

Important Notice:

Notice of the Discontinuation of the CIMB Touch 'n Go Zing Card ("Zing Card")

5 April 2024

Dear Valued Cardholders,

We wish to inform you that effective 26 April 2024, CIMB will cease issuance of CIMB Touch 'n Go Zing Card. This means no new cards will be issued including for card renewal and replacement.

Existing CIMB Touch 'n Go Zing Card customers may continue to use it without interruption until discontinuation/expiry of your card.

For more information, please refer to the FAQs.

Thank you for your support.

The Management.
CIMB Bank Berhad
CIMB Islamic Bank Berhad

Frequently Asked Questions (FAQ) – Discontinuation of the CIMB Touch 'n Go Zing Card ("Zing Card")

No	Question	Answer
1	Can I continue to use my existing Zing Card?	Yes, you may continue to use your Zing Card without interruption and you will receive an SMS notification at least 21 days before the discontinuation/expiry of your card stating the exact date your card will be discontinued.
2	I still have balance in my Zing Card, what will happen to it upon expiry?	It will be refunded to the CIMB Bank/ CIMB Islamic Credit Card linked to your Zing Card. It will take approximately 6 weeks for the refund to be processed and reflected in your Credit Card statement.
3	How do I know if it has been refunded to my Credit Card account?	The refund of your unutilized balance on your Zing card will be reflected in your Credit Card statement.
4	My Zing Card was stolen/damaged recently, what should I do?	If your Zing Card is lost or stolen, please: <ul style="list-style-type: none">• Call CIMB Contact Centre at +603 6204 7788 immediately to block your card. Any unutilized balance in the Zing Card will be refunded to your CIMB Bank/CIMB Islamic Credit Card that is linked to your Zing Card (refer Q2).
5	I would like to continue using the Zing Card, what can I do?	You may continue to use your Zing Card until discontinued/ expiry, or earlier if it is damaged, lost or stolen. It will not be renewed or replaced after that.