

How to raise a Service Request

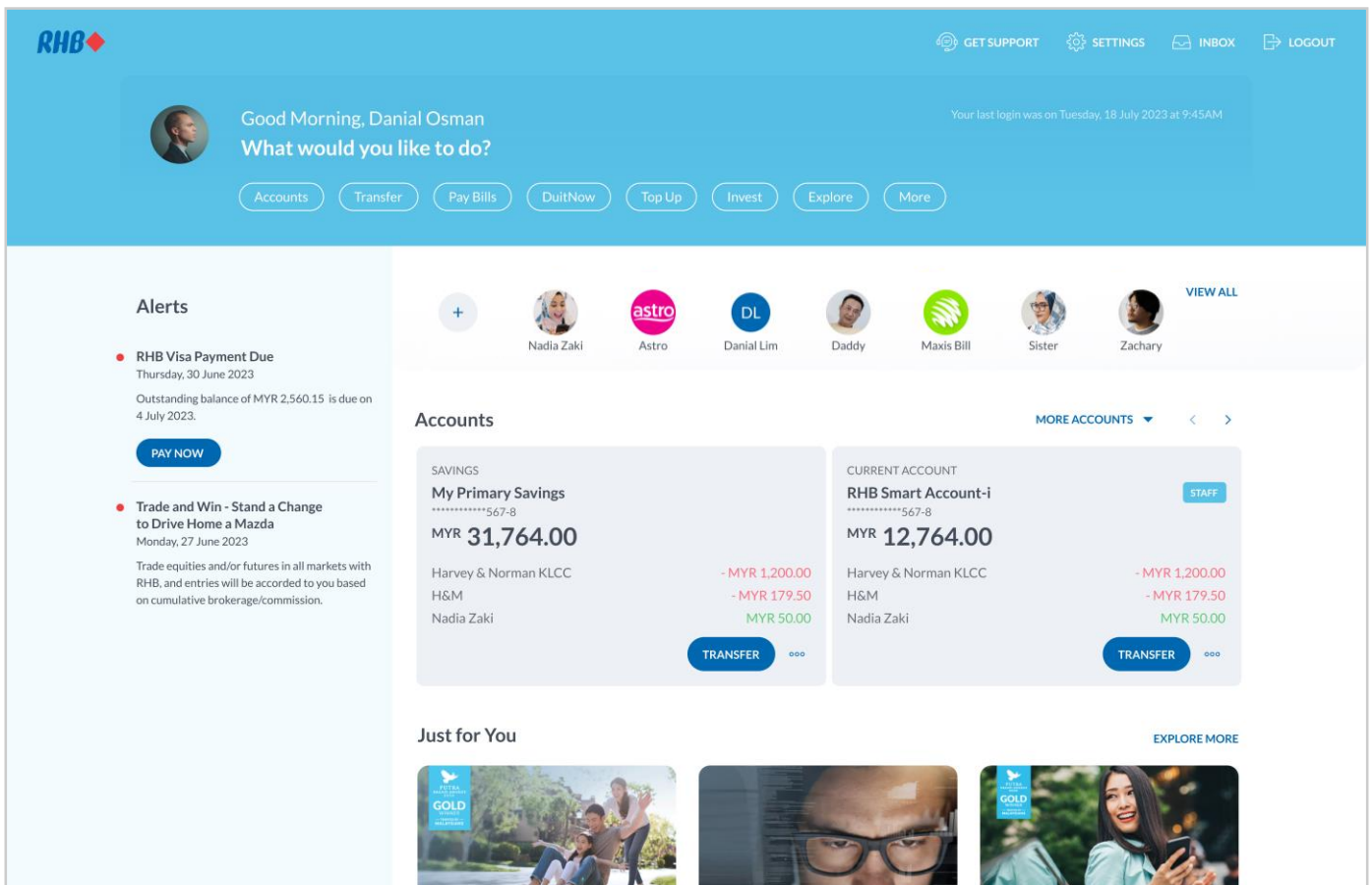
Minta bantuan dengan fungsi Service Request

Request for assistance easily with our self-service support system.

Minta bantuan dengan mudah dengan sistem sokongan layan diri kami.

This feature is only available on RHB Online Banking website.

Fungsi ini hanya tersedia melalui laman web RHB Online Banking.



The screenshot shows the RHB Online Banking dashboard for user Danial Osman. At the top, there are navigation links for GET SUPPORT, SETTINGS, INBOX, and LOGOUT. The user's profile is displayed with a greeting and login history. Below this is a menu with options like Accounts, Transfer, Pay Bills, DuitNow, Top Up, Invest, Explore, and More. The main content area is divided into Alerts, Accounts, and Just for You sections. Alerts include a Visa payment due and a trade notice. Accounts show a primary savings account with a balance of MYR 31,764.00 and a current account with a balance of MYR 12,764.00, both with recent transactions. The Just for You section features promotional banners for Gold services.

Step 1

Log in to RHB Online Banking and click 'Get Support' icon at the top right corner.

Langkah 1

Log masuk ke RHB Online Banking dan tekan ikon 'Get Support' di bahagian atas, pada sebelah kanan.

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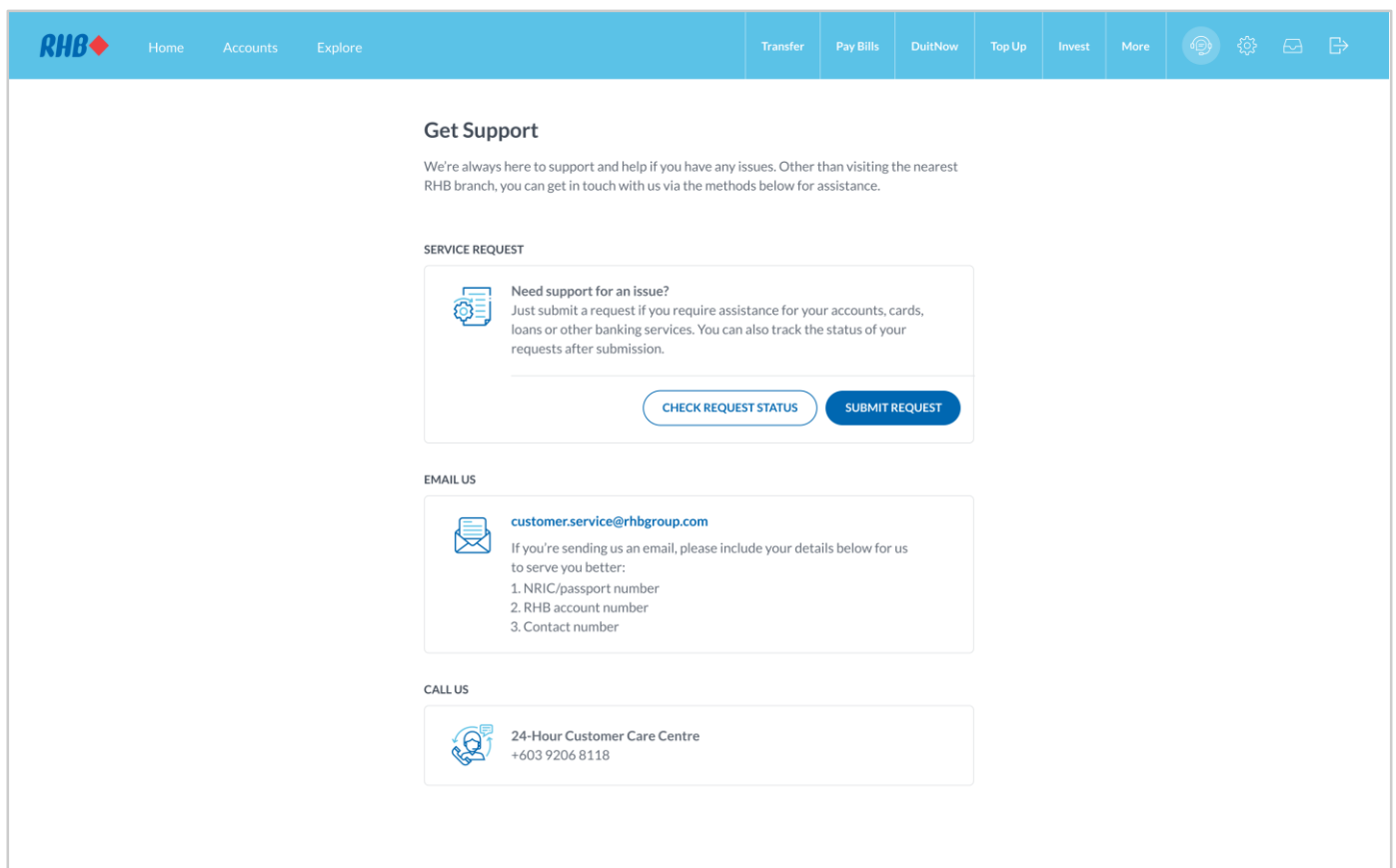
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Get Support

We're always here to support and help if you have any issues. Other than visiting the nearest RHB branch, you can get in touch with us via the methods below for assistance.

SERVICE REQUEST

Need support for an issue?
Just submit a request if you require assistance for your accounts, cards, loans or other banking services. You can also track the status of your requests after submission.

[CHECK REQUEST STATUS](#) [SUBMIT REQUEST](#)

EMAIL US

customer.service@rhbgroup.com

If you're sending us an email, please include your details below for us to serve you better:

1. NRIC/passport number
2. RHB account number
3. Contact number

CALL US

24-Hour Customer Care Centre
+603 9206 8118

Step 2

Click 'Submit Request' to raise a new Service Request. To check existing request, click 'Check Request Status' (Refer Step 6).

Langkah 2

Pilih 'Submit Request' untuk membuat Permintaan Perkhidmatan baharu. Untuk menyemak permintaan sedia ada, tekan 'Check Request Status' (Rujuk Langkah 6).

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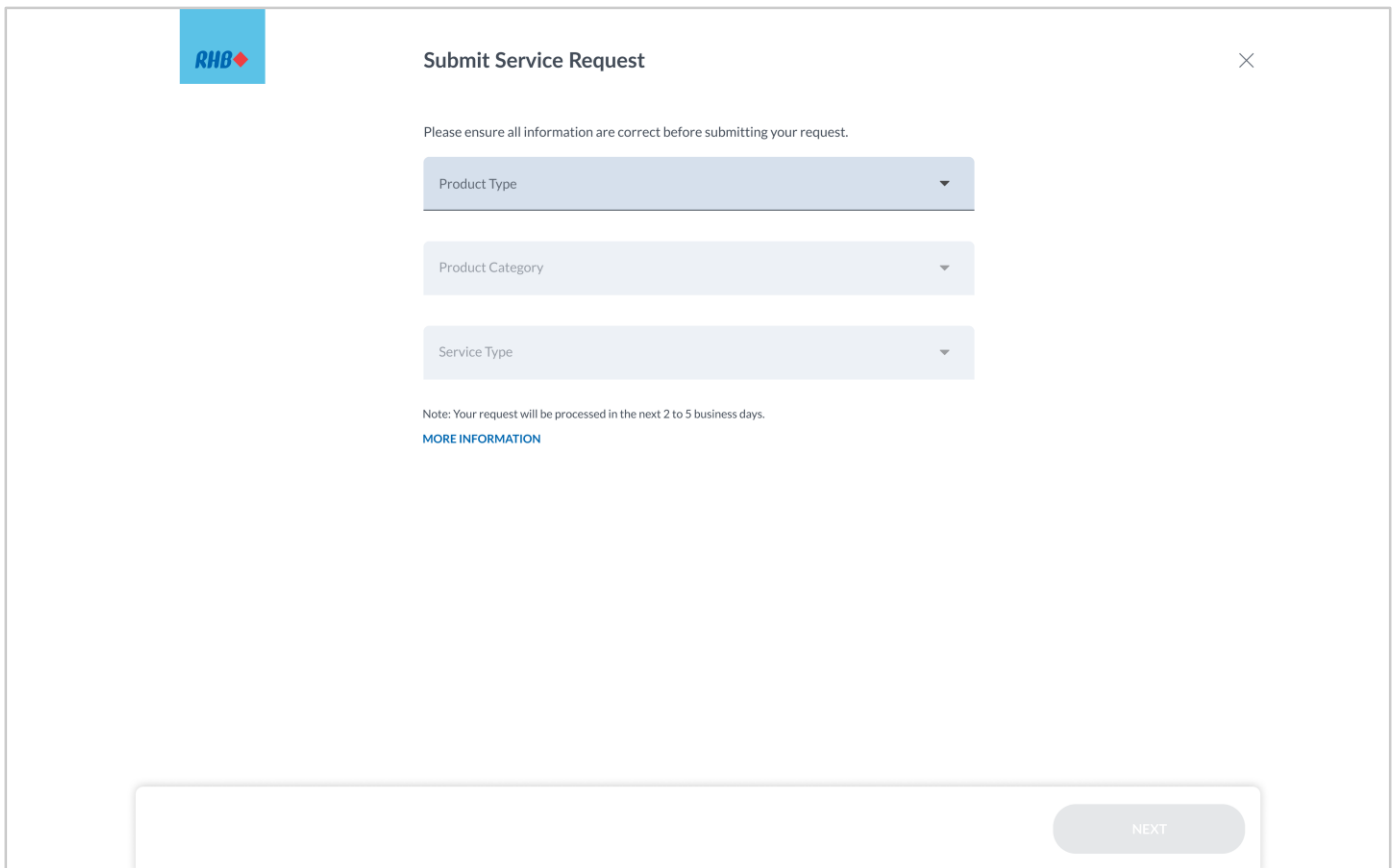
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Submit Service Request

Please ensure all information are correct before submitting your request.

Product Type

Product Category

Service Type

Note: Your request will be processed in the next 2 to 5 business days.

[MORE INFORMATION](#)

NEXT

Step 3

Select your request by Product Type, Product Category and Service Type. (Refer to Page 7 for list of services available)

Langkah 3

Pilih permintaan anda mengikut 'Product Type', 'Product Category' dan 'Service Type'. (Rujuk Muka Surat 7 untuk senarai perkhidmatan yang tersedia)

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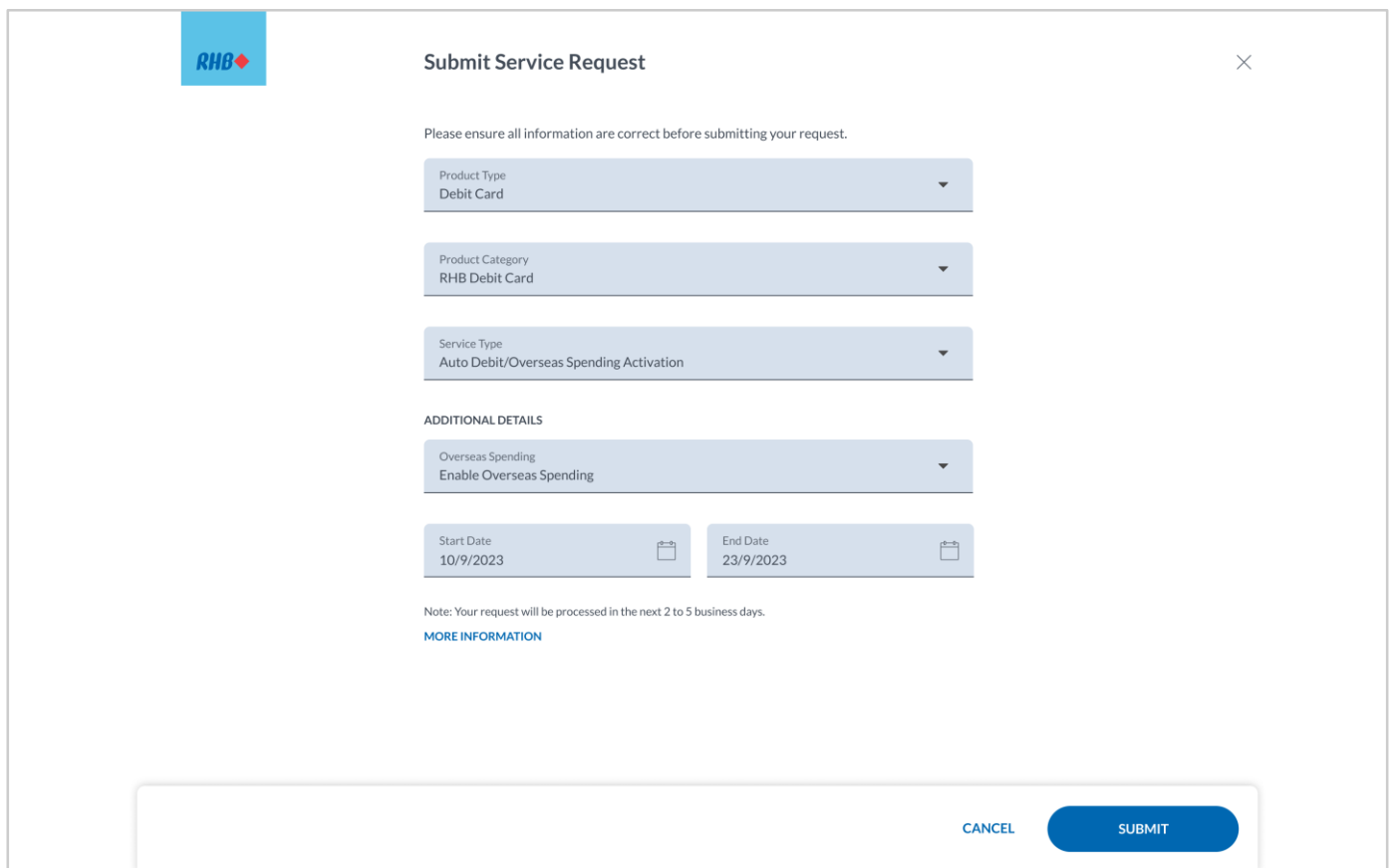
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Submit Service Request

Please ensure all information are correct before submitting your request.

Product Type
Debit Card

Product Category
RHB Debit Card

Service Type
Auto Debit/Overseas Spending Activation

ADDITIONAL DETAILS

Overseas Spending
Enable Overseas Spending

Start Date
10/9/2023

End Date
23/9/2023

Note: Your request will be processed in the next 2 to 5 business days.

[MORE INFORMATION](#)

CANCEL SUBMIT

Step 4

Then, fill in the additional details requested, dependent on the service type selected. Once done, click 'Submit'.

Langkah 4

Kemudian, isikan butiran tambahan yang diminta, bergantung pada jenis perkhidmatan yang dipilih. Setelah selesai, tekan 'Submit'.

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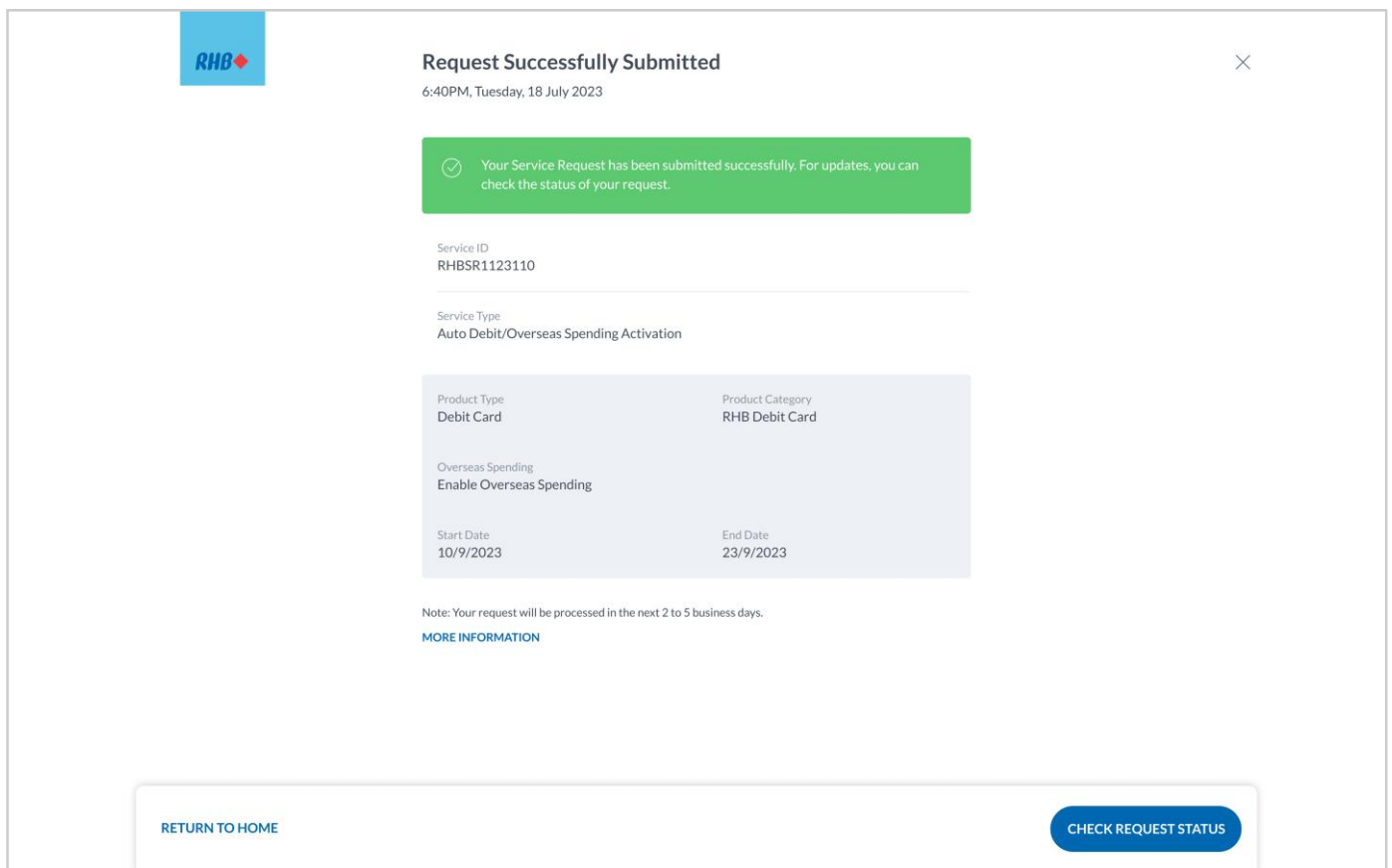
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The screenshot shows a confirmation message: "Request Successfully Submitted" with a timestamp of "6:40PM, Tuesday, 18 July 2023". A green box contains the text: "Your Service Request has been submitted successfully. For updates, you can check the status of your request." Below this, the request details are listed: Service ID (RHBSR1123110), Service Type (Auto Debit/Overseas Spending Activation), Product Type (Debit Card), Product Category (RHB Debit Card), Overseas Spending (Enable Overseas Spending), Start Date (10/9/2023), and End Date (23/9/2023). A note states: "Your request will be processed in the next 2 to 5 business days." At the bottom, there are two buttons: "RETURN TO HOME" and "CHECK REQUEST STATUS".

Step 5

You will receive a confirmation screen that your request is successfully submitted.

Langkah 5

Anda akan menerima skrin pengesahan bahawa permintaan anda telah berjaya diterima.

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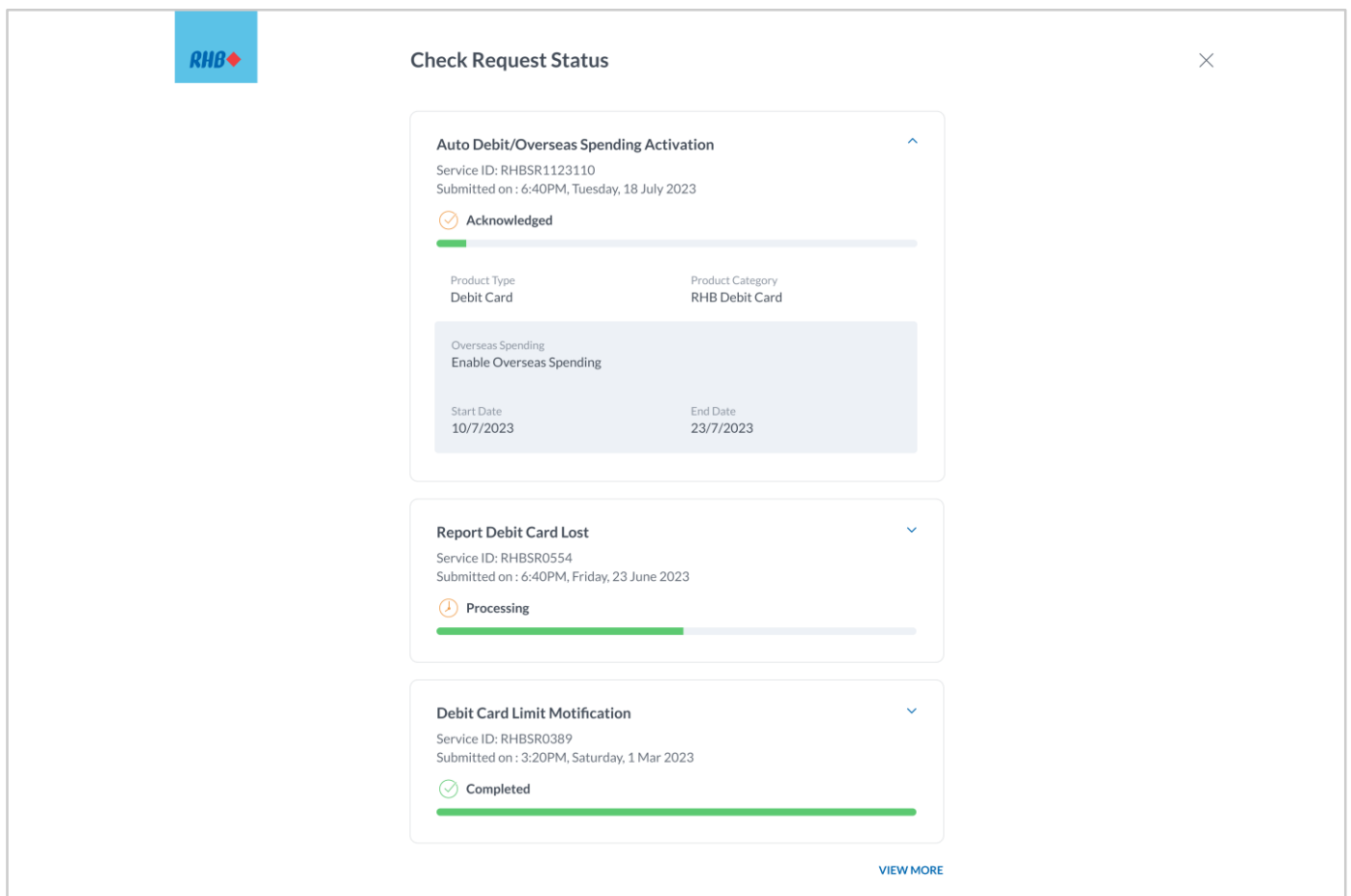
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Check Request Status

Auto Debit/Overseas Spending Activation
Service ID: RHBSR1123110
Submitted on : 6:40PM, Tuesday, 18 July 2023
Acknowledged

Product Type: Debit Card | Product Category: RHB Debit Card

Overseas Spending: Enable Overseas Spending

Start Date: 10/7/2023 | End Date: 23/7/2023

Report Debit Card Lost
Service ID: RHBSR0554
Submitted on : 6:40PM, Friday, 23 June 2023
Processing

Debit Card Limit Motification
Service ID: RHBSR0389
Submitted on : 3:20PM, Saturday, 1 Mar 2023
Completed

[VIEW MORE](#)

Step 6

You may check your request status for each request raised.

Langkah 6

Anda boleh menyemak status permintaan anda untuk setiap permintaan yang dibuat.

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List of Services Available for Service Requests

- ❖ Debit Card
 - Unblock 3D Secure OTP
 - Change Card Limit
 - Overseas Transaction Activation
 - Card Not Present Activation
- ❖ Credit Card
 - Credit Card Cancellation
 - Decrease Credit Limit
 - Supplementary Card Credit Limit
- ❖ Personal Loan
 - Release Letter
 - Settlement Letter
- ❖ Savings Account
 - CIS Maintenance

Senarai Perkhidmatan Tersedia untuk Permintaan Perkhidmatan

- ❖ Kad Debit
 - Nyahsekat 3D Secure OTP
 - Tukar Had Kad
 - Pengaktifan Transaksi Luar Negara
 - Pengaktifan Kad Tidak Hadir
- ❖ Kad Kredit
 - Pembatalan Kad Kredit
 - Pengurangan Had Kredit
 - Had Kredit Kad Tambahan
- ❖ Pinjaman Peribadi
 - Surat Siaran
 - Surat Penyelesaian
- ❖ Akaun Simpanan
 - Penyelenggaraan CIS

Note: We are continuing to enhance the type of services available for Service Requests. You may check the list of services available on RHB Online Banking.

Nota: Kami akan terus mempertingkatkan jenis perkhidmatan yang tersedia untuk 'Service Requests'. Anda boleh menyemak senarai perkhidmatan yang tersedia di RHB Online Banking.