

Direct Debit Transactions5 APRIL 2020

1. My account was debited with the description 'Direct Debit'. May I know what the transaction was for?

We would like to reassure you that these 'direct debit' transactions are genuine and have been performed by you. These are isolated incidents relating to incomplete transactions with overseas merchants such as online streaming services/subscriptions. As such, the transaction description was re-termed as 'direct debit'. We apologise for the confusion.

2. Why does the transaction amount not match any of my previous transactions from the same merchant?

Transactions performed with overseas merchants are subject to a 1% MasterCard overseas merchant fee. As such, the final amount as posted on CIMB Clicks and in your statement may be slightly more than the transacted amount for the same merchant in the previous months

After taking into consideration our customers' feedback, we have decided to reverse the 1% MasterCard overseas merchant fee, for transactions performed using CIMB debit card, by 10 April 2020.

3. Are these charges new? Why didn't the bank inform customers of these charges?

These charges are not new and are listed out on our website and product disclosure sheet. CIMB had previously waived the charges and had only started to impose these charges in the month of March.

After taking into consideration our customers' feedback, we have decided to reverse the 1% MasterCard overseas merchant fee for transactions performed using CIMB debit card by 10 April 2020.

4. Will the bank continue to charge the 1% MasterCard overseas merchant fee for debit card transactions performed with overseas merchants moving forward?

No, the bank will not be charging the 1% MasterCard overseas merchant fee for debit card transactions performed in Malaysian Ringgit with overseas merchants. We will absorb the charges instead.

5. There are other customers complaining that their account was debited due to loan payment however, I do not have any loans with CIMB.

The loan payment debit is connected with the 6-months auto-moratorium that Bank Negara had announced. If you do not have any loans with CIMB, there is nothing to worry about, as it is not related to these 'direct debit' transactions, which are legitimate debit card transactions.

6. I would like to know the details of my transaction.

We have sent an SMS to all affected customers with the details of their transactions on 4 April 2020.

7. I received the SMS with the details of my 'Direct Debit' transaction; however, I did not perform any transaction at the date specified in the SMS.

The date specified in the SMS is the date in which the merchant processed the transaction; which could be the **same day** or **up to 3 days** after your actual transaction date.

8. Why did I not receive any SMS from the bank regarding the issue of the 'Direct Debit' transaction?

An SMS was sent to customers on overseas merchant transactions performed between 15 March 2020 and 31 March 2020.

The transaction description 'Direct Debit' is usually used for transactions such as auto debits/standing instructions from local billers, including insurance agencies, telcos, charitable foundations etc. As these transactions were not performed overseas, the 1% MasterCard overseas merchant fee does not apply and no SMS was sent to customers who had direct debit transactions from local billers.

If you would like to clarify your 'Direct Debit' transaction, please e-mail us at cru@cimb.com. Our Customer Resolution Unit will investigate and get back to you with details of your 'Direct Debit' transaction.