



FOR IMMEDIATE RELEASE
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RHB BANK INTRODUCED FIRST REAL-TIME MOBILE E-TICKETING AND APPOINTMENT SERVICES FOR BRANCHES

Kuala Lumpur – RHB Banking Group (“RHB” or “The Bank”) is the first Malaysian Bank to provide real-time mobile e-ticketing services and same day appointments to be made at 50 selected RHB Bank and RHB Islamic Bank branches in Malaysia, with the help of the Queue Management System (“QMS”) App.

“The requirement for social distancing brought about by the pandemic has made it even more important for financial institutions to ensure that customer interactions at the Branch remain safe. While we continue encouraging the use of our internet and mobile banking services, we still need to engage our customers in a meaningful and personalised way. Hence, by having this real-time queue and appointment system on their mobile phones, our customers will be able to significantly reduce time spent within the Branch waiting for their turn to be served by our branch officers, and this is especially important during this period of time,” said Alex Lim, Head, Group Retail Distribution, RHB Banking Group.

With the QMS App, customers would be able to enjoy the following services from wherever they are:

- obtain queue ticket numbers instantaneously throughout branch operating hours
- make appointments as close as 1 hour in advance and up to 30 days ahead of the scheduled appointment date
- view real-time information on the number of customers queuing at branches
- receive real-time alerts in time to enter the branch for service
- perform real-time cancellations of their queue ticket or appointment and make a new one in a few simple steps

“The health, safety and convenience of our customers will always be our key priority. Although customers can still walk in to our branches without an appointment, we encourage the use of the QMS App, where customers can experience a hassle free, redesigned ‘visit-to-the-branch’ journey, and easily obtain a queue ticket or make an appointment in a few simple steps. With this App, customers can step into our branch upon receiving a

notification of their turn, and will be served almost immediately,” said Michelle Liew, Head of Group Customer Experience, RHB Banking Group.

Customers may view a list of participating branches on the QMS App, and the Bank plans to expand this service to include all of its branches nationwide by the first half of 2021.

The QMS App is available for download from the Apple App Store or the Google Play Store for free, and customers are able to use the App without additional registration or sign-ups required.

Mobile Queue and Appointment @ Branch



Scan here to download now



3 easy steps to get your Q ticket or make an appointment

Step 1



Scan QR code to download "QMS app"

Step 2



Select "Service Provider"

Step 3



Select "RHB Bank"

The app will notify you when your ticket is about to be called. Just show us your Q ticket when you arrive at your branch.

You can also check your Queue or Appointment status in the app by selecting the "Upcoming" button.

