

Conversion of Shariah Concept for All CIMB Islamic Bank Berhad Credit Cards



Frequently Asked Question (FAQ)

Updated 31 December 2025

No.	Question	Answer
1	What is this conversion about?	<p>Shariah concept for all CIMB Islamic Credit Card-i, including its related services which are currently under the Ujrah concept will be converted to the Tawarruq concept, effective 1 January 2026 (“the Conversion”).</p> <p>This is as part of the banking industry’s efforts to enhance Shariah-compliant financial solutions. This initiative is designed to provide greater clarity and consistency in Islamic banking practices, ensuring that your financial needs are met seamlessly.</p> <p>This transition is being closely guided and monitored by Bank Negara Malaysia (BNM) to safeguard the interests of all customers and ensure a smooth process.</p>
2	When does this conversion take place?	The conversion will take effect on 1 January 2026 (“Conversion Effective Date”).
3	Does this migration cover all CIMB Islamic Credit Card-i?	<p>Yes. All CIMB Islamic Credit Card-i will be covered under this conversion:</p> <ul style="list-style-type: none">• CIMB PETRONAS Visa Platinum-i• CIMB PETRONAS Visa Infinite-i• CIMB Platinum-i Mastercard• CIMB Preferred Visa Infinite-i
4	Do I have to take any action to continue using my Credit Card-i?	<p>No. You are not required to take any action and can continue using your current Credit Card-i as usual.</p> <p>By continuing to use it, you will be:</p> <ul style="list-style-type: none">• deemed as agree to the conversion including the appointment of the Bank as your agent for the purposes of executing the Commodity trading arrangement and• bound by the revised version of the CIMB Islamic Bank Berhad Credit Card Terms and Condition dated 1 January 2026.
5	What is the purpose of the conversion?	The purpose of this conversion is to improve our products and services while ensuring that the financial arrangements of your Credit Card-i comply with Shariah requirements.

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6	What will be the impact on my Credit Card-i if I continue to use it?	<p>There will be no changes to your Credit Card-i. The Bank has ensured that this conversion will have no adverse impact on your existing benefits, features, and services, including but not limited to:</p> <ul style="list-style-type: none"> • Fees and charges • In-App Payment such as Google Wallet and Samsung Wallet • CIMB Bonus points • Payment services such as auto-billing and standing instructions • Other credit card services such as Cash Advance <p>Please note that you must continue to make payments based on your monthly card statement and adhere to the obligations set out in the CIMB Islamic Bank Berhad Terms and Conditions.</p>
7	What is the new Shariah concept?	<p>Tawarruq, also called Commodity Murabahah, involves two sale and purchase contracts.</p> <ul style="list-style-type: none"> • First Contract - The Bank sells a commodity to you (the Cardholder) on a deferred payment basis. • Second Contract – Subsequently, the Bank on your behalf, sell the same commodity to a third party on cash and spot basis. <p>The Murabahah refers to a sale where the purchase cost (Bank's Purchase Price) and markup (Total Profit) are calculated to derive Bank's Sale Price which is disclosed to you.</p>
8	What are the key new terms introduced under the new Shariah concept?	<ol style="list-style-type: none"> 1. Bank's Sale Price Maximum amount payable by you, including the Bank's Purchase Price + Total Profit. Bank's Sale Price amount will appear in your Credit Card Statement effective January 2026 onwards. Update as of 31 December 2025: Please be informed that the final updated Bank's Sale Price for your CIMB Islamic Credit Card-i will appear in your Credit Card Statement latest by February 2026 onwards. 2. Bank's Purchase Price Your approved credit limit amount plus an additional 50% of the credit limit. This is the Bank's cost when acquiring the commodity. 3. Total Profit

No.	Question	Answer
		Maximum profit charged, calculated based on Bank’s Purchase Price, Ceiling Profit Rate, and Tenure. The Total Profit is part of the Bank’s Sale Price.
9	During the conversion period, can I still use my credit card-i for purchases or other transactions?	Yes, you can continue to utilise your Credit Card-i as usual. Should you experience any disruption, you may contact our Consumer Contact Centre at +60362047788.
10	Is there any impact to the new credit card-i application?	New Applicants of Credit Card-i (prior to 1 January 2026)
		<table><tr><td>If you AGREE with the Conversion</td><td><p>Scenario A: Your new Credit Card-i application is approved and activated before 20 December 2025 (“Conversion Cut-Off Date”).</p><ul style="list-style-type: none">You will be treated as an Existing Cardholder.By continuing to use your card, you will:<ul style="list-style-type: none">be deemed to agree to the Conversion, including the appointment of the Bank as your agent for executing the Commodity trading arrangement.be bound by the updated CIMB Islamic Bank Berhad Credit Card Terms and Conditions dated 1 January 2026.<p>Scenario B: Your new Credit Card-i application is submitted before the Conversion Cut-Off Date but approved only after the Conversion Effective Date</p><ul style="list-style-type: none">By activating and using your Credit Card-i, you will:<ul style="list-style-type: none">be deemed to agree to the Conversion, including the appointment of the Bank as your agent for executing the Commodity trading arrangement.be bound by the updated CIMB Islamic Bank Berhad Credit Card Terms and Conditions dated 1 January 2026.</td></tr></table>
If you AGREE with the Conversion	<p>Scenario A: Your new Credit Card-i application is approved and activated before 20 December 2025 (“Conversion Cut-Off Date”).</p> <ul style="list-style-type: none">You will be treated as an Existing Cardholder.By continuing to use your card, you will:<ul style="list-style-type: none">be deemed to agree to the Conversion, including the appointment of the Bank as your agent for executing the Commodity trading arrangement.be bound by the updated CIMB Islamic Bank Berhad Credit Card Terms and Conditions dated 1 January 2026. <p>Scenario B: Your new Credit Card-i application is submitted before the Conversion Cut-Off Date but approved only after the Conversion Effective Date</p> <ul style="list-style-type: none">By activating and using your Credit Card-i, you will:<ul style="list-style-type: none">be deemed to agree to the Conversion, including the appointment of the Bank as your agent for executing the Commodity trading arrangement.be bound by the updated CIMB Islamic Bank Berhad Credit Card Terms and Conditions dated 1 January 2026.	

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		<div data-bbox="751 245 976 695"> <p>If you DISAGREE with the Conversion</p> </div> <div data-bbox="976 245 1873 695"> <p>Scenario A: Your new Credit Card-i application is approved and activated before the Conversion Cut-Off Date</p> <ul style="list-style-type: none"> You will be treated as an Existing Cardholder. Please refer to No. 11 for opt out steps. <p>Scenario B: Your new Credit Card-i application is submitted before the Cut-Off Date but approved only after the Conversion Effective Date</p> <ul style="list-style-type: none"> You may choose not to activate your newly approved Credit Card-i and contact the Bank to cancel or terminate the card. </div> <p><i>Important Note: During the Conversion Period (21 December 2025 – 5 January 2026), card application and approval will continue as per normal, however, card delivery for newly approved credit card-i during Conversion Period will be delayed to ensure smooth transition.</i></p>
11	<p>What should I do if I disagree with the conversion?</p>	<p>Only Principal cardholders are required to contact the Bank.</p> <p>How to decline the Conversion:</p> <p>1) Call or email the Bank:</p> <ul style="list-style-type: none"> Consumer Contact Centre at +603 6204 7788 Email us at contactus@cimb.com <p>2) Submit your request through Secured Messaging via CIMB OCTO App:</p> <p>Step 1: Launch CIMB OCTO App</p> <p>Step 2: Select message icon at the top right corner of Home Page, OR Tap on More > Help & Support > Mailbox</p> <p>Step 3: Login on OCTO App</p> <p>Step 4: Click <i>Enquiry</i> > <i>Credit Card</i> > Select your Credit Card-i account</p> <p>Step 5: Insert Subject: DECLINE TAWARRUQ CC-i CONVERSION</p>

No.	Question	Answer												
		<p>Step 6: Insert Message: [Insert the 'Opt Out Code' from the table below]</p> <p>Once your request is received, your Credit Card-i will be disabled for use. Your Card Account-i will only be cancelled/ closed after any outstanding balances are fully settled.</p> <p>There are few opt out options available as follows:</p> <table> <tr> <th>Opt Out Code</th><th>Opt out options</th><th>Details</th></tr> <tr> <td>OPTOUT A</td><td>Cancel Your Credit Card-i (Full Settlement)</td><td>Settle all outstanding balances by 31 December 2025 and cancel your card.</td></tr> <tr> <td>OPTOUT B</td><td>36-Month Auto Balance Conversion-i Programme via Tawarruq to Settle the Outstanding Balances</td><td> <p>If you cannot fully settle your balance, you may convert your outstanding balances into 36 monthly instalments.</p> <p>By choosing this, you agree to the appointment of the Bank to act as your agent for the Commodity trading arrangement as per the updated CIMB Islamic Bank Berhad's Credit Card Terms and Conditions dated 12 December 2025.</p> </td></tr> <tr> <td>OPTOUT C</td><td>Other Payment Options to Settle the Outstanding Balances</td><td>If any of the above options are not suitable for you, please contact the Bank to discuss alternative payment options.</td></tr> </table>	Opt Out Code	Opt out options	Details	OPTOUT A	Cancel Your Credit Card-i (Full Settlement)	Settle all outstanding balances by 31 December 2025 and cancel your card.	OPTOUT B	36-Month Auto Balance Conversion-i Programme via Tawarruq to Settle the Outstanding Balances	<p>If you cannot fully settle your balance, you may convert your outstanding balances into 36 monthly instalments.</p> <p>By choosing this, you agree to the appointment of the Bank to act as your agent for the Commodity trading arrangement as per the updated CIMB Islamic Bank Berhad's Credit Card Terms and Conditions dated 12 December 2025.</p>	OPTOUT C	Other Payment Options to Settle the Outstanding Balances	If any of the above options are not suitable for you, please contact the Bank to discuss alternative payment options.
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OPTOUT C	Other Payment Options to Settle the Outstanding Balances	If any of the above options are not suitable for you, please contact the Bank to discuss alternative payment options.												
12	What will happen to my Credit Card-i if I request for opt out?	Once the bank received your request to opt out, your Credit Card-i will be disabled for any utilisation and will be cancelled only upon any outstanding balances under your Credit Card-i is fully settled.												

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13	Why does my credit card statement show Tawarruq-related terminology even though I have opted out from the conversion?	<p>Following the conversion of all Credit Cards-i to the Tawarruq concept, the Credit Card Statement will be updated to reflect the relevant terminologies under Tawarruq.</p> <p>For customers who choose to opt out with Opt Out Code A, terms such as Bank's Sale Price and Unearned Profit will not be applicable.</p>
14	My CIMB Credit Card-i account is under Debt Rescheduling & Restructuring Programme or Debt Management Programme under Agensi Kaunseling dan Pengurusan Kredit (AKPK). How does this affect me?	<p>Your card account(s) will be included in the Conversion with no further action required.</p> <p>You will be:</p> <ul style="list-style-type: none"> • deemed as agree to the conversion including the appointment of the Bank as your agent for the purposes of executing the Commodity trading arrangement and • bound by the revised version of the CIMB Islamic Bank Berhad Credit Card Terms and Condition dated 1 January 2026. <p>Please note that you must continue to make payments based on your monthly card statement and adhere to the obligations set out in the CIMB Islamic Bank Berhad Terms and Conditions.</p>
15	Where can I find more information on this conversion?	Any further information regarding the Effective Date or other changes related to the implementation of the Conversion will be communicated via notice through CIMB Malaysia website or other official communication channels.