

IMPORTANT NOTICE
13 May 2020

Dear Valued Customer,

(Updated) Banking Operations during Conditional Movement Control Order (CMCO)

In reference to our previous notice, dated 12 May, our banking operations will be revised as follows.

1. Branches [Revised]:

Effective 13 May 2020

	Revised Timings
CIMB branches and Preferred Centres	Monday - Friday: 9:15am - 3:00pm
CIMB branches and Preferred Centres (in Kelantan and Terengganu)	Sunday - Thursday: 9:15am - 3:00pm
CIMB branch and Preferred Centre (in Suria KLCC and Setia City Mall)	Monday – Sunday (including public holidays): 9:15am - 3:00pm
CIMB Branch (Mesra Mall Kemasik)	Saturday – Thursday (including public holidays): 9:15am - 3:00pm

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

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 [Updated]:

Effective 14 May 2020, our Consumer Call Centre operating hours will be revised back as usual (Pre-MCO) and will be available 24 hours, Monday to Sunday.

4. Credit Card Services:

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

Thank you for your patience and understanding.

The Management

CIMB Bank Berhad & CIMB Islamic Bank Berhad

PENGUMUMAN PENTING
13 May 2020

Para Pelanggan Yang Dihargai,

(Kemaskini) Operasi Bank Semasa Perintah Kawalan Pergerakan Bersyarat (PKPB)

Merujuk kepada notis kami sebelum ini, bertarikh 12 May, waktu operasi kami telah dipinda seperti berikut.

1. Cawangan- cawangan [Pindaan]:

Berkuatkuasa 13 Mei 2020

	Waktu Operasi Terpinda
Cawangan-cawangan CIMB dan Pusat Preferred	Isnin - Jumaat: 9:15 pagi - 3:00 petang
Cawangan-cawangan CIMB dan Pusat Preferred (di Kelantan dan Terengganu)	Ahad- Khamis: 9:15 pagi - 3:00 petang
Cawangan-cawangan CIMB dan Pusat Preferred (di Suria KLCC dan Setia City Mall)	Isnin – Ahad (termasuk cuti umum): 9:15 pagi - 3:00 petang
Cawangan-cawangan CIMB (Mesra Mall Kemasik)	Sabtu – Khamis (termasuk cuti umum): 9:15 pagi - 3:00 petang

Lawati www.cimb.com.my/mco-branch untuk memeriksa sama ada cawangan itu dibuka sebelum berkunjung.

2. Terminal Layan Diri:

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

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 [Pindaan]:

Berkuatkuasa 14 Mei 2020, waktu operasi Pusat Panggilan Pelanggan kami telah dikemaskini seperti biasa (Pra-PKP) dan akan tersedia 24 jam, Isnin hingga Ahad.



CIMB Bank Berhad 197201001799 (13491-P)



CIMB Islamic Bank Berhad 200401032872 (671380-H)

4. Perkhidmatan-Perkhidmatan Kad Kredit

Perkhidmatan-perkhidmatan berikut akan digantung dan akan beroperasi semula setelah tempoh PKP tamat:

- Penghantaran cetakan penyata
- Penghantaran ganjaran ahli
- Penghantaran hadiah kempen

Terima kasih diatas kesabaran dan kerjasama anda.

Pihak Pengurusan

CIMB Bank Berhad & CIMB Islamic Bank Berhad