

GENERAL

1. What is CIMB Tap n Pay?

CIMB Tap n Pay is an affordable and secure payment solution for businesses of any size. It allows you to accept and manage electronic payments on your NFC-enabled Android smartphone and accepts contactless or wave-based payments.

2. Are there any fees for the CIMB Tap n Pay mobile app?

Yes, we charge a minimal monthly fee for the app. Please contact our merchant hotline at 03 6204 7733 or email us at emerchant@cimb.com for more info.

3. What types of cards can I accept?

CIMB Tap n Pay accepts MyDebit cards that support contactless or wave-based payments.

4. Do I need to have a CIMB account?

Yes, you will need a CIMB current account. If you do not have one yet, you can open one at any of our CIMB branches.

5. Can I use CIMB Tap n Pay outside of Malaysia?

No, CIMB Tap n Pay can only be used within Malaysia.

APPLICATION & HOW-TO

1. How do I know if I am eligible for CIMB Tap n Pay? Can anyone apply?

Your business must be a legal business entity registered in Malaysia, and your business activity has to follow Bank Negara Malaysia's rules. All applications are also subject to approval by CIMB Bank on a case-by-case basis.

2. How do I apply for CIMB Tap n Pay?

Applying for CIMB Tap n Pay is easy. Just follow these steps:

- Contact our Merchant Hotline at 03 6204 7733 or email emerchant@cimb.com
- Submit your completed application form, any relevant supporting documents and the details of your business.
- Once we approve your application, you will get your User ID and PIN via e-mail.
- Download the CIMB Tap n Pay mobile app and start accepting card payments

3. What devices are compatible with CIMB Tap n Pay?

You can use CIMB Tap n Pay on selected NFC-enabled Android smartphones. Please [click here](#) for the list of compatible smartphones.

4. How do I download the CIMB Tap n Pay app?

The CIMB Tap n Pay mobile app is available in the Google Play Store. Just type "CIMB Tap n Pay" in the search bar.

5. How do I activate the CIMB Tap n Pay app?

Follow these steps to activate CIMB Tap n Pay:

- Log in to the [CIMB Clicks Merchant Portal](#) with your Tap n Pay User ID and PIN that you received via email.
- Download the Tap n Pay app from Google Play.
- Launch the Tap n Pay app and log in with your User ID and PIN to start accepting payments.