

**IMPORTANT NOTICE DATED: 08/01/2021
NOTICE OF AMENDMENTS TO THE TERMS AND CONDITIONS
GOVERNING CIMB CLICKS**

We wish to inform you that the Terms and Conditions Governing CIMB Clicks have been amended by the insertion of new clauses as set out in the below table, and the renumbering of the subsequent clauses, and shall take effect and be binding with effect from 29/01/2021.

A tabulation of the new clauses is as follows:

CIMB CLICKS INTERNET BANKING AGREEMENT TERMS AND CONDITIONS:

New Clause No.	Existing Clause	Revised Clause
17.2.26	-	<p><i>English:</i></p> <p>17.2 Without limiting the generality of Clause 17.1 above, CIMB Bank or CIMB Islamic Bank will not be liable for any Instructions or failure to complete or execute any Instructions and/or for Loss caused by or arising from one or more of the following events or matters however caused or incurring:-</p> <p>17.2.26 any suspension or restriction of Banking Services caused by the blocking of your TAC, due to maximum permitted tries of TAC input</p> <p><i>Bahasa Malaysia:</i></p> <p>17.2 Tanpa mengehadkan keluasan Fasal 17.1 di atas, CIMB Bank atau CIMB Islamic Bank tidak akan bertanggungjawab atas sebarang Arahan atau kegagalan untuk menyempurnakan atau melaksanakan sebarang Arahan dan/atau Kerugian yang disebabkan oleh atau berbangkit daripada satu atau lebih peristiwa atau perkara berikut, yang walau bagaimanapun pun jua berbangkit atau ditanggung:-</p> <p>17.2.26 apa-apa penggantungan atau sekatan terhadap Perkhidmatan Perbankan disebabkan oleh penyekatan TAC anda, yang berbangkit daripada percubaan maksimum input TAC yang dibenarkan</p>
20.2.10	-	<p><i>English:</i></p> <p>20.2 CIMB Bank or CIMB Islamic Bank may terminate, suspend or restrict your access to CIMB Clicks or any part of CIMB Clicks immediately upon giving you notice, if:-</p> <p>20.2.10 your TAC is blocked due to maximum permitted tries of TAC input</p> <p><i>Bahasa Malaysia:</i></p> <p>20.2 CIMB Bank atau CIMB Islamic Bank boleh menamatkan, menggantung atau menyekat akses anda kepada CIMB Clicks atau mana-mana bahagian CIMB Clicks dengan serta-merta dengan memberikan notis kepada anda, jika:-</p> <p>20.2.10 TAC anda disekat berbangkit daripada percubaan maksimum input TAC yang dibenarkan</p>

The revised Terms and Conditions Governing CIMB Clicks can be accessed via the hyperlinks below:

[English](#) | [Bahasa Malaysia](#)

For further clarification, you may contact our Consumer Contact Centre at **+603 6204 7788**.

The Management
CIMB Bank Berhad

Frequently Asked Questions (FAQ)

No	Question	Answer
1	What is the purpose of the revision?	The purpose of this revision is to inform customers after the maximum permissible tries of TAC input, customer's access to certain Banking Services may be restricted or limited.
2	When will the revised terms and conditions take effect	The revised terms and conditions will take effect on 29 January 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?	For further assistance, you may reach to us via letter, phone call and email: Address: CIMB Bank Berhad, Customer Resolution Unit (CRU), P.O. Box 10338, GPO Kuala Lumpur, 50710 Wilayah Persekutuan Telephone No: +603-6204 7788 Email: cru@cimb.com