



CIMB Bank Berhad 197201001799 (13491-P)



CIMB Islamic Bank Berhad 200401032872 (671380-H)

IMPORTANT NOTICE
19 June 2020

Dear Valued Customer,

(Updated) Banking Operations during Recovery Movement Control Order (RMCO)

In reference to our previous notice, dated 1 June, our banking operations will be revised as follows.

1. Branches [Updated]:

Effective 10 June 2020, our branch operating hours will be revised back as usual (Pre-MCO).

To view our branch operating hours, please visit
<https://www.cimb.com.my/en/personal/help-support/branch-locator.html>

2. Self Service Terminals:

Effective 1 June 2020, our Self Service Terminals operating hours will be revised back as usual (Pre-MCO) and will be available 24 hours, Monday to Sunday.

Please note that availability of Self Service Terminals may vary depending on its location (e.g. Malls and selected branches)

Effective 6 April 2020, withdrawal fees at MEPS Shared ATM network in Malaysia will be waived until the MCO is uplifted.

3. Consumer Call Centre:

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 Recovery MCO has been uplifted:

- Delivery of member rewards
- Delivery of campaign prizes

Thank you for your patience and understanding.

The Management
CIMB Bank Berhad & CIMB Islamic Bank Berhad



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PENGUMUMAN PENTING
19 June 2020

Para Pelanggan Yang Dihargai,

(Kemaskini) Operasi Bank Semasa Perintah Kawalan Pergerakan Pemulihan(PKPP):

Merujuk kepada notis kami sebelum ini, bertarikh 1 June, waktu operasi kami telah dipinda seperti berikut.

1. Cawangan- cawangan [Pindaan]:

Berkuatkuasa 10 Jun 2020, waktu operasi cawangan kami akan dikemaskini semula seperti biasa (Pra-PKP).

Untuk menyemak waktu operasi cawangan kami, sila layari laman sesawang kami:
<https://www.cimb.com.my/en/personal/help-support/branch-locator.html>

2. Terminal Layan Diri:

Berkuatkuasa 1 Jun 2020, waktu operasi Terminal Layan Diri kami akan dikemaskini semula seperti biasa (Pra-PKP) dan akan beroperasi 24 jam, Isnin hingga Ahad.

Harap maklum bahawa waktu operasi Terminal Layan Diri mungkin berbeza-beza bergantung pada lokasinya (contoh. Pusat-pusat membeli belah dan cawangan-cawangan terpilih)

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

3. Pusat Panggilan Pelanggan:

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

4. Perkhidmatan-Perkhidmatan Kad Kredit

Perkhidmatan-perkhidmatan berikut akan digantung dan akan beroperasi semula setelah tempoh Perintah Kawalan Pergerakan Pemulihan(PKPP) tamat:

- Penghantaran ganjaran ahli
- Penghantaran hadiah kempen

Terima kasih diatas kesabaran dan kerjasama anda.

Pihak Pengurusan
CIMB Bank Berhad & CIMB Islamic Bank Berhad