

CIMB Clicks Bonanza: Spin-the-Wheel campaign

Frequently Asked Questions (FAQs)

Participation Eligibility

1. Who can participate in this campaign?

All CIMB Clicks registered users with the CIMB Clicks mobile app or CIMB EVA mobile app are eligible to participate in this campaign.

Qualifying & Earning Entries

2. How can I participate in the CIMB Clicks EVA Bonanza: Spin the Wheel campaign?

To participate, you will need to perform any five (5) of the following transaction with minimum of RM30 via CIMB Clicks online banking portal (web), CIMB Clicks mobile app or CIMB EVA mobile app for a chance to spin the wheel.

- DuitNow; or
- Bill Payment; or
- JomPAY.

Upon completion of the 1st qualified transaction out of the 5 transactions, you will receive a push notification to **Accept Challenge**. You will need to accept the invitation in either your CIMB Clicks mobile app or CIMB EVA mobile app to complete the challenge.

3. Can I perform the same type of transaction for five times to accumulate entries?

Yes, you can perform the same type of transaction for five (5) times to accumulate entries via CIMB Clicks online banking portal (web), CIMB Clicks mobile app or CIMB EVA mobile app.

The table below shows the examples of possible scenarios to accumulate entries.

Table 1.0

	Transaction 1	Transaction 2	Transaction 3	Transaction 4	Transaction 5	No. of Entries
Example 1	DuitNow (min. RM30)	Bill Payment (min. RM30)	JomPAY (min. RM30)	Bill Payment (min. RM30)	DuitNow (min. RM30)	= One (1) entry to spin
Example 2	DuitNow (min. RM30)	DuitNow (min. RM30)	DuitNow (min. RM30)	DuitNow (min. RM30)	DuitNow (min. RM30)	= One (1) entry to spin
Example 3	JomPAY (min. RM30)	JomPAY (min. RM30)	JomPAY (min. RM30)	DuitNow (min. RM30)	DuitNow (min. RM30)	= One (1) entry to spin

4. Are my transactions prior to accepting the challenge counted eligible?

Transactions perform on the CIMB Clicks online banking portal (web), CIMB Clicks mobile app or CIMB EVA mobile app before accepting the challenge are **not** counted eligible.

5. I received a push notification for invitation on my phone. However, I cannot view my invitation after I logged in to CIMB Clicks mobile app or CIMB EVA mobile app.

Please follow the steps below:

- For CIMB Clicks mobile app users
Step 1: Click on "CIMB INSIGHTS"
Step 2: Click on "Notification"

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Step 3: Click on "Accept Invitation" or "View Progress"

- For CIMB EVA mobile app users
Step 1: Click on "Insights"
Step 2: Click on "Recommendation"
Step 3: Click on "Accept Invitation" / "View Progress"

6. I did not receive the invitation, why?

In the event that you have not received any invitation, you may perform a transaction and wait for an invitation. Please ensure that the transaction made is eligible for the campaign as mentioned in Question 2 in this FAQ.

Do note that for new CIMB Clicks mobile app user, it will take seven (7) working days for the first eligible transaction performed on the App to be reflected on CIMB Clicks mobile app or CIMB EVA mobile app. After the seventh (7th) working day, you will receive an invitation to Accept Challenge on the App via Clicks Messenger notification. Please click on the Accept Challenge button immediately.

7. How many times can I spin the wheel?

Within the campaign period, you can spin the wheel once a week but for a maximum of three (3) times only throughout the campaign period.

8. How many times can I win?

You can win a maximum of three (3) e-vouchers from either ZALORA or Shopee throughout the campaign period.

9. What can I do if my transaction is not being included in my progress bar?

Eligible transaction will be reflected near real-time. If your progress is not captured after a day, do check if the transaction made is eligible for the campaign as mentioned in Question 2 in this FAQ.

10. Where can I find the details of the voucher that I have won?

The details of the e-voucher will be shown upon winning. Please **screenshot** or take a photo of the e-voucher code to keep a copy of it and redeem before the expiry date.

Your e-voucher code will also be sent to you in a form of a push notification via CIMB Clicks Notification or CIMB EVA Notification. Please take note that CIMB Clicks Notification will only store its notification up to 60 days. Hence, do remember to screenshot or take a photo of your e-voucher code upon winning.