

RHB SHARE TRADING (ENHANCED)

PASSWORD AND TRADING PIN RESET GUIDE FOR MOBILE APP

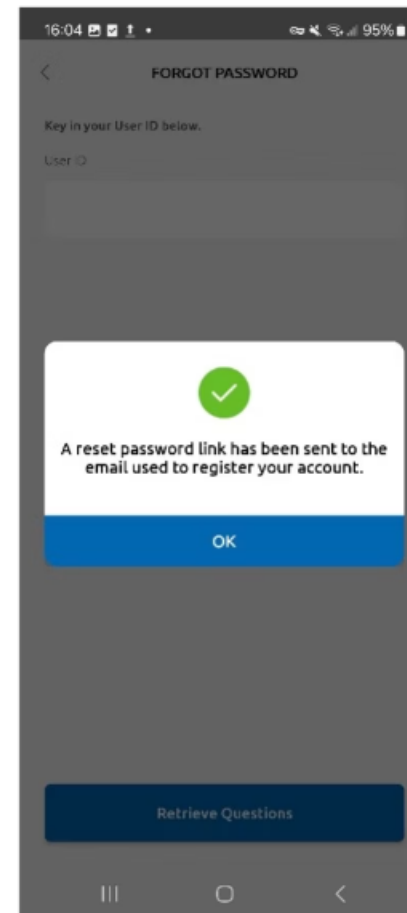
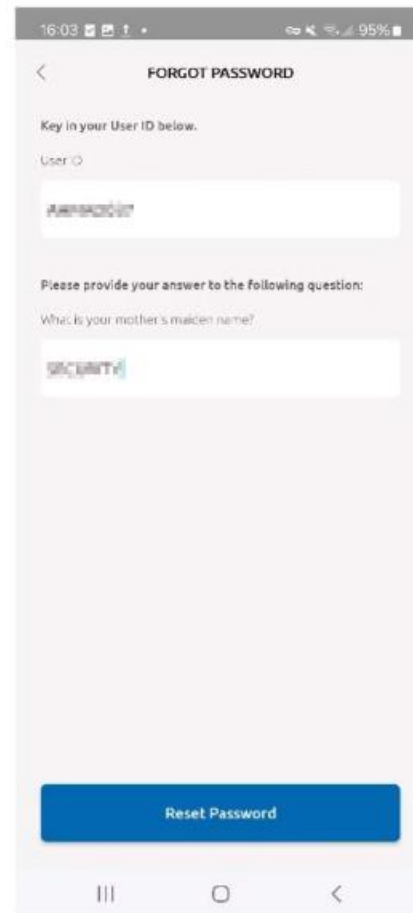
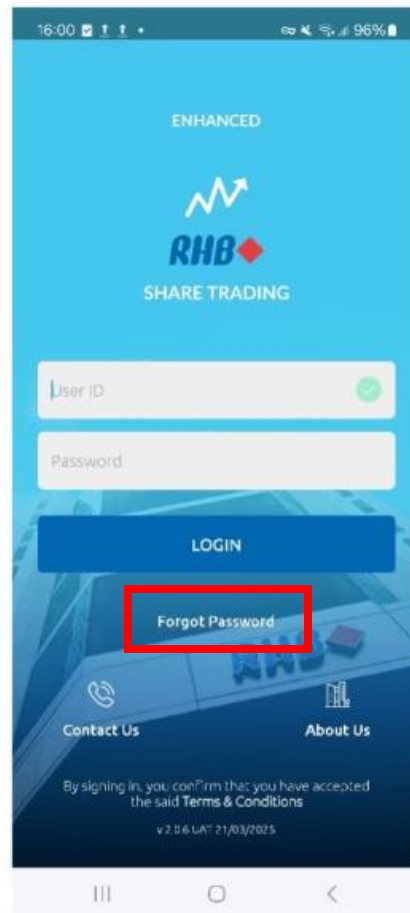
Reference:

A) Steps to reset password – Page 2 to 5.

B) Steps to reset Trading Pin – Page 6 to 8

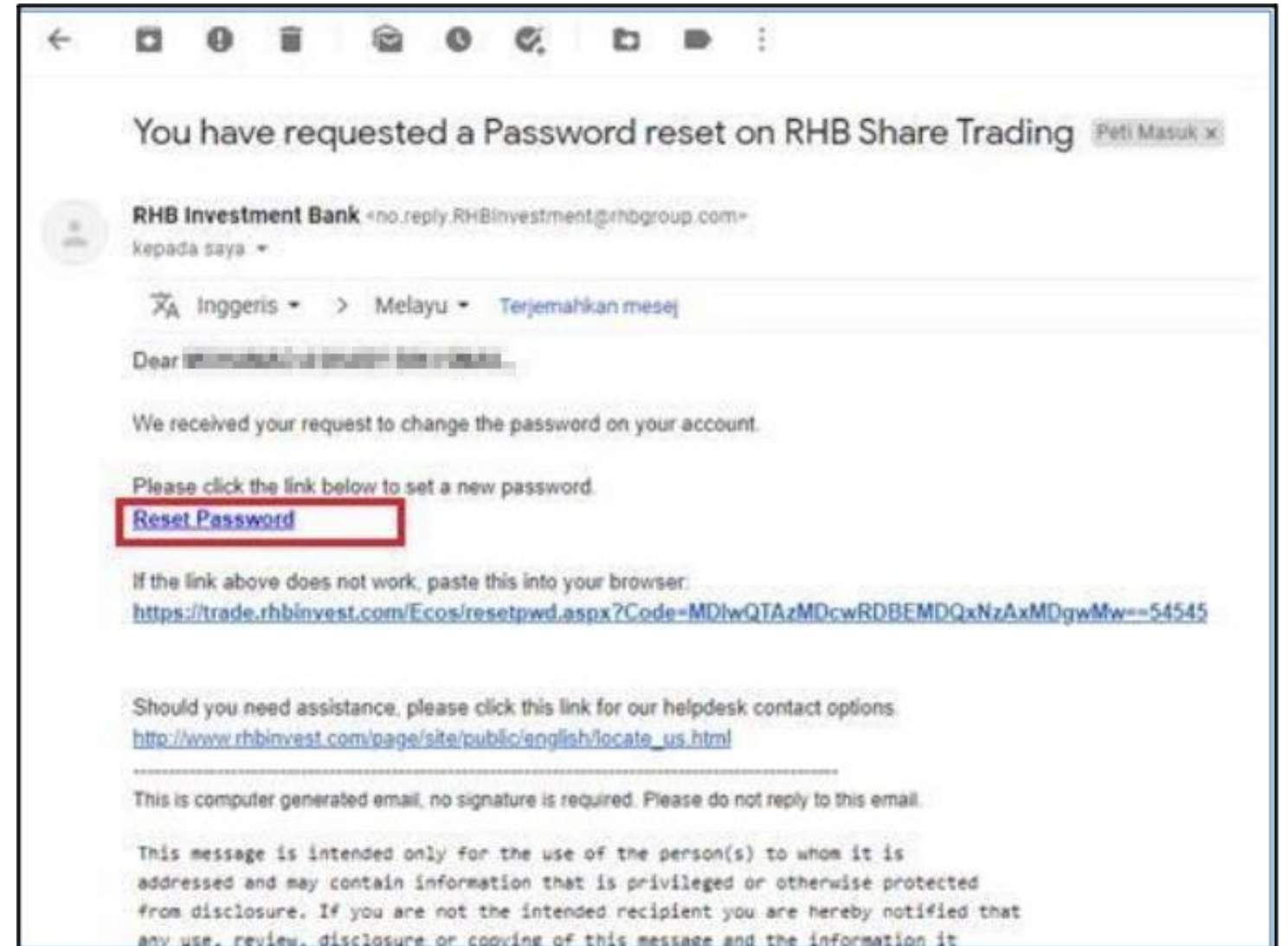
Steps to reset password from RHB Share Trading mobile app

- 1) Open the RHB Share Trading mobile app
- 2) Click on 'Forgot Password'
- 3) Enter your User ID and answer the security question.
- 4) The reset password link will be sent to your registered email address



Password Reset Email Instructions

- 5) Login to your registered email address
- 6) Search for RHB Investment Bank email with "You have requested a Password reset on RHB Share Trading" subject
- 7) Open the email and click on 'Reset Password' link provided



Setting New Password

8) The temporary reset password link will direct you to Reset Password page in RHB Share Trading system.

Reset Password

Enter New Password

New Login Password

Confirm New Password

Update

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Note: Your new password must contain:

- *Minimum 8 characters with combination of:*
 - *Uppercase letter*
 - *Lowercase letter*
 - *Number; and*
 - *special character*

Please note that previously used password will be rejected.

***Allowable special characters: !@#\$%^&*()*

9) Enter your new password, then click the 'Update' button to proceed.

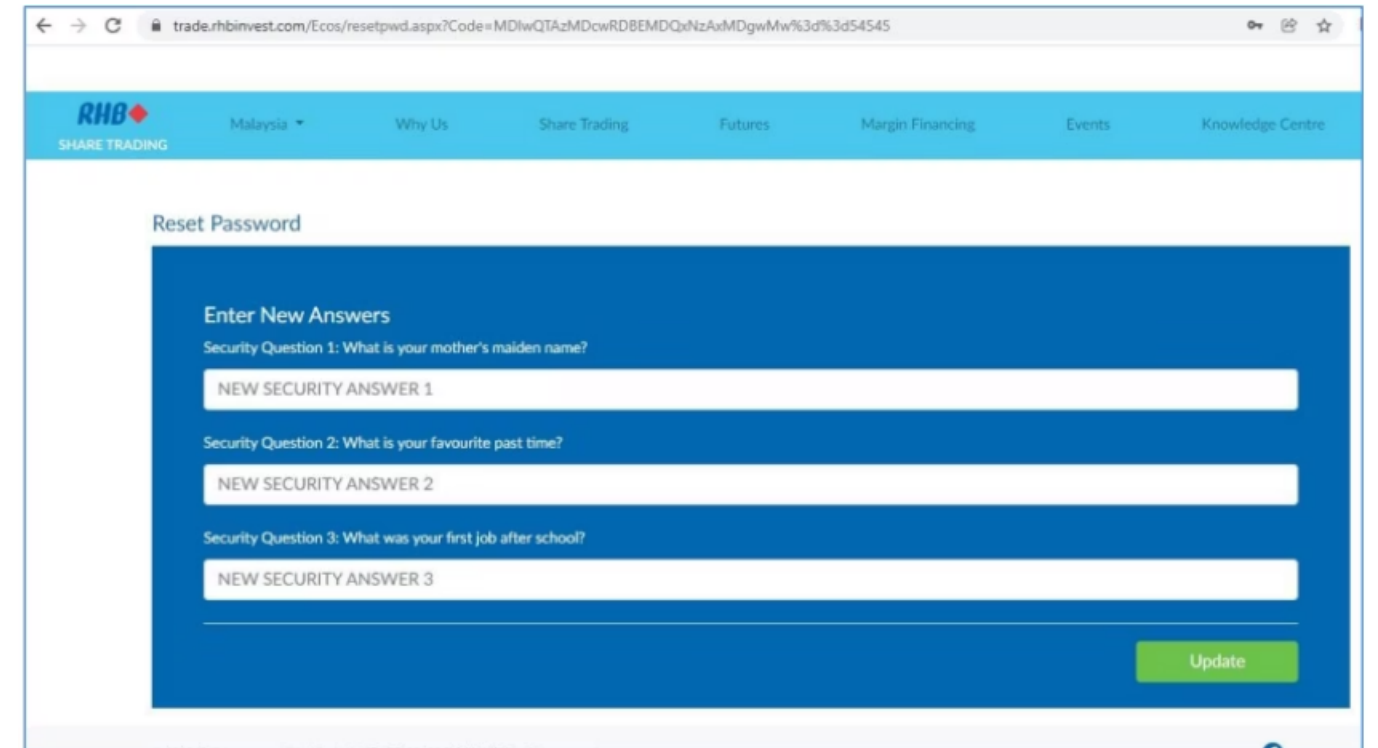
Security Questions and Completion

10) Set your new answers for security questions and click 'Update' button to proceed

11) System will prompt the successful message

12) Click 'Done' button to proceed

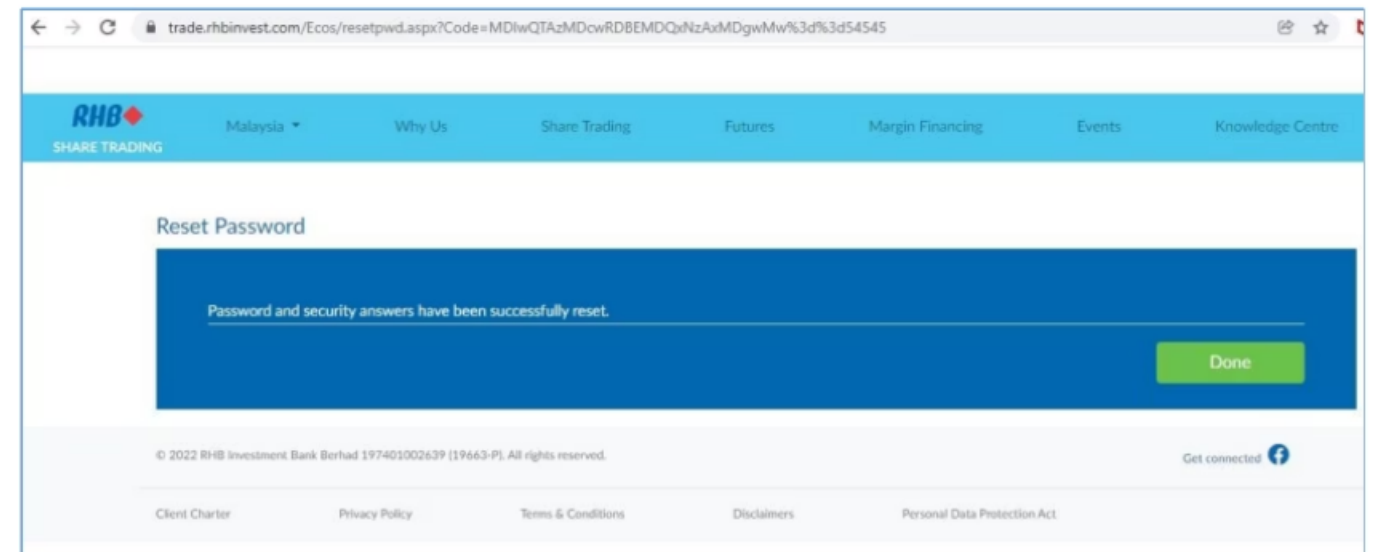
13) Now you can proceed to login to the mobile app. You are required to login with existing user ID and new password



The screenshot shows a web browser window with the URL `trade.rhbinvest.com/Ecos/resetpwd.aspx?Code=MDlwQTAzMDcwRDBEMDQxNzAxMDgwMw%3d%3d54545`. The page header includes the RHB logo and navigation links: Malaysia, Why Us, Share Trading, Futures, Margin Financing, Events, and Knowledge Centre. The main content area is titled "Reset Password" and contains a section "Enter New Answers". This section lists three security questions, each followed by a text input field:

- Security Question 1: What is your mother's maiden name? (Input field: NEW SECURITY ANSWER 1)
- Security Question 2: What is your favourite past time? (Input field: NEW SECURITY ANSWER 2)
- Security Question 3: What was your first job after school? (Input field: NEW SECURITY ANSWER 3)

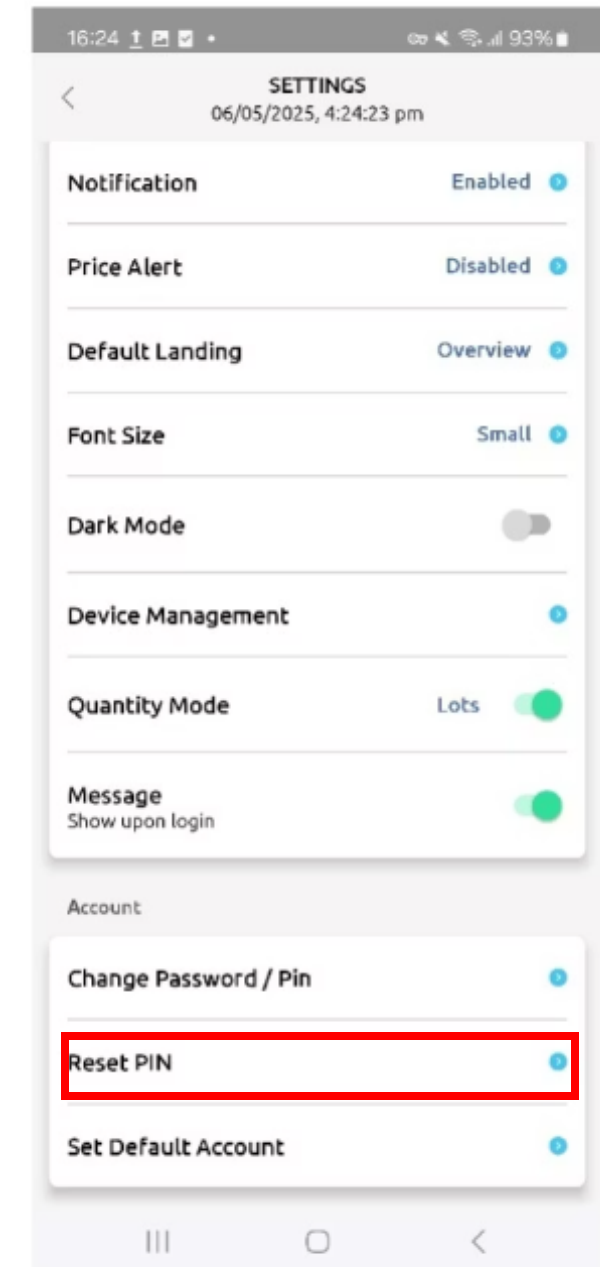
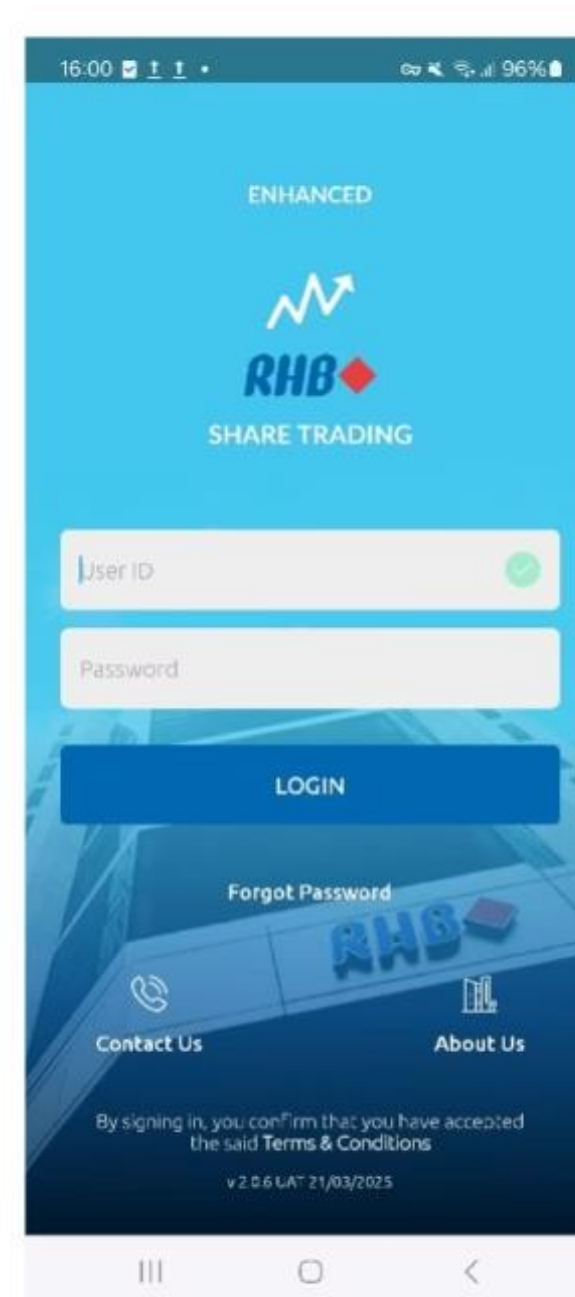
An "Update" button is located at the bottom right of the form area.



The screenshot shows the same web browser window as above, but the form area now displays a success message: "Password and security answers have been successfully reset." A "Done" button is located at the bottom right of the message box. The footer of the page includes the copyright notice: "© 2022 RHB Investment Bank Berhad 197401002639 (19663-P). All rights reserved." and a "Get connected" link with a Facebook icon. Below the footer, there are links for Client Charter, Privacy Policy, Terms & Conditions, Disclaimers, and Personal Data Protection Act.

Steps to reset trading pin from RHB Share Trading mobile app

1) Once login, click on 'Menu' tab > choose 'Settings' > then select 'Reset PIN'



Security Verification for PIN Reset

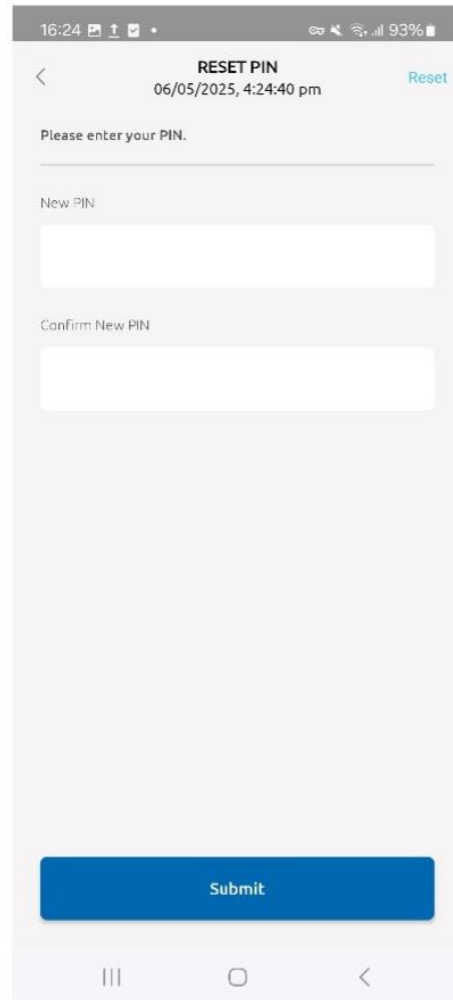
2) Key in your answer(s) for the security question(s). If you have forgotten the answer(s), you may contact Call Centre at 03-2330 8900 for further assistance

The screenshot shows a mobile application interface for resetting a PIN. At the top, the status bar displays the time 16:24, signal strength, Wi-Fi, and 93% battery. The app header is titled "Reset PIN" with a timestamp of "06/05/2025, 4:24:27 pm". Below the header, a prompt reads "Please provide answer to the following question:". The question is "What is your mother's maiden name?". A white text input field is provided for the answer. At the bottom of the screen, there is a blue "Submit" button. The bottom navigation bar of the phone is visible at the very bottom.

Setting New Trading PIN and Completion

Enter New Trading PIN

3) Type your NEW trading pin in both 'New Trading Pin' and 'Confirm New Trading Pin'. Click 'Submit'. The new trading pin only required 8-15 numbers. Please note that the previously used pin will be rejected.



Success Message

4) System will prompt the successful message.

5) Relogin and continue your trading in the mobile app.

