

## **Important Notice**

**Please be informed, with effective 1 January 2022, Credit Card Monthly Paper Statement fee will be revised to RM2.00 for each monthly credit card paper statement. This fee will be applicable for each CIMB Bank/CIMB Islamic Credit Card you hold and it will be debited from your respective Credit Card account on a monthly basis**

### **What is the difference between eStatement via CIMB Clicks and email statement?**

eStatement via CIMB Clicks eStatement is an electronic version of your monthly statement accessible on our online banking platform known as CIMB Clicks. Email statement is your monthly credit card statement sent to your email address that is registered with the Bank.

### **How do I sign-up for CIMB Credit Card/-i eStatement?**

You can sign up for eStatement by calling our Consumer Contact Centre at +603-6204 7788 or visit your nearest CIMB Branch to update your email address.

### **How can I avoid the Credit Card/i Paper Statement Fee?**

Sign-up for CIMB Clicks or update your email address and please call +603-6204 7788 to inform us that you would like to sign-up for CIMB Credit Card/i eStatement thereafter. The eStatement will be delivered to you at no cost. However, we will stop sending you paper statement and you will no longer need to pay the Credit Card/i paper statement fee.

### **How do I pay the statement fee?**

The paper statement fee will be charged to your CIMB Credit Card/-I account.

### **Who will be exempted from the Credit Card paper statement fee?**

The following groups are exempted from Credit Card Statement Fee:

- Customers aged 65 and above
- Customers who are differently abled\*
- Customers facing difficulties in accessing their banking statements online (e.g. located in rural areas without internet)\*
- CIMB Preferred customers

\*Customers are required to complete a self-declaration at any CIMB Branch

### **How do I update my email address?**

Due to security reasons, you may update your email address at your nearest CIMB branch or please call our Consumer Contact Centre at +603-6204 7788.

### **When I will receive my eStatement if I enroll now?**

Your eStatement will be delivered to your email / available on CIMB Clicks on your next statement cycle.

### **What software is required to download and view eStatement?**

You will need Adobe Reader Software to view your online statement.