

CIMB Carbon Tracker

Frequently Asked Questions

1. What is this feature?

Q1. What is CIMB Carbon Tracker?

The Carbon Tracker, available via the CIMB OCTO App, provides an estimated calculation of the CO₂e (Carbon Dioxide equivalent) (in kilograms) impact of every purchase made on your CIMB Debit or Credit Card ("Carbon Tracker"). CIMB works together with Mastercard to transform card spending into CO₂e and the estimation is based on Doconomy's Åland Index.

The Carbon Tracker lets CIMB Cardholders analyse their transactions across 7 headline merchant categories that your spending falls into. These categories, and the sub-categories within them, are shown below.

Category	Sub-category
Financial Services	Banking Services, Donations, Insurance Carriers, Repayments and Amortization, Savings and Investments
Food & Drinks	Bars, Beer Wine & Liquor Stores, Fast Food Restaurants, Grocery Stores & Supermarkets, Kiosks & Convenience Stores, Restaurants & Cafes
Health & Wellness	Barber, Hairdresser & Other personal care services, Child day care services, Hospitals, Opticians, Dentists & Other health practitioners, Pharmacy, Residential Care Facilities, Home care & Outpatient services, Workout & Sport Centres
Home	Electric Utilities, Home Security, Internet & Streaming, Other home services, Rent, Residential maintenance & repair, Telecommunications
Leisure	Amusement parks, Arcades & Bowling, Gaming, Cinema, Concerts & Events, Hotel & Other accommodation, Museums, Historical sites & Zoos, Outdoor Sports, Activities & Recreational industries, Spectator sports, Travel agencies
Shopping	Art, Beauty products, Clothing & Accessories, Department stores, Dry cleaning & Tailoring, Electronics & Appliance, Furniture & Interior, Garden & Plants, Hardware stores & Paint shops, Miscellaneous stores, Music/Movies/Books & Games, Newspaper & Magazines, Online stores & Direct marketing, Printing, Second hand stores, Sporting goods, Vehicle purchase, Web services
Transport	Automotive Rental & Leasing, Automotive Repair & Maintenance, Cruise & Waterway traffic, Flights, Gas & Fuel, Public transportation & Taxi, Train travel
Others	Funeral services, Legal services, Other personal services, Postal & delivery services, Taxes, Tuition

Q2. What does CO2e mean?

Also known as CO2 equivalent or Carbon Dioxide Equivalent, CO2e is a measure of various greenhouse gases — such as carbon dioxide, methane and nitrous oxide taking into account each gas's effect on climate change.

Each greenhouse gas has a different global warming potential (GWP) and lasts for a different length of time in the atmosphere. These gases are converted into the equivalent amount of carbon dioxide to allow easy comparison. This value is typically displayed in kilograms or tonnes.

Q3. What does “carbon footprint” mean?

A carbon footprint is the total amount of CO2e generated by our actions. This includes purchases made with your CIMB Debit and Credit Card for products and services.

Q4. Who is Doconomy?

Doconomy is a market leader in impact technology, dedicated to driving global climate action by equipping banks with financial tools that both educate consumers and encourage positive change.

2. How does it work?

Q5. How does the Carbon Tracker calculate my carbon footprint?

The Carbon Tracker is supported by Doconomy. Doconomy applies a robust, evaluative methodology to continuously refine its estimation of carbon impacts. In essence, it aligns industry-sourced emissions data with a user's payment information to calculate an estimate of CO2e for each transaction performed by the Cardholder.

Q6. How is my spending converted into CO2e?

The Åland Index calculates the carbon footprint of a transaction based on the purchase price and a sector intensity factor.

In more detail: when a financial transaction is completed, it is automatically mapped to a Doconomy Category using an identifier such as the Merchant Category Code (MCC). Each Doconomy Category has an intensity factor specific to the industry sector the merchant belongs to.

The output is the grams of CO2e, summarised monthly.

The Åland Index methodology uses statistical models that capture the relationship between company size, sector characteristics and emissions, together with outlier detection that automatically identifies and handles extreme values, to compute reliable and robust sector intensity factors.

Q7. How accurate are these figures?

All values shown in the Carbon Tracker are estimates, not measured emissions. The carbon footprint is calculated using the Åland Index™, which combines the cost of your purchase with the carbon footprint of that particular merchant category. This means the index can tell the difference between, for example, a visit to the florist and a visit to the dentist, but not whether you bought roses or tulips.

The index does not claim to calculate the exact footprint of your lifestyle, but it will give you a good understanding of the carbon emissions you generate. These figures are best used to understand the relative impact of your spending and to spot opportunities to reduce it and may be refined over time as the Åland Index methodology is updated.

Please also refer to the “About the Åland Index” information at the end of this document.

Q8. Does the same category produce different emissions in different countries?

No. Emissions for the same category are the same regardless of country or region. Each foreign currency is converted back into USD before being scored by Doconomy.

Q9. Why is my carbon footprint different even though I made the same transaction in the same category?

The footprint will only differ in two circumstances: movements in foreign exchange (FX) rates, or an update to the Åland Index with the latest emissions data.

Q10. How do emissions compare within a category?

Within each category, some sub-categories emit more CO₂e than others. The examples below illustrate these differences.

ILLUSTRATIVE CONSUMER SPEND

Amount (USD)	Category	Åland 4.0 (kg)
\$75.50	Online Stores	14.02
\$60.00	Gas & Fuel	99.47
\$12.00	Public Transport	8.02
\$150.00	Clothing	19.7
\$450.00	Flights	463.47
\$15.99	Internet & Streaming	1.5
\$40.00	Cinema & Events	10.17
\$95.00	Electric utilities	167.18
\$45.00	Personal Care	5.3
\$200.00	Hotel & Accom.	60.08
		848.91 kg

Q11. How do I understand the impact of my Carbon Emission?

Carbon Tracker provides equivalence tiles to help you understand the impact of your carbon emissions. The equivalence tiles provide a clear conversion, relatable to everyday life activities, i.e. kilometres travelled by car, the number of times a phone is charged, and the number of seedlings grown over 10 years.

You may also compare your carbon emission with the national average to benchmark yourself against how much a typical Malaysian emits in a month.

3. What's included?

Q12. What payment methods are eligible for carbon footprint calculation?

All CIMB Credit Card and Debit Card transactions at retail merchants, including Mastercard, Visa and MyDebit transactions.

Q13. Which card types are eligible?

All active Primary and Supplementary CIMB Credit Cards and Debit Cards under Visa and Mastercard are eligible.

Q14. Are all transaction types included in the Carbon Tracker?

All retail purchase transactions made using a CIMB card, including online purchases, are included. Non-retail transactions are excluded, including but not limited to those listed in the table below.

Included	Excluded
Retail transactions	DuitNow QR payments
e-wallet top-ups i.e. Touch 'n Go eWallet, Grabpay	FPX and online bank transfers
Monthly Instalment Transactions	ATM related transactions including but not limited to ATM cash withdrawal
	Fees and charges
	Principal Instalment Amount
	Cash Advances

4. How do I use it?

Q15. How do I opt in to / enable the Carbon Tracker?

You can opt in to the Carbon Tracker through the CIMB OCTO App. From the home screen, navigate to More, Services, and select Carbon Tracker. Tracking begins from your opt-in date.

Q16. When will my carbon footprint appear, and can I see it immediately after opting in?

The Carbon Tracker starts tracking your card transactions from your opt-in date. Carbon footprint details are reflected within 3 business days after each eligible transaction is posted, so data will not appear instantly but will populate as your transactions post.

Q17. How much historical carbon footprint data can I view?

From the current month, you can view up to 12 months of carbon emission estimates in the Monthly Trend and the Monthly Category Breakdown dropdown menu.

Q18. Where can I access the Carbon Tracker?

The Carbon Tracker is available exclusively in the CIMB OCTO App. This feature is not accessible on CIMB Clicks website.

5. Managing my participation

Q19. I no longer want to track my carbon footprint. How do I opt out?

You may opt out on the Manage Carbon Tracker page. A 30-day cooling-off period applies from your opt-in date.

Q20. If I opt out and later opt in again, how soon can I view my carbon footprint?

Your carbon footprint estimates resume from your new opt-in date. Any transactions made during the period when you were opted out will not be included.

6. Taking action

Q21. What can I do after I know my carbon footprint?

Knowing your carbon footprint is the first step towards making positive changes in your daily life. Individual spending can have a significant impact collectively. From here, you can learn about the actions you can take to reduce your carbon emissions within each spending category.

7. Important information

About the Åland Index™

The Åland Index was launched in 2016 by Ålandsbanken and the latest version has been developed in cooperation with S&P Global. The index is managed and maintained by Doconomy AB in Sweden, partner to the UNFCCC promoting Global Climate Action. S&P Global is not an affiliate of Ålandsbanken or Doconomy AB and it disclaims all liability for any claims, losses, or damages in connection with use or application of its material in the Åland Index.

The purpose of the Åland Index is to raise awareness around how our lifestyle impacts the climate and to promote positive behavioral change. Always remember that past performance is not an indication or guarantee of future results. The index is reviewed by an independent third party, EY, and is updated regularly. Read more about Åland Index and Doconomy AB's important work at www.doconomy.com