

### Frequently Asked Questions (FAQ)

**1. I received an SMS about switching to eStatement via CIMB Clicks. What does this mean and do I need to do anything?**

The SMS is an invitation for you to opt-in for credit card eStatement. Once you opt-in, effective 22 September 2023 your monthly credit card statement will be made available for download via CIMB Clicks. The bank will stop sending printed statement to your mailing address.

If you are interested to receive your monthly credit card statement via CIMB Clicks, all you need to do is SMS *ESTMT <space> last 4 digits IC* to 62666 by 17 September 2023. Example if the last 4 digits of your IC number is 1234, you just need to SMS *ESTMT 1234 to 62666*.

**2. What happens if I do not respond to the SMS?**

If you do not respond to the SMS, you will continue to receive print statements to your mailing address as usual.

**3. I have not updated my e-mail address with the bank. How can I update my e-mail address?**

You may update your email address either by:

- Downloading the Credit Card Maintenance form from our website (Click [here](#) to download) and e-mail the completed form to [cru@cimb.com](mailto:cru@cimb.com) or
- Visit any CIMB Branch.

**4. I received an SMS about switching to eStatement via e-mail. What does this mean and do I need to do anything?**

The SMS is an invitation for you to opt-in for credit card eStatement. Once you opt-in, effective 22 September 2023 your monthly credit card statement will be sent to you via your e-mail address registered with the bank. The bank will stop sending printed statement to your mailing address.

If you are interested to receive your monthly credit card statement via e-mail, all you need to do is SMS *ESTMT <space> last 4 digits IC* to 62666 by 17 September 2023. Example if the last 4 digits of your IC number is 1234, you just need to SMS *ESTMT 1234 to 62666*.

**5. I was not informed/did not receive any SMS regarding switching to e-statement.**

We have communicated to all our customers via SMS to their mobile number registered with the bank.

It may be possible that your mobile number has not been update in our records.

You may update your mobile number either by:

- Downloading the Credit Card Maintenance form from our website (Click [here](#) to download) and e-mail the completed form to [cru@cimb.com](mailto:cru@cimb.com) or

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- Submit at any CIMB Branch or
- via CIMB Clicks

### 6. How can I view my credit card eStatement via CIMB Clicks?

You may view your credit card eStatement either via 'My Account' or 'Services'.

#### Viewing from My Accounts on Clicks web

Step 1: Login to CIMB Clicks [www.cimbclicks.com.my](http://www.cimbclicks.com.my)

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 on Clicks web

Step 1: Login to CIMB Clicks [www.cimbclicks.com.my](http://www.cimbclicks.com.my)

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

### 7. I am unable to view my credit card statements on CIMB Clicks, what do I need to do?

You will need to link your credit card(s) to CIMB Clicks before you are able to view your monthly credit card eStatement on CIMB Clicks. Once you have linked, your credit card details and statement will be available in CIMB Clicks within 2 working days.

Step 1: Login to CIMB Clicks [www.cimbclicks.com.my](http://www.cimbclicks.com.my)

Step 2: Go to 'Services' > 'Account Maintenance' > 'Credit Card' > Link Credit Card to CIMB Clicks ID

Step 3: Fill in your 16 digits credit card number and select your CIMB Clicks User ID

Step 4: Click 'Submit' and request TAC for your submission

Alternatively, you may also refer to quick tutorial video below on how to link your credit card(s) to CIMB Clicks: <https://www.youtube.com/watch?v=1pSigucoPog>

### 8. Can I switch back to receiving print statements to my mailing address after 22 September 2023?

As part of our continuous efforts to digitalise our service delivery and reduce paper consumption, we encourage our customers to adopt eStatement.

However, if you prefer to receive your credit card statements via mail, please call our Consumer Contact Centre at 603-6204 7788. Please note that there will be a RM2 Statement Fee per month applied and charged to your credit card account.

### 9. Are there any Statement Fees if I choose to receive print statement via mail?

Yes, RM2 Statement Fee per month will be charged to your credit card account.

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The RM2 Statement Fee will not apply for the following group of cardholders:

- Cardholders aged 65 and above
- Cardholders who are differently abled\*
- Cardholders facing difficulties in accessing their banking statements online (e.g. located in rural areas, without internet)\*
- CIMB Preferred customers

*\*Cardholders are required to complete a self-declaration at any CIMB Branch*

### **10. Will my payment due date change?**

Your payment due date remains the same.