

**IMPORTANT NOTICE DATED: 19/06/2020**
**REVISION TO TERMS OF ACCESS AND CIMB CLICKS INTERNET BANKING AGREEMENT (together, the “Terms & Conditions”)**

We wish to inform that the Terms & Conditions has been revised. The revision shall take effect on 11/07/2020.

**Terms of Access and CIMB Clicks Internet Banking Agreement Governing CIMB Clicks**

- Terms & Conditions revised for easier understanding
- Addition of new terms governing “Goals & Savings” feature and insertion of SMS and WhatsApp as means of communication in relation to CIMB Clicks, as set out in the table below.

Clause No.	Existing Clause	New/Revised Clause
<b>Definitions</b>	-	<p>“Goals &amp; Savings”</p> <p>“Goals &amp; Savings” refers to the interactive features available to allow customer to create, view, edit, auto-contribute, top up, remove and receive notification relating to their personal goals setup in CIMB Clicks App, in relation to selected CIMB Bank and CIMB Islamic Bank current and savings accounts as determined by CIMB Bank from time to time.</p>
<b>7.1.18</b>	-	<p>7.1.18 Goals &amp; Savings*</p> <p>*You are responsible to monitor your goal(s) progress under Goals &amp; Savings and to notify CIMB Bank in the event of any inaccuracy to allow CIMB Bank reasonable opportunity to rectify the same. The goal(s) created will be automatically deactivated in the event the monthly auto contribution is not successful for the relevant number of consecutive months as determined by CIMB Bank and made known at CIMB Clicks website. In the event your goal(s) target is not achieved on the selected end date, CIMB Bank reserves the right to deactivate your goal(s).</p>
<b>17.3</b>	<p>17.3 While CIMB Bank and CIMB Islamic Bank (the “<b>Banks</b>”) will make reasonable efforts to ensure that the product information, pricing and rates on their respective websites are accurate and current, there may be instances where inaccurate or incomplete information, pricing or rates is or are inadvertently displayed. If any such information, pricing or rate is incorrect or incomplete, the Banks may refuse, avoid, nullify and/or cancel any orders placed and or any transaction effected under the Account, the Banking Services and any other transactions effected as a consequence of such inaccurate or incomplete information. CIMB Bank and CIMB Islamic Bank assume no responsibility for any error or omission in the content of this Website, and expressly disclaim liability for any losses incurred due to such errors, inaccuracies, misstatements or omissions, except to the extent</p>	<p>17.3 While CIMB Bank and CIMB Islamic Bank (the “<b>Banks</b>”) will make reasonable efforts to ensure that the product information, pricing and rates on their respective websites <u>and the Goals and Savings features in relation to the progress of the personal goals setup</u> are accurate and current, there may be instances where inaccurate or incomplete information, pricing or rates is or are inadvertently displayed. If any such information, pricing or rate is incorrect or incomplete, the Banks may refuse, avoid, nullify and/or cancel any orders placed and or any transaction effected under the Account, the Banking Services and any other transactions effected as a consequence of such inaccurate or incomplete information. CIMB Bank and CIMB Islamic Bank assume no responsibility for any error or omission in the content of <u>CIMB Clicks</u>, and expressly disclaim liability for any losses</p>

	caused solely by CIMB Bank or CIMB Islamic Bank's gross negligence or wilful default.	incurred due to such errors, inaccuracies, misstatements or omissions, except to the extent caused solely by CIMB Bank or CIMB Islamic Bank's gross negligence or wilful default.
<b>19.1.3</b>	19.1.3 by facsimile transmission, e-mail or other forms of instantaneous communication to your last known contact number or e-mail address in CIMB Bank's or CIMB Islamic Bank's records;	19.1.3 by facsimile transmission, e-mail, <u>SMS</u> , <u>WhatsApp</u> or other forms of instantaneous communication to your last known contact number or e-mail address in CIMB Bank's or CIMB Islamic Bank's records;

The revised Terms and Conditions can be found on our website at:  
CIMB Clicks Revised T&C: English | Bahasa Malaysia

For queries, you may refer to a list of Frequently Asked Questions (FAQ) which has been prepared.

**The Management**  
**CIMB Bank Berhad (13491-P)**

**Frequently Asked Questions (FAQ)**

No	Question	Answer
1	What is the purpose of the revision?	The purpose of the revision is to make the Terms & Conditions simpler for customers' understanding. It is our commitment to treat all our customer fairly in accordance with the revised terms and conditions.
2	When will the revised terms and conditions take effect	The revised terms and conditions will take effect on 11 July 2020.
3	Are the revised terms and conditions applicable to existing customers as well?	Yes. The revised terms and conditions is applicable to both existing and new customers.
4	Do I need to pay any additional fees and charges arising from improvement of Terms and Conditions?	No, there are no additional fees and charges with this revision.
5	If I have further queries in future, who do I go to?	<p>For further assistance, you may reach to us via letter, phone call and email:</p> <p>Address: CIMB Bank Berhad, Customer Resolution Unit (CRU), P.O. Box 10338, GPO Kuala Lumpur, 50710 Wilayah Persekutuan</p> <p>Telephone No: +603-6204 7788</p> <p>Email: <a href="mailto:cru@cimb.com">cru@cimb.com</a></p>