

For Deposits Accounts i.e. current account (CA), current account-i (CA-i), savings account (SA), savings account-i (SA-i), fixed deposit (FD), fixed return income account-i (FRIA-i) and debit card.

ESTATEMENT VIA EMAIL/CLICKS

1. I received an SMS on deposit(s) eStatement. What does this mean?

The Bank will no longer send your deposit(s) account(s) statements via paper statements with effect from the date notified to you in the SMS/eDM. Please view your deposit(s) account(s) eStatement via CIMB Clicks (refer Q3) and/or at your email address upon subscription via CIMB Clicks for Email Statement Delivery (refer Q4).

2. I prefer to receive paper statement, can I request for paper statements for my deposit(s) account(s)?

Yes, you may follow these steps to switch to paper statement:

Step 1: Login to CIMB Clicks www.cimbclicks.com.my

Step 2: Select Services > eStatement > Click on 'Stop/Resume Paper Statement'

Step 3: Select 'Resume'

Step 4: Accept Declaration, and select 'I Agree & Confirm'

After following the steps above to switch to paper statement, you will receive paper statements in the following month statement cycle. Alternatively, you may visit to your nearest CIMB Branch to request to switch to paper statement.

3. How can I view my deposit(s) account(s) eStatement via CIMB Clicks?

Login to CIMB Clicks and view your monthly deposit(s) account(s) statement by following the below steps:

Step 1: Login to CIMB Clicks www.cimbclicks.com.my

Step 2: Select Services > eStatement > Click on 'View eStatement'

Step 3: Select the month

Step 4: Download the statement.

4. How do I request for eStatement to my email address?

Please follow these steps to subscribe for Email Statement Delivery:

Step 1: Login to CIMB Clicks www.cimbclicks.com.my

Step 2: Select Services > eStatement > Click on 'Email Statement Delivery'

Step 3: Key in email address & password for your Email Statement

Step 4: Select 'Yes' to accept the Terms & Conditions > Select 'I Agree & Confirm'

Step 5: Perform TAC verification and click 'Confirm'.

5. How do I update my email address for eStatement?

Please follow these steps to update your email address for Email Statement Delivery:

Step 1: Login to CIMB Clicks www.cimbclicks.com.my

Step 2: Select Services > eStatement > Click on 'Email Statement Delivery'

Step 3: Update Email / Password for your Email Statement & perform TAC verification to confirm.