



ANNOUNCEMENT: Notice to RHB Cardholders

18 August 2022

Dear Valued Cardholder,

Further to the recent announcement by iPay88 on the cybersecurity incident where card data may have potentially been compromised, we wish to assure customers that RHB has taken immediate countermeasures to mitigate potential risks that may arise.

RHB has undertaken the following proactive measures to ensure the safety of customers financial information:

- a) Heightened fraud risk management and monitoring of suspicious or fraudulent/ unauthorized activities and
- b) Implementation of additional measures to confirm any suspicious transactions or unauthorized activities, including issuing immediate alerts to cardholders to validate such transactions.

Cardholders may continue to use your cards as usual. Please monitor your card transactions vigilantly by checking your card statement through the RHB internet or mobile banking platform and transaction alerts received via SMS as well as answering calls from RHB customer service agents.

Please also ensure that your contact details, such as your mobile number, is updated for RHB to notify immediately if we detect any suspicious activity.

Should you need any clarification, please call the contact number at the back of your card.

Thank you,

RHB Banking Group
