

Frequently Asked Question

1. What is Shopmatic?

Shopmatic is an e-Commerce enabler, and their platform makes it easy for retail clients, such as yourself, to add / create an online sales channel to your operation.

2. What is this collaboration with Shopmatic all about or for?

CIMB is moving beyond traditional banking to help our SMEs compete in today's landscape. ECommerce is one of the pillars of growth and we want to help SMEs move their business online as easily as possible. Shopmatic, has a zero barrier to entry price plan. So as a bank, we have decided to collaborate with Shopmatic to bring their solution to our market. We hope you will also benefit from this initiative!

3. What about maintenance fees for the website?

Shopmatic offers two pricing models. When you first build your store, you will be automatically placed on the TRANSACTION model. You will only need to pay ONLY RM3 monthly for the hosting fees of your site, plus a 3% transaction fee each time you successfully sell something online. If you see that your business volume is quite big, you can then opt for one of three subscription plans offered, starting from just RM60 RM42 a month. When you choose to subscribe, you will then not pay any transaction fees on your sales. Thus, you have the choice to choose from these plans.

	Transaction Model	Subscription Model		
		3 Month Plan	6 Month Plan	12 Month Plan
Monthly price	MYR 0 /month	MYR 63-99- /month	MYR 52.5-75- /month	MYR 42-60- /month
Plan rate	0	MYR 189-270- billed every 3 months	MYR 315-450- billed every 6 months	MYR 504-720- billed every 6 months
Transaction fee	3%	Free	Free	Free
Monthly hosting fee	MYR 3	Free	Free	Free
Shopmatic World listing fee	MYR 30	Free	Free	Free
Free custom domain	-	-	✓	✓

4. Is Shopmatic another marketplace like 11th Street, Lazada etc?

No! Shopmatic is a website builder, which means the webstore you will build is yours to operate as you like. Marketplaces are great as they draw in huge traffic, but when you sell on a marketplace you are competing with many other sellers. With your own webstore, you can decide on your own business rules and most importantly, own your customers' data. It is also about building you own brand online. It is a good complement to your existing operation.

5. What is the duration of this offer?

You will need to confirm your name for registration by 31st December 2020

6. What if I am CIMB Business Current Account/-i customer? How do I get the promocode?

Drop your details in the Let-Us-Call-You (LUCY) form on www.cimbbank.com.my/shopmatic and we will contact you within 1-3 working days. We will send you the promo code to enjoy the discounts.

7. Who can join the CIMB Shopmatic E-Commerce webinars?

The webinars are open to the public.

8. How do I sign up for webinars?

You can sign up directly at [HERE](#).

9. How do I get the RM50 Lazada E-Voucher?

In order to get the RM50 Lazada E-Voucher, You must be the first 100 Merchants to setup a Shopmatic e-commerce store by following the 4 simple steps below and we will email you the RM50 Lazada E-Voucher.

- Step 1: - Sign Up an Account with Shopmatic get the OTP Code
- Step 2: - Upload your Company Logo
- Step 3: - Create a Home Page
- Step 4: - Update About Us Page

10. How do I know if I won the Lazada 50 E-voucher?

Upon setting up an account by following the 4 simple steps, CIMB SME Partner will send you an email on the voucher if you are the first 100 Merchants to setup Shopmatic e-commerce store. This is a first come first serve basis.

11. Who and how can I reach out for further enquiries?

Enquiries related to the CIMB Shopmatic Go Digital Campaign: Fill Up the Let-Us-Call-You Form at www.cimbbank.com.my/shopmatic

Enquiries related to Shopmatic:

You can reach Shopmatic at :

Email : cimbsupport@goshopmatic.com

WhatsApp: +60122882665