

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. E-Commerce 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	3 months Plan	6 months Plan	12 months plan
Monthly Price	RM 0 /month	RM 63 90 /month	RM 52.50 75 /month	RM 42 60 /month
Plan Rate	0	RM 189 270 billed every 3 months	RM 315 450 billed every 6 months	RM 504 720 billed every 12 months
Transaction Fee	3%	Free	Free	Free
Monthly Hosting Fee	RM3	Free	Free	Free
Shopmatic World Listing Fee	RM30	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 your 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 2021.

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 in this [link](#).

9. 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.cimb.com.my/shopmatic

Enquiries related to Shopmatic:

You can reach Shopmatic at :

Email : cimbsupport@goshopmatic.com