

**IMPORTANT NOTICE**  
**20 April 2020**

Dear Valued Customer,

**(Updated) Banking Operations during Movement Control Order (MCO)**

In reference to our previous notice, dated 3 April, our operating hours for Self Service Terminals will be revised as follows with immediate effect.

**1. Branches:**

Effective 6 April 2020

	<b>Revised Timings</b>
CIMB branches and Preferred Centres	Monday to Friday, 9.30am-1:00pm
CIMB branches and Preferred Centres in Kelantan and Terengganu	Sunday to Thursday, 9.30am-1:00pm
Bureau De Change	Monday to Friday, 9:00am-5:00pm
Local International Airports KLCC and Menara UAB	Monday to Friday, 9:30am-2.00pm

Visit [www.cimb.com.my/mco-branch](http://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 for individuals

To protect the health of our customers and employees, we will limit the number of customers inside our Banking Hall to a maximum of **10 customers** at any one time.

**2. Self Service Terminals:**

<b>Revised Timings</b>	
Monday - Sunday	8:00am – 8:00pm
Monday – Sunday (For State of Perak, Pahang & Kelantan)	8:00am – 7:00pm
Monday – Sunday (For State of Sabah)	8:00am – 6:00pm

**Note:** Operating hours for SST is subject to the order of local state government/municipal council.

Effective 6 April, withdrawal fees at MEPS Shared ATM network in Malaysia will be waived until the MCO is uplifted.

**3. Consumer Call Centre:**

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



CIMB Bank Berhad 197201001799 (13491-P)



CIMB Islamic Bank Berhad 200401032872 (671380-H)

#### **4. Credit Card Services**

Delivery of new and replacement cards will resume effective immediately. All new and replacement credit cards will be delivered to customers within the next 2 weeks.

The following services will be delayed and will resume once the MCO has been uplifted:

- Delivery of printed statements
- Delivery of member rewards

Thank you for your patience and understanding.

The Management  
**CIMB Bank Berhad & CIMB Islamic Bank Berhad**

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### **PENGUMUMAN PENTING 20 April 2020**

Para Pelanggan Yang Dihargai,

#### **(Kemaskini) Operasi Bank Semasa Perintah Kawalan Pergerakan (PKP)**

Merujuk kepada notis kami sebelum ini, bertarikh 3 April, waktu operasi untuk Terminal Layan Diri akan dipinda seperti berikut, berkuatkuasa serta-merta.

#### **1. Cawangan-Cawangan:**

Berkuatkuasa 6 April 2020

	<b>Waktu Operasi Terpinda</b>
Cawangan-cawangan CIMB dan Preferred Centres	Isnin - Jumaat, 9.30am - 1:00pm
Cawangan-cawangan CIMB dan Preferred Centres di Kelantan dan Terengganu	Ahad - Khamis, 9.30am - 1:00pm
Bureau De Change Lapangan Terbang Antarabangsa Tempatan KLCC & Menara MUAB	Isnin - Jumaat, 9:00am-5:00pm Isnin - Jumaat, 9:30am-2:00pm

Sila layari [www.cimb.com.my/mco-branch](http://www.cimb.com.my/mco-branch) untuk memastikan sama ada cawangan beroperasi sebelum melawat.

Perkhidmatan di cawangan adalah terhad seperti berikut:

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

Demi melindungi kesihatan para pelanggan dan pekerja, kami akan menghadkan bilangan pelanggan dalam dewan perbankan kami kepada maksimum **10 orang** pada setiap masa.

**2. Terminal Layan Diri:**

Waktu Operasi Terpinda	
Isnin - Ahad	8:00am – 8:00pm
Isnin - Ahad (Untuk Negeri Perak, Pahang & Kelantan)	8:00am – 7:00pm
Isnin - Ahad (Untuk Negeri Sabah)	8:00am – 6:00pm

**Nota:** Waktu operasi Terminal Layan Diri adalah tertakluk kepada perintah Kerajaan Negeri/Majlis Perbandaran.

Berkuatkuasa 6 April, caj pengeluaran di rangkaian ATM Perkongsian MEPS di Malaysia akan dikecualikan sehingga tempoh PKP tamat.

**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"><li>Laporan kehilangan atau kecurian kad</li><li>Urusan berkaitan dengan penipuan</li></ul>

**4. Perkhidmatan-Perkhidmatan Kad Kredit**

Penghantaran kad baru dan gantian beroperasi semula berkuatkuasa serta merta. Semua kad kredit baru dan gantian akan dihantar kepada pelanggan dalam tempoh 2 minggu akan datang.

- Perkhidmatan-perkhidmatan berikut akan digantung dan akan beroperasi semula setelah tempoh PKP tamat: Penghantaran cetakan penyata
- Penghantaran ganjaran ahli

Terima kasih diatas kesabaran dan kerjasama anda.

Pihak Pengurusan

**CIMB Bank Berhad & CIMB Islamic Bank Berhad**