

For Loan/Financing Accounts i.e. Property Financing, Personal Financing, ASB Financing**ESTATEMENT VIA EMAIL/CLICKS****1. I received an SMS/Email (“eDM”) on eStatement for my loan/financing. What does this mean?**

CIMB will no longer send your Loan/Financing account(s) statements via paper statements with effect from the date stated in the SMS/Email (“eDM”). Please view your loan/financing account(s) eStatement via CIMB Clicks and/or receive it at your email address upon subscription for Email Statement Delivery via CIMB Clicks (refer to Q4).

2. I prefer to receive paper statement, can I request for paper statements for my loan / financing account(s)?

Yes, you may follow these steps to switch 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’ button

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

After following the steps above to switch to paper statement, you will receive paper statements in the following month statement cycle. Alternatively, you may visit to your nearest CIMB branch to request switching to paper statement.

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

Login to CIMB Clicks via web browser and view your monthly loan / financing account statement by following the steps below:

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

Step 2: Select Services > eStatement > Click on ‘View eStatement’

Step 3: Select the month

Step 4: Download the statement

4. How do I request for eStatement delivery to my email address?

Please follow these steps to subscribe for Email Statement:

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: Key in email address & password for your Email Statement

Step 4: Select ‘Yes’ to accept the Terms & Conditions > Select ‘I Agree & Confirm’

Step 5: Perform TAC verification and click ‘Confirm’.

5. If my email address is not registered or updated with the Bank, how do I register/update my email address for eStatement?

Please follow these steps to register/update your email address for Email Statement Delivery:

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.