



ANNOUNCEMENT:

Secure Plus have replaced SMS OTP for online and e-Commerce transactions made using your RHB Cards

Dear Valued Customers,

Important Notice!

Effective 14 February 2025, SMS One-Time Password (OTP) will be replaced by RHB Secure Plus when authorising your RHB Debit and Credit Cards/-i ("RHB Cards") online and e-Commerce transactions. This enhanced security feature is to protect your online and e-Commerce transactions against fraud.

To activate RHB Secure Plus, you are required to link your device through RHB Mobile Banking App and activate via any RHB ATM. Download the RHB Mobile Banking App today using the links below:

- ◆ Google Play: <https://play.google.com/store/apps/details?id=com.rhbgroup.rhbmobilebanking>
- ◆ App Store: <https://apps.apple.com/my/app/rhb-mobile-banking/id1440953606>

Enjoy seamless online and e-Commerce transactions with RHB Secure Plus!

Step 1: Complete the payment of your online or e-Commerce transaction by entering in your RHB Cards details.

Step 2: You will receive a push notification on your device.

Step 3: Tap the push notification to approve or reject the transaction.

Step 4: If you did not receive a push notification, just tap on RHB Secure Plus icon on the Pre-Login screen to approve or reject the transaction.

Note: You are only allowed to **link ONE authorised device** to approve your transactions using the RHB Mobile Banking App. Once you have successfully linked your authorised device and activated RHB Secure Plus, there will be a **12-hour post registration intermission (cooling-off period)** during which you **will not** be able to perform transactions on RHB Online and Mobile Banking. Be sure to **enable Push Notifications** for the RHB Mobile Banking App on your phone settings to receive the notifications. You are advised to use RHB Mobile Banking App on devices with **Android 10.0 & above and iOS 15.0 & above** operating system (OS).

For more info on our RHB Online and Mobile Banking, you may visit <https://www.rhbgroup.com/DigitalServices/index.html>.

Thank you.
