



IMPORTANT NOTICE:

Enhanced process to move your RHB Mobile Banking App from your current mobile device to another.

Dear Valued Customers,

As part of our efforts in combatting financial scams and mitigating the risk of account takeover by fraudsters, we will be enhancing the current process of registering the RHB Mobile Banking App on your new device, effective **26 May 2024**.

For existing RHB Mobile Banking App users who have linked their device and now changing to a new device (for example, from a Samsung device to an Apple device):

- You are required to remove your Samsung device manually from the RHB Mobile Banking App first;
- Then, only you can register and link your Apple device to the RHB Mobile Banking App

How to remove your current device manually?

1. Log in to RHB Mobile Banking App using your current device and tap on “Settings” at the top left corner
2. Tap on “Security” and select “Authorised Device”
3. Tap on “Remove Device” button
4. Upon device removal, you are now able to register and link your new device to the RHB Mobile Banking App

If you are unable to locate or log in to RHB Mobile Banking App with your current device to perform the manual device removal, please contact our Customer Contact Centre for assistance.

Regards,

RHB Bank
