



Foreign Transfers CIMB Clicks Step-by-Step Guide

July 2020

FORWARD  Together

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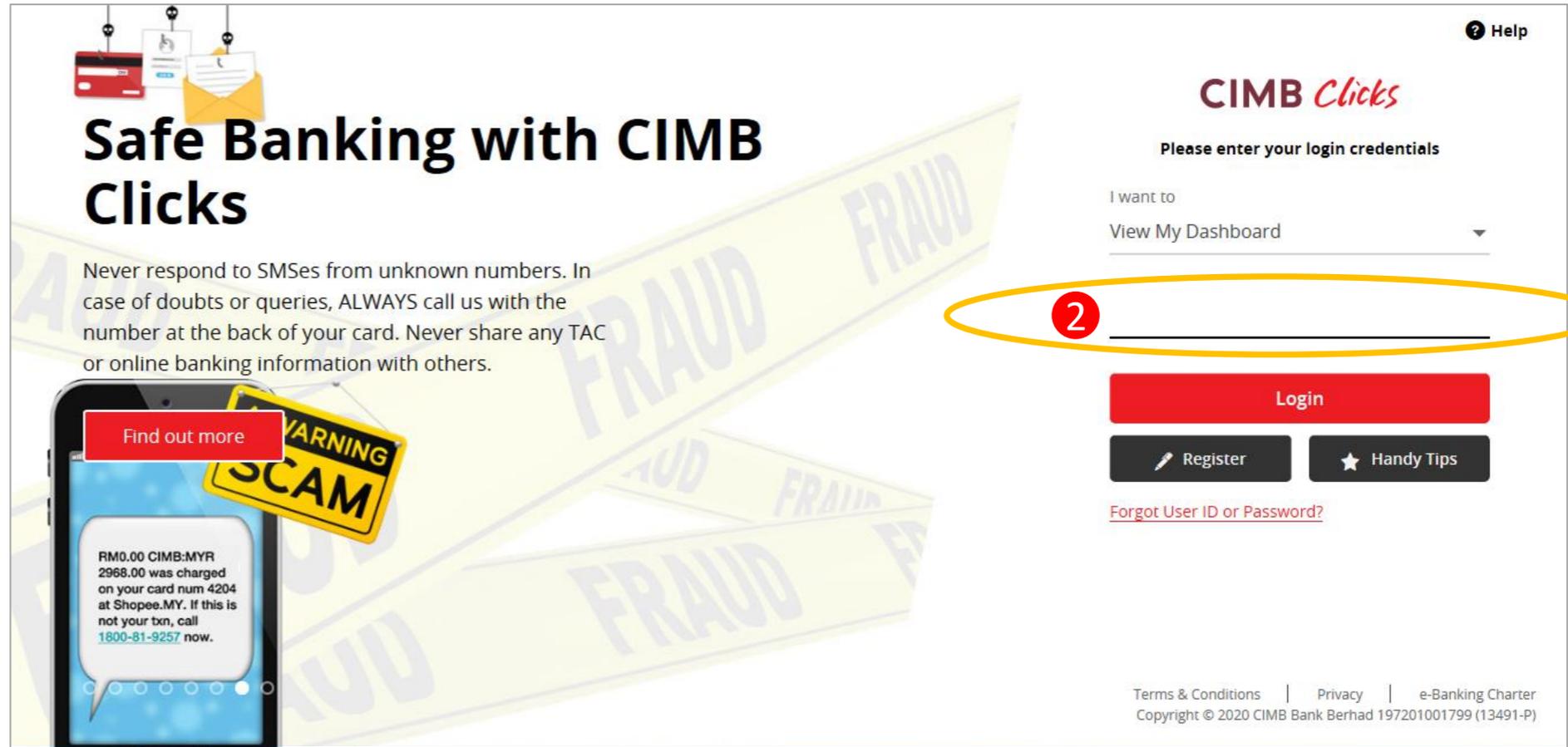
01

Foreign Transfers

Foreign Transfers CIMB Clicks Step-by-Step Guide

Login to CIMB Clicks (Desktop /Tablet User)

- 01  Logon to www.cimbclicks.com.my/clicks/#/
- 02  Login with your User ID & password.



Safe Banking with CIMB Clicks

Never respond to SMSes from unknown numbers. In case of doubts or queries, ALWAYS call us with the number at the back of your card. Never share any TAC or online banking information with others.

2

Find out more

WARNING SCAM

RM0.00 CIMB-MYR 2968.00 was charged on your card num 4204 at Shopee.MY. If this is not your txn, call 1800-81-9257 now.

Login

Register

Handy Tips

[Forgot User ID or Password?](#)

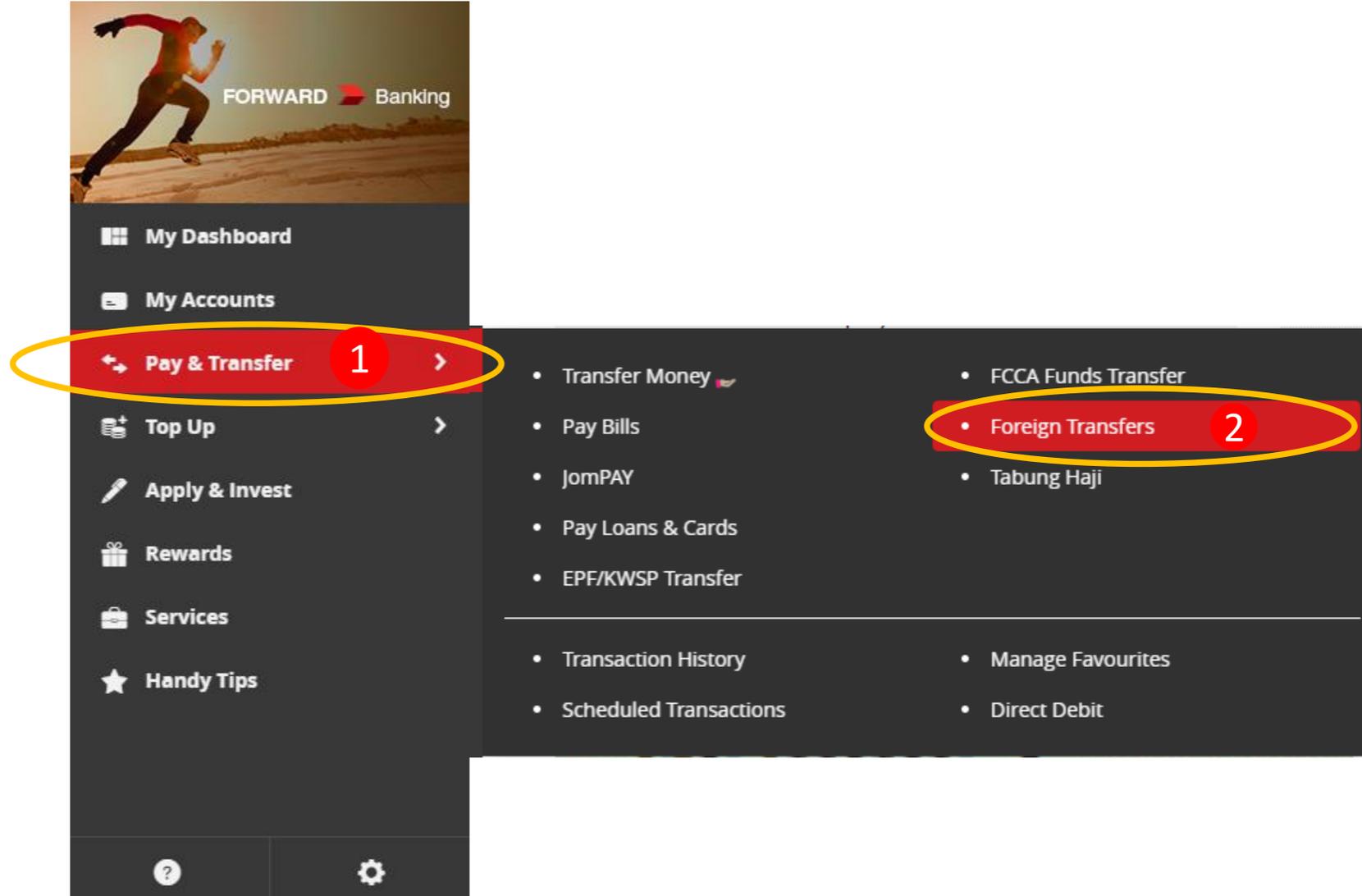
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Copyright © 2020 CIMB Bank Berhad 197201001799 (13491-P)



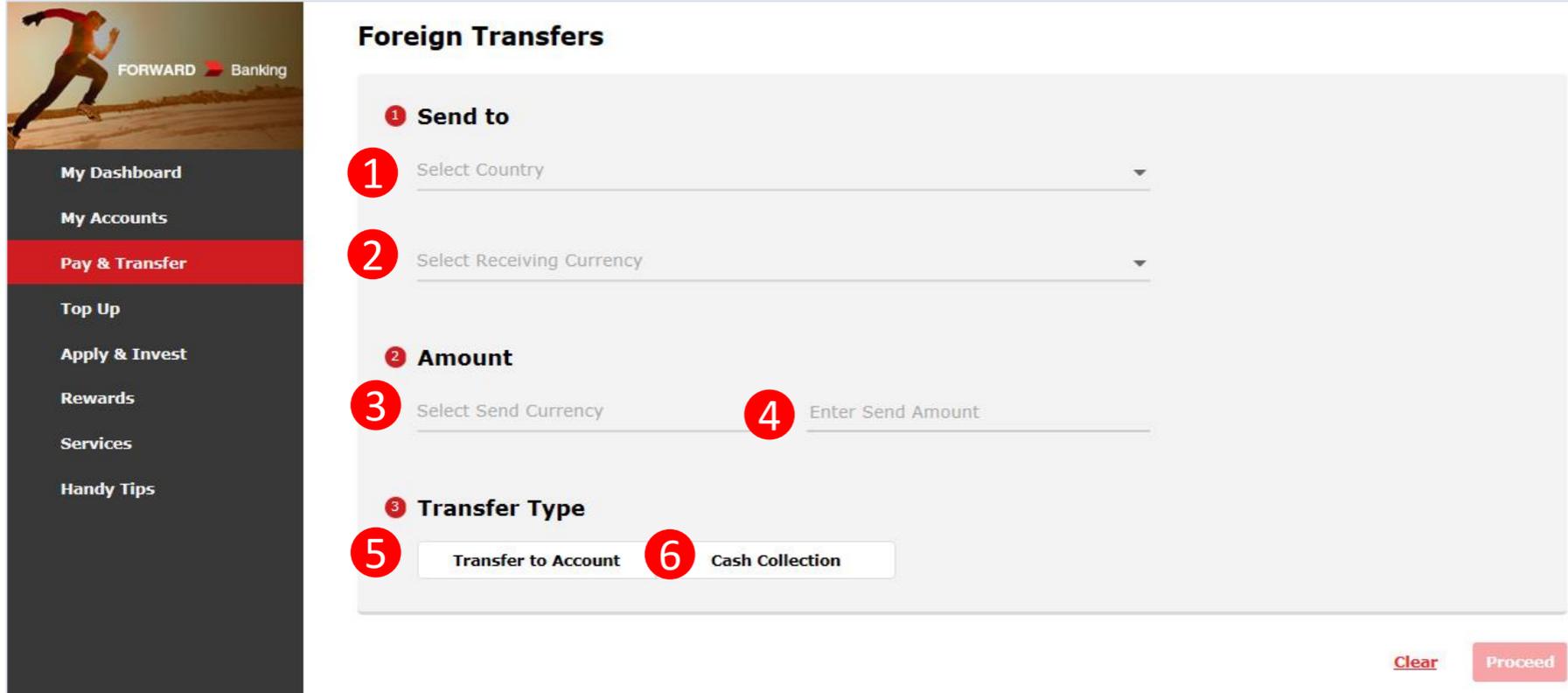
Selection of Foreign Transfers

01  Select **“Pay & Transfer”**

02  Select **“Foreign Transfers”**



Foreign Transfers Main page



Foreign Transfers

1 Send to

1 Select Country

2 Select Receiving Currency

2 Amount

3 Select Send Currency

4 Enter Send Amount

3 Transfer Type

5 Transfer to Account

6 Cash Collection

Clear Proceed

Navigation Guide

Select “Send To” Details

- 1 **Country** - Select the country you would like to send the funds to
- 2 **Receiving Currency** – Select the Currency you would like the beneficiary to receive in.

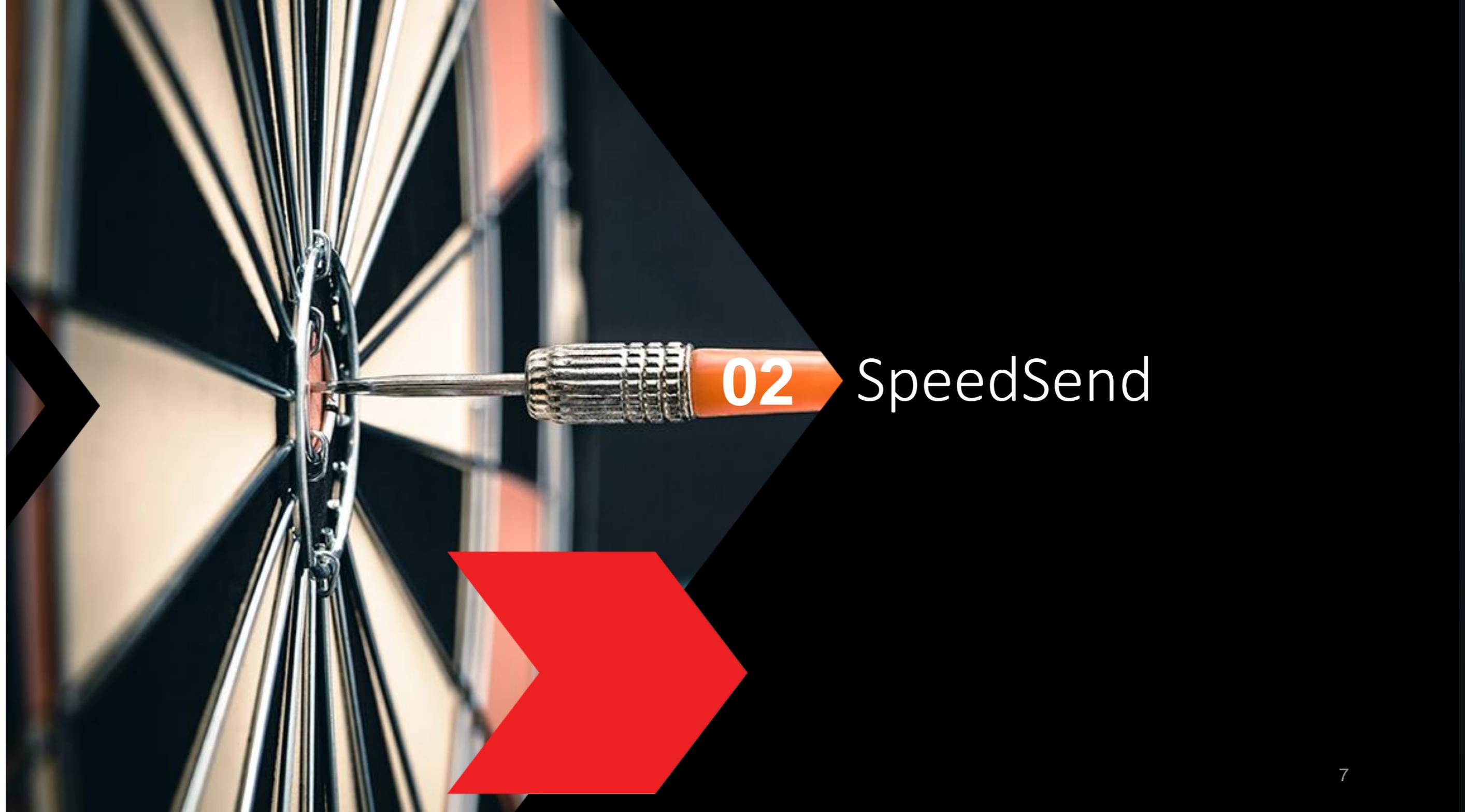
Fill in “Amount” Details

- 3 **Send Currency** -Select the currency you would like to send from
- 4 **Send amount** –Enter the selected currency amount you would like to send

Select “Transfer Type”

- 5 **Transfer To Account** - Select if you would like the beneficiary to receive the fund into his/her account
- 6 **Cash Collection**- Select if you would like the beneficiary to receive the funds in cash. Refer to **Section 04**.





02

SpeedSend

Type or Mode of Transfer selection

3 Transfer Type

1 **Transfer to Account** Cash Collection

We recommend the following, please select:

SpeedSend
Full pay - No beneficiary deduction. Instant transfer to accounts in UK, HK and India. Immediate cash collection available in Indonesia and Philippines.

Indicative Exchange Rate :	MYR 0.5543237 = HKD 1 MYR 1000.00 = HKD 1803.95
Service Charge :	MYR 10.00
Total Transfer :	MYR 1010.00

2

Foreign Telegraphic Transfer
Fast and secure borderless transaction across 200 countries.

Indicative Exchange Rate :	MYR 0.5553130 = HKD 1 MYR 1000.00 = HKD 1800.79
Service Charge :	MYR 10.00
Total Transfer :	MYR 1010.00

3

[Clear](#) **Proceed**

Navigation Guide

1 Select Transfer Type “**Transfer to Account**”

Select “Product Preference”

2 “**Speedsend**”
○ Please select SpeedSend

3 “**Proceed button**”
○ Clicks on Proceed button to go to next page



Customer Declaration (1 of 2)

Foreign Transfers

4 Overseas Fund Transfer Declaration

1 Sender Status
Resident in Malaysia

2 Beneficiary Status
Resident in Malaysia

3 Beneficiary Relationship
Immediate Family

Immediate Family Relation
Children

4 Purpose of Payment
Services and investment income

5 Select Types of Services and investment income
Education-related

Continue with more information in the next page



Navigation Guide

Fill in “Overseas Fund Transfer Declaration” Details

- 1 “Sender Status”**
 - Please select sender residency status
- 2 “Beneficiary Status”**
 - Please select Beneficiary residency status
- 3 “Beneficiary Relationship.”**
 - Please select relationship between sender and the Beneficiary
- 4 “Purpose of payment”**
 - Please select the appropriate purpose of payment from drop down list
- 5 “Select type of “Purpose of payment””**
 - Please select the appropriate purpose of payment from drop down list

Customer Declaration (2 of 2)

5 Declaration

I hereby declare the following:

1 Yes No

1. I hereby declare that I have read and understood the terms and conditions governing the service as set out herein and agree to comply with and be bound by the provisions of the said terms and conditions and any amendments to the same which the Bank may subsequently introduce.
2. I hereby declare and confirm that all the information provided by me herein is true and correct and in compliance with the Foreign Exchange Administration Rules made pursuant to the Financial Services Act 2013 and Islamic Financial Services Act 2013.
3. Without prejudice to the Bank's other rights of disclosure of information, I hereby agree and authorize the Bank to disclose any information about or with regard to my affairs and/or banking accounts to the receiving bank, any correspondent, agent, sub-agent or any other agency acting in relation to the Bank's execution of my instructions; to Bank Negara Malaysia or to any other party as authorized by law.
4. I hereby declare that if I am a resident, I shall only remit in foreign currency to my immediate family members (i.e spouse, parents, siblings or children) for any purpose of payment.
5. I hereby declare that if I am a resident, I shall only remit in foreign currency to another resident solely for education service, to current account overseas of another resident company or issued by residents in international markets.
6. I hereby declare that if I am a resident, with domestic borrowing in any financial institution in Malaysia, I shall only remit, transfer, or deal in foreign currency (with Ringgit conversion) for investment purpose, to myself or to another non-resident, of up to RM1 million equivalent in aggregate per calendar year.
7. I shall be fully responsible for any inaccurate, untrue or incomplete information provided by me herein and agree to indemnify the Bank against any and/or all loss, costs, expenses, damages, claims, demands, actions and/or proceedings, which may arise in consequence of the Bank's execution of my instructions.
8. I shall provide documents evidencing such transaction upon request by the Bank.

2 **Accepting Terms & Conditions:**

3 Accept Decline By Processing, I Agree and accept the [Terms and Conditions](#) for this transfer.

Notes:

1. You may change your daily transaction limit at Services > Clicks Transaction Limit.
2. Daily transaction limit more than RM10,000 dependent on your relationship to the beneficiary e.g. immediate family or purpose of transfer e.g. education abroad.

[Clear](#) **5** **4**

Navigation Guide

Fill in "Declaration" Details

- 1 "Accept or Reject declaration"**
 - Read the Declaration and select **"Yes"** to indicate read and understood the declaration or **"NO"** if otherwise
- 2 "Term and Condition link"**
 - Please clicks on the link to view and read Term and Condition
- 3 "Accept Terms & Conditions"**
 - Read the Terms and Condition and select **"Accept"** to proceed
- 4 "Proceed button"**
 - Clicks on **Proceed** button to go to next page
- 5 "Back button"**
 - Clicks on **Back** button to go to back to previous page



Beneficiary information

Foreign Transfers - SpeedSend

6 Beneficiary Details

1 Enter or Select Beneficiary Name

2 Select Beneficiary ID Type

3 Enter Beneficiary ID No

4 Destination Country
HONG KONG

RUNS ON 

7 To

5 Enter or Select Destination Bank

6 Enter Beneficiary Account No./IBAN No.

IMPORTANT

In the '**Enter Beneficiary Account No/IBAN No**' field, you must only insert the account number of the beneficiary – numbers only. Please refer to SpeedSend important information for more details.
***Do not key in SORT/ACH/BSB code into the account number field**

Navigation Guide

Fill in "Beneficiary Details"

- 1 **"Beneficiary Name"**
 - Please enter or select Beneficiary name from Favourite list
- 2 **"Beneficiary ID Type"**
 - Please select type of Beneficiary ID
- 3 **"Beneficiary ID No"**
 - Please enter Beneficiary identification No
- 4 **"Destination Country"**
 - Please select Destination Country

Fill in "Beneficiary Bank" Details

- 5 **"Enter or Select Destination Bank"**
 - Enter or select Beneficiary Bank to receive the fund
- 6 **"Enter Beneficiary Account No/IBAN No"**
 - Please key in Beneficiary account number to receive the fund

Continue with more information in the next page



Applicant/Sender information

Foreign Transfers - SpeedSend

8 Sender Details

1 Payment From
AIR ASIA SAVER Available Balance
MYR 25,400.⁴²

2 Transfer Method
Credit To Account

9 Other Details

3 Enter Payment Remarks (Optional)

4 Add as Favorite

Total **5** MYR 1,000.00 HKD 1,799.51

RUNS ON  ripple is used for selected corridors only.

[Clear](#) [Back](#) **6**

Navigation Guide

Fill in "Sender Details"

- 1 "Payment From"**
 - Please select the from savings or current Account to remit the fund or select from Favorite list
- 2 "Transfer Method"**
 - Please select how you would like the beneficiary to receive the funds

Fill in "Other Details"

- 3 "Enter Payment Remarks (Optional)"**
 - Please enter additional payment instruction or remarks (if any)
- 4 "Add as Favorite"**
 - Tick on checkbox to save as Favorite list
- 5 Please review the Total Amount**
- 6 "Submit button"**
 - Clicks on **Submit** button to go to next page



Confirmation Page (1 of 3)

Foreign Transfers - SpeedSend Confirmation

Time left until exchange rate expires 00:01:55

Beneficiary Details

- 1 Beneficiary Name
CAROLYN TAN
- 2 Beneficiary ID Type
Passport No
- 3 Beneficiary ID No.

- 4 Destination Country
Hong Kong
- 5 Beneficiary Status
Resident in Malaysia
- 6 Beneficiary Relationship
Immediate Family - Children

7 Amount
MYR 1,000.00
Estimated Receiving Amount HKD 1,799.51
Fee & Bank Charges MYR 10.00
Exchange Rate 1 HKD = 0.555679 MYR

Continue with more information in the next page



Navigation Guide

Verify "Beneficiary Details"

- 1 "Beneficiary Name"
 - Please verify Beneficiary Name is correct
- 2 "Beneficiary ID Type"
 - Please verify Beneficiary ID Type is correct
- 3 "Beneficiary ID No."
 - Please verify Beneficiary ID No is correct
- 4 "Destination Country"
 - Please verify Destination Country is correct
- 5 "Beneficiary Status "
 - Please verify Beneficiary status is correct
- 6 "Beneficiary Relationship "
 - Please verify Beneficiary Relationship is correct
- 7 "Amount"
 - Please verify amount, fee & charges and exchange rate is correct



Confirmation Page (2 of 3)

Foreign Transfers - SpeedSend Confirmation

1	Sender Details
	Account AIR ASIA SAVER
2	Transfer Method Credit to Account
3	Sender Status Resident in Malaysia
	Other Details
4	Payment Category Services and investment income
5	Type of Services and investment income Education-related
6	Destination Bank STANDARD CHARTERED BANK LIMITED EURO
7	Beneficiary Account No./IBAN No. : [REDACTED]
	Total 8 MYR 1,010.00

You will receive a notification on your primary registered phone to approve or reject the transaction. Please ensure your phone is connected to internet. Transaction will expire in **39 seconds**

Continue with more information in the next page



Navigation Guide

Verify "Sender Details"

- 1 "Account"**
 - Please verify from account to remit the fund is correct
- 2 "Transfer Method"**
 - Please verify Credit to Account is selected
- 3 "Sender Status"**
 - Please verify sender residency status

Verify "Other Details"

- 4 "Payment Category"**
 - Please verify payment category
- 5 "Type of payment"**
 - Please verify purpose of payment
- 6 "Destination Bank"**
 - Please verify beneficiary bank name
- 7 "Beneficiary Account No/IBAN No"**
 - Please verify beneficiary account No
- 8 "Total Amount"**
 - Please verify total send amount

Confirmation Page –secureTAC / TAC No (3 of 3)

Foreign Transfers - SpeedSend Confirmation



To proceed, please request and enter your TAC Number.

Request TAC **1**

Enter TAC

* Please be reminded that you are govern by Customer Service Policy Section 20.4.b.c: on entitlement of Preferential Foreign Exchange Rate of RM5000 per day.

Notes:

1. Please ensure your Contact details are up to date.
2. All bank charges Outside Malaysia are for the account of the beneficiary.
3. Please ensure that you provide the full name of the beneficiary's bank.
4. For all Foreign Telegraphic Transfer requests, your account will be debited immediately based on the real-time foreign exchange rate generated.
5. For Foreign Telegraphic Transfer requests made after 4pm, on weekends or public holidays, the requests will only be processed on the next working day even though your account has already been debited.
6. By submitting, you will be deemed to have made all the above declarations.

2

Back Proceed

Navigation Guide

SpeedSend Confirmation

- 1** Review the transaction details and approve the transaction via **“SecureTAC”** or **“TAC Code”**
- 2** **“Proceed button”**
 - Clicks on **Proceed** button



Acknowledgement Page

Foreign Transfers - SpeedSend Acknowledgement

1 Pending Processing Ref 50020060
19 Mar 2020, 04:10:18 pm
We're sorry. We've encountered an unexpected error. Please try again. If this continues, please contact our call centre. [CX100679]

2 Beneficiary Details
Beneficiary Name
Test Test A
Beneficiary Gender
Male
Beneficiary ID Type
Other IDs
Beneficiary ID No.
Destination Country
Thailand
Beneficiary Status
Resident In Malaysia
Beneficiary Relationship
Immediate Family - Children

3 Amount
MYR **100.00**
Estimated Receiving Amount THB **728.00**
Fee & Bank Charges MYR **10.00**
Exchange Rate 1 THB = 0.137327 MYR

4 Sender Details
Account
CIMB MONEY MULTIPLE
Transfer Method
Cash Collection
Are you a foreign worker?
NO
Sender Employment Type
Self-employed
Sender Nature of Business
Air Transportation
Sender Status
Resident In Malaysia

5 Other Details
Payment Category
Services and Investment Income
Type of Services and Investment Income
Education-related

6 Total
MYR **110.00**

Navigation Guide

SpeedSend Acknowledgement

Acknowledgement Page

- 1 ○ Display successful transfer submission for processing with reference number
- 2 ○ Display Beneficiary details
- 3 ○ Display Send and Receive amount. Display exchange rate use for currency conversion
- 4 ○ Display Sender details
- 5 ○ Display Other details
- 6 ○ Display Total Amount remit





04

SpeedSend
(Cash Collection)

Cash Collection selection

Foreign Transfers

The screenshot displays the 'Foreign Transfers' section of the SpeedSend interface. It features three main input fields: 'Send to' (Country: PHILIPPINES), 'Amount' (Send Currency: MYR), and 'Transfer Type' (Transfer to Account and Cash Collection). A red '1' is placed over the 'Cash Collection' button. An 'Alert' pop-up message is shown in the center, with a red '2' over its title and a red '3' over the 'OK' button. The alert text reads: 'Sorry, there are no transfer methods available. Please select other country or currency again. [CLK02742]'. A red '1' is also placed over the 'Cash Collection' button in the background.

Navigation Guide

Alert Pop Up Message

- 1 Cash Collection**
 - Clicks on Cash Collection button
- 2 Alert message**
 - An alert will be shown if the Country selected do not have Cash Collection service
- 3 OK button**
 - Clicks **OK** button to select another country

Continue with more information in the next page



Type or Mode of Transfer selection

3 Transfer Type

1

Transfer to Account **Cash Collection**

We recommend the following, please select:

SpeedSend
Full pay - No beneficiary deduction. Instant transfer to accounts in UK, HK and India. Immediate cash collection available in Indonesia and Philippines.

Indicative Exchange Rate :	MYR 0.0871916 = PHP 1 MYR 900.00 = PHP 10322.08
Service Charge :	MYR 3.00
Total Transfer :	MYR 903.00

2

MoneyGram
Instant money transfer remittance service via cash collection.

Indicative Exchange Rate :	MYR 0.0993173 = PHP 1 MYR 900.00 = PHP 9061.86
Service Charge :	MYR 15.00
Total Transfer :	MYR 915.00

3

[Clear](#) **Proceed**

Navigation Guide

Select Transfer Type

- 1** **“Cash Collection”**
 - Please select Cash Collection
- 2** **“Speedsend”**
 - Please select your Preferred transaction by clicks within SpeedSend box
- 3** **“Proceed button”**
 - Clicks on Proceed button to go to next page



Customer declaration (1 of 2)

Foreign Transfers

4 Overseas Fund Transfer Declaration

1 Select Sender Status

2 Select Beneficiary Status

3 Select Beneficiary Relationship

4 Purpose of Payment
Services and investment income

5 Select Types of Services and investment income

Continue with more information in the next page



Navigation Guide

Fill in “Overseas Fund Transfer Declaration” Details

- 1 “Sender Status”**
 - Please select sender residency status
- 2 “Beneficiary Status”**
 - Please select Beneficiary residency status
- 3 “Beneficiary Relationship.”**
 - Please select relationship between sender and the Beneficiary
- 4 “Purpose of payment”**
 - Please select relevant purpose of payment from 7 categories in the drop down list
- 5 “Select type of “Purpose of payment””**
 - Please select the appropriate purpose of payment for your transfer

Customer declaration (2 of 2)

5 Declaration

I hereby declare the following:

1 Yes No

1. I hereby declare that I have read and understood the terms and conditions governing the service as set out herein and agree to comply with and be bound by the provisions of the said terms and conditions and any amendments to the same which the Bank may subsequently introduce.
2. I hereby declare and confirm that all the information provided by me herein is true and correct and in compliance with the Foreign Exchange Administration Rules made pursuant to the Financial Services Act 2013 and Islamic Financial Services Act 2013.
3. Without prejudice to the Bank's other rights of disclosure of information, I hereby agree and authorize the Bank to disclose any information about or with regard to my affairs and/or banking accounts to the receiving bank, any correspondent, agent, sub-agent or any other agency acting in relation to the Bank's execution of my instructions; to Bank Negara Malaysia or to any other party as authorized by law.
4. I hereby declare that if I am a resident, I shall only remit in foreign currency to my immediate family members (i.e spouse, parents, siblings or children) for any purpose of payment.
5. I hereby declare that if I am a resident, I shall only remit in foreign currency to another resident solely for education service, to current account overseas of another resident company or issued by residents in international markets.
6. I hereby declare that if I am a resident, with domestic borrowing in any financial institution in Malaysia, I shall only remit, transfer, or deal in foreign currency (with Ringgit conversion) for investment purpose, to myself or to another non-resident, of up to RM1 million equivalent in aggregate per calendar year.
7. I shall be fully responsible for any inaccurate, untrue or incomplete information provided by me herein and agree to indemnify the Bank against any and/or all loss, costs, expenses, damages, claims, demands, actions and/or proceedings, which may arise in consequence of the Bank's execution of my instructions.
8. I shall provide documents evidencing such transaction upon request by the Bank.

2 **Accepting Terms & Conditions:**

3 Accept Decline By Processing, I Agree and accept the [Terms and Conditions](#) for this transfer.

Notes:

1. You may change your daily transaction limit at Services > Clicks Transaction Limit.
2. Daily transaction limit more than RM10,000 dependent on your relationship to the beneficiary e.g. immediate family or purpose of transfer e.g. education abroad.

[Clear](#) **5** **4**

Navigation Guide

Fill in "Declaration" Details

- 1 "Accept or Reject declaration"**
 - Read the Declaration and select **"Yes"** to indicate read to proceed
- 2 "Term and Condition link"**
 - Please clicks on the link to view and read Term and Condition
- 3 "Accept Terms & Conditions"**
 - Read the Terms and Condition and select **"Accept"** to proceed
- 4 "Proceed button"**
 - Clicks on **Proceed** button to go to next page
- 5 "Back button"**
 - Clicks on **Back** button to go to back to previous page



Beneficiary information

Foreign Transfers - SpeedSend

6 Beneficiary Details

1 Enter or Select Beneficiary Name  

2 Select Beneficiary Gender 

3 Beneficiary ID Type
Passport No 

4 Enter Beneficiary ID No

5 Select Passport Expiry Date 

6 Destination Country
PHILIPPINES

Continue with more information in the next page



Navigation Guide

Fill in "Beneficiary Details"

- 1 "Beneficiary Name"**
 - Please enter Beneficiary name
- 2 "Beneficiary Gender"**
 - Please select Beneficiary gender (Male / Female)
- 3 "Beneficiary ID Type"**
 - Please select type of Beneficiary ID
- 4 "Beneficiary ID No"**
 - Please enter Beneficiary identification No
- 5 "Passport Expiry Date"**
 - Please enter Beneficiary Passport expiry date for Passport only
- 6 "Destination Country"**
 - Please select Destination Country

Applicant/Sender information

Foreign Transfers - SpeedSend

7 Sender Details

1 Payment From
BASIC CA WITHOUT FEE Available Balance MYR 4,552.²⁴

2 Transfer Method
Cash Collection

8 Other Details

3 Enter Payment Remarks (Optional)

4 Add as Favorite

Total **5** MYR 900.00 PHP 10,427.86

[Clear](#) [Back](#) **6**

Navigation Guide

Fill in "Sender Details"

- 1 "Payment From"**
 - Please select from CASA Account to remit the fund or select from Favorite list
- 2 "Transfer Method"**
 - Please select Cash Collection

Fill in "Other Details"

- 3 "Enter Payment Remarks (Optional)"**
 - Please enter payment instruction or remarks (if any)
- 4 "Add as Favorite"**
 - Tick on checkbox to save as Favorite list
- 5 Please review the Total Amount**
- 6 "Submit button"**
 - Clicks on **Submit** button to go to next page



Applicant/Sender information - Alert

Foreign Transfers - SpeedSend

7 Sender Details

Payment From
BASIC CA WITHOUT FEE

Transfer Method
Cash Collection

8 Other Details

Enter Payment Remarks (Optional)

Add as Favorite

Total

PHP **10,427.⁸⁶**

[Clear](#)

[Back](#) [Submit](#)

Alert

For transaction above RM1000, SecureTAC approval via CIMB Clicks mobile app is required. You may download the app from Apple App Store/Google Play.
[What is SecureTAC?](#)

Alternatively, please adjust the amount to below RM1000 to proceed.

1

OK

Navigation Guide

Alert Message

- 1 Alert Message**
 - Press on **OK** button
- 2**
 - Please clicks on **Back** to change the amount if required
- 3**
 - Please clicks on **Submit** to proceed to next page



Confirmation Page (1 of 2)

Foreign Transfers - SpeedSend Confirmation

 Time left until exchange rate expires 00:01:48

Beneficiary Details	Amount
1 Beneficiary Name Angeline Siow	7 MYR 900.00
Beneficiary Gender Female	Estimated Receiving Amount ^{PHP} 10,427.86
2 Beneficiary ID Type Passport No	Fee & Bank Charges MYR 10.00
3 Beneficiary ID No. [Redacted]	Exchange Rate 1 PHP = 0.086307 MYR
Passport Expiry Date 30 May 2024	
4 Destination Country Philippines	
5 Beneficiary Status Resident in Malaysia	
6 Beneficiary Relationship Immediate Family - Siblings	

Navigation Guide

Verify "Beneficiary Details"

- 1 "Beneficiary Name & Gender"**
 - Please verify Beneficiary Name & Gender is correct
- 2 "Beneficiary ID Type"**
 - Please verify Beneficiary ID Type
- 3 "Beneficiary ID No. & expiry"**
 - Please verify Beneficiary ID No & expiry
- 4 "Destination Country"**
 - Please verify Destination Country is correct
- 5 "Beneficiary Status"**
 - Please verify Beneficiary status is correct
- 6 "Beneficiary Relationship"**
 - Please verify Beneficiary Relationship is correct
- 7 "Amount"**
 - Please verify amount, fee & charges and exchange rate is correct

Continue with more information in the next page



Confirmation Page (2 of 2)

Foreign Transfers - SpeedSend Confirmation

Sender Details

- 1 Account
BASIC CA WITHOUT FEE
- 2 Transfer Method
Cash Collection
- 3 Sender Status
Resident in Malaysia

Other Details

- 4 Payment Category
Others
Type of Others
Other business services

Total

5 MYR 910.00



To proceed, please request and enter your TAC Number.

[Request TAC](#)

6

Enter TAC

Notes:

1. Exchange Rate changes every 2 minutes.

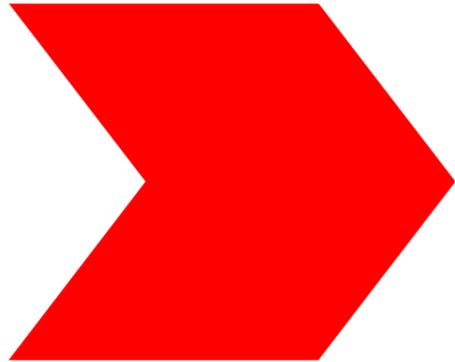
[Back](#)

[Submit](#)

Navigation Guide

Verify "Sender & Other Details"

- 1 "Account"
 - Please verify correct from account was selected to remit the fund
- 2 "Transfer Method"
 - Please ensure Cash Collection is shown
- 3 "Sender Status"
 - Please verify sender residency status
- 4 "Payment Category & type of payment"
 - Please verify payment category and payment type is correctly selected
- 5 "Total Amount"
 - Please verify total send amount
- 6 Please approve the transaction via "SecureTAC" or "TAC Code"
- 7 Clicks on **Submit** button



THANK YOU