



Security Phrase User Guide

A quick guide to setting up, using, and managing your new login safeguard.

Applies to	Users of alrajhicashbiz@24seven
Effective from	3 October 2026
Prepared by	alrajhi bank Malaysia
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Contents

Contents	2
At a glance.....	3
What is a Security Phrase?	3
Why We're Introducing It.....	3
Who this applies to.....	3
Existing users	3
New users	3
Setting up your Security Phrase (existing users)	4
Setting up during registration (new users).....	4
Security Phrase requirements	5
Logging in after your Security Phrase is set up	6
If your Security Phrase doesn't match	7
Changing your Security Phrase.....	7
Frequently asked questions	9
Need Help?	9

At a glance

Summary

What's changing: A one-time Security Phrase setup, plus a quick phrase check every time you log in.

When: Effective **3 October 2026**.

What you need to do: Set up your phrase the first time you log in after go-live (existing users) or during registration (new users). Takes under a minute.

Why it matters: It helps you confirm you're on the real alrajhicasbiz@24seven page — not a phishing look-alike — before you type your password.

What is a Security Phrase?

A Security Phrase is a short, personal word or code that only you set — and only the genuine alrajhicasbiz@24seven system knows. Once it's set up, you'll see it displayed every time you log in, right after you enter your Company ID and User ID and before you're asked for your password.

If the phrase you see matches the one you created, you're on the real site and can continue as normal. If it doesn't match — or you don't see one you recognize — that's your signal to stop and check before entering anything else.

Why We're Introducing It

Fraudulent look-alike login pages can copy a bank's logo and layout, but they can't know the personal phrase you set. Your Security Phrase gives you a fast, reliable way to catch a fake page before you hand over your password or one-time passcode — one extra checkpoint that takes a second to glance at.

Who this applies to

Existing users

If you already use alrajhicasbiz@24seven, you'll be asked to create your Security Phrase the very next time you log in on/after 3 October 2026. This is a one-time, mandatory step — you won't be able to access your account until it's completed.

New users

If you're registering for alrajhicasbiz@24seven for the first time, setting up your Security Phrase is now simply part of the registration process, alongside setting your password.

Setting up your Security Phrase (existing users)

The first time you log in on/after 3 October 2026, you'll be guided through a short, one-time setup screen.

- 1 Log in as usual**
Enter your Company ID, User ID, Password, and OTP, just as you always have.
- 2 Land on the Security Phrase setup screen**
After your credentials are verified, you'll be taken straight to the setup screen.
- 3 Create your Security Phrase**
Choose something memorable to you — see the requirements on the next page. Avoid anything an outsider could easily guess.
- 4 Click Submit**
The system checks your phrase against the requirements.
- 5 You're in**
Once submitted successfully, you're logged in and can continue using alrajhicashbiz@24seven as normal.

PLEASE NOTE

If you close the browser or exit this screen before completing setup, you'll be logged out and will need to start the login process again. Setup cannot be skipped.

Setting up during registration (new users)

Your Security Phrase setup is part of the registration process, alongside setting your password:

- 1 Complete account activation**
Follow the registration steps as usual.
- 2 Create your Security Phrase**
Choose something memorable to you — see the requirements on the next page. Avoid anything an outsider could easily guess.
- 3 Set your Password**
Continue to the standard password-setup.
- 4 Click Submit to finish registration**
Your account, password, and Security Phrase are now all set up together.

Security Phrase requirements

Your Security Phrase must:

- ✓ Be 6 to 15 characters long
- ✓ Contain only letters and/or numbers (a mix isn't required — either on its own is fine)
- ✓ Not contain spaces or special characters
- ✓ Not match your Company ID, Login ID, Password, Mobile Number, or the part of your email before the “@”
- ✓ Not match any of your last three Security Phrases
- ✓ Not be a commonly used word or phrase on our restricted list

A GOOD SECURITY PHRASE

Pick something personal but not guessable from your public profile, business name, or job title — avoid things like “CompanyName123” or “Finance2026”. A phrase only you would think of is the strongest choice.

Logging in after your Security Phrase is set up

From here on, every login follows this flow:

- 1 Enter your Company ID and User ID, and click Login**
- 2 Check your Security Phrase**
The system displays the phrase you created. Take a moment to read it.
- 3 Confirm your Security Phrase**
Tick ‘Yes, this is my Security Phrase’ if it matches.
- 4 Enter your Password and OTP**
Same as before
- 5 Click Login**
You’re in

If your Security Phrase doesn't match

If the phrase shown is unfamiliar, different from the one you created, or looks suspicious in any way:

STOP — DO NOT LOG IN

- Do not enter your password or OTP.
- Close the browser session immediately.
- Contact the alrajhicashbiz@24seven Support Team through your usual support channel to report it.

This is exactly the scenario the Security Phrase is designed to catch — acting on it quickly is what keeps your account safe.

Changing your Security Phrase

You can update your Security Phrase at any time — you don't need a reason, and you're not limited to doing it once.

Where to find it

Profile → Security Phrase

1

Log in to alrajhicashbiz@24seven

2

Go to Profile, then select Security Phrase

3

Enter your new Security Phrase

The same requirements apply.

4

Click Submit

You'll see a confirmation once it's updated: "Security Phrase is updated successfully."

Frequently asked questions

Why do I have to do this?

It adds a layer of protection that helps you spot a fraudulent look-alike login page before you enter your password or OTP.

Can I skip the setup?

No — it's mandatory for all users. If you exit the setup screen without completing it, you'll be logged out and won't be able to access alrajhicashbiz@24seven until it's done.

How often can I change my Security Phrase?

As often as you like, any time, via Profile → Security Phrase.

What if I forget my Security Phrase?

Contact the alrajhicashbiz@24seven Support Team through your usual support channel — they'll help you reset it.

What if the phrase displayed isn't the one I set?

Don't continue logging in. Close the session and contact the Bank immediately — see “If Your Security Phrase Doesn't Match” above.

Need Help?

If you have any questions or run into an issue while setting up or using your Security Phrase, **reach out to the alrajhicashbiz@24seven Support Team** through your usual support channels — they're ready to help.
