

**For Credit Card  
ESTATEMENT VIA EMAIL/CLICKS****1. I received an SMS about switching to eStatement via email. What does this mean and do I need to do anything?**

We wish to inform you that you can receive your monthly credit card statement via email. If you are interested in receiving eStatement to your email address as per the Bank's records instead of paper statement, all you need to do is to send an SMS to 62666 before 31 October 2020: ESTMT <space>last 4 digit IC. For example, ESTMT 1234 to 62666.

**2. I received an SMS about switching to eStatement via CIMB Clicks. What does this mean and do I need to do anything?**

We wish to inform you that you can receive your monthly credit card statement via CIMB Clicks. If you are interested in receiving eStatement via CIMB Clicks instead of paper statement, all you need to do is to send an SMS to 62666 before 31 October 2020: ESTMT <space>last 4 digit IC. For example, ESTMT 1234 to 62666.

**3. I received an SMS on credit card eStatement. What does this mean?**

Effective 15 August 2020, the Bank will no longer send your credit card statements via paper statements. Your credit card statement(s) will be sent either to your email address in the Bank records and/or CIMB Clicks.

**4. I received an SMS on credit card eStatement, how can I update my email address?**

You may update your email address by:

- Downloading the Credit Card Maintenance form, click [here](#) and then email the completed form to [cru@cimb.com](mailto:cru@cimb.com) ;
- Or visit your nearest CIMB Branch.

**5. How can I view my credit card eStatement via CIMB Clicks?**

Please follow the steps below to view your eStatement.

**Viewing from My Accounts on Clicks web**

Step 1: Login to CIMB Clicks [www.cimbclicks.com.my](http://www.cimbclicks.com.my)

Step 2: Go to 'My Account' > Click on 'three dots button' at the top right corner > Click on 'View/Download eStatement'

Step 3: Select the month of choice

Step 4: Click on the Download button > Click Download as PDF

**Viewing from Services on Clicks web**

Step 1: Login to CIMB Clicks [www.cimbclicks.com.my](http://www.cimbclicks.com.my)

Step 2: Go to 'Services' > 'eStatements' > Click on 'View eStatement'

Step 3: Select the month of choice

Step 4: Click on the Download button > Click Download as PDF

**6. I am unable to view my credit card statements on CIMB Clicks, what do I need to do?**

If you are unable to view your monthly credit card statements, please proceed to link your credit card(s) to CIMB Clicks.

Step 1: Login to CIMB Clicks [www.cimbclicks.com.my](http://www.cimbclicks.com.my)

Step 2: Go to 'Services' > 'Account Maintenance' > 'Credit Card' > Link Credit Card to CIMB Clicks ID

Step 3: Fill in your 16 digits credit card number and select your CIMB Clicks User ID

Step 4: Click 'Submit' and request TAC for your submission

Alternatively, you may also refer to quick tutorial video below on how to link your credit card(s) to CIMB Clicks: <https://www.youtube.com/watch?v=1pSigucoPog>

Your credit card will be reflected in CIMB Clicks within 2 working days, only applicable for principal cardholders.

**7. I received an SMS on credit card eStatement. I prefer to receive paper statements, can I request for paper statements for my credit card(s)?**

We encourage our cardholders to receive eStatement(s) to help drive the reduction of paper consumption and promote contactless services especially in this current environment.

If you prefer to receive your credit card statements via paper statements after 15 August 2020, please call our Consumer Contact Centre at 603-6204 7788. There will be a RM1 Statement Fee per paper statement applied and charged to your credit card account.

**8. Is there a Statement Fee if I choose to receive paper statements?**

Yes, RM1 Statement Fee per paper statement per month will be charged to your credit card account.

**9. Who will be exempted from the RM1 Statement Fee?**

The RM1 Statement Fee will not apply for the following group of cardholders:

- Cardholders aged 65 and above
- Cardholders who are differently abled\*
- Cardholders facing difficulties in accessing their banking statements online (e.g. located in rural areas without internet)\*
- CIMB Preferred customers

\*Cardholders are required to complete a self-declaration at any CIMB Branch

**10. Will my payment due date change?**

Your payment due date remains the same.

**11. What if I do not do anything after receiving the SMS from the Bank? Will I stop receiving paper statements?**

Yes, you will not receive your credit card statements via paper statements after 15 August 2020. Please call our Consumer Contact Centre at 603 6204 7788 if you still wish to receive paper statements. There will be a RM1 Statement Fee per paper statement applied and charged to your credit card account.

**For Deposits Accounts i.e. current account (CA), current account-i (CA-i), savings account (SA), savings account-i (SA-i), fixed deposit (FD), fixed return income account-i (FRIA-i) and debit card.**

## **ESTATEMENT VIA EMAIL/CLICKS**

### **12. I received an SMS on deposit(s) eStatement. What does this mean?**

The Bank will no longer send your deposit(s) account(s) statements via paper statements with effect from the date notified to you in the SMS/Email (“eDM”). Please view your deposit(s) account(s) eStatement via CIMB Clicks (refer Q14) and/or at your email address upon subscription via CIMB Clicks for Email Statement Delivery (refer Q15).

### **13. I prefer to receive paper statement, can I request for paper statements for my deposit(s) account(s)?**

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

Step 1: Login to CIMB Clicks [www.cimbclicks.com.my](http://www.cimbclicks.com.my)

Step 2: Select Services > eStatement > Click on ‘Stop/Resume Paper Statement’

Step 3: Select ‘Resume’

Step 4: Accept Declaration, and select ‘I Agree & Confirm’

After following the steps above to switch to paper statement, you will receive paper statements in the following month statement cycle. Alternatively, you may visit to your nearest CIMB Branch to request switching to paper statement.

### **14. How can I view my deposit(s) account(s) eStatement via CIMB Clicks?**

Login to CIMB Clicks and view your monthly deposit(s) account(s) statement by following the below steps:

Step 1: Login to CIMB Clicks [www.cimbclicks.com.my](http://www.cimbclicks.com.my)

Step 2: Select Services > eStatement > Click on ‘View eStatement’

Step 3: Select the month

Step 4: Download the statement.

### **15. How do I request for eStatement delivery to my email address?**

Please follow these steps to subscribe for Email Statement Delivery:

Step 1: Login to CIMB Clicks [www.cimbclicks.com.my](http://www.cimbclicks.com.my)

Step 2: Select Services > eStatement > Click on ‘Email Statement Delivery’

Step 3: Key in email address & password for your Email Statement

Step 4: Select ‘Yes’ to accept the Terms & Conditions > Select ‘I Agree & Confirm’

Step 5: Perform TAC verification and click ‘Confirm’.

### **16. How do I update my email address for eStatement?**

Please follow these steps to update your email address for Email Statement Delivery:

Step 1: Login to CIMB Clicks [www.cimbclicks.com.my](http://www.cimbclicks.com.my)

Step 2: Select Services > eStatement > Click on ‘Email Statement Delivery’

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

**For Loan/Financing Accounts i.e. Property Financing, Personal Financing, ASB Financing****ESTATEMENT VIA EMAIL/CLICKS****17. I received an SMS/Email (“eDM”) on eStatement for my loan/financing. What does this mean?**

CIMB will no longer send your Loan/Financing account(s) statements via paper statements with effect from the date stated in the SMS/Email (“eDM”). Please view your loan/financing account(s) eStatement via CIMB Clicks and/or receive it at your email address upon subscription for Email Statement Delivery via CIMB Clicks (refer to Q20).

**18. I prefer to receive paper statement, can I request for paper statements for my loan / financing account(s)?**

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

Step 1: Login to CIMB Clicks at [www.cimbclicks.com.my](http://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 statement, you will receive paper statements in the following month statement cycle. Alternatively, you may visit to your nearest CIMB branch to request switching to paper statement.

**19. 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](http://www.cimbclicks.com.my) via web browser

Step 2: Select Services > eStatement > Click on ‘View eStatement’

Step 3: Select the month

Step 4: Download the statement

**20. How do I request for eStatement delivery to my email address?**

Please follow these steps to subscribe for Email Statement:

Step 1: Login to CIMB Clicks at [www.cimbclicks.com.my](http://www.cimbclicks.com.my) via web browser

Step 2: Select Services > eStatement > Click on ‘Email Statement Delivery’

Step 3: Key in email address & password for your Email Statement

Step 4: Select ‘Yes’ to accept the Terms & Conditions > Select ‘I Agree & Confirm’

Step 5: Perform TAC verification and click ‘Confirm’.

**21. If my email address is not registered or updated with the Bank, how do I register/update my email address for eStatement?**

Please follow these steps to register/update your email address for Email Statement Delivery:

Step 1: Login to CIMB Clicks at [www.cimbclicks.com.my](http://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 TAC verification to confirm.