

PRODUCT DISCLOSURE SHEET (Read this Product Disclosure Sheet before you decide to take out the CIMB Bank Kwik Account. Be sure to also read the general terms and conditions)	CIMB Bank Bhd CIMB Bank Kwik Account 30 September 2020
1. What is this product about?	
<p>CIMB Bank Kwik Account (“Account”) is no longer offered with effect from 5 December 2017. Existing Kwik Accounts can continue to be used until further notice.</p> <p>CIMB Bank Kwik Accounts are accounts that were opened online without going into a branch. Once funds were transferred into the account, customers were able to send and receive money by keying in a friend’s or family member’s email address or mobile number (instead of account number), transfer funds within CIMB Bank, perform online and in-store purchases, pay bills, reload mobile prepaid credit, make remittances and more.</p> <p>It also comes with a physical Kwik Card (“Card”) for in-store purchases at all domestic and worldwide merchants that accept Mastercard as well as cash withdrawals via CIMB Bank ATM and other Bank’s ATM displaying the CIRRUS name and/or logo. You can only own one (1) CIMB Bank Kwik Account at any point in time.</p> <p>Your Card comes with a feature which enables you to pay for goods and services by tapping or waving your Card at contactless readers/terminals (“Contactless Transactions”). Contactless Transactions not exceeding RM250 do not require your PIN number or signature. The total aggregate Contactless Transaction permitted on a daily basis is RM1,000. In the event you wish to disable Contactless Transactions or set a lower cumulative limit for Contactless Transactions on your Card, please contact us at +603 6204 7788.</p> <ul style="list-style-type: none"> ▪ <u>In-store Purchase</u> The CIMB Bank Kwik Account/Card can be used to pay for goods and services at merchants domestically and worldwide that accept MasterCard. ▪ <u>Online Purchases</u> Perform online purchases with ease via the CIMB Bank Kwik Account. Note: Choose “credit card” as payment mode for transactions on third party websites. ▪ <u>Fund Transfer</u> You can transfer funds to your own account or to any third party account maintained with CIMB Bank or CIMB Islamic Bank Berhad in Malaysia via CIMB Clicks by entering the recipient’s bank account number. ▪ <u>Various Channels to Add Money to your Kwik Account</u> You can easily add money into your CIMB Bank Kwik Account from these channels – 	

Add Money Channels	Fees & Charges
Transfer from CIMB Bank/CIMB Islamic Bank savings account or current account via CIMB Clicks	Nil
CIMB Bank/CIMB Islamic Bank Cash Deposit Machine	Nil
FPX via CIMB Clicks	Nil
Inter Bank Giro (IBG) from another bank Note: When you perform an IBG transaction from another bank, you are required to choose "credit card" as transaction type	Nil

▪ **Cash Withdrawals**

You can withdraw cash at any CIMB Bank ATM terminals in Malaysia or other banks' ATMs displaying the CIRRUS name and/or logo with your Card. Your Personal Identification Number (PIN) will be delivered to your mailing address via normal mail.

▪ **Discounts & Privileges**

Enjoy exclusive discounts and privileges at selected merchant partners when you pay with your CIMB Bank Kwik Account/ Card. Full list of discounts and privileges benefit can be found at <http://www.deals.cimb.com>. Discount and Privileges are not fixed and may change.

▪ **Safety Measures**

For added security, SMS alerts will be sent at no cost to your mobile phone number registered with the Bank whenever the following purchase amounts are made from your CIMB Bank Kwik Account:

- 1) Purchase amount of at least RM1 for online purchases
- 2) Purchase amount of at least RM500 for point-of-sale purchases

To protect against fraud, you will receive an Authentication Code via SMS to authenticate your purchases made online.

▪ **Wallet Limit**

The CIMB Bank Kwik Account has a maximum wallet limit of RM4,999 at any time. You shall not add or credit funds in excess of the said maximum amount into the CIMB Bank Kwik Account.

▪ **Daily Transaction Limit**

The maximum daily combined retail and cash transaction limit is RM4,999.

• **Annual Purchase and Withdrawal Limit**

The total purchase and withdrawal limit is RM50,000 per calendar year. Once this limit of RM50,000 is reached within a calendar year, you will not be able to make further purchases or withdrawals until the 1st day of the following calendar year. Eg: If you receive the Card on 1st June 2018, and spend RM50,000 by 1st November 2020, you will only get to start

spending again on 1 January 2021.

2. What fees and charges do I have to pay?

All fees and charges stated in the table below are inclusive of 0% Service Tax, where applicable.

Description	RM
Kwik Card Issuance Fee	RM 10.00
Cash withdrawal at CIMB Bank ATM Network in Malaysia	Nil
Cash withdrawal at other banks' ATMs via CIRRUS ATM Network (Domestic and International)	RM10.00 per withdrawal
Account Balance Inquiry Fee via CIRRUS (Domestic and International)	RM2.00 per inquiry
Card Replacement (1 st time)	RM10.00
Card Replacement (subsequent)	RM50.00
Sales Draft retrieval	RM15.00 per copy
Fee for request of reproduction of physical statement	RM5.00 per monthly statement. e-Statement is free of charge
Conversion for Overseas Transactions	Conversion rate as determined by MasterCard International plus an administrative cost of 1% plus any transaction fee charged by MasterCard International
Transfer from CIMB Bank/CIMB Islamic Bank savings account or current account via CIMB Clicks.	Nil
CIMB Bank/CIMB Islamic Bank Cash Deposit Machine	Nil
FPX via CIMB Clicks	Nil

3. What are the key terms and conditions?

Pre-Authorisation Amount for Petrol Transactions and Hotel Stay

Pre-Authorisation involves withholding a specific sum from the Account where you will not be allowed to use that sum of money for the period specified in the following circumstances:

- (i) If the CIMB Bank Kwik Account/Card is used to pay for petrol transaction(s), the Bank shall withhold an amount of up to Ringgit Malaysia Two Hundred (RM 200) from the Account for a period of two (2) working days after the date of the said petrol transaction(s); and
- (ii) If the CIMB Bank Kwik Account/Card is used to pay for hotel stay, the Bank shall withhold an amount specified by the relevant hotel during check-in (or its equivalent in Ringgit Malaysia if the amount specified is in foreign currency) for a maximum of eight (8) days.

During Pre-Authorisation, the Bank may suspend payment of other transactions if there are insufficient funds in the Account.

Overseas and online transactions

All CIMB Bank Kwik Account customers will be opted-out from conducting overseas transaction (point of sales transactions) and overseas cash withdrawal using the Card, unless you have expressly opted-in to conduct such transactions by contacting us at +603-6204 7788 or via ATM to enable such overseas (card present) transactions.

Point of sales transactions are transactions made at a merchant terminal outside Malaysia, where the Card is physically presented at the terminal at the time of processing the payment.

You are permitted to conduct online transactions for both local and overseas merchants, without having to physically present the Card. Such transactions could include but shall not be limited to phone transactions, mail order transactions and online transactions via the internet.

Replacement Card

Replacement cards can be obtained upon request by contacting us at +603-6204 7788.

Inactive/Dormant Account

If there is no activity on the Account for at least 6 months, the Account will be classified dormant. Fees and charges charged to the Account will not activate the Account. You must perform a credit into the Account to reactivate it, otherwise the Bank may close the Account by giving you written notice of the same.

Termination and/or Suspension of Account/Card

You may suspend or terminate the Account anytime by notifying the Bank. You may also lift the suspension anytime by notifying the Bank.

The Bank may suspend or terminate the Account if:

- (i) there is a breach of the terms and conditions;
- (ii) you become bankrupt or there is a bankruptcy petition filed against you in Court;
- (iii) you have given false, incomplete or inaccurate information to the Bank;
- (iv) you become insane or pass away;
- (v) if the Bank cannot contact you or no longer knows where you are;
- (vi) suspicious or abnormal transactions are being carried out on the Account and/or Card and the Bank is of the opinion that suspension and/or termination is reasonably required to prevent fraudulent or unauthorised transactions;
- (vii) you breach any laws or regulations in relation to the Account and/or Card;
- (viii) the Bank suspects that the Account and/or Card is being used for illegal activity or purposes;
- (ix) the Bank suspects that the Account and/or Card is being used for commercial purposes such as the purchase of goods for resale;
- (x) the Bank breaches or will breach any applicable law or regulations, internal requirements, or policies due to your domicile, nationality, residency status, tax status, or any other relevant status;
- (xi) it might become unlawful due to any law or change of any law or regulatory requirement (whether or not having the force of law); or
- (xii) any regulatory authority or other fiscal or monetary authority (whether or not having the force of law) requests the Bank to do so.

4. What are the major risks?

You are responsible for the costs incurred for all goods and services supplied by any merchants and all cash advances effected through the use of the CIMB Bank Kwik Account and/or the Card. You shall be under a duty to use utmost care, diligence and precautions to prevent the loss, theft or fraudulent use of the CIMB Bank Kwik Account and/or Card and to prevent the disclosure of your CIMB Clicks User ID, Internet Banking Password, OTP, PIN or any other codes that you will use to access the CIMB Bank Kwik Account and/or Card (collectively hereinafter referred to as "**passwords**") to any other person and you shall indemnify and hold the CIMB Bank harmless against any liability for loss, damage, costs and expenses (legal or otherwise) arising from your breach of such duty. The duty to use utmost care, diligence and precautions to prevent the loss, theft or fraudulent use of the CIMB Bank Kwik Account and/or Card and to prevent the disclosure of your passwords to any other person includes:-

- never allowing anyone else to use the CIMB Bank Kwik Account and/or Card
- regularly check that you still have your Card
- never writing the passwords on the Card or any item normally kept with the Card and keeping your passwords record, even if disguised, separate and well apart from your Card
- never writing the passwords in a way which can be understood by someone else
- never divulging/disclosing/telling the passwords to anyone else
- not letting the Card out of your sight.

You must notify the Bank: -

- i. verbally or in writing immediately of any loss and/or theft of the Card and/or breach, disclosure or loss of the passwords;
- ii. as soon as reasonably practicable after having discovered that the Card is lost, stolen, an unauthorized transaction had occurred or the passwords may have been compromised;
- iii. immediately upon receiving SMS transaction alert if the transaction was unauthorized; and
- iv. immediately of any change in your contact number.

You shall be and shall remain liable to the Bank for any goods or services supplied by merchants and cash advances effected by the use of the CIMB Bank Kwik Account and/or Card by any person before the Bank's receipt of your written or verbal notification of the loss and/or theft of the Card and/or disclosure of passwords. For the avoidance of doubt, you will be liable for:

- i. PIN-based unauthorised transactions, if you have:-
 - a. acted fraudulently;
 - b. delayed in notifying the Bank as soon as reasonably practicable after having discovered the loss or unauthorised use of the Card;
 - c. voluntarily disclosed the PIN to another person; or
 - d. recorded the PIN on the Card, or on anything kept in close proximity with the Card and could be lost or stolen with the Card.
- ii. unauthorised transactions which require signature verification or the use of a contactless Card, if you have:-
 - a. acted fraudulently;
 - b. delayed in notifying the Bank as soon as reasonably practicable after having discovered the loss or unauthorized use of the Card;
 - c. left the Card or an item containing the Card unattended, in places visible and accessible to others or failed to exercise due care in safeguarding the Card at your place of residence; or
 - d. voluntarily allowed another person to use the Card.

You may notify the Bank of any loss and/or theft of the Card and /or disclosure of the passwords to any person, immediately, by contacting us at +603-6204 7788. Where passwords are used in respect of any transaction through the use of CIMB Kwik Account/Card, you are deemed to have used the CIMB Kwik Account/Card and you cannot allege that such transaction was unauthorized as a consequence of the Card being lost or stolen.

We have the right to terminate your CIMB Bank Kwik Account if you fail to abide by the Terms and Conditions governing the CIMB Bank Kwik Account.

5. What do I need to do if there are changes to my contact details?

It is important that you inform us of any changes in your contact details to ensure that all correspondence reaches you in a timely manner. Please visit any CIMB Bank branch nearest to you to update your contact details.

6. Where can I get further information?

For more information, please contact us at:

Customer Resolution Unit

Address : P.O. Box 10338,
GPO Kuala Lumpur.
50710 Wilayah Persekutuan

Tel : +603-6204 7788

Email : CRU@cimb.com

If you wish to lodge any complaints, please contact us at:

Customer Resolution Unit

Address : P.O. Box 10338,
GPO Kuala Lumpur.
50710 Wilayah Persekutuan

Tel : +603-6204 7788

Email : CRU@cimb.com

If our reply to your query or complaint is not satisfactory to you, you may contact Bank Negara Malaysia LINK or TELELINK at:

Address: Block D, Bank Negara Malaysia
Jalan Dato'Onn
50480 Kuala Lumpur

Tel : 1 300 885 465
Fax : +603-2174 1515
Email : bnmtelelink@bnm.gov.my

7. Other e-money products available

CIMB Lazada Prepaid Mastercard Account.

The information provided in this disclosure sheet is valid as **30 September 2020**.