



**PRESS RELEASE**  
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## **RHB IS FIRST FINANCIAL INSTITUTION TO BE CERTIFIED ISO/IEC 20000-1:2011**

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Kuala Lumpur – RHB Group Technology Services today, was awarded the ISO/IEC 20000-1:2011 Certification. With this certification, RHB Bank is the first financial institution in Malaysia and Singapore to be certified under the IT Service Management portfolio.

“This certification is testament to RHB’s capabilities and capacity to manage and operate in today’s highly complex IT-driven business environment. It also strengthens our customers’ confidence in RHB in terms of service quality and fulfilling our promise as a trusted partner. On top of that, this certification will enhance RHB’s brand as a leader in the adoption of recognised global IT service management standards,” said Dato’ Khairussaleh Ramli, Group Managing Director for RHB Banking Group.

The ISO/IEC 20000-1:2011 Certification covers technology processes spread across service functions in Service Delivery, Control, Release, Resolution and Relationship service areas for RHB Bank Berhad and RHB Islamic Bank Berhad.

This Certification was pursued to enable Group Technology Services (GTS) to adopt and operate on recognised international standards for IT service management. It is based on IT best practices and applies to all services provided by GTS.

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*Issued on behalf of RHB Banking Group by Group Marketing & Communications. For more information, please contact Norazzah Sulaiman at 03-9280 2125/ [norazzah@rhbgroup.com](mailto:norazzah@rhbgroup.com) or Cynthia Blemin at 012-249 4071/ [cynthia.blemin@rhbgroup.com](mailto:cynthia.blemin@rhbgroup.com)*

### **About the RHB Banking Group**

*The RHB Banking Group is the fourth largest fully integrated financial services group in Malaysia. The Group’s core businesses are streamlined into seven main business pillars, namely Group Retail Banking, Group Business & Transaction Banking, Group Corporate and Investment Banking, Group Shariah Business, Group Treasury and Global Markets, Group International Business and Group Insurance. These businesses are offered through its main subsidiaries -RHB Bank Berhad, RHB Investment Bank Berhad, RHB Islamic Bank Berhad and RHB Insurance Berhad, while its asset management and unit trust businesses are undertaken by RHB Asset Management Sdn. Bhd. and RHB Islamic International Asset Management Berhad. The Group’s regional presence now spans ten countries including Malaysia, Singapore, Indonesia, Thailand, Brunei, Cambodia, Hong Kong, Vietnam, Lao PDR and Myanmar. It is RHB Banking Group’s aspiration to continue to deliver superior*

*customer experience and shareholder value; and to be recognised as a Leading Multinational Financial Services Group.*