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RHB REIMAGINES ITS DIGITAL BANKING SERVICES

Kuala Lumpur – RHB Banking Group (“RHB” or the “Group”) will be migrating its existing “RHB Now” mobile and internet banking services to the new RHB Mobile Banking and RHB Online Banking platforms. The migration will be completed by 31 March 2023 and customers are encouraged to fully utilise the new platforms from 1 April 2023 onwards. Following this migration, most banking services will no longer be available on the old “RHB Now” platform.

“We have enhanced our mobile and internet banking platforms with new features that provide our customers with a more personalized online banking experience for a range of RHB products and services, such as fixed deposit, multicurrency placement and withdrawal, as well as consolidated rewards and redemptions. For a seamless experience, customers’ login credential username and password remain the same. However, we are mindful of the need to ensure a good balance between security and convenience especially with the rising threat of online scams and fraud. Hence, amongst the key security features exclusive to the new platform include the Secure Plus verification system, which is required for the authorisation of transactions moving forward.

RHB has seen a rapid increase in number of transactions conducted online, where we have recorded a 14% increase of online transactions in December 2022 as compared to December 2021. We expect more and more of our customers to switch to our online banking platform with the introduction of these enhanced features.

We will continue to enhance our mobile and internet banking features to provide even greater security, convenience, and seamless usability for the convenience of our customers. This includes

enabling fully-online current accounts and savings accounts opening as well as the addition of DuitNow Request-to-Pay, DuitNow Auto-Debit and Lock Account by June 2023.

I would like to urge all our customers to switch to RHB Mobile Banking and RHB Online Banking, and to set up their scheduled payments, transfers and favourite accounts on the new system, before 31 March 2023 to avoid unnecessary complications,” said Mohd Rashid Mohamad, Group Managing Director / Group Chief Executive Officer of RHB Banking Group.

For more information on migrating to the new RHB Mobile Banking and RHB Online Banking platforms and features available, please visit <https://www.rhbgroup.com/files/others/highlights/H20230105-1.pdf>
