







RHB Secure Key Authentication – FAQ

No	Question	Answer
General Information		
1	What is RHB TradeSmart Secure Key Authentication?	<p>RHB TradeSmart Secure Key Authentication is a safer and more convenient way to authenticate (confirm) your trading instructions. When you place a buy or sell order on the RHB TradeSmart web or mobile application, you will need to confirm it using your registered device.</p> <p>To start, just enable RHB Secure Key Authentication through the RHB mobile app (available on Google Play Store or Apple App Store).</p>
2	Why is RHB TradeSmart Secure Key Authentication important?	<p>RHB TradeSmart Secure Key Authentication ensures that all buy/sell trade instructions can only be approved on your registered device. This added layer of security helps protect against unauthorised access and reduces the risk of unauthorised trades.</p>
3	When will RHB TradeSmart Secure Key Authentication be implemented, and is it mandatory?	<p>RHB TradeSmart Secure Key Authentication will be enforced from 6 December 2025 for both the website and mobile app.</p> <p>Yes, RHB TradeSmart Secure Key Authentication will be mandatory to ensure enhanced security. All trades must be approved on your registered device.</p>
4	Can an overseas mobile number (e.g., Singapore +65 or China +86) be used for RHB TradeSmart Secure Key Authentication registration?	<p>Yes, RHB TradeSmart Secure Key Authentication registration accepts overseas mobile numbers and there are currently no restrictions.</p>
Registration & Activation		
5	<p>How to activate RHB TradeSmart Secure Key Authentication?</p> <p>Click here for the user guide</p>	<p>You can activate RHB TradeSmart Secure Key Authentication by following these steps:</p> <ol style="list-style-type: none"> 1. Download the latest version (2.23.0) RHB TradeSmart mobile app from the Google Play Store or Apple App Store (if not already installed). 2. Log in to the Trading mobile app. 3. Tap “Proceed” 4. A 6-digit OTP code will be sent via SMS and email. 5. Enter the OTP and tap “Submit”. 6. Once verified, a message will confirm “Device binding setup successful.” Tap “OK” to complete the setup.
6	Can I register RHB TradeSmart Secure Key Authentication on more than one device?	<p>No, RHB TradeSmart Secure Key Authentication can only be registered on one device at a time. This is to keep your account safe by making sure it is linked to a single trusted device.</p>
7	Can I register the same device for both an Individual ID and a Corporate ID in RHB TradeSmart?	<p>No. Each login ID (individual or corporate) must have its RHB TradeSmart Secure Key Authentication registered on a separate device.</p>

8	Do I need to activate RHB TradeSmart Secure Key Authentication again if I reinstall the mobile app on the same device?	No. You don't need to activate it again. The RHB TradeSmart Secure Key Authentication binding on your device will remain valid, so you can continue using it without repeating the setup.
Device Management		
9	What are the minimum device requirements to use RHB TradeSmart Secure Key Authentication?	<p>To use RHB TradeSmart Secure Key Authentication, your mobile device must meet these minimum requirements:</p> <ul style="list-style-type: none"> • Android: Version 10.0 or above • iOS (Apple): Version 15.0 or above <p>Your device must have a stable internet connection, and the RHB TradeSmart mobile app must be installed from the official app store (Google Play Store, Apple App Store, or Huawei AppGallery).</p>
10	I've changed my device. How do I re-bind RHB TradeSmart Secure Key Authentication to the new one?	<p>If you switch to a new device, you will need to move your RHB TradeSmart Secure Key Authentication from the old device to the new one.</p> <ol style="list-style-type: none"> 1. Unbind Secure Key from your old device in the mobile app. 2. Download and log in to the mobile app on your new device. 3. Register Secure Key again on the new device by following the setup steps. <p>For detailed instructions, please refer to the RHB TradeSmart Secure Key user guide.</p>
11	I've lost my device. How can I re-bind RHB TradeSmart Secure Key Authentication?	<p>If your device is lost, our support team will need to unbind your Secure Key Authentication before you can set it up again.</p> <p>Please contact our call center for assistance.</p> <p> +603-2330 8900</p> <p> support@rhbgroup.com</p> <p>Once unbinding is completed, you can register RHB TradeSmart Secure Key Authentication on your new device. For detailed steps, please refer to the RHB TradeSmart Secure Key Authentication user guide.</p>
12	What if I don't have my registered device with me?	RHB TradeSmart Secure Key Authentication can only be completed on your registered mobile device. If you don't have it with you, you won't be able to approve secured actions such as placing trades, changing your password or PIN, or updating profile details.
13	How do I de-register or deactivate the RHB TradeSmart Secure Key Authentication?	<p>To remove the RHB TradeSmart Secure Key Authentication from your registered device, follow these steps:</p> <ol style="list-style-type: none"> 1. Open the Menu at the bottom right of the screen 2. Tap "Settings" 3. Tap "Device Management" 4. Tap "Unbind this device" <p>This will remove the RHB TradeSmart Secure Key Authentication setup from your registered device. For detailed steps, please refer to the RHB TradeSmart Secure Key Authentication user guide.</p>

Using RHB TradeSmart Secure Key Authentication

14	Do I need to use RHB TradeSmart Secure Key Authentication every time I log in?	<p>No. To log in, you only need your account password.</p> <p>RHB TradeSmart Secure Key Authentication is only required to authenticate certain actions, such as:</p> <ul style="list-style-type: none"> • Placing buy/sell trade instructions (RHB TradeSmart Secure Key Authentication only once per session) • Changing your login password or trading PIN • Updating your personal profile information <p>Once you've used RHB TradeSmart Secure Key in a session, you won't need to approve subsequent buy/sell trades until you log out and log in again.</p>
15	How do I authorize transactions with RHB TradeSmart Secure Key Verification, and how much time do I have to approve them?	<p>When you place a buy/sell trade instruction, a Secure Key Approval Notification will appear in the mobile app.</p> <p>To authenticate:</p> <ul style="list-style-type: none"> • Open the app and review the trade details • Tap "Approve" to confirm, or "Reject" if it's not correct <p>You have 1 minute to approve. If not completed in time, the instruction will expire and you'll need to submit it again.</p>
16	Can I still use RHB TradeSmart Secure Key Authentication to approve transactions without an internet connection or with a slow connection?	<p>No. An active and stable internet connection is required on the registered mobile device to receive RHB TradeSmart Secure Key Authentication.</p> <p>If your device is offline or the connection is weak, you won't be able to approve the trade until the connection is restored.</p>
17	What happens if RHB TradeSmart Secure Key Authentication expires?	<p>If the RHB TradeSmart Secure Key Authentication is not approved within 1 minute, it will automatically expire.</p> <p>When this happens, your buy/sell trade instruction will not go through, you'll need to submit it again to trigger a new RHB TradeSmart Secure Key prompt.</p> <p>Tip: Approve the request promptly. Once approved, your session stays active, so you can place additional buy/sell trades without needing another authentication until you log in again.</p>
18	What should I do if I receive an RHB TradeSmart Secure Key Authentication request that I did NOT initiate?	<p>If the RHB TradeSmart Secure Key Authentication request appears and you did not initiate it, DO NOT Approve it. This may indicate unauthorised activity on your account.</p> <p>Immediately contact our call center team to lodge report the incident at</p> <p> +603-2330 8900</p> <p> support@rhbgroup.com</p>

19	Who can I contact for help with RHB TradeSmart Secure Key Authentication issues?	<p>If you experience any issues with RHB TradeSmart Secure Key Authentication such as device binding, unbinding, or approving buy/sell trade instructions, please contact our RHBIB call center for assistance:</p> <p> +603-2330 8900</p> <p> support@rhbgroup.com</p>
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