



CIMB Tap n Pay FAQ

GENERAL

1. What is CIMB Tap n Pay?

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

2. What types of cards can I accept?

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

3. 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.

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. Funds from your sales transactions will be deposited into this CIMB Current Account that you have provided when applying for CIMB Tap n Pay.

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. All applications are also subject to approval by CIMB Bank on a case-by-case basis.

2. 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.

3. 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.

4. How do I apply and activate CIMB Tap n Pay?

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

- i) Contact our Merchant Hotline at 03 6204 7733 or email emerchant@cimb.com
- ii) Submit your completed application form, any relevant supporting documents and the details of your business.

4.2 Follow below steps to activate the CIMB Tap n Pay:

- i) Once the merchant application is approved by CIMB, the successful merchant applicant will receive a **User ID (for CIMB Tap n Pay Merchant Portal)** via an email from the bank.
- ii) For First Time User:
 - Step 1:** Logon to [CIMB Tap n Pay Merchant Portal](#) and create the password with the assigned User ID.
 - Step 2:** Once you have login into the portal, create/add the **User** at the “**Manage Mobile User**” tab .
 - Step 3:** Logout from the portal.
(*Note: merchant will receive a notification from the bank with a **CIMB Tap n Pay app User ID** and a **Temporarily User PIN** upon completion of step 2)*)
 - Step 4:** Download the CIMB Tap n Pay app from [Google Play](#).
 - Step 5:** Launch the CIMB Tap n Pay app and login with the assigned app User ID and the Temporarily User PIN.
 - Step 6:** Change the Temporarily User PIN with a New User PIN.
- iii) To start accepting payments, click the red “>” button under “Card Payment” or “QR Payment”.

