHB Now Internet Banking and downloaded the RHB Now Mobile Banking App to their smartphones or smart devices.

However, if you are the recipient, anyone can use this service to collect money, even if you are not a RHB Bank customer.

3. How do I send money?

- Go to RHB Now Mobile Banking App
- Tap on the "RHB Pay Anyone™" icon
- Tap on one of the Initiation modes:
 - a) Mobile
 - b) Email
 - c) Facebook
- Log in to the RHB Now Mobile Banking App and choose the recipient you wish to send the money to.
- Thereafter, choose the account you wish to send the money from.
- Key in the amount to be transferred and tap on the "Preview" tab.
- Enter the One Time Password generated to confirm your transaction.

Depending on the mode of Initiation, a notification with a 9 digit Passcode will be sent to the recipient either by SMS or email or Facebook private wall post.

4. How do I collect the money?

The recipient need to have the 9 digit Passcode in order to claim the money. It is recommended to always call or SMS the recipient personally to inform on Passcode. The funds will be transferred from the sender's account to your account via Interbank Giro (IBG).

There are 2 options to collection your money.

Option 1: Collection via the RHB Pay Anyone™ Web Collection Page

- a) Click on <https://logon.rhb.com.my/payanyone> and key in the 9 digit Passcode provided by the sender
- b) Key in the banking account details of your choice for the money to be deposited into

Option 2: Collection via RHB Now Mobile Banking App – RHB Pay Anyone™ Collection

- a) Go to RHB Now Mobile Banking Application
- b) Tap on the "RHB Pay Anyone™" icon

- c) Select "Collection" tab
- d) Select instructions received via i) Mobile ii) Email or iii) Facebook and key in relevant info required
- e) Key in the 9 digit Passcode provided by the sender.

You have up to three (3) days to collect the money upon receiving the notification.

5. Is there a transaction limit?

Yes. You are subject to a daily transaction limit of RM1,000. This can be in single or multiple transaction requests. You may change your transaction limit via RHB Now Mobile Banking App at RHB Pay Anyone™ module by selecting the Transaction Limit option. Please note that the maximum daily RHB Pay Anyone™ limit of RM1,000 is a sub limit of RHB Bank's IBG limit.

6. Why do I need a Passcode?

The 9 digit Passcode is part of the security measure in place to identify the rightful recipient. Please inform the recipient about the Passcode via a phone call or SMS, as they will need this Passcode to collect the money.

7. Why do I need to call or SMS the recipient to share the Passcode?

This is for security reasons to prevent any unauthorized person from retrieving the money.