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## **IMPORTANT NOTICE:**

# **RHB Now Internet Banking and RHB Now Mobile Banking will be terminated by 31 March 2023**

Dear Valued Customers,

To ensure you are provided with a secured and seamless online banking experience, we will be terminating the classic RHB Now Internet Banking and RHB Now Mobile Banking by **31 March 2023**. You may continue to perform your banking transactions with our New RHB Online Banking at <https://onlinebanking.rhbgroup.com/my/login>.

To ensure your online banking experience goes uninterrupted, please take note of the following:

### **Favourite Accounts**

If you have regular payments or transfers to the same account, please do set up your Favourite Accounts on the new RHB Online Banking by enabling the "Add to Favourites" feature at the Payment Details page.

### **Recurring Transactions**

If you have active recurring transactions on RHB Now, please do set up of your recurring transactions on the new RHB Online Banking. To do so, please follow the steps below.

Step 1: Log in to the new RHB Online Banking using your existing RHB Now username and password.

Step 2: Select DuitNow and transfer method (e.g. Via Account Number, Mobile Number, NRIC etc.)

Step 3: Fill in your payment details and tap on "Enable Recurring". Select the frequency, start and end date of your recurring payments.

Step 4: Confirm the recurring payment and you will receive a notification upon successful set up.

***Effective 1 April 2023, all of your existing recurring transactions on RHB Now will not be processed. For customers with existing Intrabank (RHB account to Third Party RHB accounts) recurring transactions, please refer to below FAQ for other payment options.***

**Important Note:** To avoid duplicate transfers or payments, please delete all your recurring transactions from the classic RHB Now platforms after you have successfully set up in the new RHB Online Banking before 31 March 2023.

With your Favourite Accounts and Recurring Transactions set up, you will be able to enjoy faster and quicker transactions. Start using the new RHB Online Banking and RHB Mobile Banking today!

To find out more, visit [www.rhbgroup.com](http://www.rhbgroup.com) or follow us on RHB Group Facebook page.

Regards,

RHB Bank

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## Frequently Asked Questions (FAQ)

No	Questions	Answer
1	Why is RHB decommissioning RHB Now Internet and Mobile Banking?	The security system in RHB Online Banking is more robust compared to RHB Now. To enjoy the best security features RHB has to offer, you are advised to perform all your banking needs on the new RHB Online Banking.
2	Why was I being redirected from RHB Now to the new RHB Online Banking?	RHB Now will be terminated on 31 March 2023. We strongly encourage you to login to the new RHB Online Banking or RHB Mobile Banking app from now onwards to get familiarized to the new platform.
3	What is the URL for the new RHB Online banking?	The new RHB Online Banking is accessible at <a href="https://onlinebanking.rhbgroup.com">https://onlinebanking.rhbgroup.com</a>
4	I wish to continue using RHB Now, how can I continue to use it?	<p>You may click on the 'X' button (within 5 seconds) on the upper right corner of the pop-up box that appears when you land on RHB Now.</p> <p>Alternatively, you can also click on the 'Switch to RHB Now' button on the bottom right corner of the new RHB Online Banking page.</p> <p><b>Important Note:</b> RHB Now is only available until 31 March 2023, after which you are required to login using the new RHB Online Banking.</p>
5	Can I use my existing RHB Now username & password to login to the new RHB Online Banking and RHB Mobile Banking?	<p>Yes, you can use your existing RHB Now username and password to log in to the new RHB Online / Mobile <b>Banking for first time log in</b> until 30 April 2023, as long as your username is still active and not dormant in RHB Now.</p> <p><i>Please note:</i></p> <ul style="list-style-type: none"><li>• Any attempt for first time log in on RHB Online Banking or Mobile Banking after 30 April will require to reset password.</li><li>• Your username will be dormant if you do not login at least once in the last 6 months. To reactivate your username, you may re-register at <a href="https://onlinebanking.rhbgroup.com/my/login">https://onlinebanking.rhbgroup.com/my/login</a></li></ul>

No	Questions	Answer
<b>Adding “Favourites”</b>		
6	I have “Favourites” saved in RHB Now, will it be automatically transferred to the new RHB Online Banking?	<p>Once you have successfully login to the new RHB Online Banking, any subsequent “Favourites” saved in RHB Now will not be automatically transferred to the new RHB Online Banking.</p> <p>Please do check your “Favourites” listing on the new RHB Online Banking and add your “Favourites” to enjoy seamless transactions in the future.</p>
7	Will I still be able to transfer/ make payment to my existing “Favourites” saved in RHB Now before 31 March 2023?	<p>Yes, you may continue to make transfers and payments to your “Favourites” account. However, we strongly encourage you to start saving your “Favourites” in the new RHB Online Banking to enjoy seamless transactions in the future.</p> <p><b>Important Note:</b> Starting from 24 Feb 2023, you will no longer be able to add/view/edit your favourite accounts on RHBNow.</p>
8	How do I add “Favourites” accounts in the new RHB Online Banking?	You may perform a one-time transaction to the payee by keying in the account number or via DuitNow identification (e.g. Mobile Number, IC Number). During which you may select the “Add to Favourites” button on the payment/ transfer screen.
<b>Features previously on RHB Now but not yet on the new RHB Online Banking and RHB Mobile Banking</b>		
9	I can't find the Secured Inbox function in the new RHB Online Banking. What are my alternatives?	<p>We are working on making it easy for you to contact us via our new RHB Online Banking. In the meantime, you can reach out to our Customer Contact Centre at 03-9206 8118 or email to <a href="mailto:customer.service@rhbgroup.com">customer.service@rhbgroup.com</a> for the following requests:</p> <ul style="list-style-type: none"> <li>• Increase of Debit Card/-i Limit</li> <li>• Change of address for Deposits account and Loan/Financing</li> <li>• Deposit and Loan/Financing Statement Request</li> </ul>
10	The function of redrawing my loan's pre-paid amount is not available on the new RHB Online Banking. What are my alternatives?	The RHB Loan Redrawal feature is already available from 19 March onwards on RHB Mobile Banking App (Version 2.9.0). Please download the latest version of the app from Apple App Store or Google Play Store.
11	The feature of recurring fund transfer / payment to a Third Party RHB Bank Account is not available on the new RHB Online Banking. What are my alternatives?	<p>We're working on making the recurring fund transfer/ payment feature to a Third Party RHB Bank account to be available soon.</p> <p>In the meantime, you can perform one-time payment to a Third Party RHB Bank account via the new RHB Online Banking/ Mobile Banking App <b>OR</b> you can get your recipient to register DuitNow ID (e.g. Mobile Number, NRIC) with RHB Bank then you can proceed to make payment to the DuitNow ID and set up Future Dated and/or Enable Recurring for the transaction.</p>

No	Questions	Answer
12	The feature of recurring credit card payment to a Third Party RHB Credit Card is not available on the new RHB Online Banking. What are my alternatives?	<p>We're working on making the recurring payment feature to a Third Party RHB Credit Card to be available soon.</p> <p>In the meantime, you can perform one-time payment to Third Party Credit Card* via the new RHB Online Banking from 19 March 2023 onwards.</p> <p><i>*Primary credit card only.</i></p>
13	The feature of payment to a Third Party RHB Personal Financing/ Mortgage/ ASB Financing is not available on the new RHB Online Banking. What are my alternatives?	<p>We are working on making the one-time payment to Third Party RHB Personal Financing/ Mortgage/ ASB Financing available in RHB Online Banking by April 2023. In the meantime, you may continue to make one-time payment to Third Party Personal Financing/ Mortgage/ ASB Financing at the classic RHB Now Internet Banking until 30 April 2023, or you can make payment via your nearest RHB Branch or ATM / Cash Deposit Machines.</p> <p><b>Important Note:</b> We are working on making recurring Personal Financing/Mortgage/ASB Financing payment available on the new RHB Online Banking soon</p>
14	The feature of payment to a Third Party RHB Hire Purchase is not available on the new RHB Online Banking. What are my alternatives?	<p>We are working on making the one-time payment to Third Party RHB Hire Purchase available in RHB Online Banking by June 2023. In the meantime, you may continue to make one-time payment to Third Party Hire Purchase at the classic RHB Now Internet Banking until 30 April 2023, or you can make payment via your nearest RHB Branch or ATM/ Cash Deposit Machines.</p> <p><b>Important Note:</b> We are working on making recurring Hire Purchase payment on the new RHB Online Banking soon</p>
15	I notice some of the billers are not available on the new RHB Online Banking. What are my alternatives?	<p>Most of our billers are available on JomPay and you may make payment to them via the JomPay feature on the new RHB Online Banking and RHB Mobile Banking.</p> <p>If you are unable to find the biller on JomPay, you may make your bill payment via the biller's website.</p>
16	The function of applying for eIPO is not available on the new RHB Online Banking. What are my alternatives?	To apply for eIPO, you may do so at any RHB ATM.
17	The function of activating my credit card is not available on the new RHB Online Banking. What are my alternatives?	<p>You may perform your card activation through SMS (steps as below)</p> <p><u>MyKad Holder</u>  Type RHBACT &lt;space&gt; MyKad NO &lt;space&gt; last 4-digit card no and send the SMS to 63633.  <i>Example: RHBACT 751107145342 7020</i></p>

No	Questions	Answer
		<p><u>Passport Holder</u> Type RHBACT &lt;space&gt; Passport NO &lt;space&gt; last 4-digit card no and send the SMS to 63633. <i>Example: RHBACT K12345678 6689</i></p>
18	The features of “Request for Cheque Book” and “Stop Cheque” are not available on the new RHB Online Banking. What are my alternatives?	<p>To request for cheque book, you may visit any RHB Branch for assistance.</p> <p>If you would like to request to stop cheque, you may call our Customer Contact Centre at 03-9206 8118 or you may visit any RHB Branch.</p>
19	I am unable to view my e-Statement on the new RHB Online Banking. What are my alternatives?	<p>If you have subscribed to e-mail statement, you will not be able to view e-statements on the new RHB Online Banking.</p> <p>If you would like to switch to e-Statement on RHB Online Banking, you may request via our Customer Contact Centre at 03-9206 8118 or you may visit any RHB Branch for assistance.</p>
20	The feature of Western Union is not available on the new RHB Online Banking. What are my alternatives?	<p>We are working on making the feature available in RHB Online Banking soon.</p> <p>You may perform Western Union transactions via the classic RHB Now until 30 April 2023. From 1<sup>st</sup> May onwards, you can continue to make foreign transfers via our Overseas Transfer feature on the new RHB Online Banking.</p> <p>If you wish to continue to use Western Union, you may visit any RHB Branch for assistance.</p>
<b>Recurring Payments</b>		
21	I have existing recurring transaction on RHB Now. Will it be automatically transferred to the new RHB Online Banking?	<p>Your existing recurring transactions will not be transferred to the new RHB Online Banking.</p> <p>You may set-up your recurring transactions by performing a one-time transaction to the payee, either via keying in the account number or DuitNow identification (e.g. Mobile Number, IC Number). During which you may select the “Enable Recurring” button on the Payment Details screen.</p> <p><b>Important Note:</b> To avoid duplicate payments, please delete all recurring transactions from RHB Now after you have successfully set up in the new RHB Online Banking.</p>



No	Questions	Answer
22	What will happen to my recurring transfers on RHB Now after 31 March 2023?	<p>Effective 1 April 2023, your recurring payments on RHB Now will not be processed.</p> <p>To avoid late payment charges, please proceed to perform a one-time set up of your recurring transaction on the new RHB Online Banking and immediately delete the existing recurring transactions in your RHB Now account.</p>
<b>After the termination of RHB Now Internet Banking &amp; RHB Now Mobile Banking</b>		
23	Why can I still access to RHB Now Internet Banking after 31 March 2023?	<p>We understand that there are certain payment features are not available on the new RHB Online Banking, hence we're extending the access for these specific features to be available until 30 April 2023. However, the limited access is only applicable to RHB Now Internet Banking.</p> <p>To perform other banking services, please log in to the new RHB Online Banking.</p>