

IMPORTANT NOTICE
1 April 2020

Dear Valued Customer,

(Updated) Banking Operations during Movement Control Order

In reference to our previous notice, dated 25 March, effective 1st April 2020, our banking operations will be revised as follows.

1. Branches:

Revised Timings	
CIMB branches and Preferred Centres	Monday to Friday, 9.30am-2:00pm
CIMB branches and Preferred Centres in Kelantan and Terengganu	Sunday to Thursday, 9.30am-2:00pm
Bureau De Change Local International Airports KLCC and Menara UAB	Monday to Friday, 9:00am-5:00pm Monday to Friday, 9:30am-2pm

Visit www.cimb.com.my/mco-branch to check whether the branch is open before visiting.

Available services at branches will be limited to the following:

- Cash deposits and withdrawals
- Placement and withdrawals of Fixed Deposits
- Placement and withdrawals of ASNB
- Remittance services
- Replacement debit cards
- Account Opening

2. Self Service Terminals:

Revised Timings	
Monday - Sunday	7:00am – 10:00pm
Monday – Sunday (For State of Johor, Perak, Pahang & Kelantan)	7:00am – 7:00pm

3. Consumer Call Centre:

Revised Timing		Available Services
Monday - Sunday	8:00am – 7:00pm	All Services
Monday - Sunday	7:00pm – 8:00am	<ul style="list-style-type: none">• Report lost or stolen card• Fraud related matters

4. Credit Card Services

The following services will be delayed and will resume once the Movement Control Order has been uplifted:

- Delivery of new and replacement credit cards
- Delivery of printed statements
- Delivery of member rewards

We encourage you to use our CIMB Clicks or BizChannel@CIMB for your banking needs. Should you require any further assistance, please contact our Contact Centre between 8:00am and 7:00pm.

Thank you for your patience and understanding
The Management
CIMB Bank Berhad & CIMB Islamic Bank Berhad

PENGUMUMAN PENTING
1 April 2020

Para Pelanggan Yang Dihargai,

(Kemaskini) Operasi bank semasa Perintah Kawalan Pergerakan

Sejajar dengan Perintah Kawalan Pergerakan, operasi bank kami akan dipinda seperti berikut.

1. Cawangan-Cawangan:

Waktu Operasi Terpinda	
Cawangan-cawangan CIMB dan <i>Preferred Centres</i>	Isnin ke Jumaat, 9.30am-2:00pm
Cawangan-cawangan CIMB dan <i>Preferred Centres</i> di Kelantan dan Terengganu	Ahad ke Khamis, 9.30am-2:00pm
Bureau De Change Lapangan Terbang Antarabangsa Tempatan KLCC & MUAB	Isnin ke Jumaat, 9:00am-5:00pm Isnin ke Jumaat 9:30am-2:00pm

Layari www.cimb.com.my/mco-branch untuk melihat sama ada cawangan beroperasi sebelum melawat.

Perkhidmatan di cawangan terhad seperti berikut:

- Deposit tunai dan pengeluaran
- Peletakan dan pengeluaran Deposit Tetap
- Peletakan dan pengeluaran ASNB
- Perkhidmatan penghantaran wang
- Penukaran kad debit
- Pembukaan Akaun

2. Terminal-Terminal Layan Diri:

Waktu Operasi Terpinda	
Isnin - Ahad	7:00am – 10:00pm
Isnin – Ahad <i>(Untuk Negeri Johor, Perak, Pahang & Kelantan)</i>	7:00am – 7:00pm

3. Pusat Panggilan Pelanggan:

Waktu Operasi Terpinda		Perkhidmatan Yang Tersedia
Isnin - Ahad	8:00am – 7:00pm	Semua Perkhidmatan
Isnin - Ahad	7:00pm – 8:00am	<ul style="list-style-type: none">• Laporan kehilangan atau kecurian kad• Urusan berkaitan dengan penipuan

4. Perkhidmatan-Perkhidmatan Kad Kredit

Perkhidmatan-perkhidmatan berikut akan digantung untuk sementara waktu dan akan disambung semula setelah tempoh Perintah Kawalan Pergerakan tamat:

- Penghantaran kad-kad kredit baru dan gantian
- Penghantaran penyata cetak
- Penghantaran ganjaran ahli

Kami menggalakkan anda untuk menjalankan urusan perbankan secara atas talian menerusi CIMB Clicks atau BizChannel@CIMB. Sekiranya anda memerlukan bantuan, sila hubungi Pusat Panggilan kami di antara pukul 8:00am dan 7:00pm.

Pihak Pengurusan

CIMB Bank Berhad & CIMB Islamic Bank Berhad