

# FAQ – CIMB Malaysia WhatsApp

## **I received transaction message from “CIMB Malaysia” via WhatsApp, is it genuine?**

Yes, once WhatsApp Messaging is turned on, you will receive messages about your CIMB Clicks transaction from the official “CIMB Malaysia” WhatsApp account.

## **How do I turn on WhatsApp messaging?**

WhatsApp messaging is currently available to selected CIMB Clicks App users. To turn on WhatsApp Messaging: Log in to CIMB Clicks > Settings > WhatsApp Messaging. Once the feature is activated, you will receive a welcome message on your mobile number registered with CIMB Clicks through WhatsApp.

## **What type of message will I be getting?**

You will be receiving messages such as important service announcements, transaction alert from us. Aside, you can also experience a range of quick services we offer via WhatsApp.

## **Will there be any fees incurred for this service?**

There are no fees associated with receiving messages from CIMB WhatsApp account.

### **I can't find WhatsApp Messaging in Settings, what can I do?**

The feature is available to selected CIMB Clicks App user only at the moment. If you are not an app user yet, kindly download CIMB Clicks App first. We are working towards bringing the service to more customers in the near future, stay tuned!

### **How do I turn off WhatsApp Messaging?**

You may deactivate WhatsApp Messaging service by: Log in to CIMB Clicks > Settings > WhatsApp Messaging.

### **How do I ensure that I am receiving genuine messages from CIMB via WhatsApp?**

CIMB official WhatsApp account will always have a green tick icon next to account name "CIMB Malaysia" and when you tap on the account name "CIMB Malaysia", you will see a badge icon in green that says "Verified Business" or "Official business account". Please do not response to any message from a WhatsApp account that is not verified.

### **Is WhatsApp Messaging safe?**

Information exchanged via WhatsApp is secured with end-to-end encryption, and all sensitive information in messages sent will always be masked off. Messages will only be sent to the mobile device which is linked to your TAC mobile number.

### **Can I chat with your customer service via WhatsApp?**

No, live chat is not supported via WhatsApp at the moment. We are working on bringing this service to you in the near future. Stay tuned with us.

### **I recently changed my TAC mobile number, what should I do?**

Please update your new mobile number at the nearest CIMB ATM if you have recently changed your mobile number. WhatsApp messages will be sent according to your registered TAC number only.