



CIMB Bank Berhad [197201001799 (13491-P)]

IMPORTANT NOTICE DATED 18 APRIL 2024
ONE-TIME PASSWORD REQUIRED FOR LOGIN TO e-ACCESS MERCHANT PORTAL

Dear Valued Merchants,

Effective 8th May 2024, in addition to the existing User ID and Password, a One-Time Password (OTP) sent via email will be required to login to CIMB e-Access Merchant Portal.

Please refer to the step-by-step guide in the Appendix below.

Should you have any queries, please email to emerchant@cimb.com.

Thank you.

The Management
CIMB Bank Berhad

Appendix

Step	Details	Sample Screen
1	Go to the CIMB e-Access Portal as usual, enter in your User ID and Password and click “Submit” .	
2	<p>For the first time setup, you are required to input an email address to receive the One-Time Password (OTP) each time you login to the portal.</p> <p>If you wish to change this email address later on, you may do so via the Admin feature upon logging in to the portal, or you can email merchant@cimb.com for assistance.</p>	
3	You will receive your 6-digit OTP via the email address provided during the first time setup.	
4.	Key in the 6-digit OTP in e-Access page, then click “Submit” to login.	