

For Property Financing and Amanah Saham Bumiputera (ASB) Financing Accounts**eStatement Via Clicks / eStatement & eNotice Via Email****1. I received SMS and email on switching from paper statement/notice to eStatement/eNotice for my loan/financing. What does this mean?**

Effective from the date specified in the SMS and email, CIMB will no longer be sending paper statements/notices for your Loan/Financing account(s). You will automatically switch to eStatement/eNotice and your eStatement/eNotice are delivered digitally to your email address registered with the CIMB. You can also view your eStatement via CIMB Clicks.

2. I prefer to receive a paper statement/notice; can I request for a paper statement/notice for my loan / financing account(s)?

Yes, you may follow these steps to switch to a paper statement/notice:

Step 1: Login to CIMB Clicks at www.cimbclicks.com.my via web browser

Step 2: Select **Services > eStatement** > Click on **'Stop/Resume Paper Statement'**

Step 3: Select **'Resume'** button

Step 4: Accept Declaration, and select **'I Agree & Confirm'**

After following the steps above to switch to paper statements, you will begin to receive paper statements from the following statement cycle onwards and paper notices (if any). Alternatively, you may visit any CIMB branch to request to switch to paper statement/notice.

3. How can I view my loan / financing eStatement via CIMB Clicks?

Login to CIMB Clicks via web browser and view your monthly loan / financing account statement by following the steps below:

Step 1: Login to CIMB Clicks at www.cimbclicks.com.my via web browser

Step 2: Select **Services > eStatement** > Click on **'View eStatement'**

Step 3: Click on **Deposit, Loan/Financing, Investment** tab

Step 4: Select the month and account

Step 5: Download the statement

4. How can I retrieve my eStatement/eNotice if I did not receive it via my email address registered/updated with CIMB?

Login to CIMB Clicks via web browser and view your monthly loan / financing account statement by following the steps below:

Step 1: Login to CIMB Clicks at www.cimbclicks.com.my via web browser

Step 2: Select **Services > eStatement** > Click on **'View eStatement'**

Step 3: Click on **Deposit, Loan/Financing, Investment** tab

Step 4: Select the month and account

Step 5: Download the statement

To request for Notices, please contact CIMB Contact Center. The phone number is published on CIMB website.

5. If my email address is not registered or updated with CIMB, how do I register/update my email address for eStatement/eNotice?

To register or update your email address for the delivery of eStatement/eNotice, please follow these steps:

Step 1: Login to CIMB Clicks at www.cimbclicks.com.my via web browser

Step 2: Select **Services > eStatement > Click on 'Email Statement Delivery'**

Step 3: Update Email / Password for your Email Statement & perform SecureTAC verification to confirm.

6. What happens if I don't take any action after receiving the SMS or email on switching to eStatement/eNotice for my Property and ASB loan/financing? Will I continue to receive paper statement/notice?

You will no longer receive your paper statements and notices after the effective date stated in the SMS and the email. eStatement/eNotice will be sent to you via the email address registered with CIMB or you may retrieve eStatement via CIMB Clicks (refer to question 3). Therefore, please make sure your email address with CIMB is up to date at all times (refer to question 5).

7. Does the automatic switch to eStatement/eNotice affect all my accounts with CIMB?

No. This will only affect Property loan/financing and ASB Financing and Deposits (excludes personal financing, auto financing and credit card).