



CIMB Bank Berhad [197201001799 (13491-P)]

IMPORTANT NOTICE DATED 18 APRIL 2024
ONE-TIME PASSWORD REQUIRED FOR LOGIN TO BANK PAYMENT GATEWAY (BPG)
e-COMMERCE PORTAL

Dear Valued Merchants,

Effective 24th April 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 Bank Payment Gateway (BPG) e-Commerce Portal.

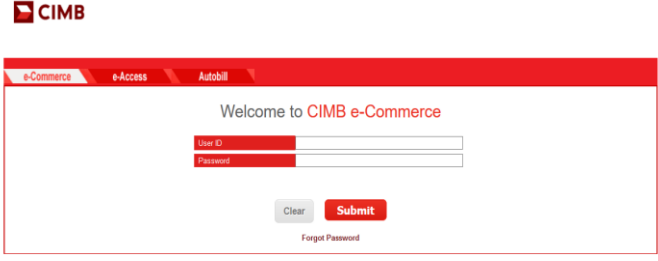
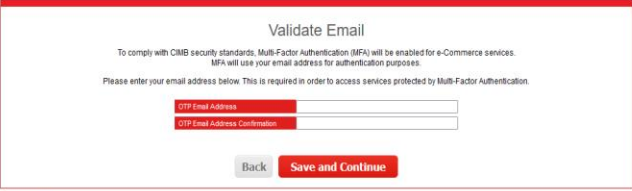
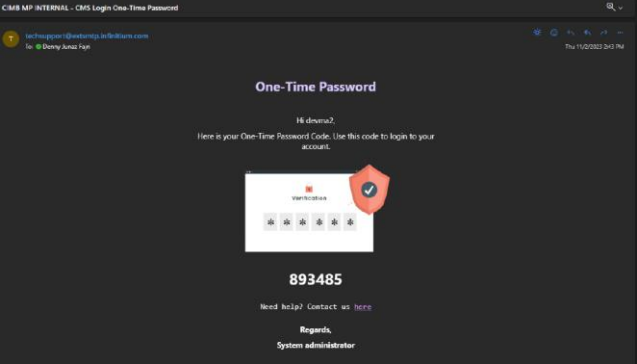
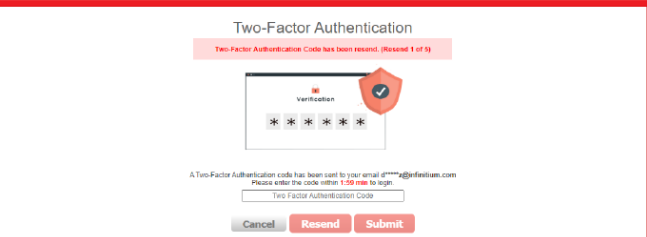
Please refer to the step-by-step guide in the Appendix below.

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-Commerce Portal as usual, enter in your User ID and Password and click “Submit” .	 <p>The screenshot shows the CIMB e-Commerce login page. At the top, there is a navigation bar with 'e-Commerce', 'e-Access', and 'Autobill' tabs. Below the navigation bar, the text 'Welcome to CIMB e-Commerce' is displayed. There are two input fields: 'User ID' and 'Password'. Below these fields are 'Clear' and 'Submit' buttons. A 'Forgot Password' link is located at the bottom of the form.</p>
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 emerchant@cimb.com for assistance.</p>	 <p>The screenshot shows the 'Validate Email' page. The title is 'Validate Email'. Below the title, there is a message: 'To comply with CIMB security standards, Multi-Factor Authentication (MFA) will be enabled for e-Commerce services. MFA will use your email address for authentication purposes. Please enter your email address below. This is required in order to access services protected by Multi-Factor Authentication.' There are two input fields: 'OTP Email Address' and 'OTP Email Address Confirmation'. Below these fields are 'Back' and 'Save and Continue' buttons.</p>
3	User receives OTP email notification which consists of 6-digit	 <p>The screenshot shows an email notification titled 'One-Time Password'. The email is from 'techsupport@banking.intellicore.com' to 'Denny Junuz Fan' on 'Thu 11/20/22 3:42 PM'. The body of the email says: 'Hi denny2, Here is your One-Time Password Code. Use this code to login to your account.' Below this text is a graphic showing a verification code '893485' with a shield icon. At the bottom, there is a 'Regards, System administrator' signature.</p>
4.	Key in the 6-digit OTP in e-Commerce page, click “Submit” to complete login.	 <p>The screenshot shows the 'Two-Factor Authentication' page. The title is 'Two-Factor Authentication'. Below the title, there is a message: 'Two-Factor Authentication Code has been received. (Reset 1 of 3)'. There is a graphic showing a verification code with a shield icon. Below this graphic, there is a message: 'A Two-Factor Authentication code has been sent to your email address@intelliview.com. Please enter the code within 1:59 min to login.' There are three input fields: 'Two-Factor Authentication Code', 'Resend', and 'Submit' buttons. At the bottom, there are 'Cancel', 'Resend', and 'Submit' buttons.</p>