

eSTATEMENT/eNOTICE VIA EMAIL

For Loan/Financing Accounts i.e. Property Financing, ASB Financing and Deposit Accounts.

1. I received an SMS about switching to eStatement/eNotice. What does this mean and do I need to do anything?

Effective 23rd November 2021, CIMB will no longer send your statements/notices via physical mail but will send them to you via email at your email address in CIMB's records. You do not need to do anything but check your email inbox regularly. If you are a CIMB Clicks user, you may also view your statements on CIMB Clicks.

2. How can I check which email address is registered with CIMB and can I update my email address?

You may check and update your email address in CIMB Clicks by:

- Step 1: Login to CIMB Clicks at www.cimbclicks.com.my via web browser
- Step 2: Select Services > eStatement > Click on 'Email Statement Delivery'
- Step 3: Update Email / Password for your Email Statement & perform TAC verification to confirm.

3. How can I view my eStatement via CIMB Clicks?

Step 1: Login to CIMB Clicks www.cimbclicks.com.my via web browser

Viewing from My Accounts

Step 2: Go to 'My Account' > Click on 'three dots button' at the top right corner > Click on 'View/Download eStatement'

Step 3: Select the month of choice

Step 4: Click on the Download button > Click Download as PDF

Viewing from Services

Step 2: Go to 'Services' > 'eStatements' > Click on 'View eStatement'

Step 3: Select the month of choice

Step 4: Click on the Download button > Click Download as PDF

4. I prefer to continue receiving paper statements/notices, can I request for paper statements/notices for my accounts?

We encourage our account holders to receive eStatement(s)/eNotice(s) to help drive the reduction of paper consumption and promote contactless services especially in this current environment.

If you prefer to receive your statements/notices via physical mail after 23rd November 2021, you may sign up for CIMB Clicks and follow these steps to switch back to paper statement.

Step 1: Login to CIMB Clicks at www.cimbclicks.com.my via web browser

Step 2: Select Services > eStatement > Click on 'Stop/Resume Paper Statement'

Step 3: Select 'Resume'

Step 4: Accept Declaration, and select 'I Agree & Confirm'

5. Will this affect my standing/payment instruction or any of my loan/financing due dates?

Your existing standing instructions, if any, will remain the same, as well as your loan/financing due dates.

6. What if I do not do anything after receiving the SMS from CIMB? Will I stop receiving paper statements/notices?

Yes, you will not receive your statements via paper statements after 23rd November 2021.

7. Will this affect all my accounts with CIMB?

This will only affect loan/financing and deposit accounts (excluding personal financing, auto financing and credit card).