



**IMPORTANT NOTICE DATED 7<sup>th</sup> February 2025**

**LOGIN VERIFICATION TO THE MPOS PORTAL USING ONE-TIME PASSWORD**

Dear Valued Merchants,

Please be informed that effective on 19<sup>th</sup> February 2025, all Merchants will receive a One-Time Password (OTP) for verification during activation and each time the Merchants login to the MPOS Portal.

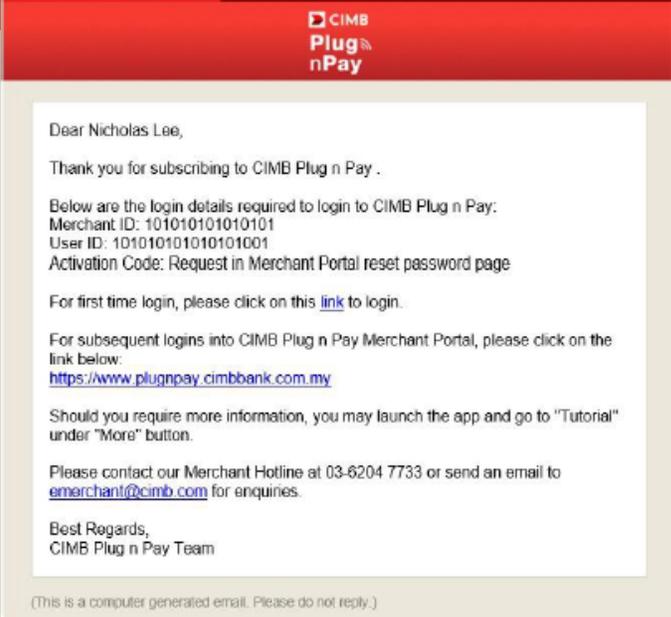
Please refer to the updated step-by-step guide in the Appendix below.

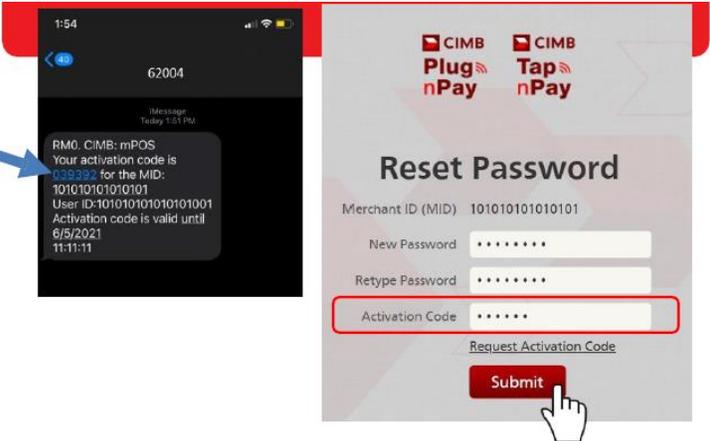
Should you have any queries, please email to [emerchant@cimb.com](mailto:emerchant@cimb.com).

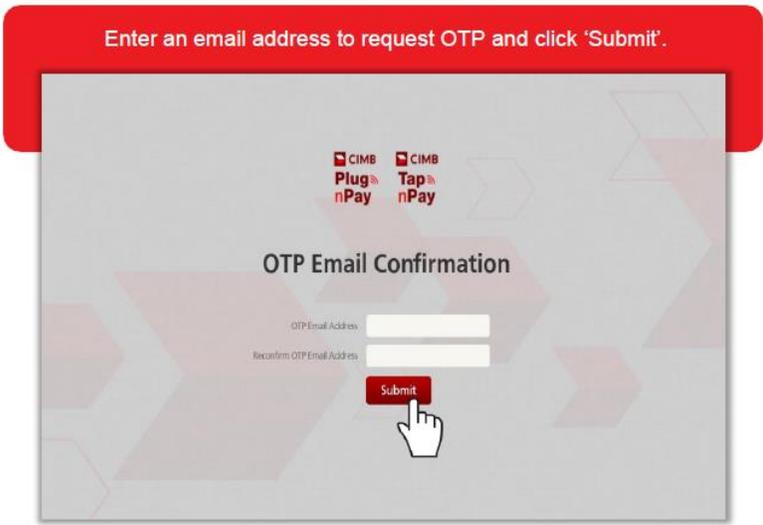
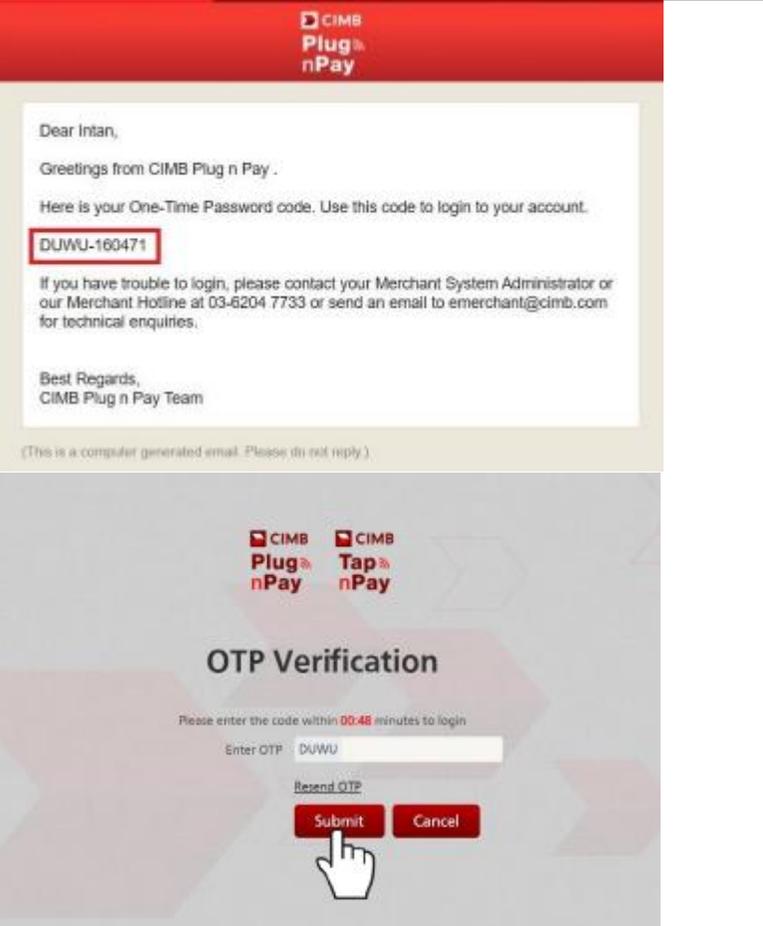
Thank you.

The Management  
CIMB Bank Berhad

**Appendix**

Step	Details	Sample Screen
1	Click on the activation link received through email from CIMB Plug N Pay or CIMB Tap N Pay to activate your account.	 <p>Dear Nicholas Lee,</p> <p>Thank you for subscribing to CIMB Plug n Pay .</p> <p>Below are the login details required to login to CIMB Plug n Pay:  Merchant ID: 1010101010101  User ID: 1010101010101001  Activation Code: Request in Merchant Portal reset password page</p> <p>For first time login, please click on this <a href="#">link</a> to login.</p> <p>For subsequent logins into CIMB Plug n Pay Merchant Portal, please click on the link below:  <a href="https://www.plugnpay.cimb.com.my">https://www.plugnpay.cimb.com.my</a></p> <p>Should you require more information, you may launch the app and go to "Tutorial" under "More" button.</p> <p>Please contact our Merchant Hotline at 03-6204 7733 or send an email to <a href="mailto:emerchant@cimb.com">emerchant@cimb.com</a> for enquiries.</p> <p>Best Regards,  CIMB Plug n Pay Team</p> <p><small>(This is a computer generated email. Please do not reply.)</small></p>
2	At the reset password page key in your preferred new password twice and click 'Request Activation Code'.	 <p><b>Reset Password</b></p> <p>Merchant ID (MID) 1010101010101</p> <p>New Password <input type="password" value="....."/></p> <p>Retype Password <input type="password" value="....."/></p> <p>Activation Code <input type="text"/></p> <p><a href="#">Request Activation Code</a></p> <p><b>Submit</b></p>

<p>3</p>	<p>Enter the 6-digit activation code received via SMS to the user's mobile number and click 'Submit'.</p>	
<p>4.</p>	<p>Login with your User ID as shown in the email from CIMB Plug N Pay or CIMB Tap N Pay and enter your new User Password.</p>	

<p>5</p>	<p>Enter an email address to request OTP and click "Submit"</p>	 <p>Note: OTP email address is a one-time setup.</p>
<p>6</p>	<p>Enter the 6-digit OTP code received via the OTP email address and click 'Submit' (OTP verification is required for each login).</p>	

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Upon successful login, you will be directed to the merchant portal home page.

