

RHB MOBILE SG APPLICATION FREQUENTLY ASKED QUESTIONS (FAQS)

• REGISTRATION

Q: How do I register for RHB Mobile SG App?

A: Simply download the RHB Mobile SG App from the App Store or Google Play Store and follow these steps:

- 1) Launch the App and click on "Register Now"
- 2) Select "New customer" if you do not have any RHB Bank account or "Existing Customer" if you are an existing RHB Bank customer.
- 3) Follow the on-screen instructions to register for RHB Mobile SG

Should you require further assistance, call our 24-hour Customer Contact Centre at 1800 3230100.

Q: For new customers to RHB Bank, what are the information and supporting documents needed for RHB Mobile Registration?

A: If you are a new RHB Bank customer, where you do not have any accounts with the Bank, you will need to have the following documents/information with you during the RHB Mobile registration:

- For Singaporeans or Singapore PRs, your Singpass MyInfo login credentials
- For Malaysians, your MyKad
- For Foreigners, your passport
- For all applicants, an image of your signature

For applicants who are foreigners, you will be asked to take a photo of these supporting documents which are:

- Your employment pass if you are working in Singapore
- Proof of your residential address if you are applying using your MyKad and have a different residential address than the one shown on the card
- Proof of your residential address if you are applying using your passport and have different mailing and residential addresses

Q: Will I be able to access/use RHB Mobile right after my registration?

A: For new RHB Bank customers:

If you are a Singaporean/ Singapore PR who applied using your SingPass and meet the bank's criteria for applications, you will be granted instant access to RHB Mobile.

For applications that require further checks by the Bank, you will be contacted within 1 working day.

If you are a foreigner who submitted your application on RHB Mobile, kindly proceed to any RHB Branch with your identification documents to complete your application to access RHB Mobile. Existing RHB Bank customers will be granted instant access to RHB Mobile SG via the registration process for existing customers.

Q: When will your bank/RHB introduce/use online banking through web browser? I feel uncomfortable to download any apps.

A: We do not have plans to have online banking services on web browsers at the moment, and will inform our customers if we do so in the future.

Please be assured that RHB Mobile SG has the necessary security features to ensure that you can bank safely.

Q: I am a passport holder and this is my first time to register on the RHB Mobile SG App. I am currently out of Singapore, how long will the bank hold my application until I am able to visit a branch to complete my application?

A: We will hold your application up to 1 month from the date of application. Please ensure that you visit the branch with your identification documents to complete your application.

Q: I was told to complete the W-8BEN and W9 form during my application. Where can I download them?

A: You may download the forms here:

W-8BEN - <https://www.irs.gov/pub/irs-pdf/fw8ben.pdf>

W9 form - <https://www.irs.gov/pub/irs-pdf/fw9.pdf>

Upon completion, please email it to service.request@rhbgroup.com

Alternatively, you may mail it to this address:

Attention to:

Channel Operations – COS

90 Cecil Street #04-00

RHB Building Singapore 069531

You may mail in the forms using our Business Reply Envelope [here](#).

For more information on the Foreign Account Tax Compliance Act (FATCA), please visit the FATCA FAQ page: [here](#)

Q: I am an existing RHB Now user. Will I be able to log in to RHB Mobile SG?

A: You will not be able to log in to RHB Mobile SG using your login details for RHB Now, and will need to register for an account on the RHB Mobile SG App.

- **MOBILE REQUIREMENTS AND PERMISSION**

Q: What is the minimum mobile operating system version required for the RHB Mobile SG App?

A: The minimum mobile operating system version for the RHB Mobile SG app is iOS 15 for iOS devices and Android 13 for Android devices. Please ensure that the mobile operating system on your mobile device meets the minimum requirements so that you can access RHB Mobile SG.

Q: During registration, why do RHB Mobile requests for the following permissions:

Access device location

Make and manage phone calls

A: These are security features to ensure that you can do your banking securely on the App.

Please be assured that that App is secure and you can proceed to allow access to these features on your phone.

- **ACCESS**

Q: I forgot my username/ password. How can I retrieve them?

A: If you have forgotten your password, simply click on "Forgot Password" at the RHB Mobile login screen and follow the steps to reset your password.

Q: I have been locked out of RHB Mobile because I entered the wrong PIN multiple times. How can I unlock my account?

A: If you have been locked out of your account, you may click on "Forgot Password" at the login screen for RHB Mobile SG and follow the steps to unlock your account and reset your password.

Q: I want to change the way I log in to my account (e.g. to log in using biometrics instead of PIN), how do I change my authentication settings?

A: To change your authentication setting, click on the quick menu (icon 3 lines) on the top left corner of your screen after you log in. Proceed to go under "Settings" and click on "Authentication" to make the changes.

- **ALERTS**

Q: How can I change the alert settings on my banking transactions?

A: To change your notification settings, bring up the quick menu on the top left corner of your screen after you log in. Proceed to under "Settings" and click on "Notifications & Alerts".

Q: What alerts are available?

A: You may set SMS and Email alerts for your banking transactions. These options can be turned on and off anytime within the App.

- **ACCOUNT DASHBOARD**

Q: Are all my product holdings with RHB Bank shown under my Account Dashboard?

A: You will be able to view the following holdings on the RHB Mobile SG app:

- Savings/current accounts
- Fixed Deposits
- Loans
- Insurance
- Investment

- **E-APPLICATION**

Q: What are the products that I can apply for after logging in to RHB Mobile?

A: You will be able to apply for the RHB High Yield Savings Plus, RHB Premier Plus, Foreign Currency Current account and Fixed Deposit accounts.

Q: How do I apply for a High Yield Savings Account (HYSA)?

A: To apply for a new account, bring up the quick menu on the top left corner of your screen after you log in. Proceed to go under "Account, Transfers and Application" and click on "Apply for a new account".

Q: How long will my savings account application take to be approved?

A: If there are no additional checks required by the bank or supporting documents needed, the application will be approved almost immediately. Otherwise, the application will be approved in 1 business day.

Q: Am I able to open joint savings/current/fixed deposit accounts on the RHB Mobile app?

A: Yes, you will be able to apply for a joint account once you have successfully registered for RHB Mobile and logged in. Do note that the joint applicant will also need to be a registered RHB Mobile user in order to complete the joint account application.

To apply for a joint account:

- Bring up the quick menu on the top left corner of your screen after you log in. Proceed to go under 'Account, Transfers and Application' and click on 'Apply for a new account'

- Select the account that you would like to open and fill in the required information
- Under 'Account Type', select 'Joint' and provide the joint applicant's details
- Once the application is submitted, the joint applicant will receive an email notification to log in to the app and complete the application under the 'Application Status' section in the RHB Mobile SG app

Q: How do I make a Fixed Deposit (FD) placement on the app?

A: For new-to-bank (NTB) customers, you will need to open a savings or current account first before making a fixed deposit placement.

For existing customers who do not have a fixed deposit account yet, you will need to open an account before making the placement. To open a fixed deposit account and make a placement:

- Bring up the quick menu on the top left corner of your screen after you log in. Proceed to go under 'Account, Transfers and Application' and click on 'Apply for a new account'
- Select 'Fixed Deposit Account', proceed to fill in the required information and submit the application
- Wait for your fixed deposit account to be opened
- Once your account is opened, go back to 'Account, Transfers and Application' and click on 'Fixed Deposit Placement'
- Proceed to fill in the details to make your fixed deposit placement

For existing customers who already have a fixed deposit account, simple go to 'Account, Transfers and Application' and click on 'Fixed Deposit Placement'.

- **E-STATEMENTS**

Q: How can I enroll for E-statements via RHB Mobile App?

A: Once account opened, you will automatically be enrolled to receive e-statements. You can view this on the RHB Mobile app through > E-statement > Request E-statement

Q: How long can I view E-Statements on RHB Mobile App?

A: You can view and retrieve current account or saving account eStatements for the past 6 months.

Q: How to retrieve or download E-Statements on RHB Mobile App?

A: You can download your monthly statements on the go with RHB SG Mobile Banking app. Steps to retrieve your E-Statements on RHB SG Mobile Banking App

1. Select the quick menu on the top left corner of the screen
2. Select "E-Statement" from the list of options
3. At the E-statement page, click on "Request E-Statement" to start
4. First, select the "Month" that you want to retrieve, then select the "Account" that you want to retrieve
5. Click on "Submit" to retrieve the E-Statement
6. Once your E-Statement has been retrieved, you will see it in the list. Click on "View" to open and view your E-Statement

- **FUNDS TRANSFER**

Q: How do I add someone to my list of saved payees?

A: You will be asked to add a payee to your Saved Payee each time you do a funds transfer. Simply select the option and it will be added to your Favourites.

Q: How can I change the daily limits for my fund transfers?

A: To change the daily transfer limits for your fund transfers, click on the quick menu on the top left corner of your screen after you log in. Proceed to go under "Settings" and click on "Authentication" to make the changes.

Q: Is there a service charge for transferring fund to own RHB Account or to other bank accounts through RHB Mobile SG App?

A: It is absolutely free to transfer in Singapore dollars to other bank accounts or to your own RHB account.

Q: What is the minimum and maximum transaction limits for using FAST?

A: You may transfer a minimum of S\$1 and maximum to S\$200,000 daily.

Q: What is RHB Bank's account number format for FAST/GIRO transactions?

A: The RHB Bank current/savings account number has a total of 11 digits (e.g. 19810515308 or 17710550104). Please ensure that you are using this account number format for FAST/ GIRO transactions. You will also need to exclude any leading zeros, if any, when providing the RHB current/savings account number (e.g. for an account number shown as "000019810515308", you will only need to provide "19810515308" as the account number).