

Password Update FAQ

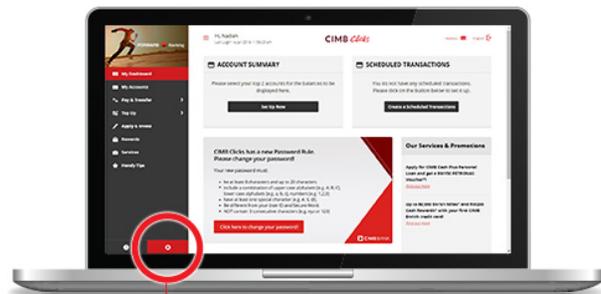
1. I received an Email / SMS / pop up notice on CIMB Clicks asking me to change my password. What should I do? How do I update my password?

You are recommended to login to CIMB Clicks website to update your password. If you are using the CIMB Clicks app or the CIMB EVA app, you can use your mobile browser via desktop view & login to CIMB Clicks. Alternatively, you can use a desktop browser.

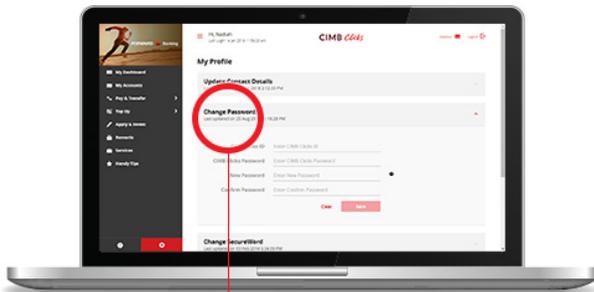
Update Password from Desktop Browser



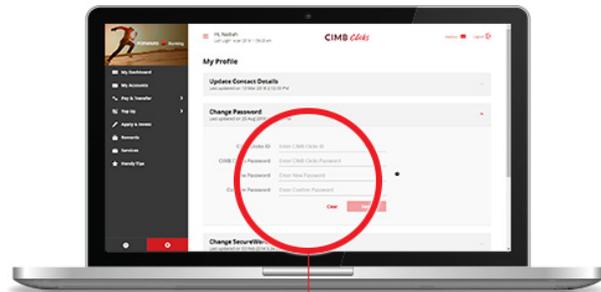
STEP 1:
Log in to CIMB Clicks



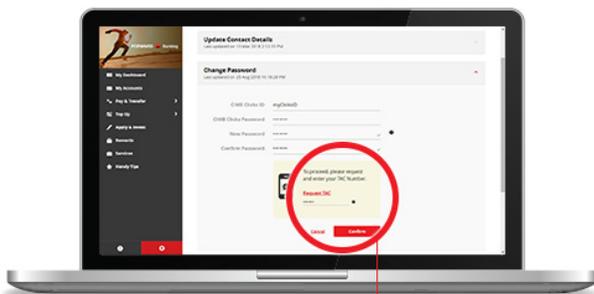
STEP 2:
Go to 'Settings' (gear icon)



STEP 3:
Click 'Change Password'



STEP 4:
Enter the required details & "Save"

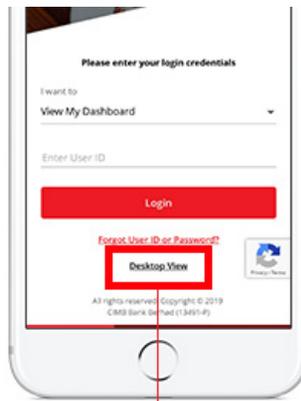


STEP 5:
Request TAC & enter TAC to proceed

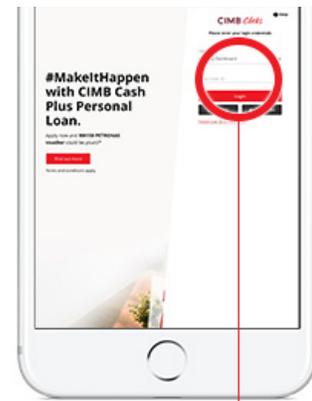
Update Password from Mobile Browser – Desktop View version



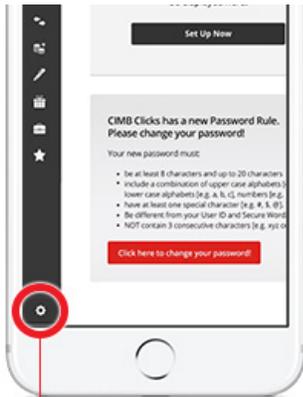
STEP 1:
Go to
www.cimbclicks.com.my



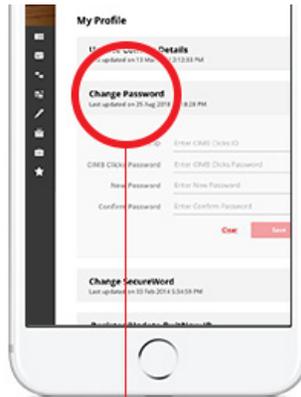
STEP 2:
At the Login page, select
“Desktop View”



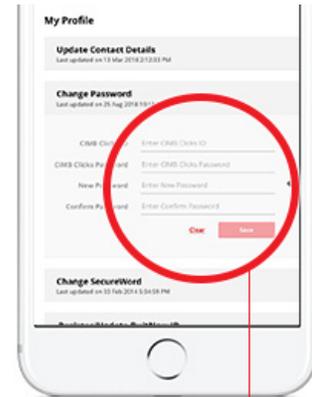
STEP 3:
Login to CIMB Clicks



STEP 4:
Go to “Settings”
(gear icon)



STEP 5:
Click
“Change Password”



STEP 6:
Enter the required details
& “Save”



STEP 7:
Request TAC & enter
TAC to proceed

* Note: Password only can be updated when you login from the mobile browser with desktop view.

2. I receive EDM/SMS/Clicks notifications with links asking me to change my password. Is this genuine communication from CIMB?

You should receive communication from us by our official e-mail [CIMB Malaysia] or an SMS from 62666. You can also help to ensure that you have received authentic communication from CIMB by verifying that the EDM / SMS that you receive from us has genuine links that point you to our website - <https://www.cimbclicks.com.my>.

3. Are there any rules I need to follow when I update my password?

Please do ensure your password meets the following criteria:

- Have at least 8 characters long and up to 20 characters.
- Include a combination of upper case alphabets [e.g. A, B, C], lower case alphabets [e.g. a, b, c] and numbers [e.g. 1, 2, 3].
- Include at least one special character [e.g. @, #, \$, %].
- Password must be different from CIMB Clicks User ID and SecureWord.
- Should not contain 3 consecutive characters [e.g. xyz or 123].
- Cannot be the same as last 3 passwords.

4. By when do I need to change my password?

We encourage you to change your password within 3 days from logging in to CIMB Clicks or the date/period as stipulated to avoid any disruption to your online banking activities.

5. What happens if I do not login?

You would still be able to login to CIMB Clicks. However, we strongly encourage you to change your password within 3 days once you log into CIMB Clicks to avoid any disruption to your online banking activities.

6. Why do I need to change my password? I have already been using this password for so long and I am comfortable with it.

We have upgraded and strengthened our password policy. As part of this exercise, we require our customers to change their password as per our new fortified password requirements. This will help create a safer and more secured online banking experience for you.

7. Will my CIMB Clicks login get suspended if I do not change my password?

No, rest assured that your account will not be suspended. However, you will need to change your password within 3 days from logging in to CIMB Clicks or the date/period as stipulated. After this grace period ends, you will be required to change your password in CIMB Clicks web browser or mobile browser- desktop view before you can proceed to view your account or perform any transactions including FPX and ePayment.

8. I have recently changed my password but still receive SMS/EDM asking me to update my password. Do I need to update it again?

No, if you have changed your password on or after 18 Nov 2018, kindly disregard the notification.

9. I received the email 2 weeks back but only checked it now. Will I still be able to login to Clicks?

Yes, you will be able to login to CIMB Clicks. Once you login, you would need to change your password within 3 days from logging in to CIMB Clicks or the date/period as stipulated. During the 3 days/period specified, you would be able to check your account or perform any transactions as usual. After the grace period, you will be required to update your password before proceeding to check your account summary or performing any transactions including FPX and ePayment.

10. I keep getting multiple errors when I try to change my password. What should I do?

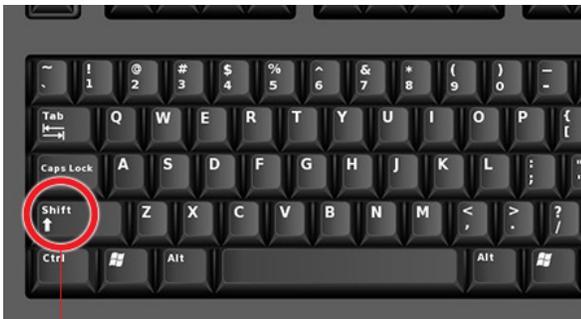
Please ensure that you are following the rules set for the new password policy. In case you still get errors, please try again later or call the number at the back of your card for assistance.

11. How do I enter special characters and upper case characters?

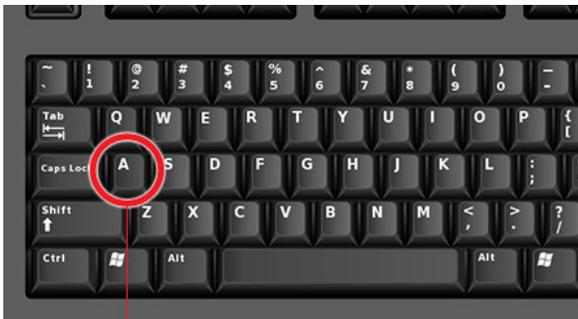
Sure. Please use the guide below:

Uppercase characters e.g. A, B, C

Using PC Keyboard

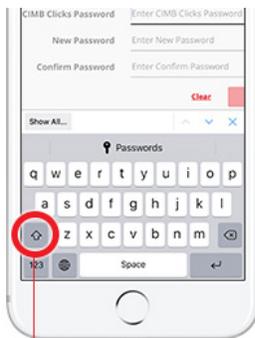


STEP 1:
Hold down "Shift" key

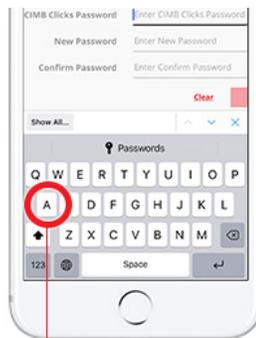


STEP 2:
Press the desired alphabet key

Using iPhones

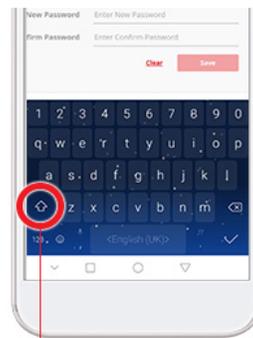


STEP 1:
Tap on "Shift" key (up arrow)

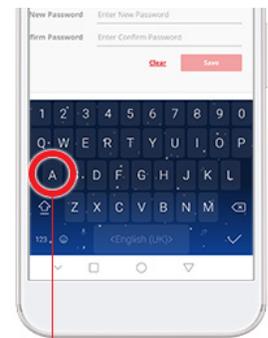


STEP 2:
Tap on desired alphabet key

Using Android phones



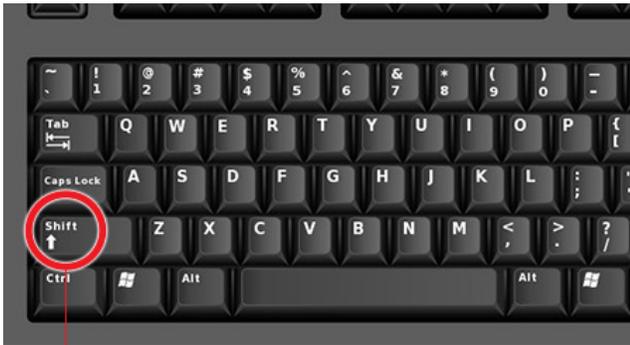
STEP 1:
Tap on "Shift" key (up arrow)



STEP 2:
Tap on desired alphabet key

Special characters e.g. @,#,\$,%

Using PC Keyboard

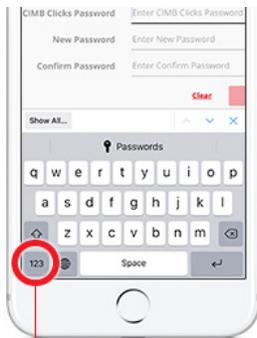


STEP 1:
Hold down "Shift" key

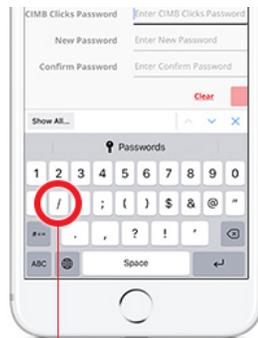


STEP 2:
Press the number key corresponding to the desired special character

Using iPhones

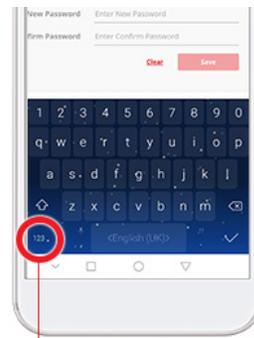


STEP 1:
Tap on "123" key

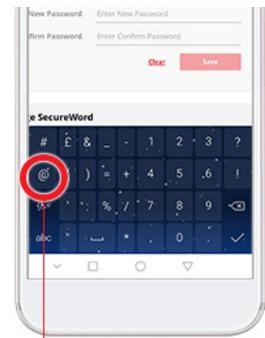


STEP 2:
Tap on desired special character

Using Android phones



STEP 1:
Tap on "123" key



STEP 2:
Tap on desired special character

12. Why did I not receive any EDM/SMS/Pop up notice in CIMB Clicks?

This is because you may have changed your password on or after 18 Nov 2018 or you are registered CIMB Clicks with your Housing Loan, Structured Product or Unit Trust account. If you are registered CIMB Clicks via these products, you are not required to change password.

13. What are the channels that I can use to change password?

You can change password via CIMB Clicks web or mobile browser - desktop view only.