ANNOUNCEMENT:
End of Support for Android 12.0 and Below, iOS 15 and Below on RHB Insurance Mobile App

14 November 2024

Dear Valued Customer,

To ensure that your online insurance experience remains safe and secure, RHB Insurance Mobile App will no longer support devices operating on Android 12.0 and below or iOS 15 and below, effective 12 December 2024.

You will not be able to access the RHB Insurance Mobile App on your mobile device if it is operating on Android 12.0 and below, or iOS 15 and below. No action is required if your device is already running on the latest Operating System (OS).

We recommend upgrading to the latest Operating System (OS) to avoid service interruptions on the Mobile App. Alternatively, you can purchase insurance through our website www.rhbinsurance.com.my or check your policy via registered email.

We apologise for any inconvenience. For inquiries, please contact our Customer Relationship Centre via WhatsApp at +6012-603 1978.

Thank you for your understanding.

Frequently Asked Questions (FAQ)

1. **Why is there a minimum mobile phone OS requirement?**
   An outdated OS no longer receives security updates, making your device more vulnerable to cyber-attacks and malware.

2. **What phone OS do I need?**
   - For Android users: Android 13 or newer
   - For IOS users: IOS 16 or newer

3. **How do I check or update my phone OS?**
   Go to 'Settings' on your mobile device and select 'About Device'. There should be an option to update your OS version.

4. **I'm unable to update my phone OS. What should I do?**
   You may need to check if your mobile device is compatible with the required OS version, or you may need to upgrade to a device compatible to the required OS version.

Thank you.

Regards,

RHB Insurance Berhad (197801000983 (38000-U))