

CIMB PREFERRED PREFERENTIAL RATES TERMS AND CONDITIONS

These CIMB Preferred Preferential Rates Terms and Conditions (“**Terms and Conditions**”) shall be read and construed together with the CIMB Preferred Terms and Conditions.

Eligibility for CIMB Preferred Preferential Rates

1. The CIMB Preferred Preferential Rates (“**Preferential Rates**”) are offered to all new and existing CIMB Preferred customers (“**Customers**”) of CIMB Bank and CIMB Islamic Bank who fulfil the eligibility requirements in Clause 3 below.
2. Preferential Rates are accorded to Customers in accordance with their membership category set out in Table 1.
3. Customers must fulfil Requirements 1 and 2 below (simplified in Table 1) in order to be eligible for Preferential Rates. If Customers do not meet both requirements, Preferential Rates will not be accorded. For avoidance of doubt, Customers must already hold or have existing AUM or CUM (both terms defined below) under Requirement 1 before Preferential Rates can be accorded.

Table 1: Requirements for Preferential Rates

Membership Category	Requirement 1		Requirement 2 WM / CASA/-i Balance
	Requirement 1a AUM	Requirement 1b CUM	
Private Wealth	RM1 million and above	RM3 million and above	RM500,000 and above
Preferred	RM250,000 and above	Home Loan / Financing /-i or Business Premises Loan / Financing /-i : RM1 million and above Hire Purchase /-i: RM300,000 and above	No requirements

- a. Requirement 1 consists of Requirement 1(a) or Requirement 1(b).
 - i. Requirement 1(a): AUM means Assets Under Management and is defined as the total amount in any deposit account(s) (“**Deposits**”) and/or invested in any investment product(s) (excluding Amanah Saham Nasional Berhad Variable Price Funds) (“**Investments**”) in CIMB Bank and CIMB Islamic Bank under the Customer’s sole or joint account (for joint account, the Customer must be the primary account holder). AUM is calculated based on the average of the Customer’s last three (3) months month-end balance.
 - ii. Requirement 1(b): CUM means Credit Under Management and is defined as the total outstanding balance of all loan and/or financing products granted to the Customer by CIMB Bank and CIMB Islamic Bank. CUM refers

to the Customer's total outstanding balance at the end of the previous month. For joint accounts, only the principal customer's (who must be the Customer) total outstanding balance will be taken into account.

- b. Requirement 2 is the aggregated total of Wealth Management ("WM") and Current Account/-i / Savings Account/-i ("CASA/-i") balance ("WM & CASA/-i Balance") held by the Customer at CIMB Bank and CIMB Islamic Bank. The WM & CASA/-i Balance is calculated as Total WM + Total CASA/-i based on the average of the Customer's last three (3) months month-end balance. WM is defined as Total Investments + Bancassurance / Bancatakaful Single Premium/ Contribution.
4. Customer's membership category may be upgraded by CIMB Bank / CIMB Islamic Bank on a quarterly basis, or as and when determined by CIMB Bank / CIMB Islamic Bank, subject to fulfilment of the Requirements 1 and 2 in Clause 3. If the Customer fails to maintain the Requirements for a particular membership category, the Customer's membership will be downgraded by CIMB Bank / CIMB Islamic Bank on a yearly basis, or as and when determined by CIMB Bank / CIMB Islamic Bank from time to time.
 5. Qualified CIMB Bank and CIMB Islamic Bank staff are eligible for Preferential Rates.

Sample Scenarios

No.	AUM	CUM	WM & CASA/-i Balance	Customer's Membership Category
1	RM1 million	Nil	RM500,000	Private Wealth
2	RM1 million	Nil	RM400,000	Preferred
3	RM250,000	Nil	RM250,000	Preferred
4	RM100,000	Home Loan / Financing /-i or Business Premises Loan / Financing /-i: RM1 million	Nil	Preferred
5	Nil	Home Loan / Financing /-i or Business Premises Loan / Financing /-i: RM500,000	Nil	Not eligible
6	RM200,000	Hire Purchase/-i: RM100,000	Nil	Not eligible

1. In scenario 1, Customer is eligible for Preferential Rates accorded to Private Wealth members.
2. In scenario 2, Customer is eligible for Preferential Rates accorded to Preferred members.
3. In scenarios 3 and 4, Customers are eligible for Preferred membership and for Preferential Rates on new product(s) (and not existing products) with CIMB Bank or CIMB Islamic Bank in accordance with clause 6 below.
4. In scenarios 5 and 6, Customers are not eligible for any membership.

Other Terms and Conditions on Preferential Rates

6. Preferential Rates for the various products are published on the CIMB Preferred website at <https://www.cimbpreferred.com.my>. Preferential Rates shall only be accorded for new product(s) and not for any existing product(s) held by Customer.
7. There are specific terms and conditions for products as listed in Schedule 1 below, which shall be read and construed together with the respective product's full terms and conditions. In the event of inconsistency between the two, the product's full terms and conditions shall prevail.
8. Customers are entitled to apply for Preferential Rates for as many products with no ceiling limit unless expressly stated otherwise. However, Customer's application for any loan or financing products are still subject to CIMB Bank's or CIMB Islamic Bank's credit approval and Margin of Finance (MOF) rules.
9. Preferential Rates are not available for online applications.
10. Preferential Rates are granted on a standalone basis and are not applicable with any other campaign, discount, rebate or offer unless specifically stated otherwise.

General Terms and Conditions

11. The Customers agree that by applying for Preferential Rates, they:
 - (a) have read, understood and agreed to be bound by these Terms and Conditions;
 - (b) consent to CIMB Bank/ CIMB Islamic Bank processing and disclosing their personal data in accordance with the CIMB Group Privacy Notice at www.cimb.com.my;
 - (c) agree that all decisions fairly and reasonably made by CIMB Bank/ CIMB Islamic Bank in relation to every aspect of Preferential Rates shall be final, binding and conclusive; and
 - (d) agree that CIMB Bank/ CIMB Islamic Bank shall not be liable or held responsible to Customers if CIMB Bank/ CIMB Islamic Bank is unable to perform in whole or in part of any of its obligations in these Terms and Conditions attributable directly or indirectly to:
 - (i) the failure of any mechanical or electronic device, data processing system or transmission line;
 - (ii) electrical failure;
 - (iii) industrial dispute, war, strike or riot;
 - (iv) any act of God beyond CIMB Bank's / CIMB Islamic Bank's control; or
 - (v) any factor in a nature of a force majeure which is beyond CIMB Bank's / CIMB Islamic Bank's reasonable control.

12. CIMB Bank/ CIMB Islamic Bank reserves the right to vary, add, delete or amend these Terms and Conditions (“**Amendment**”) by giving twenty-one (21) calendar days’ prior notice to the Customers via:
- (i) announcement at CIMB Bank’s / CIMB Islamic Bank’s website; or
 - (ii) notice at CIMB Bank’s/ CIMB Islamic Bank branches; or
 - (iii) by any other means of notification which CIMB Bank / CIMB Islamic Bank may select.

For avoidance of doubt, CIMB Bank/ CIMB Islamic Bank shall not be liable to the Customers for any losses, damages, costs or expenses as may be suffered or incurred by the Customers as a direct or indirect result of any Amendment.

13. The Amendment shall be deemed binding on Customers from the date of notification of the Amendment or from such other date as specified by CIMB Bank/ CIMB Islamic Bank in the notification.
14. The Customers acknowledge and agree to access the CIMB Preferred website at regular intervals to view these Terms and Conditions and to ensure that they are kept up-to date with any variation to these Terms and Conditions.
15. These Terms and Conditions, as amended from time to time shall prevail over any provisions or representations contained in any other materials advertising Preferential Rates.
16. CIMB Bank/CIMB Islamic Bank reserve the right to add products or change the Preferential Rates with immediate effect upon notice by CIMB Bank/CIMB Islamic Bank.
17. CIMB Bank / CIMB Islamic Bank shall not be liable to Customers or any party for any loss or damage (including but not limited to loss of income, profits or goodwill, direct or indirect, incidental, consequential, exemplary, punitive or special damages) resulting from:
- (a) the Customers’ application for any Preferential Rate; and/or
 - (b) any non-receipt or delayed receipt by Customers of any communication relating to Preferential Rates;
- unless such loss or damage arises from and is caused directly by CIMB Bank’s / CIMB Islamic Bank’s gross negligence or willful default.
18. These Terms and Conditions are subject to any prevailing laws, guidelines, directives, notices, regulations enacted and/or any other written laws issued by Bank Negara Malaysia or any other body having supervisory authority over CIMB Bank / CIMB Islamic Bank.
19. (a) Customers may contact CIMB Bank’s / CIMB Islamic Bank’s Customer

Resolution Unit for any feedback and/or complaint in relation to Preferential Rates via letter, phone call or email at the following contact details:

Address: P.O. Box 10338, GPO Kuala Lumpur, 50710 W.P.
Preferred Call Centre: +1 300 885 300 (local) or +603 2295 6888 (overseas)
E-mail: cru@cimb.com

- (b) CIMB Bank / CIMB Islamic Bank may change the contact details above by notifying Customers by way of announcement on CIMB Bank's / CIMB Islamic Bank's website or by any other means of notification which CIMB Bank / CIMB Islamic Bank may select.
20. CIMB Bank / CIMB Islamic Bank will not be responsible for any late, lost, incomplete, incorrectly submitted, delayed, illegible, corrupted or misdirected application or related correspondence on Preferential Rates whether due to error, omission, alteration, tampering, deletion, theft, destruction or otherwise unless the same is caused directly by CIMB Bank's or CIMB Islamic Bank's gross negligence or wilful default.
21. Any query, feedback, concern, issue or complaint pertaining to Islamic products should be directed to CIMB Islamic Bank. CIMB Islamic Bank as the provider of the Islamic products shall attend to any matter relating to its products.

SCHEDULE 1: Product Specific Terms & Conditions

a) Home Loan/ Home Financing

- Applicable for both conventional and Islamic financing packages: Home Loan / Home Financing, Home Flexi / Flexi Home Financing-i, HomeFlexi Smart/ HomeFlexi Smart-i and all packages offered under residential loan / financing.
- Additional 10bps (0.10%) for Conventional Home Flexi Loans.
- Applicable for all types of completed or under-construction residential properties, both landed and non-landed.
- Applicable for refinancing from other financial institutions.
- Not applicable for refinancing of CIMB loans and/or financing.
- For joint customers, any one of the joint customers must be eligible for Preferential Rates. If the joint customers are in different membership categories, the highest tier shall prevail.
- The prevailing Margin of Finance (MOF) rules shall apply.
- The minimum loan/financing amount is RM300,000 for Preferred members.
- There is no minimum loan/financing amount for Private Wealth members.
- Does not cover Zero Moving Cost (ZMC) packages.

b) Business Premises Loan/ Business Premises Financing

- Applicable for both conventional and Islamic financing packages: Business Premises Loan / Business Premises Financing, Term Loan, Term Financing-i, BizFlexi Smart/-i & BizFlexi/-i
- Additional 10bps (0.10%) for Conventional BizFlexi Loans.
- Applicable for all types of completed or under-construction commercial & industrial properties, i.e shoplots, warehouse, factories & industrial (excluding SOVO, SOLO & similar)
- Not applicable for refinancing including loans/financing from CIMB Bank / CIMB Islamic Bank.
- For joint customers, any one of the joint customers must be eligible for Preferential Rates. If both joint customers are in different membership categories, the highest tier shall prevail.
- The prevailing Margin of Finance (MOF) rules shall apply.
- The minimum and maximum loan/financing amount per application are RM250,000 and RM3.0 million respectively.
- Does not cover Zero Moving Cost (ZMC) packages.

c) Hire Purchase/-i

- Only applicable to new foreign vehicles.
- Includes both Hire Purchase and Hire Purchase-i.
- Minimum application of RM20,000.
- Up to nine (9) years loan/financing tenure.
- Minimum loan/financing tenure of one (1) year.
- Only applicable to fixed rate products.

d) Wealth Financing / Overdraft Facilities

- For joint applicants, any one of the joint applicants must be eligible for Preferential Rates. If both joint account applicants are in different membership categories, the highest tier shall prevail.
- The prevailing Margin of Finance (MOF) rules shall apply.
- Commitment fee waived.

e) Personal Financing

- Applicable for the conventional Cash Plus Personal Loan only.
- Not applicable for refinancing of Customer's existing Cash Plus Personal Loan with CIMB Bank.

f) Bancassurance/Bancatakaful

- (i) The list of participating Bancassurance/Bancatakaful product(s) is provided on CIMB Preferred website ("Participating Product(s)"). Rebates are only applicable for Participating Product(s).
- (ii) CIMB Bank / CIMB Islamic Bank is only a distributor of the Participating Product(s) that are underwritten by *Sun Life Malaysia Assurance Berhad [Registration No.: 199001005930 (197499-U)]* and/or managed by *Sun Life Malaysia Takaful Berhad [Registration No.: 200501012215 (689263-M)]* (collectively "**Sun Life Malaysia**"), an insurer and a takaful operator respectively, both of which are registered with Bank Negara Malaysia.
- (iii) For the Participating Product(s) with top-up option, regular top-up or single top-up will NOT be recognised as part of the plan's First Year Annualised Premium / First Year Annualised Contribution ("**FYAP/FYAC**").
- (iv) Life Insurance/Family Takaful Rebates (Regular Premium/Contribution)
 - (a) Rebates are based on the FYAC/FYAP only.
 - (b) Applicable only to annual premium/contribution payment frequency.
 - (c) Applicable only to policy/contract with 20 years and above of premium/contribution payment term.
 - (d) The rebate amount will be credited two (2) months after the policy/contract issuance, provided the policy/contract is still in force at the point of payment of rebate.
- (v) Life Insurance/Family Takaful Rebates (Single Premium/Contribution)
 - (a) Rebates on Single Premium/Contribution is based on a flat rate basis and is subject to a minimum placement as prescribed in the Preferential Rates/pricing table on the CIMB Preferred website.
 - (b) The rebate amount will be credited two (2) months after the policy/contract issuance, provided the policy/contract is still in force at the point of payment of rebate.
- (vi) Rebate Fulfilment
 - (a) Customers will be entitled to the rebate if they have submitted details of a valid and active CIMB CASA/-i.

- (b) The CASA/-i account holder must be in Customer's name and cannot be in the name of a third party.
- (c) The account details must be stated in Section C of the Sun Life Malaysia proposal/application forms.
- (d) The rebate will not be paid if the CIMB CASA/-i provided in Section C of the Sun Life Malaysia proposal/application forms is inactive, dormant or frozen for any reason.
- (vii) Customers can either be the policy owner/contract holder or the life assured/person covered of the policy/contract.
- (viii) If Customer withdraws or cancels the Participating Product(s) during the application, processing stage or any other stage on or before the Free-Look Period, or the proposal/application of the Participating Product(s) is unsuccessful due to underwriting issues, the Customer shall not be entitled to the rebate.
- (ix) The "Free-Look Period" is defined as a period where the policy owner/contract holder is given a time period of fifteen (15) days from the policy/contract delivery date to review the suitability of the newly participated plan. If the policy/contract is surrendered within the period, the full premium/contribution less medical expenses incurred, if any, will be refunded to the policy owner/contract holder and no rebate will be payable.
- (x) Customers are required to sign all relevant standard documents and comply with all terms and conditions in respect of his/her Participating Product(s) application, which are separate from these Terms and Conditions.
- (xi) Customers are subject to suitability assessment conducted at the point of sale before the Participating Product(s) can be recommended by the authorized representative.
- (xii) Participating Product(s) are not CIMB Bank's / CIMB Islamic Bank's products and therefore:
 - (a) are not an obligation of, and not guaranteed by CIMB Bank / CIMB Islamic Bank and/or its subsidiaries and affiliates;
 - (b) CIMB Bank / CIMB Islamic Bank shall not be responsible or be held liable for any matter or claims arising from the Participating Product(s) provided by the insurer and/or the takaful operator; and
 - (c) the insurer and/or the takaful operator being the licensed insurer and underwriter/manager of the Participating Product(s) shall fully undertake the insurance/takaful obligations.