

Frequently Asked Questions (FAQ)

No	Questions	Answer
1.	What is the purpose of the revision?	Firstly, to make it simpler for customer understanding. But more importantly, we wanted to assure customers that they will be treated fairly, and that CIMB will be transparent in its dealings with customers.
2.	When will the revised terms and conditions take effect?	The revised terms and conditions will be effective from 30 September 2019.
3.	Are the revised terms and conditions applicable to existing customers?	Yes.
4.	Do existing customers need to sign a new or supplementary document on these revised terms and conditions?	No, all existing terms and conditions remain unchanged but we will apply fair treatment across the board with existing and new customers.
5.	Are the revised terms and conditions applicable to both Conventional and Islamic Financing?	Yes.
6.	Where can I get a copy of the improved terms and conditions?	You may download a copy of the revised terms from our website at www.cimbislamic.com.my if you would like to have a copy for reference.

