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RHB ACCELERATES DIGITAL SECURITY ENHANCEMENTS AND RAMPS UP AWARENESS ON FINANCIAL FRAUD

Kuala Lumpur – The RHB Banking Group ("RHB" or the "Group") continues to accelerate its digital security enhancements to ensure that its customers' information remains secure, while further drive awareness of financial frauds across its digital channels and through on-the-ground events.

The Group has adopted a holistic approach in combating financial fraud. This involves continuous enhancement of security features within the RHB Internet Banking and Mobile Banking platforms to assist the Group in identifying and eliminating threats of fraudulent activities. RHB is also proactively running a fraud awareness education campaign through various communication channels, such as its corporate website, social media platforms, internet and mobile banking platforms, and across its 200 RHB branches nationwide.

In addition, the Group is collaborating with local universities and companies in the private sector to further enhance awareness surrounding scams via talks, sharing sessions and through social media postings on their respective social media platforms in an effort to reach out to students or youths and the community as a whole. As of June 2023, this initiative has helped educate over 600 individuals comprising youths aged between 18 and 21 years, university teachers and professional employees since October 2022. The fraud awareness sessions are also made available to over 222,000 of RHB's business customers who utilise RHB Joy@Work, a corporate programme that delivers enhanced employee benefits and privileges to the employer and employee via a salary-crediting platform.

"In light of the increased incidences of financial fraud, financial institutions have a collective responsibility to ensure that customers remain protected, especially in this digital environment where fraudsters are quick to adapt. At RHB, we continue to proactively invest in digital security enhancements for our mobile banking and online banking platforms with security protocols that meet industry and regulatory standards

in line with Bank Negara Malaysia ("BNM")'s five key measures to combat financial scams," said Jeffrey Ng Eow Oo, Managing Director of Group Community Banking, RHB Bank Berhad.

One of these security measures is the complete migration of SMS one-time password ("OTP") to the Secure Plus transaction authorisation feature for RHB Mobile Banking and RHB Internet Banking platforms by June this year. This robust protection means customers can now bank safely through Device Binding, which recognises only one authorised device linked to their RHB Mobile Banking app.

In addition to the existing measures, the Group has also introduced a Lock Account or 'Kill Switch' feature where customers can lock access to their banking account when fraudulent activity is detected. This feature safeguards customers by allowing them to temporarily lock their accounts and curb unauthorised access via the RHB Online and Mobile Banking platforms. These fraud prevention measures are further strengthened with a 12-hour cooling period feature where customers cannot log in and access their RHB Online and Mobile Banking for 12 hours after device registration to prevent fraudulent activities.

"Our digital security enhancements complement the on-going financial literacy programme focusing on financial fraud to provide customers with the knowledge in order to prevent them from being victims of scams and frauds. Our efforts at helping our customers stay safe are aligned with the Group's Together We Progress 2024 ("TWP24") corporate strategy, where we will build deeper relationships with our customers and meet their needs through personalised value propositions and prioritise their experience with the best digital experience," added Ng.

Customers can download the RHB Mobile Banking app via the App Store at https://rb.gy/s8idn or via Google Play Store at https://rb.gy/ssegj to ensure a seamless and secure banking experience.