

How to manage your account security.

Uruskan keselamatan akaun anda.

Increase your online banking account security with ease.

Tingkatkan keselamatan akaun perbankan online anda dengan mudah.

Here are the guides to manage your account security on RHB Online and Mobile Banking

- ❖ [CHANGE PASSWORD \(P. 2\)](#)
- ❖ [CHANGE CHALLENGE QUESTION \(P. 5\)](#)
- ❖ [CHANGE SECURE WORD \(P. 8\)](#)
- ❖ [FORGOT USERNAME/PASSWORD \(P. 11\)](#)

Berikut ialah panduan untuk menguruskan keselamatan akaun anda di RHB Online dan Mobile Banking

- ❖ [TUKAR KATA LALUAN \(P. 2\)](#)
- ❖ [TUKAR CHALLENGE QUESTION \(P. 5\)](#)
- ❖ [TUKAR KATA KESELAMATAN \(P. 8\)](#)
- ❖ [LUPA NAMA PENGGUNA/KATA LALUAN \(P. 11\)](#)

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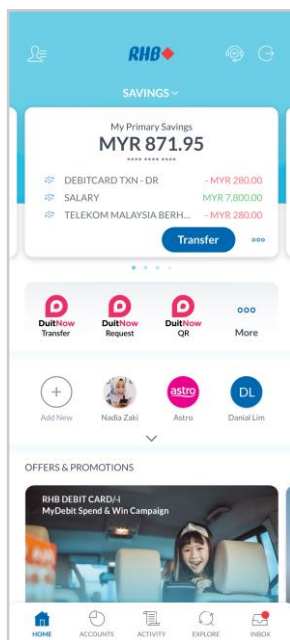
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1. CHANGE PASSWORD

1. TUKAR KATA LALUAN

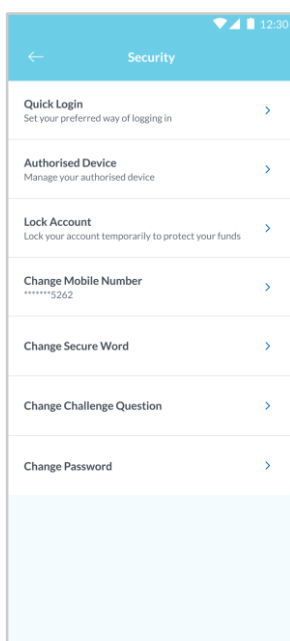


Step 1

Log in to the RHB Mobile Banking App and tap on settings at the top left corner.

Langkah 1

Log masuk ke aplikasi RHB Mobile Banking dan tekan pada 'Settings' di bahagian atas, pada sebelah kiri.



Step 2

Go to 'Security', then tap 'Change Password'.

Langkah 2

Pergi ke 'Security', dan seterusnya tekan 'Change Password'.

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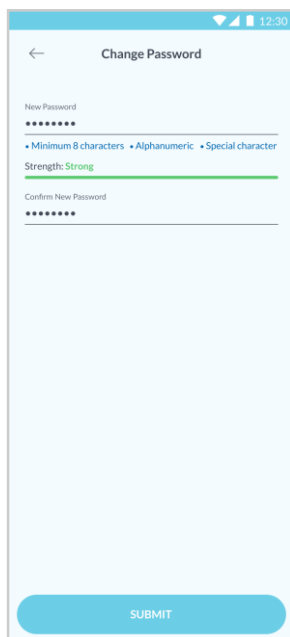
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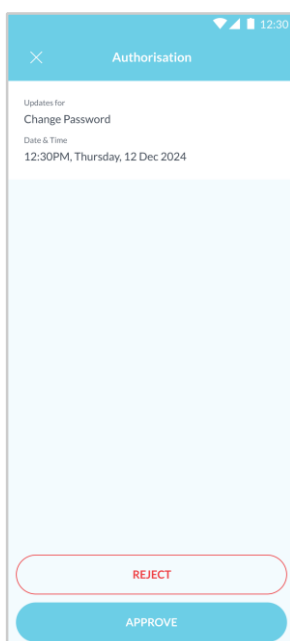


Step 3

Fill in your new password as per requirements and tap 'Submit'.

Langkah 3

Isikan kata laluan baru anda mengikut keperluan dan tekan 'Submit'.



Step 4

Tap 'Approve' to authorise the transaction.

Langkah 4

Tekan 'Approve' untuk sahkan transaksi.

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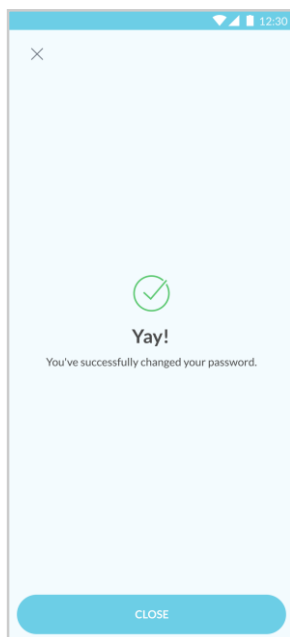
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1. CHANGE PASSWORD

1. TUKAR KATA LALUAN



Step 5

You will receive a notification once successful.

Langkah 5

Anda akan menerima notis ini setelah berjaya.

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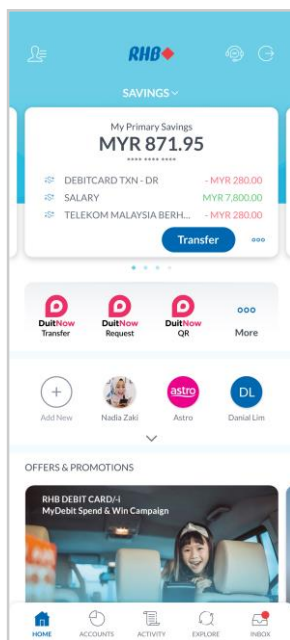
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2. CHANGE CHALLENGE QUESTION

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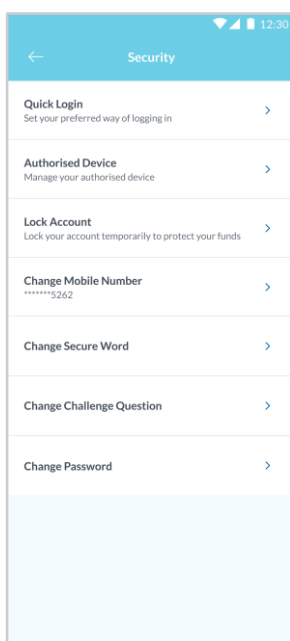


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Langkah 1

Log masuk ke aplikasi RHB Mobile Banking dan tekan pada 'Settings' di bahagian atas, pada sebelah kiri.



Step 2

Go to 'Security', then tap 'Change Challenge Question'.

Langkah 2

Pergi ke 'Security', dan seterusnya tekan 'Change Challenge Question'.

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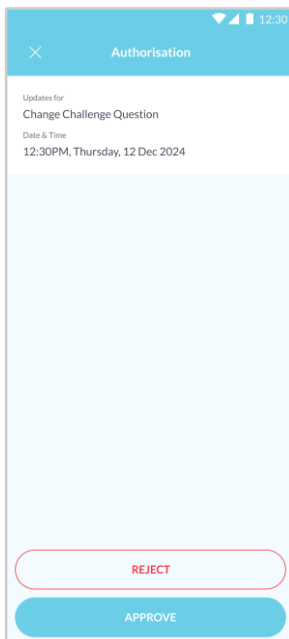


Step 3

Edit/Update your new Challenge Questions and tap 'Submit'.

Langkah 3

Edit/Kemas kini Challenge Question baru anda dan tekan 'Submit'.



Step 4

Tap 'Approve' to authorise the transaction.

Langkah 4

Tekan 'Approve' untuk sahkan transaksi.

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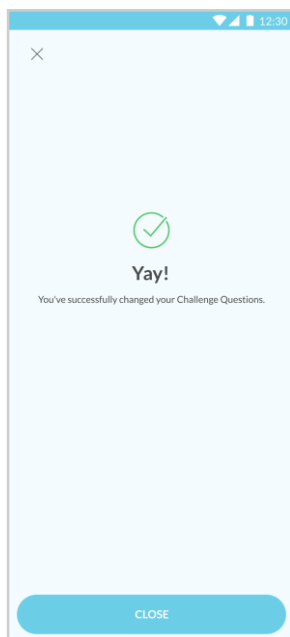
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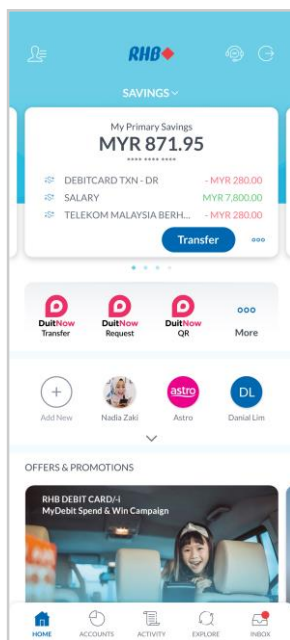
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3. CHANGE SECURE WORD

3. TUKAR KATA KESELAMATAN

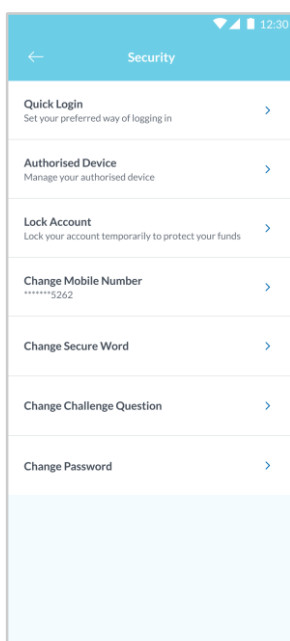


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Step 2

Go to 'Security', then tap 'Change Secure Word'.

Langkah 2

Pergi ke 'Security', dan seterusnya tekan 'Change Secure Word'.

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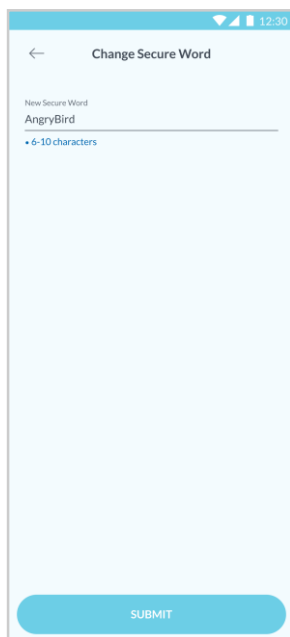
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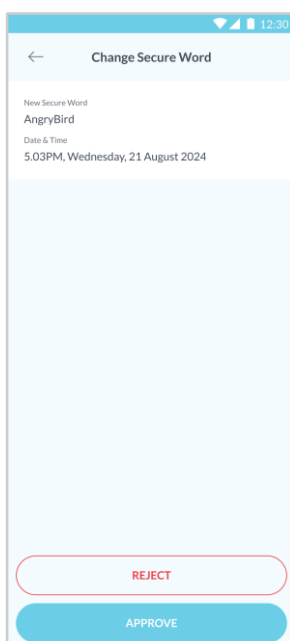


Step 3

Fill in your new Secure Word and tap 'Submit'.

Langkah 3

Isikan Kata Keselamatan baru anda dan tekan 'Submit'.



Step 4

Tap 'Approve' to authorise the transaction.

Langkah 4

Tekan 'Approve' untuk sahkan transaksi.

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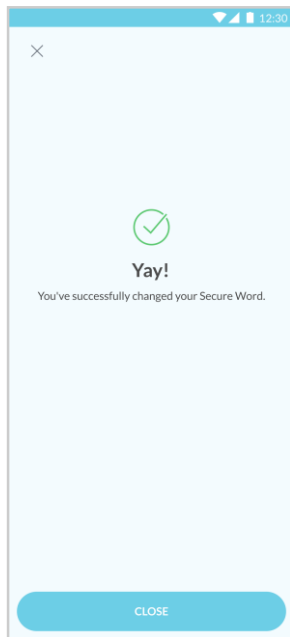
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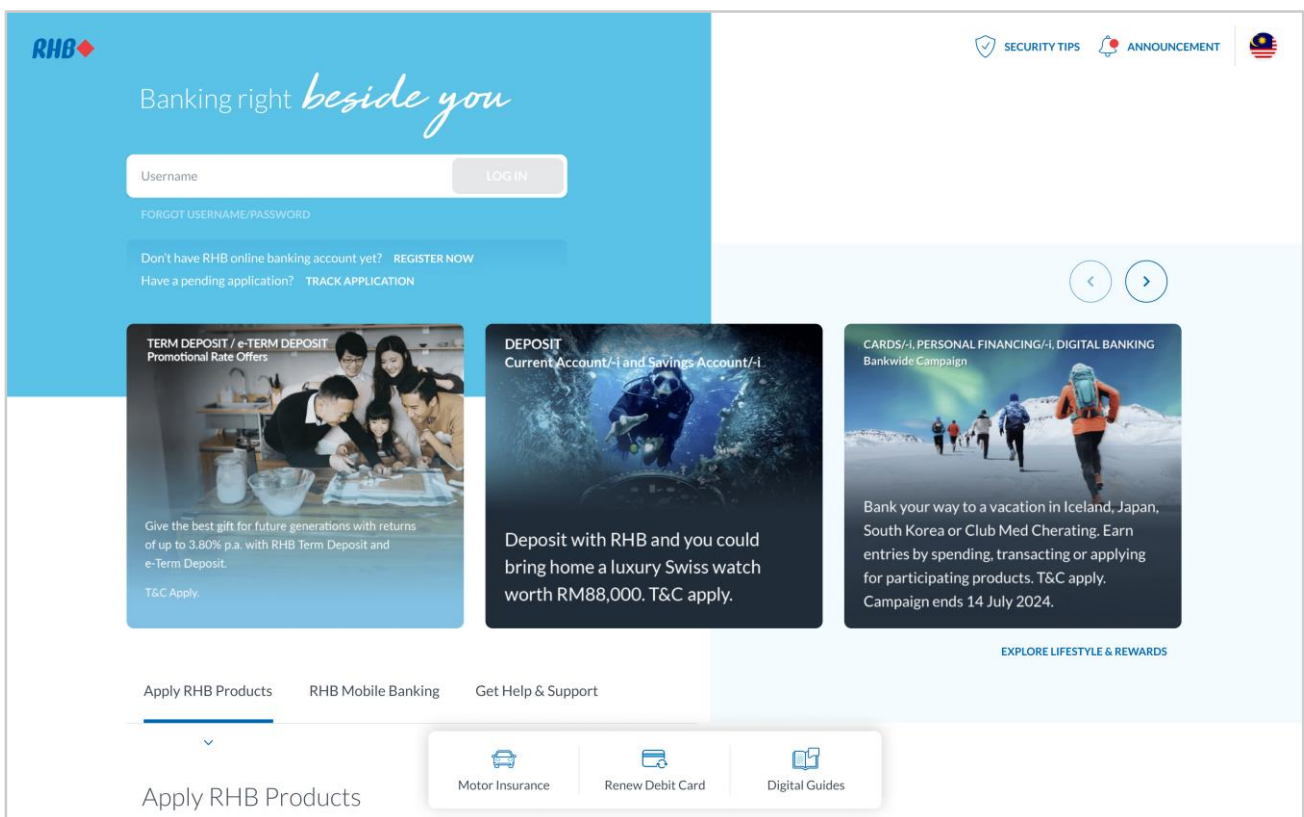
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4. FORGOT USERNAME/PASSWORD

4. LUPA NAMA PENGGUNA/ KATA LALUAN



Step 1

Click 'Forgot Username/Password' to retrieve your username and update your password.

Langkah 1

Tekan 'Forgot Username/Password' untuk mendapatkan semula nama pengguna anda dan mengemaskini kata laluan anda.

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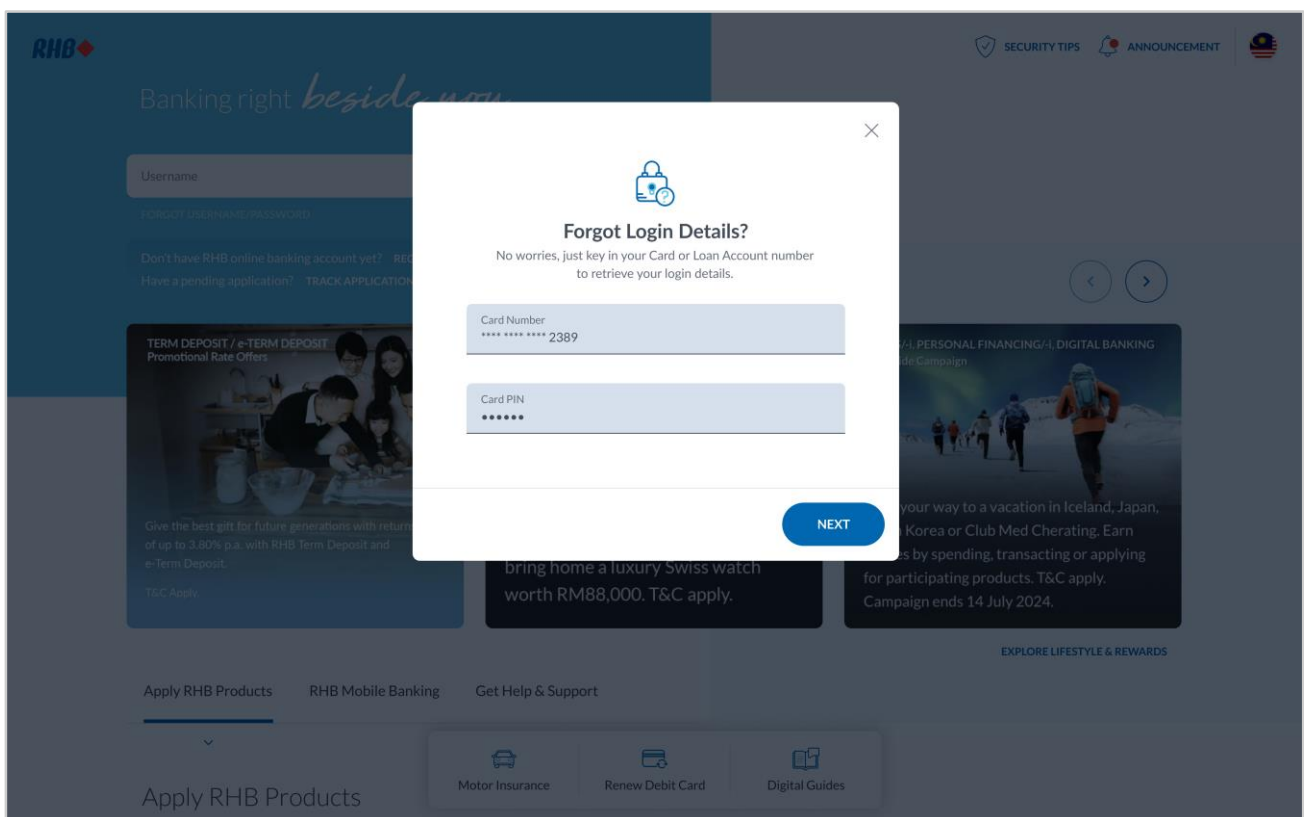
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4. FORGOT USERNAME/PASSWORD

4. LUPA NAMA PENGGUNA/ KATA LALUAN



Step 2

Key in your Card Number/Card Pin or Loan Account Number. Click 'Next' to proceed.

Langkah 2

Masukkan Nombor Kad/Kad Pin atau Nombor Akaun Pinjaman anda. Tekan 'Next' untuk teruskan.

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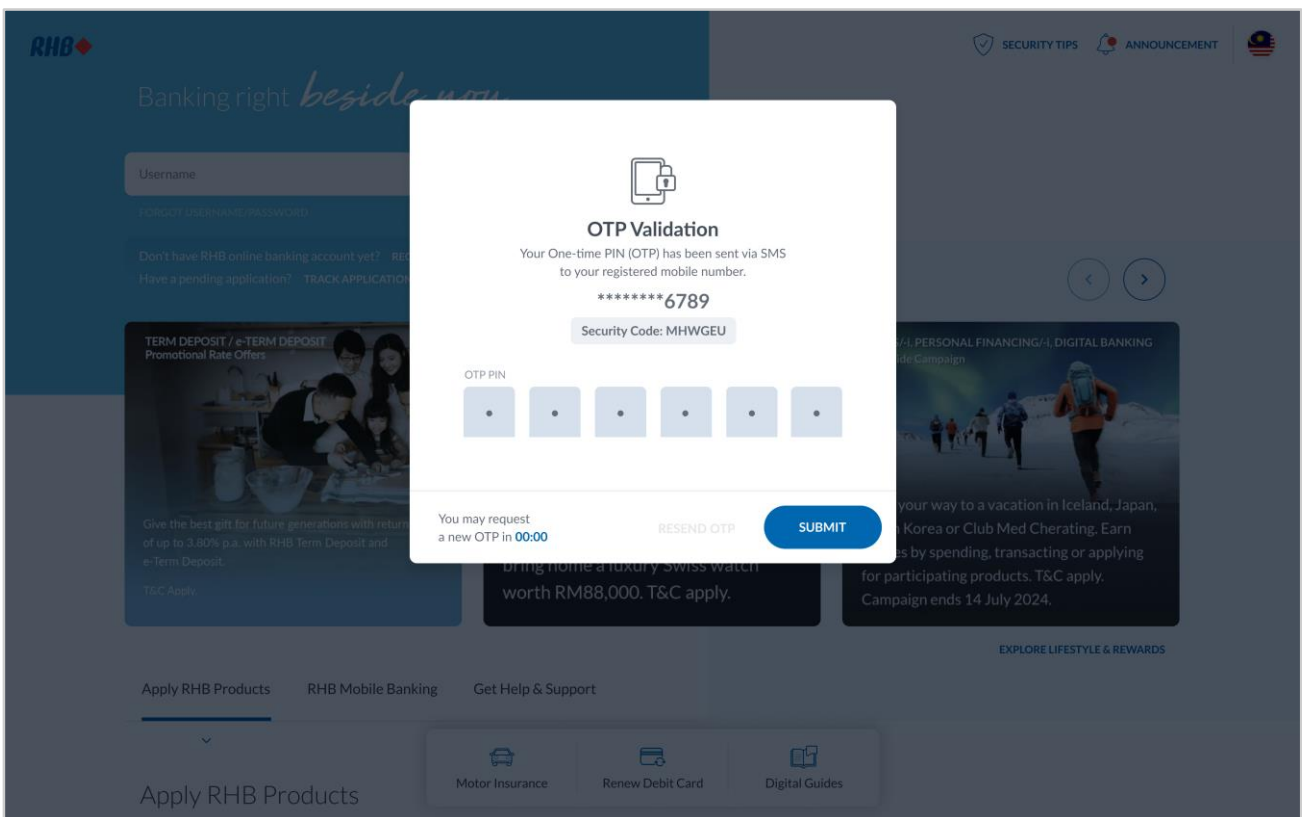
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4. FORGOT USERNAME/PASSWORD

4. LUPA NAMA PENGGUNA/ KATA LALUAN



Step 3

Enter the One-Time Pin (OTP) number and click 'Submit'.

Langkah 3

Isikan nombor 'One-Time Pin' (OTP) dan tekan 'Submit'.

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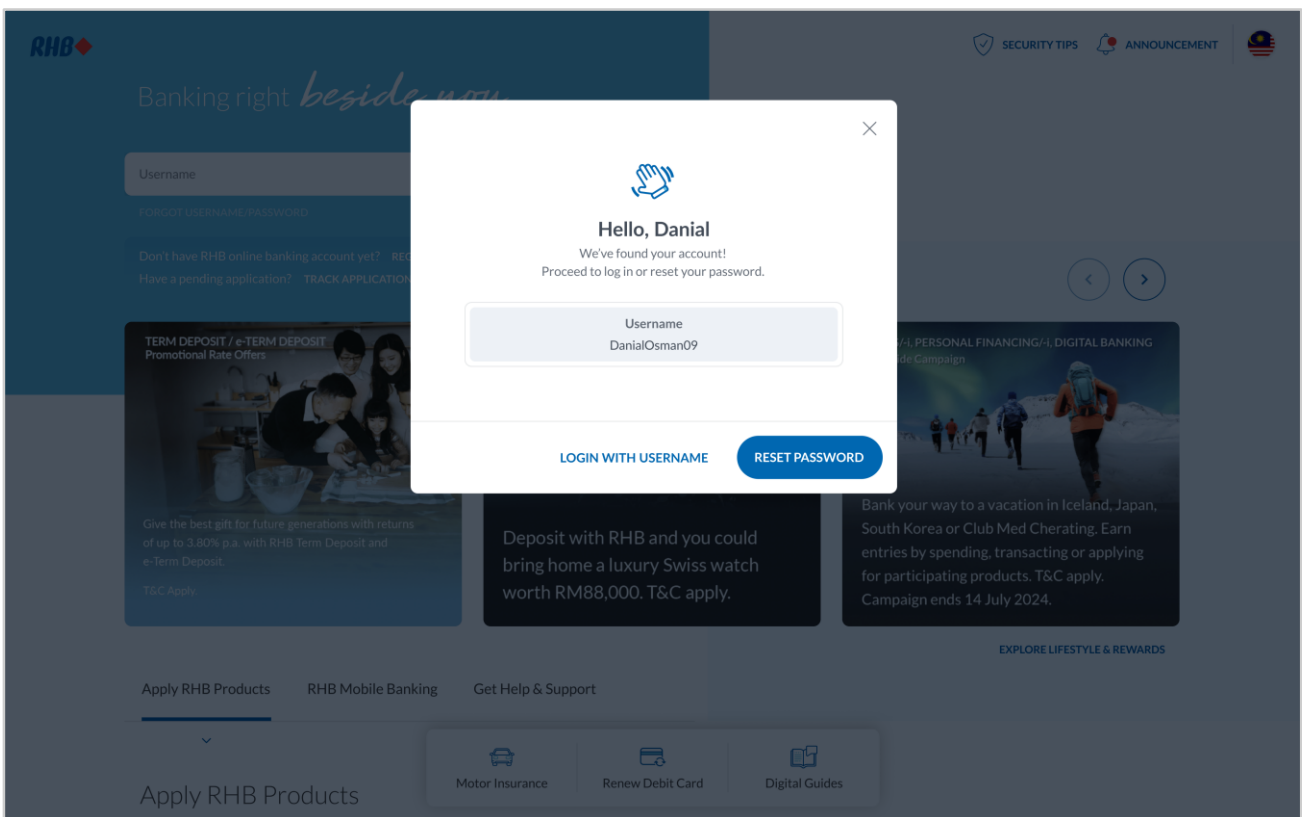
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4. FORGOT USERNAME/PASSWORD

4. LUPA NAMA PENGGUNA/ KATA LALUAN



Step 4

You can now retrieve your username. Click 'Reset Password' if you would like to reset your password.

Langkah 4

Anda kini boleh mendapatkan semula nama pengguna anda. Tekan 'Reset Password' jika anda ingin menetapkan semula kata laluan anda.

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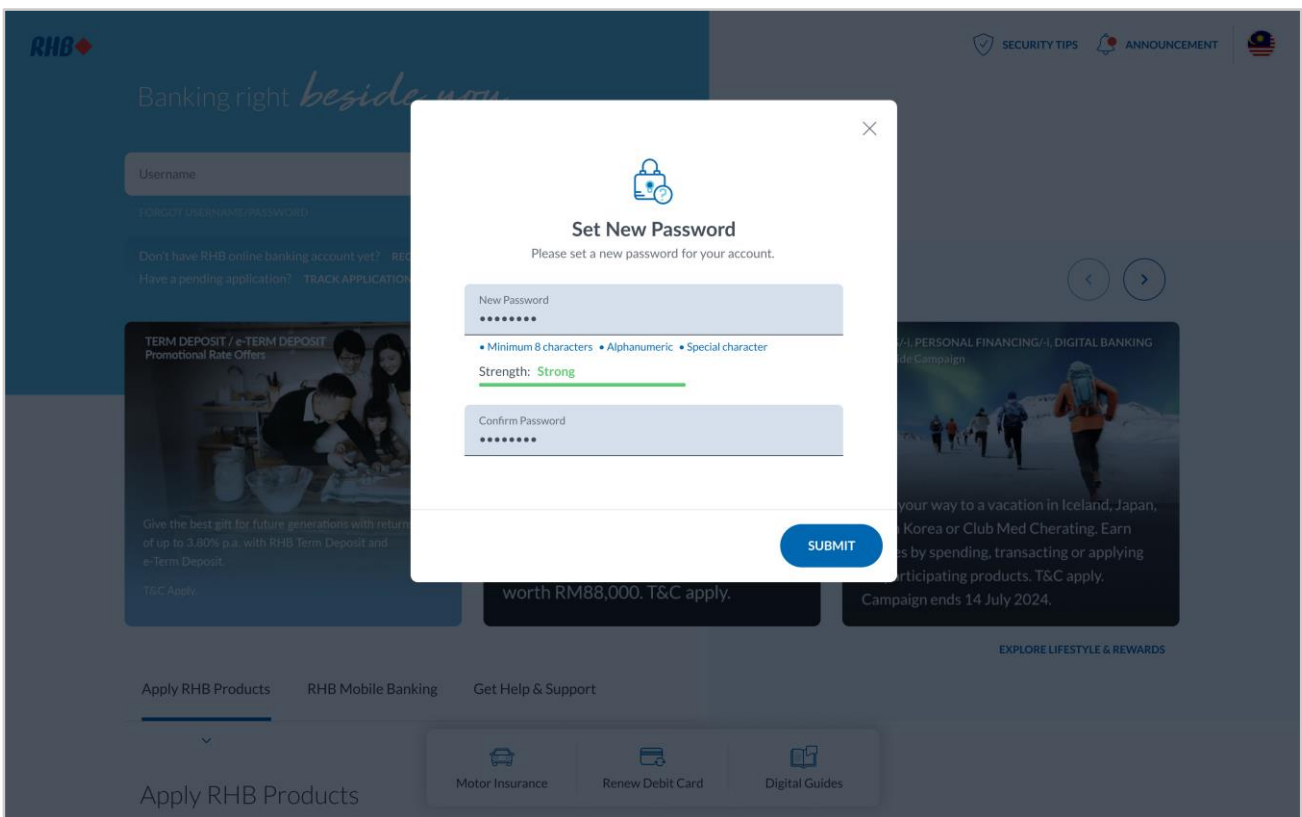
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Step 5

Key in your new password as per requirements and click 'Submit'.

Langkah 5

Masukkan kata laluan baru anda mengikut keperluan dan tekan 'Submit'.

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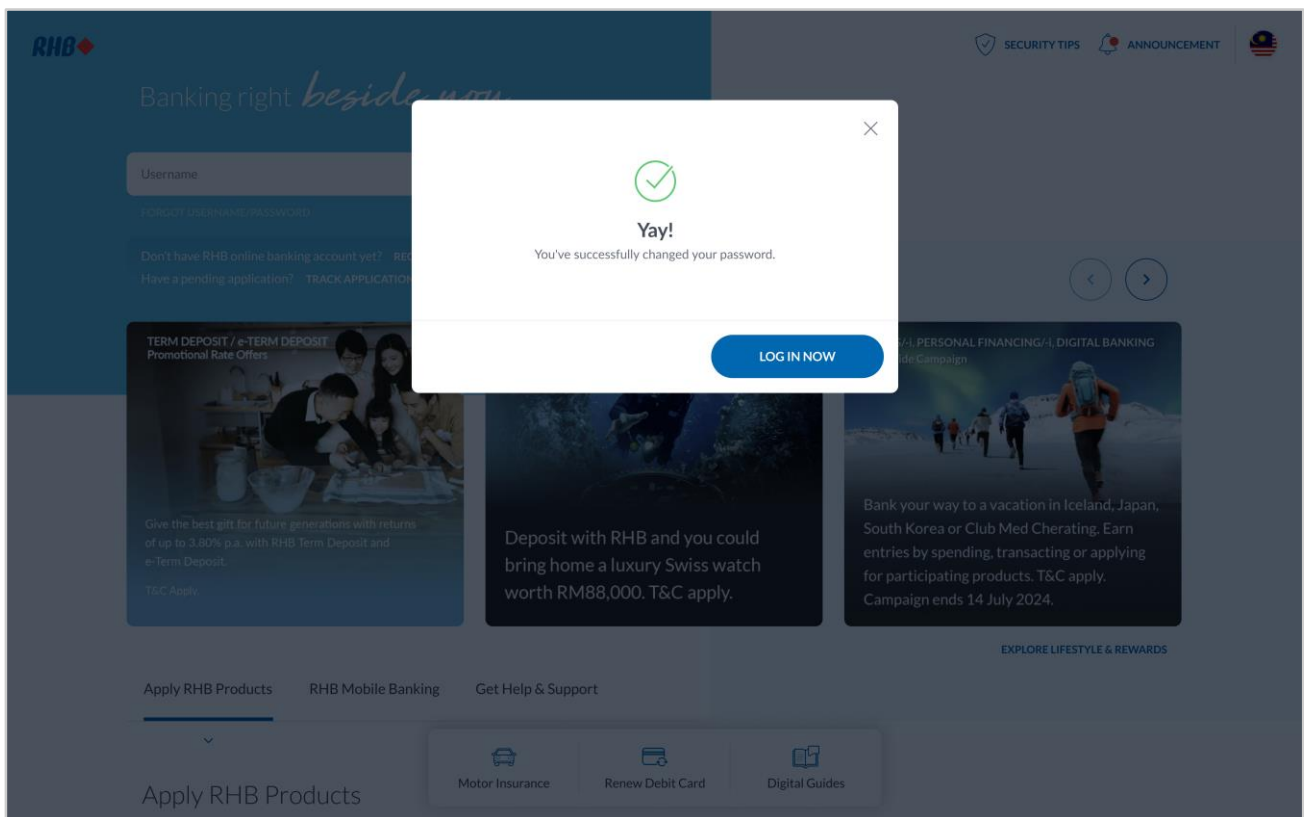
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4. LUPA NAMA PENGGUNA/ KATA LALUAN



Step 6

You will receive a notification once successful.

Langkah 6

Anda akan menerima notis ini setelah berjaya.