

IMPORTANT NOTICE
25 March 2020

Dear Valued Customer,

(Updated) Banking Operations during Movement Control Order

In light of the recent Movement Control Order, our banking operations will be revised as follows.

1. Branches:

	Revised Timings
CIMB branches and Preferred Centres	Monday to Friday, 9.30am-2pm
CIMB branches and Preferred Centres in Kelantan and Terengganu	Sunday to Thursday, 9.30am-2pm
Bureau De Change	Monday to Friday, 11am-7pm

[Click here](#) to check whether the branch is open before visiting.

Available services at branches will be limited to the following:

- Cash deposits and withdrawals
- Placement and withdrawals of Fixed Deposits
- Placement and withdrawals of ASNB
- Remittance services
- Replacement debit cards

2. Self Service Terminals:

	Revised Timings	
All States (Except Kelantan and Pahang)	Monday - Sunday	7:00am – 10:00pm
Kelantan and Pahang	Monday - Sunday	7:00am – 7:00pm

3. Consumer Call Centre:

Revised Timing		Available Services
Monday - Sunday	8:00am – 7:00pm	All Services
Monday - Sunday	7:00pm – 8:00am	<ul style="list-style-type: none">• Report lost or stolen card• Fraud related matters

4. Credit Card Services

The following services will be delayed and will resume once the Movement Control Order has been uplifted:

- Delivery of new and replacement credit cards
- Delivery of printed statements
- Delivery of member rewards

We encourage you to use our CIMB Clicks or BizChannel@CIMB for your banking needs. Should you require any further assistance, please contact our Contact Centre between 8:00am and 7:00pm.

Thank you for your patience and understanding
The Management
CIMB Bank Berhad & CIMB Islamic Bank Berhad

PENGUMUMAN PENTING
25 Mac 2020

Para Pelanggan Yang Dihargai,

(Kemaskini) Operasi bank semasa Perintah Kawalan Pergerakan

Sejajar dengan Perintah Kawalan Pergerakan, operasi bank kami akan dipinda seperti berikut.

1. Cawangan-Cawangan:

	Waktu Operasi Terpinda
Cawangan-cawangan CIMB dan Preferred Centres	Isnin ke Jumaat, 9.30am-2pm
Cawangan-cawangan CIMB dan Preferred Centres di Kelantan dan Terengganu	Ahad ke Khamis, 9.30am-2pm
<i>Bureau De Change</i>	Isnin ke Jumaat, 11 am-7pm

[Klik di sini](#) untuk melihat sama ada cawangan beroperasi sebelum melawat.

Perkhidmatan yang tersedia adalah terhadap kepada yang berikut:

- Deposit dan pengeluaran wang tunai
- Peletakan dan pengeluaran Deposit Tetap
- Peletakan dan pengeluaran ASNB
- Perkhidmatan kiriman wang
- Penggantian kad debit

2. Terminal-Terminal Layan Diri:

	Waktu Operasi Terpinda	
Semua Negeri (kecuali Kelantan and Pahang)	Isnin - Ahad	7:00am – 10:00pm
Kelantan dan Pahang	Isnin - Ahad	7:00am – 7:00pm

3. Pusat Panggilan Pelanggan:

Waktu Operasi Terpinda		Perkhidmatan Yang Tersedia
Isnin - Ahad	8:00am – 7:00pm	Semua Perkhidmatan
Isnin - Ahad	7:00pm – 8:00am	<ul style="list-style-type: none">• Laporan kehilangan atau kecurian kad• Urusan berkaitan dengan penipuan

4. Perkhidmatan-Perkhidmatan Kad Kredit

Perkhidmatan-perkhidmatan berikut akan digantung untuk sementara waktu dan akan disambung semula setelah tempoh Perintah Kawalan Pergerakan tamat:

- Penghantaran kad-kad kredit baru dan gantian
- Penghantaran penyata cetak
- Penghantaran ganjaran ahli

Kami menggalakkan anda untuk menjalankan urusan perbankan secara dalam talian melalui CIMB Clicks atau BizChannel@CIMB.

Sekiranya anda memerlukan bantuan, sila hubungi Pusat Panggilan kami di antara pukul 8:00am dan 7:00pm.

Pihak Pengurusan
CIMB Bank Berhad & CIMB Islamic Bank Berhad