

CIMB Guaranteed Best FX Rates Terms and Conditions

1. The CIMB Guaranteed Best FX Rates for Private Wealth ("**Programme**") is jointly organised by CIMB Bank Berhad (197201001799) ("**CIMB Bank**") and CIMB Islamic Bank Berhad (200401032872) ("**CIMB Islamic**"). CIMB Bank and/or CIMB Islamic shall herein collectively be referred to as ("**CIMB**")

The Programme Period

2. The Programme shall run from **1st April 2025 until 31st December 2025**, both dates inclusive ("**Programme Period**").

Eligibility and Qualifying Criteria

3. The Programme is open to all **CIMB Private Wealth Segment ("**Private Wealth**")** customers who perform over-the-counter transaction at any CIMB branches and Preferred Call Centre from **Monday to Friday, banking hours, except on Federal Territory Holiday** during the Programme Period and with a **minimum transaction amount of RM10,000 per transaction ("**Eligible Customers**")**. The eligibility criteria of Private Wealth customers can be viewed at CIMB's website at www.cimbpreferred.com.my.
4. The Programme is applicable for all foreign currencies offered by CIMB.
5. The following non-individual entities are **not eligible** to participate in this Programme: -
 - a. Sole Proprietor,
 - b. Partnership,
 - c. Charitable/non-profit organizations/societies,
 - d. Corporate customers,
 - e. Private limited companies,
 - f. Public listed companies,
 - g. Clubs,
 - h. Associations and co-operatives.

Programme Mechanics and Conditions

6. Only Eligible Customers are entitled to enjoy the Guaranteed Best FX Rates.
7. Eligible Customers must perform Outward Telegraphic Transfers via Foreign Telegraphic Transfer ("**FTT**") over-the-counter ("**the transaction**") at any of CIMB branches or via Preferred Call Centre in order to enjoy the Guaranteed Best FX Rates.

CIMB Bank Berhad (197201001799)

CIMB Islamic Bank Berhad (200401032872)

8. The Eligible Customers shall ensure that all payments, transfers from or to other foreign currency accounts within CIMB or other banks are in compliance with prevailing provisions of the Notices on Foreign Exchange Notice and direction issued by Bank Negara Malaysia pursuant to the Financial Services Act 2013 and amendments thereto.
9. Under this Programme, Eligible Customers can submit a claim for a reimbursement of the difference between other commercial bank Board Rate and the Guaranteed Best FX Rates given by CIMB ("Reimbursement") in respect of the transaction that has been performed by the Eligible Customers.
10. A Board Rate refers to the exchange rate offered by any other commercial bank ("**Service Provider**") in Malaysia via their digital rate board or website (desktop / mobile), and must satisfy the followings:
- a. not be offered as result of a promotion/campaign/programme/product or being a member of any loyalty programme; and
 - b. be better than CIMB's exchange rate; and
 - c. be available for general public viewing
 - d. available via a commercial bank's online banking services.
11. For all CIMB branch and Preferred Call Centre FTT transactions, the claim for Reimbursement submitted under this Programme are subject to a maximum cap of RM300 per customer per day with a minimum transaction amount of RM10,000.
12. The daily transaction limits by products and channels are as per below:
- a. FTT at CIMB Branches – Unlimited daily limit.
 - b. FTT via Preferred Call Centre – RM50,000 daily limit.
13. An illustration is provided below:
- Example 1: Transaction amount above RM10,000 with a max reimbursement amount cap of RM300 per customer per day**

Description	CIMB	Other commercial bank
Exchange rate of the transacted currency i.e. USD	4.4000	4.3900
Transacted amount in USD	20,000	20,000
MYR equivalent	88,000	87,800
Reimbursement	RM 88,000 – RM 87,800 = RM200 Final Reimbursement amount is RM 200	

Example : Transaction amount above RM10,000 with a max reimbursement amount cap of RM300 per customer per day

Description	CIMB	Other commercial bank
Exchange rate of the transacted currency i.e. USD	4.4000	4.3800
Transacted amount in USD	25,000	25,000
MYR equivalent	110,000	109,500
Reimbursement	RM 110,000 – RM109,500 = RM500 Final Reimbursement amount is RM300	

14. Eligible Customers must submit the claim for Reimbursement via email to cimbpreferred.callcentre@cimb.com for Private Wealth customer within 3 working days of the transaction being performed and must satisfy the following:
- a) Submission of snapshot(s)/picture taken within 1 hour from the time the transaction is performed via CIMB displaying in detail the following information:
 - I. Foreign Exchange rate of the transacted currency must be indicated clearly; and
 - II. Entity logo clearly shown; and
 - III. Date and time snapshots captured; and
 - IV. Date and time rate last updated (website only); and
 - V. URL of the Website (website only)
 - b) Submission of picture/ scan copy of CIMB Remittance Application Form displaying in detail the following information
 - I. Date and time
 - II. Transacted amount (MYR equivalent)
 - III. Exchange rate of the transacted currency
 - c) All snapshot must be accompanied by the following details:
 - I. Full Name; and
 - II. Last 4 digit of transacted account with CIMB; and
 - III. Contact number; and
 - IV. Indicate email subject matter: **CIMB-Guaranteed Best FX Rates Reimbursement**
15. Total of RM10,000 (“**Reimbursement Limit**”) will be reimbursed to Eligible Customers on a first come first serve basis. Once the Reimbursement Limit has been met, CIMB shall give notice to the Eligible Customers through any one of the means of communication stated in Clause 26.
16. CIMB will review and process valid claim within 60 calendar days from the time of receipt of claim by CIMB at email address cimbpreferred.callcentre@cimb.com provided all required information and documents (as defined in Clause 14) are duly submitted.

17. All snapshots and submitted evidences are subject to verification by CIMB.
18. CIMB will not accept snapshot or other submitted evidence that cannot be independently confirmed by CIMB.
19. Eligible Customers who have successfully submitted a valid claim for Reimbursement will be notified via email and the Reimbursement amount will be credited into their deposit account used for the transaction within 60 days from the time of receipt of claim by CIMB (as defined in Clause 16).

General Terms and Conditions

20. The Eligible Customers agree that by participating in the Programme, they:
 - a) are required to read and understand these Terms and Conditions;
 - b) have accessed, read and confirm their agreement to these Terms and Conditions
 - c) confirm that the key contract terms affecting their obligations have been adequately explained to them;
 - d) consent to CIMB processing and disclosing their personal data as well as any personal data of any individual which the Eligible Customers may share with CIMB in accordance with the CIMB Group Privacy Notice at www.cimb.com.my;
 - e) agree that all decisions reasonably made by CIMB in relation to every aspect of this Programme shall be final, binding and conclusive; and
 - f) agree that CIMB shall not be liable or held responsible to the Eligible Customers if CIMB is unable to perform in whole or in part any of its obligations in these Terms and Conditions attributable directly or indirectly to:
 - (i) the failure of any mechanical or electronic device, data processing system or transmission line;
 - (ii) electrical failure;
 - (iii) industrial dispute, war, strike or riot;
 - (iv) any act of God beyond CIMB's control; or
 - (v) any factor which is beyond CIMB's reasonable control.
21. The Eligible Customers will be disqualified from participating in the Programme during the Programme Period if:
 - a. The Eligible Customers are in breach of the Terms and Conditions governing FTT.
 - b. The FTT transaction is terminated or closed or be made subject to any attachment, adverse orders made by the Court or any authorities sanctioned by laws; or
 - c. The FTT transaction is delinquent, invalid or cancelled by the Eligible Customers or CIMB.
22. CIMB shall have the right to disqualify any Eligible Customers that it determines to be:
 - a. Tampering with the application process; and/or
 - b. Acting in breach of these Terms and Conditions.

CIMB Bank Berhad (197201001799)

CIMB Islamic Bank Berhad (200401032872)

23. CIMB shall have the right to extend, shorten, discontinue, cancel, terminate or suspend the Programme by giving fourteen (14) calendar days' prior notice to the Eligible Customers via:
- Announcement at CIMB's website; and/or
 - Notice at CIMB's Branches; and/or
 - By any other means of notification which CIMB may select.

For avoidance of doubt, CIMB shall not be liable to the Eligible Customers for any losses, damages, costs or expenses as may be suffered or incurred by the Eligible Customers as a direct or indirect result of any cancellation, suspension, shortening or extension of the Programme.

24. CIMB shall not be liable to any Eligible Customers or any party for any loss or damage (including but not limited to, loss of income, profits or goodwill, direct or indirect, incidental, consequential, exemplary, punitive or special damages) resulting from:
- The Eligible Customers' participation or non-participation in the Programme; and/or
 - Any non-receipt or delayed receipt by the Eligible Customers of the Short Message Service ("**SMS**") or **eDM**

unless such loss or damage arises from and is caused directly by CIMB's gross negligence or willful default.

25. CIMB will not be responsible for late, lost, incomplete, incorrectly submitted, delayed, illegible, corrupted or misdirected application of the FTT transaction or related correspondence whether due to error, omission, alteration, tampering, deletion, theft, destruction or otherwise unless the same is caused directly by CIMB's gross negligence or willful default.
26. a) CIMB shall have right to vary, add, delete or amend any of these Terms and Conditions ("**Amendment**") by giving twenty-one (21) calendar days' prior notice to the Eligible Customers via:
- Announcement at CIMB's website; and/or
 - Notice at CIMB's branches; and/or
 - Notice at CIMB's Currency Exchange counters; and/or
 - Advertisement in one newspaper of CIMB's choice; and/or
 - By any other means of notification which CIMB may select.
- b) The Amendment shall be considered as binding on the Eligible Customers from date as specified by CIMB in the notification.
- c) If the changes are required by law or any rules, regulations, directives, notices and guidelines ("**Regulations**") then they will take effect in accordance with the law or Regulations and CIMB will inform/give notice to the Eligible Customers about these changes as soon as possible.
- d) Eligible Customers agree to access CIMB's website at regular intervals to view the Terms and Conditions of the Programme and to ensure that they are kept up-to date with any variation to these Terms and Conditions.

CIMB Bank Berhad (197201001799)

CIMB Islamic Bank Berhad (200401032872)

27. CIMB will not be liable to the Eligible Customers for any loss or damage suffered or incurred by the Eligible Customers as a direct or an indirect result of the Amendment.
28. These Terms and Conditions:
- shall prevail over any provisions or representations contained in any other materials advertising the Programme; and
 - are to be read together with the prevailing Terms and Conditions of the FTT which shall apply in addition to these Terms and Conditions.
29. These Terms and Conditions shall be subject to any prevailing laws, regulations and guidelines, directives, notices issued by Bank Negara Malaysia or any other body having supervisory authority over CIMB from time to time.
30. a) Eligible Customers may contact CIMB's Customer Resolution Unit ("CRU") for any feedback and/or complaint in relation to this Programme via letter, phone call and email:
- Address: CIMB Bank Berhad / CIMB Islamic Bank Berhad, Customer Resolution Unit (CRU), P.O. Box 10338, GPO Kuala Lumpur, 50710 Wilayah Persekutuan
Telephone No: 603 6204 7788
Email: contactus@cimb.com
- b) CIMB may change the above contact details by notifying the Eligible Customers by way of announcement at CIMB's website at www.cimb.com.my or by any other means of notification which CIMB may select.
31. CIMB's website may contain links to other websites ("**Third Party Links**"). CIMB has no control over, and do not monitor or review the contents of the Third Party Links. If the Eligible Customers do click on the Third Party Links, the Eligible Customers understand that they are accessing the Third Party Links at their own risk and CIMB is not responsible for any losses the Eligible Customers may incur.
32. If the product/service relating to this Programme which the Eligible Customers have subscribed is offered by CIMB Bank, any question the Eligible Customers have will be handled by CIMB Bank. Similarly, if the product/service is offered by CIMB Islamic, Eligible Customers' concern will be addressed by CIMB Islamic.