

# Existing Users Mobile Token Activation

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# Existing Users Mobile Token Activation

## 1.0 Getting started

- Ensure that you have your BizChannel@CIMB Company ID, User ID and password readily available.
- This Mobile app is available for iPhone that runs on iOS 10 and above or Android based smartphones and devices that runs on Android 7.0 and above. Do ensure the minimal requirements are updated as and when needed for software update.
- For security reasons, our Mobile Banking application is not compatible with devices that has been rooted or jailbroken.

## 1.1 Existing Users switched to Mobile Token

### Downloading BizChannel@CIMB App on your device



Download and install the “**BizChannel@CIMB**” Mobile App from Google Play or App Store.



- To activate your Mobile Token, you will need to download BizChannel@CIMB Mobile App and Login BizChannel Website, [www.cimb-bizchannel.com.my](http://www.cimb-bizchannel.com.my).
- Ensure that you have your BizChannel@CIMB username and password readily available.

# Existing Users Mobile Token Activation

## 1.2 Mobile Token Activation

- Enter BizChannel@CIMB Company ID and User ID.

**CIMB BANK** **CIMB ISLAMIC**

BizChannel@CIMB You are in : Malaysia

Welcome to BizChannel@CIMB

Company ID

User ID

Forgot Password >> Next >>

New User? >> Register >> First Time Login  
 Need Assistance? >> Frequently Asked Questions >> Contact Us

**Announcement**

**CIMB Bank Berhad & CIMB Islamic Bank Berhad**

**Updated Telegraphic Transfer User Guide and FAQs**

We are constantly upgrading our service to bring you improved banking experience. You can view and download our Telegraphic Transfers user guide and FAQs from our [Download Centre](#).

Do note when using Live or Counter Rate on BizChannel@CIMB, the final FX rate will be booked when Authorizer approves the transaction. Any cancellation/rejection will be subjected to processing fees.

Dear Valued Customer,

**NOTICE: Change in operating hours for Business Call Centre**

We would like to inform you that effective **1st July 2019**, our Business Call Centre operating hours will be revised as in the table below.

- Verify SecureWord and ensure it is correct

**CIMB ISLAMIC** **CIMB BANK**

BizChannel@CIMB You are in : Malaysia

Welcome to BizChannel@CIMB

**standard**

Is this your SecureWord?

Yes >> No

If this is NOT your chosen SecureWord, please DO NOT login.

**Announcement**

**Updates of Privacy Notice**

Please be informed that the terms of our Privacy Notice have been amended and updated. The amended and updated Privacy Notice shall take effect and be binding upon you effective 10th January 2018.

Please be informed on the following changes for BizChannel@CIMB:

Effective Date	Services	Description of Changes
1 January 2018	Statutory Payments - LHDN	Please select "LHDNM" for the Region field. The "SEMENANJUNG", "SABAH" and "SARAWAK" options will no longer be applicable.

For further enquiries, please contact our Business Call Centre at 1300 888 828 Monday to Friday from 7AM to 7PM and Saturday from 8AM to 5PM (excluding public holidays) or email to [mybusinesscare@cimb.com](mailto:mybusinesscare@cimb.com)

**Important Notice: Discontinuation of Bill Payment service to SYABAS**

- Enter Password

**CIMB ISLAMIC** **CIMB BANK**

BizChannel@CIMB You are in : Malaysia

Welcome to BizChannel@CIMB

**standard**

SecureWord

User Password

Forgot Password >> Next >> Cancel

**Announcement**

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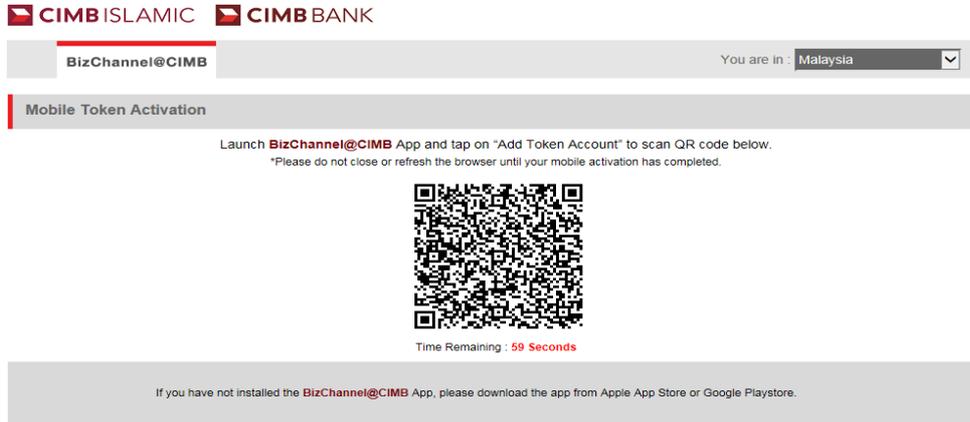
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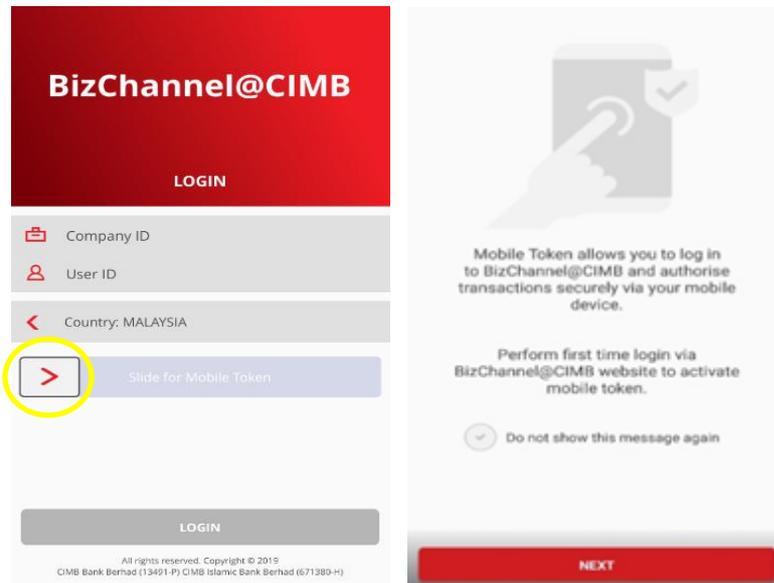
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# Existing Users Mobile Token Activation

- Follow steps shown on the website



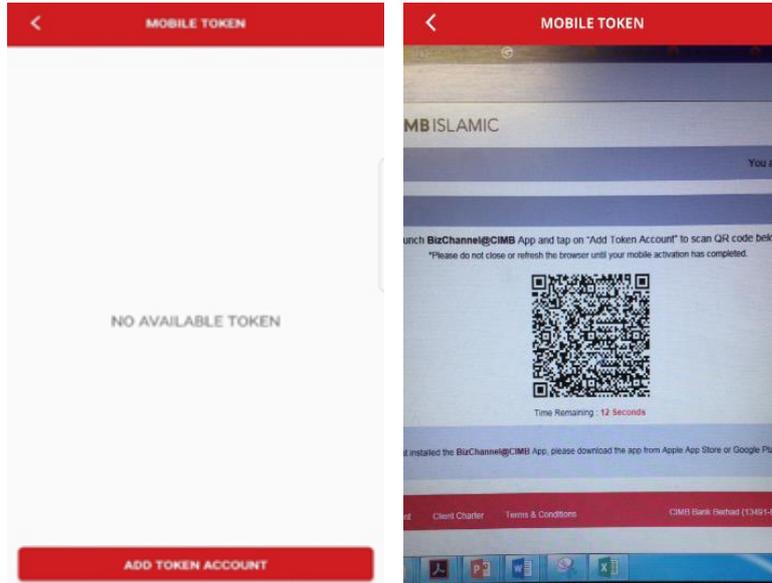
- Step 1: Launch BizChannel@CIMB Mobile App.
- Step 2: Slide for Mobile Token.
- Step 3: Click "Next".



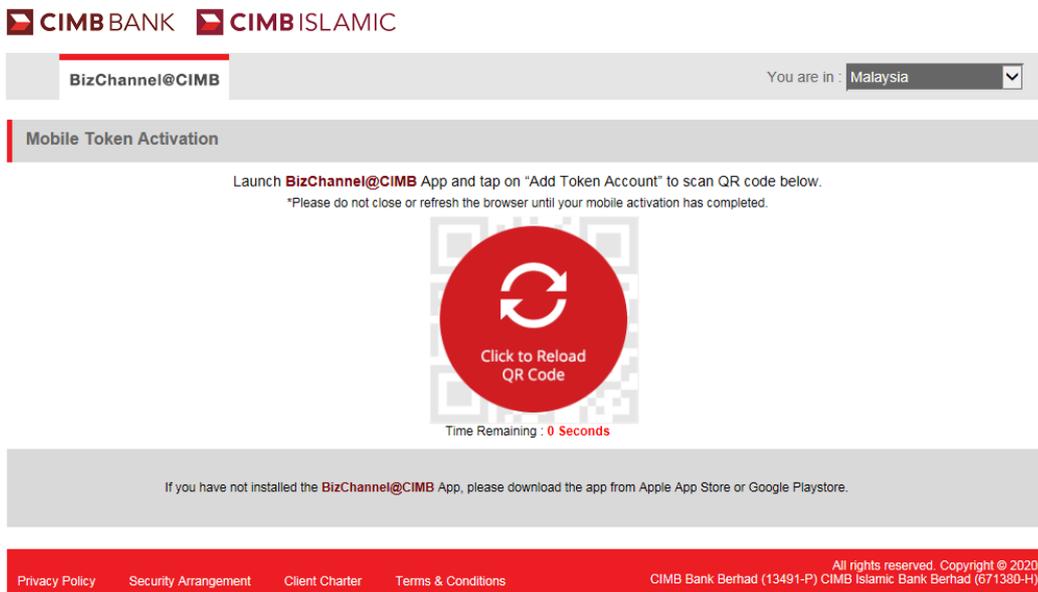
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## Existing Users Mobile Token Activation

- Step 4: Click "Add Token Account".
- Step 5: Use your mobile device to scan QR Code from BizChannel@CIMB Website within 60 seconds to avoid expiry of QR Code



- *Note: If QR code expired after 60 seconds, please "Click to Reload QR Code" on BizChannel@CIMB Website to reload QR Code.*



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## Existing Users Mobile Token Activation

- Step 6: Enter your existing BizChannel@CIMB Login password and tap 'Submit'.

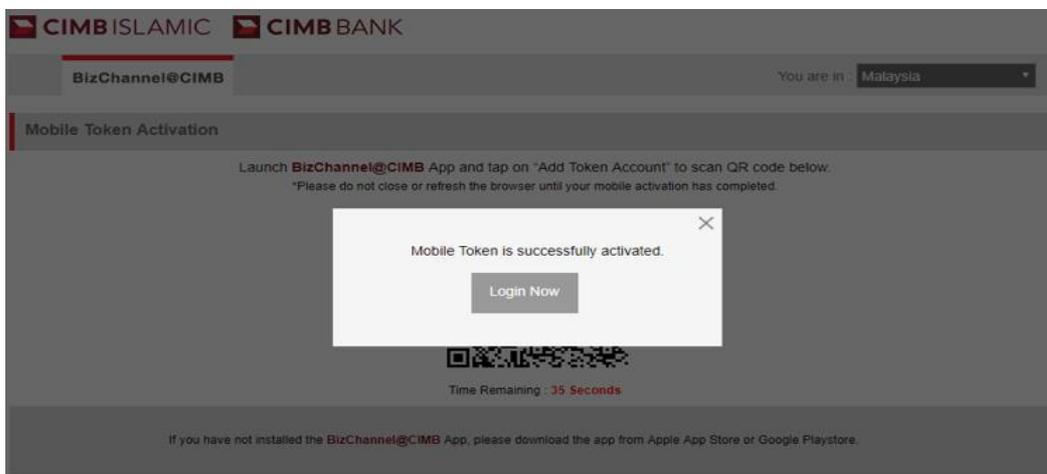
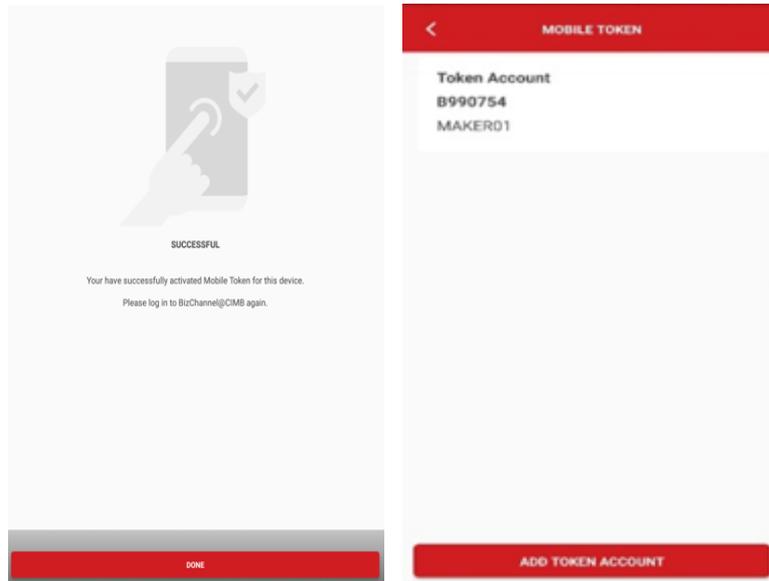


- Step 7: To agree with term & conditions.



## Existing Users Mobile Token Activation

- Tap '**DONE**' to complete setup.
- You have successfully activated Mobile Token for this device.



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