

IMPORTANT NOTICE
23 April 2020

Dear Valued Customer,

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

In reference to our previous notice, dated 20 April, our banking operations will be revised as follows.

1. Branches:

Revised Timings	
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 Local International Airports KLCC and Menara UAB	Monday to Friday, 9:00am-5:00pm Monday to Friday, 9:30am-2:00pm

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 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:

Revised Timings	
Monday - Sunday	8:00am – 8:00pm
Monday – Sunday (For State of Perak, Pahang, Kelantan & Sarawak)	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:

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



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
- Delivery of campaign prizes
- Delivery of Malaysia Airlines Golden Lounge Vouchers for Enrich Platinum and Enrich World cardholders.

Thank you for your patience and understanding.

The Management
CIMB Bank Berhad & CIMB Islamic Bank Berhad

PENGUMUMAN PENTING 23 April 2020

Para Pelanggan Yang Dihargai,

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

Merujuk kepada notis kami sebelum ini, bertarikh 20 April, waktu operasi kami telah dipinda seperti berikut.

1. Cawangan-Cawangan:

	Waktu Operasi Terpinda
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 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 & Sarawak)	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">Laporan kehilangan atau kecurian kadUrusan berkaitan dengan penipuan

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
- Penghantaran hadiah kempen
- Penghantaran baucar *Malaysia Airlines Golden Lounge* untuk pemegang kad *Enrich Platinum* dan *Enrich World*.

Terima kasih diatas kesabaran dan kerjasama anda.

Pihak Pengurusan
CIMB Bank Berhad & CIMB Islamic Bank Berhad