

RETAIL PHONE BANKING SERVICES

+603 6204 7788

- 1. English
- 2. Bahasa Malaysia
- 3. Mandarin

***1. Card Activation**

1. Quick Access to Credit Card

2. Automated Phone Banking

3. To Report Lost of Cards

4. Rates Enquiry

5. Speak to CSE

Card Activation Self Service

Verification

1. Debit Card

2. Credit Card

1. Balance & Payment Enquiry

2. Card Application Status

- 1. If you have TPIN
- 2. If you do not have TPIN
- 3. Receive balance via SMS

1. Deposit Rates

2. Base Rate

3. Foreign Exchange Rates

1. Automated Phone Banking Services

2. TPIN change

1. For Savings Account

2. For Current Account

3. Credit Card

4. For Home Financing Account

5. For Hire Purchase

6. Fixed Deposit Or Investment Account

1. Banking

2. Credit Card

Key in NRIC

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- 1. Last 5 transactions
- 2. Fund Transfer
 - 1. Make Payment
 - 2. Transfer own account
- 1. Statement Request
- 2. Check Sum of float
- 3. Other Request

- 1. Last 5 transactions
- 2. Cheque Services
 - 1. Cheque book request
 - 2. Cheque status enquiry
 - 3. Stop cheque service
- 3. Cheque Float amount
- 4. Statement Request
- 5. Fund Transfer
- 6. Other Request

- 1. Balance Enquiry
- 2. Credit Card Payment
- 3. Statement Request
- 4. Last Payment Made
- 5. Bonus Point

- 1. Total Outstanding amount
- 2. Make Financing payment
- 3. Statement Return

- 1. Total Outstanding amount
- 2. Make Hire Purchase payment
- 3. Statement Return

- 1. General Enquiry
- 2. Direct Access
- 3. CIMB clicks
- 4. Auto Loan
- 5. Hire Purchase
- 6. Islamic Deposit & Financing
- 7. Financing
- 8. Wealth Management

*Verification- Reference ID followed by 6 digits TPIN

Note: After customer selects Automated Phone banking services, the option available may vary depending on customer's product holding.

e.g. if customer has Current Account and Hire Purchase Account, customer will hear Option 1 for Current Account and option 2 for Hire Purchase and will not hear option for Home Financing account or Fixed Deposit account.