



RHB MOBILE SG APP – REGIONAL SERVICES FREQUENTLY ASKED QUESTIONS (FAQ)

RHB MALAYSIA ACCOUNT OPENING

1. Can I apply for an RHB Malaysia Deposit Account via the RHB Mobile SG app?

Yes, you can as long as you have registered for the RHB Mobile SG app.

2. How do I apply for RHB Malaysia account(s) via the RHB Mobile SG app?

- i. Log in to your RHB Mobile SG app and click "More" in the bottom navigation menu of the app and select "Apply for new account."
- ii. Select the "RHB Malaysia Account" tab and select the RHB Malaysia account to open.
- iii. Follow the on-screen instructions to open your account. As part of the account opening process, you may need to provide the identification information to be registered with RHB Malaysia and upload a photo of it.
- iv. You will be notified via an in-app message once your account has been successfully opened. You may also view your application status any time by going to "More" and selecting "Application Status".
- v. To view your newly opened RHB Malaysia account via RHB Mobile SG app, kindly proceed with the RHB Malaysia account linkage process.

3. What type of RHB Malaysia accounts can I apply via RHB Mobile SG app?

The list of RHB Malaysia accounts that can be applied are as follows:

- i. RHB MaxSave Account
- ii. RHB Premier Current Account (for RHB Singapore Premier customers)
- iii. RHB Multi Currency Account

4. What is the fall below fee and dormant fee for the account?

Type of account	Fees and charges
MaxSave Account	Dormant Account (account with no activity/transactions for 1 year) For balances of RM10 and below: Account closed and balance absorbed as charge For balances above RM10: RM10 annually

Premier Current Account	Fall Below Fee Half-yearly service charge of RM10 is levied if **monthly average balance is less than RM1,000 in preceding 6 months. **Sum of day end balance in the preceding 6 months / number of days Dormant Account (no activity/transactions for 6 months): RM10 annually
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5. What is the initial deposit required to open an RHB Malaysia Account?

Type of account	Initial Deposit
RHB MaxSave (Savings Account)	RM200
Premier Current Account	RM1,000
RHB Multi Currency Account	USD200 or its equivalent

6. Why is there a hold amount of RM 1 in my Malaysia account?

A hold amount of RM1 is reflected in the account as this is the minimum balance to maintain the account. This is applicable only to selected account types like RHB MaxSave Account.

7. What is the next step after my RHB Malaysia account is opened?

After your RHB Malaysia account has been successfully opened, please complete the RHB Malaysia account linkage process to view your account in the RHB Mobile SG app. You may also apply for RHB Malaysia Mobile Banking to access your account digitally.

8. How do I apply for RHB Malaysia Mobile Banking?

- i. Log in to your RHB Mobile SG app and click "More", which can be found in the bottom menu of the app, and select "Apply for RHB Malaysia Mobile Banking"
- ii. Follow the on-screen instructions to register for RHB Malaysia Mobile Banking.
- iii. Once you have been notified via an in-app message that your registration is successful, download the "RHB Mobile Banking" app via Google Play Store or Apple App Store.
- iv. Log in to RHB Mobile Banking app and follow the on-screen instructions to set up your security questions.
- v. Once completed, you may utilise features available in the RHB Mobile Banking app.

9. How do I apply for RHB Malaysia account debit card?

You may visit the following preferred RHB Malaysia branches to apply for a debit card.

State	Address
Johor	Komtar JBCC Lot G35, Ground Floor, Komtar JBCC Johor Bahru City Centre 80000 Johor Bahru, Johor
Kuala Lumpur	Kuala Lumpur Main Level 1, Tower Two, RHB Centre, 426, Jln Tun Razak, 50400 Kuala Lumpur KLCC Lot C-03, Concourse Floor, Suria KLCC, Kuala Lumpur City Ctr, 50088 Kuala Lumpur Bangsar Shopping Centre G-01, Ground floor, Bangsar Shopping Centre Office Tower, Jalan Maarof, Bangsar, 59100 Kuala Lumpur Bandar Sri Petaling Ground & First Floor, No 5 & 7, Jalan Radin Anum, Bandar Sri Petaling, 57000 Kuala Lumpur Segambut 42 & 42A Jalan Segambut Tengah, Segambut 51200 Kuala Lumpur UEP Subang Jaya No 47, 49, Jalan USJ 9/1, UEP Subang Jaya, 47620 Subang Jaya, Selangor, Malaysia

RHB MALAYSIA ACCOUNT LINKAGE

10. How do I view my RHB Malaysia account(s) via the RHB Mobile SG app?

- Log in to your RHB Mobile SG app and click "More" which can be found in the bottom menu of the app and select "Link RHB Malaysia Account."
- Follow the on-screen instructions to link your account. As part of the submission process, you may need to provide the identification information registered with RHB Malaysia and upload a photo of it.
- Once you receive an in-app notification that your account linkage has been successful, you can view your RHB Malaysia account(s) under "Account Summary" in the RHB Mobile SG app.



11. Why is my request to link my account yet to be processed despite it exceeding 1 working day and who can I call to enquire about the status?

In order to ensure your account(s) are accurately linked, some requests may require additional verification before your request is processed. Please reach out to our Customer Service team to enquire about the status via:

- i. Contact Number - 800 601 1742 (Local) or +603 9145 1388 (Overseas)
- ii. Email – service.request@rhbgroup.com

12. Can I link and view my joint account(s)?

Yes. All account(s) including joint account(s) can be viewed once your linking request has been successfully processed.

13. What type of RHB Malaysia accounts can be viewed via RHB Mobile SG app?

The list of RHB Malaysia accounts (both conventional and Islamic) that can be viewed are as follows:

- i. All Current Accounts
- ii. All Savings Accounts
- iii. All Multi Currency Accounts

14. I submitted a request to link my RHB Malaysia account and it was rejected. What do I need to do?

Please submit a new linkage request and ensure that the identification details provided match the records held by RHB Malaysia.

CROSS BORDER FUNDS TRANSFER

15. How do I transfer funds from my RHB Singapore account to my RHB Malaysia account?

Once you have successfully linked your RHB Malaysia account via the RHB Mobile SG app, simply go to the "Pay/Transfer" section and select "RHB Malaysia Accounts" to perform an instant funds transfer from your RHB Singapore account to your linked RHB Malaysia account.

16. What currencies can I transfer from my RHB Singapore account to my RHB Malaysia account?

At the moment, only Malaysian Ringgit (MYR) and Singapore Dollar (SGD) transfers are available. We are working on making more currencies available in the near future.



17. How long does it take for funds to be transferred to my RHB MY Account?

Funds are credited immediately and are available for use in your RHB MY Account.

18. Can I transfer funds to a Third-party RHB MY Account?

No, funds transfer service is only available to first-party accounts.

19. What is the daily transaction limit to my RHB MY Current and Savings account?

The default daily transaction limit is MYR 3,000, and you may increase it up to a maximum of MYR 100,000.

20. What is the daily transaction limit to my RHB Multicurrency account?

The default daily transaction limit is SGD 2,000, and you may increase it up to a maximum of SGD 10,000.

21. Is there any service charge for this funds transfer?

The instant funds transfer to RHB Malaysia MYR Account is free of charge.

22. Can I cancel my transaction made via RHB Mobile SG App?

As funds are transferred immediately to your RHB Malaysia account, we will not be able to cancel the transaction.

23. Is this service available 24/7?

Yes, this service is available 24/7 including weekends and public holidays.

24. I do not have a RHB Malaysia Account but I am interested in using your service. How do I go about this?

Please visit any of our [Singapore Branches](#) or reach out to our Customer Service team through one of the following channels

- i. Contact Number - 800 601 1742 (Local) or +603 9145 1388 (Overseas)
- ii. Email – regional@rhbgroup.com

25. Who can I contact if I face issues when transferring funds via the RHB Mobile SG app?

You may reach out to our Customer Service team through one of the following channels:

- i. Contact Number - 800 601 1742 (Local) or +603 9145 1388 (Overseas)
- ii. Email – service.request@rhbgroup.com