

RHB MOBILE SG APPLICATION – RHB MALAYSIA ACCOUNT LINKEAGE AND FUNDS TRANSFER FREQUENTLY ASKED QUESTIONS (FAQ)

1) How do I view my RHB Malaysia account(s) via the RHB Mobile SG App?

Follow these steps to link your RHB Malaysia account(s) in your RHB Mobile SG App:

- a) 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.”
- b) 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 (your request will be processed within 1 working day).
- c) Once you have been notified via in-app message that your linking is successful, you can view your RHB Malaysia account(s) under “Account Summary” in the RHB Mobile SG App.

2) 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, additional time may be required before your request is processed. Please reach out to our Customer Service team to enquire about the status via:

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

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

All account(s) including joint account(s) can be viewed once your linking request is processed

4) What type of RHB Malaysia accounts can be viewed via RHB Mobile SG App?

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

- a) All Current Account
- b) All Savings Account
- c) All Multi-Currency Account

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

Please ensure that your identification details are correct when you are submitting your request to link your account in RHB Mobile SG.

6) **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 to your RHB Malaysia account.

7) **What currencies can I transfer from my RHB Singapore account to my RHB Malaysia account?**

At the moment, only Malaysian Ringgit (MYR) is available for transfer. We are working on making more currencies available in the near future.

8) **What is the turnaround time before funds are transferred to my RHB MY Account?**

Funds transferred are available immediately at your RHB MY Account for your usage.

9) **Can I transfer funds to a 3rd Party RHB MY Account?**

No, funds transfer service is only available to 1st Party Accounts.

10) **What is the daily transaction limit?**

The default daily transaction limit is MYR 1,000, and you may increase it up to a maximum of MYR 100,000.

11) **Is there any service charge for this funds transfer?**

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

12) **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.

13) **Is this service available 24-7?**

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

14) **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 who via one of the following channels

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

15) **Who can I contact when I am face issues transferring funds via the RHB Mobile SG App?**

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

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