

**Frequently Asked Questions (FAQ)**

**1. I received an SMS about switching to eStatement via CIMB Clicks. What does this mean and do I need to do anything?**

The SMS is an invitation for you to opt-in for credit card eStatement. Once you opt-in, effective 23 June 2025 your monthly credit card statement will be made available for download via CIMB Clicks ([www.cimbclicks.com.my](http://www.cimbclicks.com.my)). The bank will stop sending printed statement to your mailing address.

If you are interested to receive your monthly credit card statement via CIMB Clicks ([www.cimbclicks.com.my](http://www.cimbclicks.com.my)), all you need to do is SMS *ES <space> last 4 digits IC* to 62886 by 19 June 2025. Example if the last 4 digits of your IC number is 1234, you just need to SMS *ES 1234 to 62886*.

**2. What happens if I do not respond to the SMS?**

If you do not respond to the SMS, you will continue to receive printed statements to your mailing address as usual.

**3. I have not updated my e-mail address with the bank. How can I update my e-mail address?**

You may update your email address either by:

- Downloading the Credit Card Maintenance form from our website (Click [here](#) to download) and e-mail the completed form to [contactus@cimb.com](mailto:contactus@cimb.com) or
- Contact Consumer Contact Centre at 603-6204 7788 or
- Visit any CIMB Branch.

**4. I received an SMS about switching to eStatement via e-mail. What does this mean and do I need to do anything?**

The SMS is an invitation for you to opt-in for credit card eStatement. Once you opt-in, effective 23 June 2025 your monthly credit card statement will be sent to you via your e-mail address registered with the bank. The bank will stop sending printed statement to your mailing address.

If you are interested to receive your monthly credit card statement via e-mail, all you need to do is SMS *ES <space> last 4 digits IC* to 62886 by 19 June 2025. Example if the last 4 digits of your IC number is 1234, you just need to SMS *ES 1234 to 62886*.

**5. I was not informed/did not receive any SMS regarding switching to e-statement.**

We have communicated to all our customers via SMS to their mobile number registered with the bank.

It may be possible that your mobile number has not been update in our records.

You may update your mobile number either by:

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- Downloading the Credit Card Maintenance form from our website (Click [here](#) to download) and e-mail the completed form to [contactus@cimb.com](mailto:contactus@cimb.com) ; or
- Contact Consumer Contact Centre at 603-6204 7788 or
- Visit any CIMB Branch

### 6. How can I view my credit card eStatement via CIMB Clicks?

You may view your credit card eStatement either via 'My Account' or 'Services'.

#### Viewing from My Account on Clicks web

Step 1: Login to CIMB Clicks [www.cimbclicks.com.my](http://www.cimbclicks.com.my) via web browser

Step 2: Go to 'My Account' > Click on 'three dots button' at the top right corner > Click on 'View/Download eStatement'

Step 3: Select the month of choice

Step 4: Click on the Download button > Click Download as PDF

#### Viewing from Services on Clicks web

Step 1: Login to CIMB Clicks [www.cimbclicks.com.my](http://www.cimbclicks.com.my) via web browser

Step 2: Go to 'Services' > 'eStatements' > Click on 'View eStatement'

Step 3: Select the month of choice

Step 4: Click on the Download button > Click Download as PDF

### 7. I am unable to view my credit card statements on CIMB Clicks via web browser, what do I need to do?

You will need to link your credit card(s) to CIMB Clicks before you are able to view your monthly credit card eStatement on CIMB Clicks. Once you have linked, your credit card details and statement will be available in CIMB Clicks within 2 working days.

Step 1: Login to CIMB Clicks [www.cimbclicks.com.my](http://www.cimbclicks.com.my) via web browser

Step 2: Go to 'Services' > 'Account Maintenance' > 'Credit Card' > Link Credit Card to CIMB Clicks ID

Step 3: Fill in your 16 digits credit card number and select your CIMB Clicks User ID

Step 4: Click 'Submit' and request TAC for your submission

Alternatively, you may also refer to quick tutorial video below on how to link your credit card(s) to CIMB Clicks: <https://www.youtube.com/watch?v=1pSigucopOg>

### 8. Can I switch back to receiving printed statements to my mailing address after 23 June 2025?

As part of our continuous efforts to digitalise our service delivery and reduce paper consumption, we encourage our customers to adopt eStatement.

However, if you prefer to receive your credit card statements via mail, please:

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- Download the Credit Card Maintenance form from our website (Click [here](#) to download) and e-mail the completed form to [contactus@cimb.com](mailto:contactus@cimb.com) ; or
- Contact Consumer Contact Centre at 603-6204 7788. or
- Visit any CIMB Branch

Please note that there will be a RM2 Statement Fee per month applied and charged to your credit card account.

### 9. Are there any Statement Fees if I choose to receive printed statement via mail?

Yes, RM2 Statement Fee per month will be charged to your credit card account.

The RM2 Statement Fee will not apply for the following group of cardholders:

- Cardholders aged 65 and above
- Cardholders who are differently abled\*
- Cardholders facing difficulties in accessing their banking statements online (e.g. located in rural areas, without internet)\*
- CIMB Preferred customers

*\*Cardholders are required to complete a self-declaration at any CIMB Branch*

### 10. Will my payment due date change?

Your payment due date remains the same.

### 11. How can I register to be a CIMB Clicks User?

First, you need to have a Current Account or Savings Account with CIMB Bank. Then, create your Internet Banking e-PIN at any CIMB ATM. Log on to [www.cimbclicks.com.my](http://www.cimbclicks.com.my) and register online.

### 12. I noticed that my monthly credit card statement has been switched from eStatement to paper statement. Why does this happen? Are there any Statement Fees?

It is an automated process that occurs when an email bounces after multiple attempts over a few days. Moving forward, your monthly credit card statement will be switched to a printed statement and delivered to you via mail.

A Statement Fee of RM2 per month will be applied and charged to your credit card account.

### 13. Can I switch back to eStatement after it was switched to paper statement?

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Yes. You may switch back to eStatement by:

- Downloading the Credit Card Maintenance form from our website (Click [here](#) to download) and e-mail the completed form to [contactus@cimb.com](mailto:contactus@cimb.com) or
- Contact Consumer Contact Centre at 603-6204 7788 or
- Visit any CIMB Branch.

### **14. How would I know if the eStatement has not reached my registered email address? Will I be notified on this?**

Yes. If your eStatement is not successfully delivered after 3 attempts, you will be notified via SMS.

Note: SMS delivery depends on your telecommunication provider's service and connection stability.

### **15. How do I prevent email bounces?**

To prevent email bounces, you may consider these common causes and solutions:

- Please ensure your email address is valid
- Avoid using blocked sender IPs
- Check if the email is blocked by the server
- Wait until the server is not overloaded
- Make sure your inbox is not full
- Be aware of auto-replies set