



RHB Annual Customer Survey 2024

Salam Sejahtera,

In our efforts to continuously drive excellence in customer experience, RHB is conducting an Annual Customer Survey from August 2024 to October 2024 and have engaged an independent market research company, Ipsos Sdn. Bhd. (Ipsos) to undertake this survey on our behalf.

Customers may receive a call/e-mail survey invitation from Ipsos via the following channels:

- Email: RHBAnnualCustomerSurvey2024@ipsosonline.com
- Phone call: 03-22839000/03-92123549

Please rest assured that customers' feedback will be treated with the utmost confidentiality. It is also important to know that the representative from Ipsos will not ask for any personal banking information such as IC number, account number or password.

Yours faithfully,
RHB Banking Group