

## **Frequently Asked Questions on eFixed Deposit (eFD) / eFixed Deposit-i (eFD-i) / eTerm Investment Account-i (eTIA-i) via FPX**

**1. What is eFD/eFD-i/eTIA-i placement via FPX Service?**

This service allows you to debit your current or savings account in another bank to perform an electronic fund transfer for eFD/eFD-i/eTIA-i placement via CIMB Clicks.

**2. What are the operating hours for the CIMB Clicks FPX Service?**

The service is not available daily from 12:00am to 6:00am in CIMB Clicks. However, the FPX service is subject to the other participating banks' internet banking service availability.

**3. How do I perform eFD/eFD-i/eTIA-i placement from my other banks via FPX through CIMB Clicks?**

Step1: Click on special rate campaign URL / Banner in CIMB website.

Step2: Proceed with special rate eFD/eFD-i/eTIA-i placement.

Step 3: Choose Account from other bank to proceed with FPX eFD/eFD-i/eTIA-i placement.

**4. How do I know if my eFD/eFD-i/eTIA-i placement is a success through FPX?**

You may log into CIMB Clicks to check your eFD/eFD-i/eTIA-i status.

**5. Can I uplift/withdraw a successful eFD/eFD-i/eTIA-i placement via FPX on the same day?**

Yes, for placement made via FPX, upliftment/withdrawals are allowed on the placement date through CIMB Clicks.

**6. What is the effective date of my eFD/eFD-i/eTIA-i placement via FPX? Is it on the same day?**

The effective date of the new eFD/eFD-i/eTIA-i will be the date on which the Bank successfully completes the placement process.

**7. Is there any fees charged for eFD/eFD-i/eTIA-i placement via FPX?**

No, there are no fees charged for eFD/eFD-i/eTIA-i placement via FPX.

**8. Is joint account allow to select as Crediting Option for Upliftment/Withdrawal?**

No, only account with single holder is allowed to choose as Crediting Option Upliftment/Withdrawal.

**9. I noticed that the eFD/eFD-i/eTIA-i placement made via FPX was deducted from my bank account, however the status is currently showing Failed/ Accepted for Processing/ Pending Processing. Does this mean my placement was a success?**

If the status of the eFD/eFD-i/eTIA-i placement is shown as Failed/ Accepted for Processing/ Pending Processing, the placement was unsuccessful, and the deducted amount will be refunded into your respective bank account within 7 working days from the date of transaction. Please contact your respective bank if you do not receive your refund by that time.

**10. I've I tried making an eFD/eFD-i/TIA-i placement via FPX but it was unsuccessful. Why did this happen when I have sufficient money in my account?**

Please ensure that your maximum FPX transfer daily limit for your from account is sufficient. If your FPX transfer is unsuccessful, please check as the amount may be above the daily limit.