



## **ANNOUNCEMENT:**

### **Conversion of Paper Statement to e-Statement**

9 October 2024

Starting October 2024, we will be discontinuing the delivery of paper statements in phases. You may continue to retrieve your e-Statements via RHB Online Banking.

Products with paper statements discontinued are:

- ◆ Savings Account/-i, Current Account/-i, Fixed Deposit/-i, Multi Currency Account/-i
- ◆ Credit Card/-i & Prepaid Card
- ◆ Auto Financing/-i, Personal Financing/-i, Home Financing/-i, ASB Financing/ Term Financing-i Collateralized by ASB Certificate
- ◆ Unit Trust, Direct Bond/ Sukuk Investment

#### **How to Access your e-Statements:**

**Step 1:** Log in to RHB Online Banking website at <https://onlinebanking.rhbgroup.com/>

**Step 2:** Select 'Accounts' from the menu buttons.

**Step 3:** Select the account type from the sidebar menu.

**Step 4:** Select 'Statement' tab below the displayed account balance summary, then select your desired month.

If you do not have RHB Online Banking yet, please register for online banking access via <https://onlinebanking.rhbgroup.com/my/registration>.

Alternatively, you can request to receive your statements via email delivery by visiting any RHB Branch or [contacting us](#).

#### **New Format for Product Statements**

In our ongoing commitment to enhance your experience and protect your data, your product statements will be upgraded to our new format effective November 2024. The updates will apply to statements for Charge Card/-i, Credit Card/-i, Prepaid Card and include the following changes if you have opted to receive statements via email:

- The statements will be sent from our new, secure email address: [rhb@stmts.rhbgroup.com](mailto:rhb@stmts.rhbgroup.com).
- Enhanced encryption password format for emailed account statements.

For more information on e-Statements, refer to the Frequently Asked Questions (FAQs) [here](#). If you have any questions or need assistance, you may contact us [here](#).

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