

SecureTAC Biometric Password Removal FAQ

No	Question	Answer
1	Why do I need to use biometric or passcode to approve SecureTAC now?	To provide stronger security, SecureTAC approvals no longer support password verification. You will now need to verify your identity using biometric (Face ID or fingerprint) or a passcode when approving SecureTAC transactions. This helps protect your account from unauthorised access and fraud.
2	How do I approve transactions using SecureTAC?	Mobile App transactions: • Step 1: Verify your transaction details on the transaction confirmation page • Step 2: Scroll down & tap “Approve” or “Reject” to proceed Online banking transactions (Clicks Web / Clicks Mobile Browser): • Step 1: Submit your transaction request, and the SecureTAC page will appear. The push notification will be sent to your primary device • Step 2: Check your device and tap on the SecureTAC notification • Step 3: Verify the transaction and tap “Approve” or “Reject” to proceed • Step 4: When prompted, verify your identity using facial recognition/Face ID, fingerprint, or passcode. • Step 5: Once verified, your transaction will be approved You will need to approve selected debit and credit card transactions using SecureTAC on CIMB OCTO App. To approve debit or credit card transactions using SecureTAC, please follow the steps below: <u>Debit and Credit Card transactions:</u> • Step 1: Proceed to make payment for your online purchase using your CIMB debit or credit card. A push notification will be sent to your primary device with CIMB OCTO App installed and activated • Step 2: Check your device and tap on the SecureTAC notification • Step 3: Verify the transaction and tap “Approve” or “Reject” to proceed • Step 4: When prompted, verify your identity using facial recognition/Face ID, fingerprint, or passcode. • Step 5: Once verified, your transaction will be approved
3	Is it mandatory for me to use biometric or	Yes. You must set up biometric or passcode on the CIMB OCTO App to approve SecureTAC transactions. Password approval is no longer supported.

	passcode to approve SecureTAC?	
4	What happens if I do not set up biometric or passcode?	If you have not set up biometric or passcode, your SecureTAC approval will not go through. You will see an error message prompting you to set up biometric or passcode after tapping on 'Approve' on SecureTAC Approval page. Once set up, you can retry your transaction.
5	I saw the message "You can't continue right now" or "Approval not available". What does this mean?	This means SecureTAC approval could not be completed at that time. This may happen if: • Biometric or passcode is not set up • Passcode was entered incorrectly multiple times • Passcode verification was cancelled This does not mean your account is blocked or suspended.
6	What should I do if my SecureTAC approval fails? (Self-serve recovery)	You can resolve this on your own by following these steps: 1. Make sure biometric or passcode is set up on your CIMB OCTO App 2. Retry your transaction via CIMB Clicks Web 3. When prompted, approve the transaction again using SecureTAC No funds are deducted when approval fails.
7	Will my Clicks ID be suspended if the SecureTAC approval fails?	No. Your Clicks ID will not be suspended due to a SecureTAC approval failure.
8	What if I enter passcode more than the maximum number of attempts or cancel the	You will receive an error message that you cannot continue right now. You will need to retry the transaction again as the SecureTAC approval failed/rejected.

	passcode authentication?	
9	What happens when I tap on the 'Done' button on the error message 'You can't continue right now' and 'Approval not available'?	When you tap "Done", the OCTO App will close and the transaction will show a "Rejected" status on CIMB Clicks Web. You may then retry the transaction again via CIMB Clicks Web.
10	Why did my transaction fail immediately after biometric or passcode verification?	This may happen if: • Biometric or passcode was not previously set up • Passcode verification failed multiple times • Passcode verification was cancelled After setting up biometric or passcode, you may retry the transaction.
11	Do I need to contact Contact Centre if my SecureTAC approval fails?	No, in most cases you do not need to contact our Contact Centre. You can try resolving the issue by: • Setting up biometric or a passcode on the OCTO App • Retrying the transaction via CIMB Clicks Web Please only contact the Contact Centre if the issue persists after retrying.