



18 JUNE 2021

RHB ASSURES CUSTOMERS THAT DATA SAFETY AND SECURITY REMAIN ITS TOP PRIORITY

Kuala Lumpur – RHB Banking Group (“RHB” or the “Bank”) had on 17 June 2021 discovered an error in the issuance of Current Account e-statements sent via email to a number of customers, due to a technical issue that had occurred on the side of its external service partner. The error affects less than 0.50% of the Bank’s total retail customer base in Malaysia.

“We sincerely apologise to all our affected customers on the inadvertent error in the issuance of their e-statements. The error had been rectified immediately upon discovery and affected customers were notified on the same day through email and SMS messages. Following this, new e-statements are currently being sent to them,” said Dato’ Khairussaleh Ramli, Group Managing Director and Group CEO of RHB Banking Group.

“We would like to reassure our customers that their data safety and security continue to be our top priority. Investigation is currently still ongoing to determine the root cause of the incident. The Bank takes this matter very seriously and we have immediately put in place enhanced control measures to ensure that access to our customers’ banking accounts is not compromised and remains protected at all times,” Dato’ Khairussaleh added.

Customers may write to customer.service@rhbgroup.com should they have any concerns relating to their e-statement.