

**Frequently Asked Questions:**

**1. Why must I update my CIMB Clicks Mobile App?**

We have enhanced our app on 12 Oct 2020 to give you a better experience. You are required to update it to the latest version to avoid service interruption.

**2. I have updated CIMB Clicks Mobile App but I still unable to access my account, how can I access my account?**

Please delete CIMB Clicks Mobile App and reinstall the latest version, which is available at the App Store/Google Play.

**3. I have deleted and reinstall CIMB Clicks Mobile App, but I am still unable to access my account – what should I do next?**

Apologies for the experience. Please call our Consumer Contact Centre at 03-62047788. They will take down your details and inform the technical team to troubleshoot.

**4. I have recently updated my app, why must I do it again?**

The upgrade was performed on 12 Oct 2020 and you are required to update the new version of the CIMB Clicks Mobile App to avoid service interruption.

**5. What are the new features with this update?**

The new features of the CIMB Clicks Mobile App (to name a few) are:

- You can set up a credit limit reminder, which helps you manage your Credit Card expenses.
- You have an overview of your spending pattern of your CIMB Credit and Debit Cards for the last 3 months (i.e. Spend Analysis under CIMB Insights).
- QR Pay is now enabled to be used at non-CIMB merchants.
- Improved user experience by making performance related changes e.g. SecureTAC.

**6. What is the latest version number of CIMB Clicks Mobile App?**

The latest version available for the CIMB Clicks Mobile App is **6.1.59.223 (iOS) or 4.1.59 (Android)** (which can be viewed on the CIMB Clicks Mobile App home screen under the icon of the “?”).

**7. I have updated the app but it prompts for username, which I can't remember as I use finger print all the time. How do I proceed?**

Go to “Forget Password” link on the CIMB Clicks Web version ([www.cimbclicks.com.my/clicks/#/forgot-pass](http://www.cimbclicks.com.my/clicks/#/forgot-pass)) and reset your user ID and password.

**8. Why am I unable to access my accounts using CIMB Clicks Mobile App? It says “fail to load”, what should I do? (Starting 31 Oct 2020)**

We have enhanced our app on 12 Oct 2020 to give you a better experience. Please update your app immediately by visiting App Store/Google Play Store to continue with your online banking transactions.