

Frequently Asked Questions (FAQ)

The information in this Frequently Asked Questions (FAQ) is given on a general basis without obligation and is strictly for information only. The information contained in this document are based on certain assumptions and information available as at the date of this document, all of which are accordingly subject to change at any time with notice. This document may be translated into a language other than English. In the event of any conflicts, the English language version shall prevail.

1. What is SME Online Financing?

SME Online Financing is a term loan facility that the bank offers to help businesses fund their working capital needs. SME Online Financing is an unsecured term loan and is calculated on a variable rate basis.

2. What do I get from this product?

SME Online Financing offers a flexible tenure repayment between 6 to 60 months, with a loan amount up to RM500,000.00, subject to further verification and assessment by us.

3. Who can apply for SME Online Financing on behalf of the company/business?

Any individual working in the company/business may apply on behalf of the company/business, as long as the individual is legally authorized by Management team to represent the company/business in this matter.

4. How is RHB's SME Online Financing loan different from others?

Our aim is to provide simple loans, as quickly and transparently as possible at a competitive rate. Our system is simple, fast, fair and empowers you to manage and grow your business.

5. What is the Collateral/ Security?

No Collateral is required.

6. Do I need guarantor (s)?

Yes, all your company's directors and shareholders (for Sendirian Berhad) / owners (for sole-proprietors) / business partners (for partnerships) must be the guarantor(s) for the loan.

7. How will I know if my application has been approved?

You can keep track of your loan application status online every step of the way, with email and SMS notification.

8. How do I make repayments?

Repayments will be debited from your current account monthly into your term loan account. Repayments are taken automatically accordingly to your loan repayment schedule. Remember you are able to make early repayments with no fees!

9. How do I find out more about SME Online Financing?

- You can also view our Product Disclosure Sheet [here](#).
- Alternatively, you can call our Customer Care Centre at
 - 03-9206 8118 (Overseas and West Malaysia) or
 - 082-276118 for East Malaysia (8:45am-5:30pm on Monday to Thursday, 8:45am-4:30pm on Friday).

10. Why I can't view the page correctly?

If you are accessing from desktop, it is advisable to use Google Chrome for best experience.

Browser	Versions Supported
Internet Explorer	11 (only on Windows 7 Service Pack 1 and Windows 8.1 update 1)
Microsoft Edge	Version 25 and greater
Mozilla Firefox	Version 38 and greater
Apple Safari	6.X and greater (on Mac OS)
Google Chrome	Version 30 and greater
Opera	Version 15 and greater

For Mobile Device users, please ensure you do the following:

- a) Key in "https" in the web address. <https://smebanking.rhbgroup.com>
- b) Enable/Request desktop site from browser setting

11. Can I complete my application via a mobile device?

Yes, you can. However, we recommend for you to use your desktop for better experience.

12. Do I qualify for this loan?

You will qualify for this loan if:

- All your business directors/ shareholders/ partners/ owners are Malaysian residents.
- All your business directors/ shareholders/ partners/ owners will be acting as guarantors for this loan
- None of your business directors/ shareholders/ partners/ owners are immediate family members of RHB staff
- Your youngest directors/ shareholders/ partners/ owners is below the age of 69 years old at the end of the tenure of your loan
- Your annual revenue in the latest financial year is below RM25 million
- Your business has been in operations for more than 2 years
- Your business is in the wholesale, retail manufacturing, or business services sector
- You intend to use this loan to fund your working capital needs
- Limited liability partnerships (LLP) are not eligible for this loan.

13. Is there a mobile application for SME Online Financing?

Not at the moment. We are currently focused on perfecting our desktop and mobile website for now.

14. Are there any restrictions on what I can borrow money for?

You can only apply for SME Online Financing term loan to fund your working capital needs. This facility is not intended to be used for investment or other purposes.

15. Must I get consent from all my company's directors and shareholders?

Yes. Depending on your company's entity type below.

- For Sdn Bhd, all your company's directors and shareholders will be the guarantors for the loan.
- For Partnership, all your partners will be the guarantors for the loan.
- For Sole Proprietor, the business owner will be guarantor for the loan.

Please ensure you have informed and obtained authorization from all your directors/shareholders/ partners to apply the loan application and share the relevant information required.

16. I have submitted the loan application on your website. What do I have to do next?

- After you have submitted the application, you will need to get all your directors/ shareholders/ partners/ owners' consent.
- We have sent a URL link to the contact number you have provided as part of the application process. Please remember to provide them with their unique pin code which can be seen on the "Consent Progress" page. Your directors will need those details to provide their digital consent.

17. I have just received a notification that you have failed to receive digital consent from one of my stakeholders/directors/partner/partner. What do I have to do next?

Kindly find out from your stakeholders whether is there a reason for them to reject the application. If not, then follow the steps below:

Step 1: Login to your account.

Step 2: Click on the "Get Consent & Submit" section and you will be brought to the "Consent Progress" screen.

Step 3: Check to ensure that the mobile number you have provided is accurate.

- If accurate, just click on the "Resend link" button.
- If inaccurate, please edit the number and "Confirm" – the new link will be automatically be sent to your directors/ stakeholders/partners.

Step 4: Provide them with the new pin code that can be seen on the screen.

Step 5: Wait for the good news!

You will only be able to resend link **a maximum of 3 times** per director/ shareholder/ partner. So please don't keep spamming the button!

18. What should I do if I forgot my password?

If you forgot your password, please follow these steps below:

Step 1: Click on the "Forgot Password"

Step 2: Please key-in your registered email address and click "Request Pin" button

(Note: Please do not close this page)

Step 3: Shortly, you will receive an email with 6-digit PIN number to reset your password

Step 4: Please key-in your 6-digit PIN number, set new password and re-enter new password

Step 5: Click "Reset Password"

Step 6: Login to your account with the new password

- Your username is the email address that you registered your login account with.
- If you really cannot recall your email address, please call our Customer Care Centre 03-9206 8118 (Overseas and West Malaysia) or 082-276118 for East Malaysia (8:45am-5:30pm on Monday to Thursday, 8:45am-4:30pm on Friday) for further assistance. Verifications will be carried out during the username retrieval process.

19. Do I need any insurance / Takaful coverage?

- You are encouraged to take up Personal Smart Shield (PSS) as protection on the financing.
- Quotations will be provided if you agree to take up PSS.

Note:

To avoid any delay in processing, you are required to use the Bank's panel of insurer's providers to avoid any delay.

20. What are the fees and charges that I have to pay for SME Online Financing?

Stamp Duty:

As per the Stamp Act 1949 (revised 1989)

Insurance Premium:

If you agree to take up PSS, quotations will be provided to you. This amount will be automatically deducted from your total entitlement.

21. Can I give my personal savings/current account for loan disbursement?

Unfortunately, no. Your business current account is required as this is a business related loan. For the avoidance of doubt, your company will need to have an active RHB Business Current account for loan disbursement.

22. Is the site visitation necessary?

Yes, our sales representative will contact you once you've accepted our offer and selected your preferred date and time.

On the day of visit, our sales team will conduct a basic site visit check, verify the information you've provided earlier and also collect several other documents. To help speed up the process, you can start preparing the documents mentioned [here](#).

23. When do I start making repayments to the loan?

You will make your first repayment one month after the loan disbursement. Repayment is on the 5th of every month. For example, if we disbursed say on the 17th January 2019, so your 1st payment should be on the 5th March 2019. However, if we disbursed say on 3rd January 2019, so your 1st payment should be on the 5th February 2019. You will be receiving your loan statement every 6 months.

24. What do I need to do if there are changes to my contact details?

It is important that you inform us of any changes in your contact details to ensure that all correspondences reach you in a timely manner.

25. Can I apply for more than one SME Online Financing loan?

No, you can only have one SME Online Financing loan at a time. When you have repaid your loan in full, you may become eligible for another loan offer.

26. Can I reapply for the loan again if I was rejected/ approved?

We have a cooling off period of 6 months after each application was processed. Hence, you should only apply again after 6 months.

27. Can I cancel my loan application if the loan has been agreed?

Once you have accepted your offer, you cannot cancel your loan. However, you can repay the loan at any time with no early repayment fees.

28. How can I delete my account if I am no longer interested?

You can choose to not log in to your account. After 60 days of inactivity, our system will automatically delete your account and you will have to re-register your interest if you are keen to proceed.

Alternatively, you can call our Customer Care Centre on 03-9206 8118 (Overseas and West Malaysia) or 082-276118 for East Malaysia (8:45am-5:30pm on Monday to Thursday, 8:45am-4:30pm on Friday) to delete your account. Verifications will be carried out during the account termination process.

29. If OTP prompts an error during Account Setup, please recheck on the BRN length:

- **SDN BHD:**

e.g. 0012345A (For SDN BHD, system will automatically add "0" at the front of the BRN if it does not meet the 8-character limit)

- **SOLE PROP & PARTNERSHIP**

e.g. 001234567A (For Sole-Prop & Partnership, please include additional "0" at the front of the BRN to meet the 10-character limit)

- Please ensure Business Registration Year is accurate as per SSM documentation during Account Setup

30. My directors are unable to access the link in the SMS provided. What should I do?

That may be due to the link splitting into two SMS's because of outdated IOS/Android OS in their mobile devices. The director should try to merge the two SMS's together to be able to view and copy the entire web link.

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