

CIMB QR PAY – FOR MERCHANT
FREQUENTLY ASKED QUESTIONS (FAQ)

1. **What is CIMB QR Pay – For Merchant?**

CIMB QR Pay is a cashless payment solution that enables Merchant to receive payments from CIMB Pay customers (Buyer) using two-dimensional quick-response (QR) code displayed at the Merchant's business outlet.

2. **What are the type of QR codes available for CIMB Pay?**

Static QR Code
Merchant will get Buyer to scan the static QR sign displayed at the cashier counter. Buyer must enter purchase amount in their CIMB Pay mobile application before proceeding with QR payment. The Static QR Code has your basic merchant account details embedded into it.

3. **Who can apply for CIMB QR Pay?**

You must be the owner of a legal business registered under SSM to use CIMB QR Pay. Merchants need to have an active CIMB business current account to register for this service.

4. **Where can I use the CIMB QR Pay for my business?**

Merchant shall only carry out business and use CIMB QR Pay services within Malaysia only. Merchant shall be liable and responsible for any misconduct or misuse of CIMB QR Pay Services outside of Malaysia's jurisdiction.

5. **What happens once I provide the documents?**

Once received, we will process your documents and get back to you within 15 business days. Once approved we will send over the QR sticker/standee and you can start accepting payments.

6. **Where should you (merchant) display the QR code?**

You (merchant) should display the QR code at your payment counter.

7. **Any fee applies for applying as CIMB QR Pay Merchant?**

There is no fee charged for being a CIMB QR Pay Merchant.

8. **How do I know if the payment was successfully made and credited into my account?**

Once Buyer scanned your static code, you will receive an SMS notification on the successful status of payment.

9. **What if I do not receive a SMS when the payment was made? How do I know that the transaction was successful?**

Buyer will receive an in-app notification when the payment is made. You may request Buyer to show you the in-app notification to verify the payment was made.

10. **How do I view my Transaction History?**

Merchant can log in to CIMB merchant portal to view the transaction history

11. **How soon can I get my settlement payment?**

You will get your settlement payment the following business day.