

### **I received an email about CIMB WhatsApp pilot campaign. What is that about?**

We are inviting selected CIMB Clicks customers to participate in the official CIMB WhatsApp account soft launch program. Participating users will get first hand experience of this new way of communications. To take part in this soft launch program, simply click on the link in the invitation email or scan the QR code in the email, the link/QR code will lead you to our official WhatsApp account.

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

You will be receiving messages such as important service announcements, transaction alert (coming soon) and seasons greetings. 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.

### **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 notification 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 am interested in the pilot program, but I did not receive the invitation email/message. What should I do?**

To enroll to the soft launch program, simply follow the enrolment instruction on [www.cimbclicks.com.my/WABAWIN](http://www.cimbclicks.com.my/WABAWIN).

### **I want to stop participating in the pilot program . What do I need to do?**

To opt-out, please send keyword “PILOTSTOP” to the official WhatsApp account to opt out or click here <https://wa.me/+60322610888/?text=PILOTSTOP>

### **I have recently changed my mobile number, will I still be able to enroll for this pilot testing?**

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