

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)





Uruskan keselamatan akaun anda.

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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.

₹⊿	12:30
← Security	
Quick Login Set your preferred way of logging in	>
Authorised Device Manage your authorised device	>
Lock Account Lock your account temporarily to protect your funds	>
Change Mobile Number	>
Change Secure Word	>
Change Challenge Question	>
Change Password	>

Step 2 Go to 'Security', then tap 'Change Password'.

Langkah 2 Pergi ke 'Security', dan seterusnya tekan 'Change Password'.





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1. CHANGE PASSWORD

1. TUKAR KATA LALUAN

▼⊿ 🛽 12:30
← Change Password
New Personal
•••••
Minimum 8 characters Alphanumeric Special character
Strength: Strong
Confirm New Password
SUBMIT

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'.

	▼⊿ 🗎 12:30
Updates for	
Change Password	
Date & Time	
12:30PM, Thursday, 12 Dec 2024	
REJECT	
APPROVE	

Step 4 Tap 'Approve' t

Tap 'Approve' to authorise the transaction.

Langkah 4 Tekan 'Approve' untuk sahkan transaksi.





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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.





Uruskan keselamatan akaun anda.

Increase your online banking account security with ease. Tingkatkan keselamatan akaun perbankan online anda dengan mudah.

2. CHANGE CHALLENGE QUESTION

2. TUKAR CHALLENGE QUESTION



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.

12:30
>
>
>
>
>
>
>

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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2. CHANGE CHALLENGE QUESTION

2. TUKAR CHALLENGE QUESTION

	12:30
imes Change Challenge Question	
Challenge Question 1 What was the first company you worked for?	4
Answer	
Air Asia	
Challenge Question 2	
What was the first model of your car	
^{Answer} Perodua Myvi	
Challenge Question 3	
In whar state was your mother born?	
Answer Kuala Lumpur	
SLIDMIT	

Step 3

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

Langkah 3 Edit/Kemas kini Challenge Question baru anda dan tekan 'Submit'.

	▼⊿ 🗎 12:30
Updates for	
Change Challenge Question	
Date & Time 12:30PM, Thursday, 12 Dec 2024	
REJECT	
APPROVE	
AFFROVE	

Step 4

Tap 'Approve' to authorise the transaction.

Langkah 4 Tekan 'Approve' untuk sahkan transaksi.





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2. CHANGE CHALLENGE QUESTION

2. TUKAR CHALLENGE QUESTION



Step 5

You will receive a notification once successful.

Langkah 5

Anda akan menerima notis ini setelah berjaya.





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3. CHANGE SECURE WORD

3. TUKAR KATA KESELAMATAN



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.

▼▲	12:30
Quick Login Set your preferred way of logging in	>
Authorised Device Manage your authorised device	>
Lock Account Lock your account temporarily to protect your funds	>
Change Mobile Number	>
Change Secure Word	>
Change Challenge Question	>
Change Password	>

Step 2 Go to 'Security', then tap 'Change Secure Word'.

Langkah 2 Pergi ke 'Security', dan seterusnya tekan 'Change Secure Word'.





Uruskan keselamatan akaun anda.

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3. CHANGE SECURE WORD

3. TUKAR KATA KESELAMATAN



Step 3 Fill in your new Secure Word and tap 'Submit'.

Langkah 3 Isikan Kata Keselamatan baru anda dan tekan 'Submit'.

▼⊿ 🗎 12:30
← Change Secure Word
New Secure Word AngryBird Date & Time 5.03PM, Wednesday, 21 August 2024
REJECT
APPROVE

Step 4

Tap 'Approve' to authorise the transaction.

Langkah 4 Tekan 'Approve' untuk sahkan transaksi.





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3. CHANGE SECURE WORD

3. TUKAR KATA KESELAMATAN



Step 5

You will receive a notification once successful.

Langkah 5

Anda akan menerima notis ini setelah berjaya.





Uruskan keselamatan akaun anda.

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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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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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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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4. FORGOT USERNAME/PASSWORD

4. LUPA NAMA PENGGUNA/ KATA

LALUAN



Step 4

You can now retrieve your username. Click 'Reset Password' if you would to 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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4. FORGOT USERNAME/PASSWORD

4. LUPA NAMA PENGGUNA/ KATA

LALUAN

RHB◆				
	Banking right beside w	ATTA -	×	
	Üsername	Ê	5 B	
	FORGY USERNAME/PASSWORD	Set New Passw	ord	
	Don't have KHB online banking account yet? REC Have a pending application? TRACK APPLICATION	New Password	our account.	$\bigcirc \bigcirc$
	TERM DEPOSIT / e-TERM DEPOSIT Promotional Rate Offers	Minimum 8 characters • Alphanumeric • Spec Strength: Strong	cial character	4, PERSONAL FINANCING/4, DIGITAL BANKING de Campaign
		Confirm Password		11.12.19
	Give the best gift for future generations with return of up to 3.80% p.a. with RHB Term Deposit and e-Term Deposit.		SUBMIT	your way to a vacation in Iceland, Japan, Korea or Club Med Cherating, Earn s by spending, transacting or applying
	TEC Apply.	worth RM88,000. T&C ap	ply. Camp	rticipating products. TSC apply. aign ends 14 July 2024.
	Apply RHB Products RHB Mobile Banking	Get Help & Support		EXPLORE LIFESTYLE & REWARDS
	Apply RHB Products	Motor Insurance Renew Debit Card	Digital Guides	

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'.





Uruskan keselamatan akaun anda.

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4. FORGOT USERNAME/PASSWORD

4. LUPA NAMA PENGGUNA/ KATA

LALUAN



Step 6 You will receive a notification once successful.

Langkah 6 Anda akan menerima notis ini setelah berjaya.

