



RHB SHARE TRADING

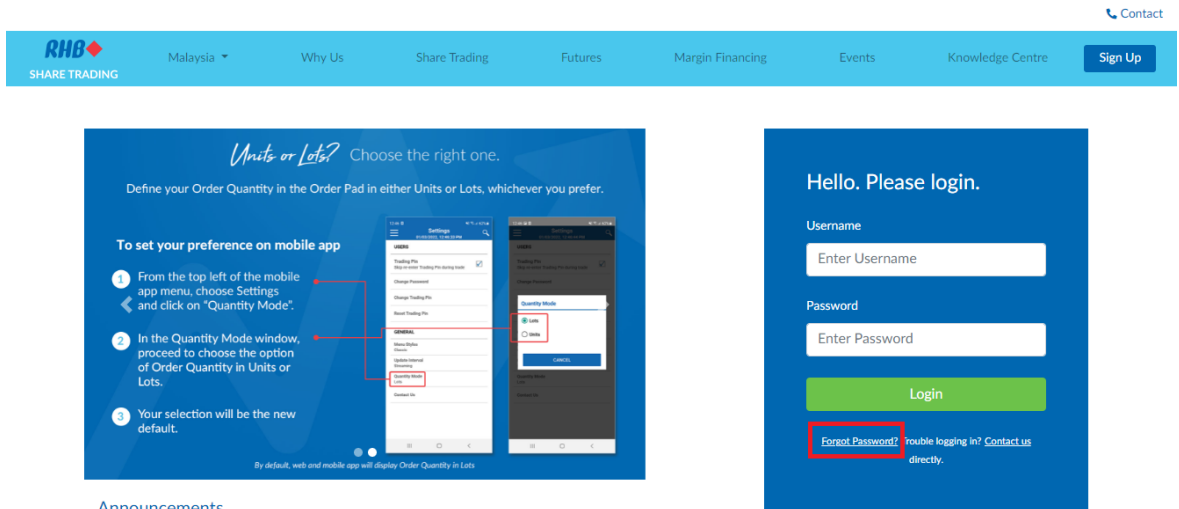
PASSWORD AND TRADING PIN RESET GUIDE FROM A WEB BROWSER

Reference:

- A) Step to reset password – Page 2 to 5.**
- B) Step to reset Trading Pin – Page 6 to 7.**

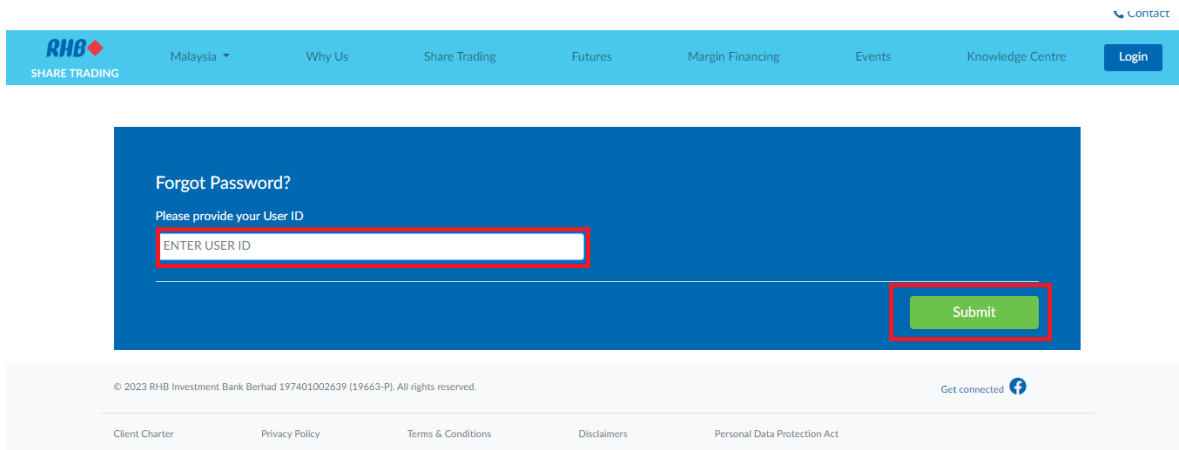
A) Steps to reset password from RHB Share Trading website

- 1) Open the RHB Share Trading website.
- 2) Click on 'Forgot Password'

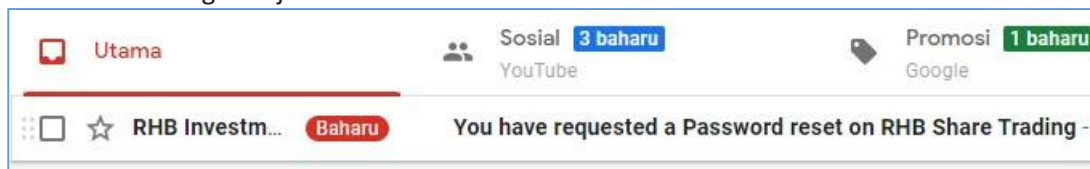


Announcements

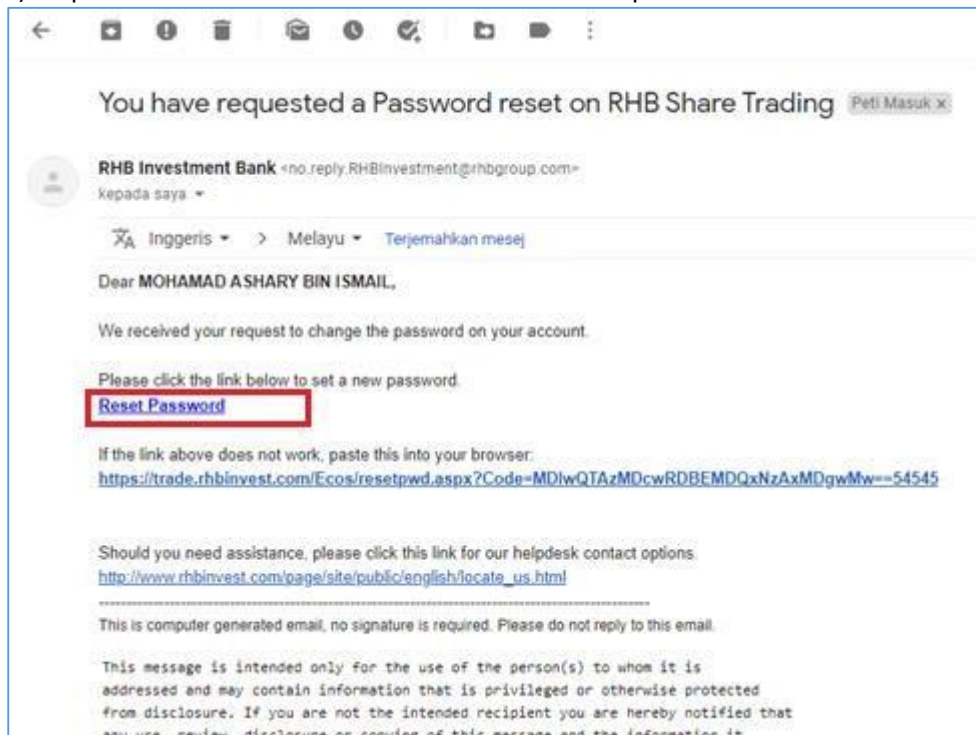
- 3) Enter your User ID/username. Your User ID/username will be displayed in CAPS. Next, click 'Submit' button.



- 4) The reset password link will be sent to registered email address.
- 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 in the email.

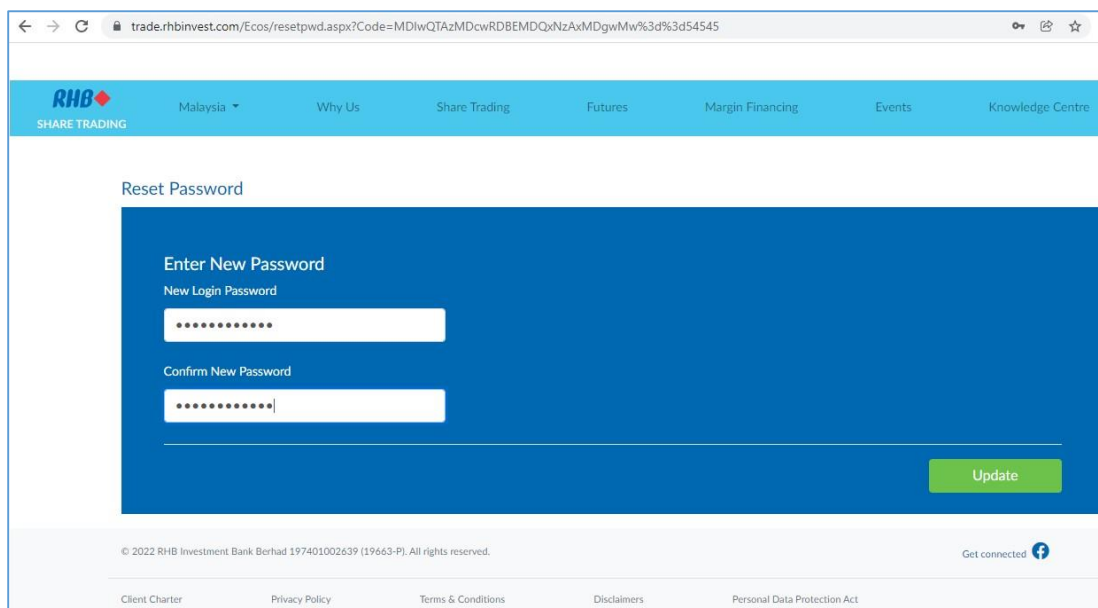


8) The temporary reset password link will navigate to Reset Password page in RHB Share Trading system.

Note: Your new password must contain at least 8-15 characters with alphanumeric(s) and special character(s). Please note that previously used password will be rejected. Example acceptable password format 'abcd1234@'.

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

9) Click 'Update' button to proceed.



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

Reset Password

Enter New Answers

Security Question 1: What is your mother's maiden name?

NEW SECURITY ANSWER 1

Security Question 2: What is your favourite past time?

NEW SECURITY ANSWER 2

Security Question 3: What was your first job after school?

NEW SECURITY ANSWER 3

Update

11) System will prompt the successful message.

12) Click 'Done' button to proceed

Reset Password

Password and security answers have been successfully reset.

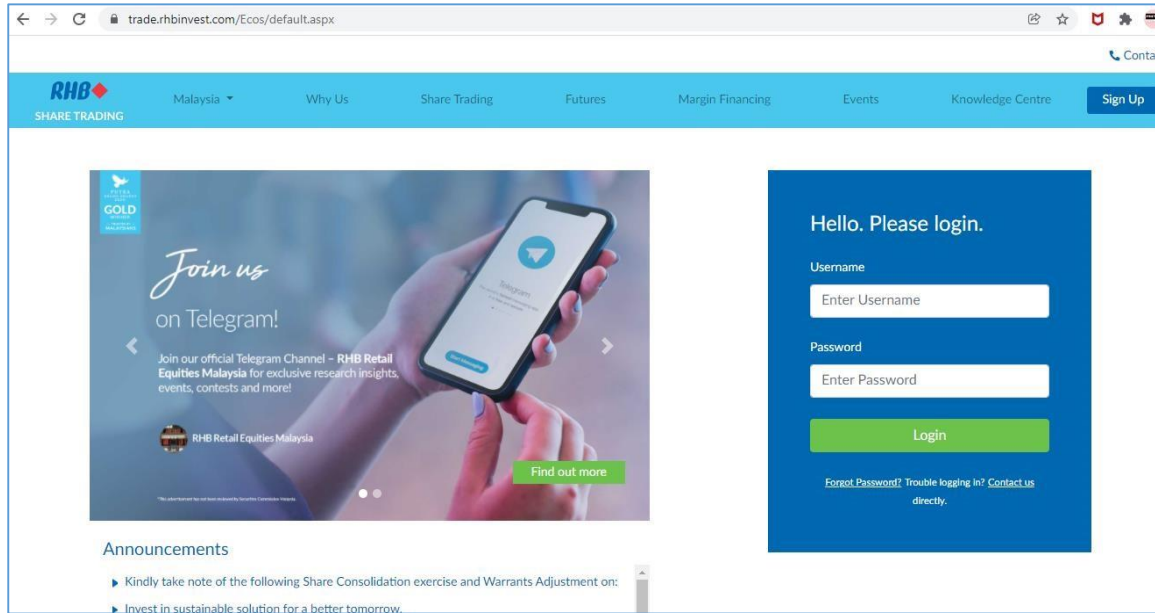
Done

© 2022 RHB Investment Bank Berhad 197401002639 (19663-P). All rights reserved.

Get connected

[Client Charter](#) [Privacy Policy](#) [Terms & Conditions](#) [Disclaimers](#) [Personal Data Protection Act](#)

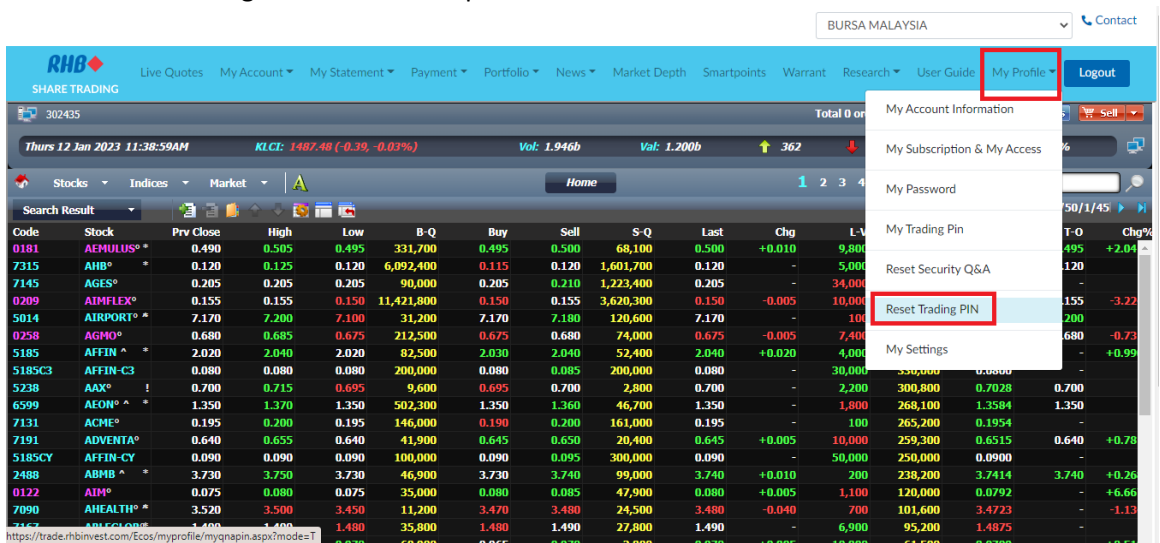
13) System will navigate to login page. You are required to login with existing user ID/username and new password.



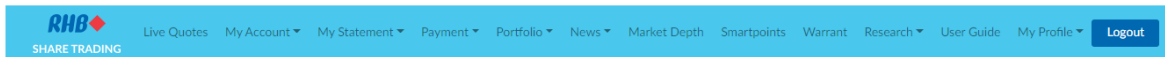
Thank you

B) Steps to reset trading pin from RHB Share Trading website

- 1) Once login, go to 'My Profile' on the top right.
- 2) Select 'Reset Trading Pin' from the drop down menu.



- 3) Key in your answer(s) for the security question(s). If you forgotten the answer(s) for your security question(s), you may:
 - a. Reset your security questions and answers by click on 'Forgot Password' (follow the steps in page 2 to 5); or
 - b. Contact call centre at 03-2330 8900 for further assistance.



My Profile

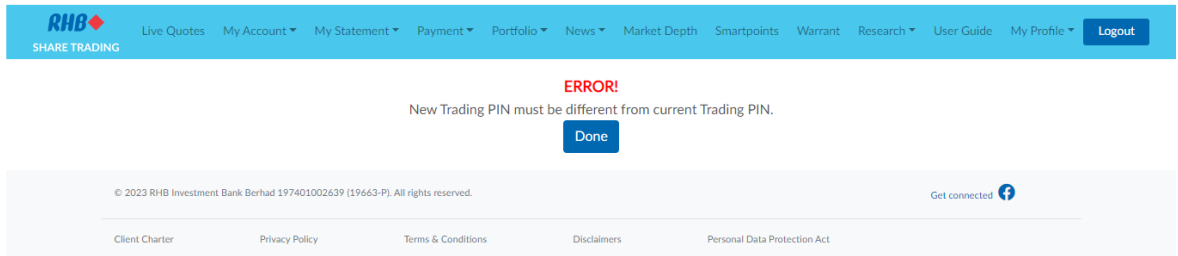
Reset Trading PIN

Please provide the correct answer to the following questions as verification before proceeding:

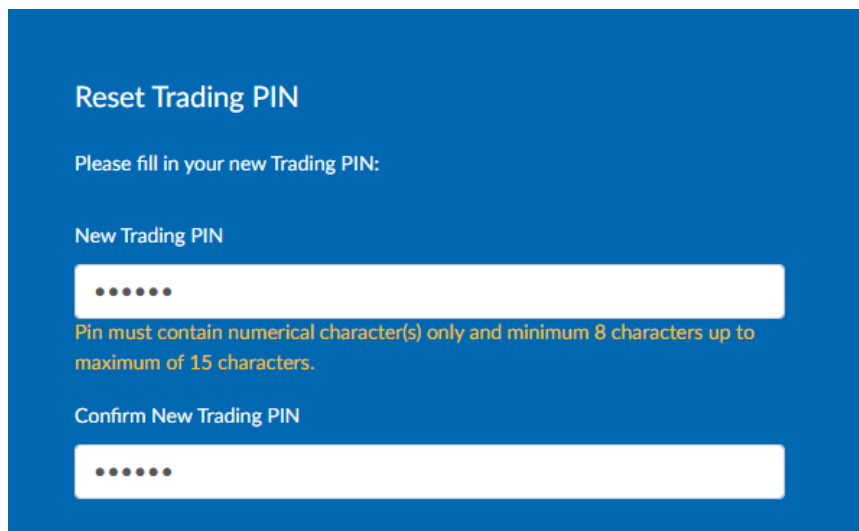
What is your mother's maiden name?

Update

- 4) Type your NEW trading pin in both 'New Trading Pin' and 'Confirm New Trading Pin'. Click 'Update' button. The new trading pin only required 8-15 numbers. Please note that the previously used pin will be rejected (see sample screen below).



- 5) System will prompt the successful message.



- 6) You may submit your order now with the new trading pin.

Thank you.