CIMB BANK

General FAQs on CIMB E-Alert Notification Service (for personal accounts)

1. What is the CIMB E-Alert notification service?

It is a security feature introduced by CIMB Bank to notify customers regarding specific account activity (refer to Table 1). All CIMB bank customers who hold a Current Account and/or Savings Account with the bank and have a valid mobile phone number or email address are eligible for this E-Alert service.

2. Why are we enhancing the CIMB E-Alert notification service?

This service is being enhanced as part of regulatory requirements and the bank's continuous effort in securing your banking transactions.

3. How will I receive my CIMB E-Alert notifications?

E-Alert notifications will be delivered to you via email or SMS.

4. Will I be charged for the CIMB E-Alert notification service?

No, E-Alert notification service is currently free of charge. Please do note that the normal SMS charges imposed by your mobile operator will still apply for SMS E-Alert notifications.

5. Can I opt out of the CIMB E-Alert notification service?

Yes, for transactions under Group 1 (please refer to Table 1), you can opt out of the E-Alert notification service by mailing in the "E-Alert Notification Service Update Form" or by visiting any of our branches.

Yes, for transactions under Group 2 (please refer to Table 1), you can log in to https://www.cimbclicks.com.sg/, go to "*Clicks* Settings", and then "Setup Transaction Alerts".

You can only opt out of the E-Alert notification service via CIMB *Clicks* after 18 July 2012.

6. Which mobile service providers support the E-Alert notification service?

In Singapore, Singtel Mobile, M1 and StarHub support the E-Alert notification service. If you are using an overseas mobile service provider, your service provider must be on a GSM network and must provide SMS.

7. Can I use an overseas mobile number to receive E-Alert notifications?

Yes, as long as your service provider is on a GSM network and provides SMS.

8. Will I receive E-Alert notifications when I am overseas?

Yes, your mobile service provider will be able to give you specific instructions on receiving SMS sent from Singapore whilst overseas. If you are subscribing to a local mobile service provider, you must have the auto-roam service activated and the country to which you are travelling should also be on a GSM network and provides SMS.

9. Can I use/share a common mobile phone number for the E-Alert notification service with another individual?

The E-Alert notification service will be an integral part of the overall security infrastructure protecting your bank account and serves as a dedicated communication channel between CIMB Bank and you for critical information. Therefore, sharing your mobile phone number or email address with anyone for E-Alert notification service is not possible. It is your responsibility to ensure that you are not using someone else's number/email address for your E-Alert notification service and that you have not authorised someone else to use your number/email address for the same purpose.

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10. Will I receive E-Alert notifications if I am not the primary account holder?

For transactions under Group 1 (Table 1), E-Alert notifications will be delivered to the primary account holder. However, for transactions under Group 2 (Table 1), E-Alert notifications will be delivered to the party who executed the transactions and/or request.

11. What is the threshold amount that will trigger an E-Alert notification?

The preset threshold amount that will trigger an E-Alert is SGD 1,000 and its equivalent.

12. I have changed my mobile phone number/email. Do I need to inform the Bank?

Yes, it is important that you keep the bank updated with your contact information. To update your mobile number/email address, you can submit a request through any of the following channels:

i) In person at either of our branches
ii) By mailing in the "E-Alert Notification Service Update Form" attached
iii) Visiting our website https://www.cimbclicks.com.sg/ and going to "*Clicks* Settings", and then clicking on "Setup Transaction Alerts"

You can only update your contact details via CIMB *Clicks* on or after 18 July 2012.

13. Can I make any changes to the settings for my E-Alert notification service?

Yes, you can make changes to the settings for the minimum threshold amount, the alert mode and the type of transactions that you wish to receive E-alerts for.

For transactions under Group 1 (Table 1), you can submit your request by mailing in the "E-Alert Notification Service Update Form" or by visiting any of our branches.

For transactions under Group 2 (Table 1), you can log in to https://www.cimbclicks.com.sg/, go to "*Clicks* Settings", and then "Setup Transaction Alerts".

You can only submit your request for transactions settings under Group 2 on or after 18 July 2012.

14. I previously signed up for transaction alerts for my CIMB *Clicks* Internet Banking transactions and have been receiving alerts via email. Can I choose to receive these E-Alert notifications via SMS instead?

Yes, you can. In fact, for added security upon the launch of E-Alert notification service, the bank has opted in for you to receive all E-Alert notifications in Table 1. If your mobile number is on record with the bank, E-Alert notifications will be sent via SMS to your mobile number with the bank's preset threshold amount. If you do not presently have a mobile number on record with the bank, we will continue to send all E-Alert notifications to the email address on our records.

15. If I have an overseas mobile number and a local mobile number on record, which will be used for E-Alert notification service?

The bank will use the local mobile number you have provided as the default number for E-Alert notifications unless a request is put in to change the default E-Alert notification service mobile number.

16. When will the E-Alert notification service be launched?

We are pleased to inform you that E-Alerts service will be launched on 18 July 2012.

17. Where can I get the "E-Alert Notification Service Update Form"?

The "E-Alert Notification Service Update Form" can be obtained from any of our branches or on our website http://www.cimbbank.com.sg/. Simply go to "Application Forms"

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Table 1 - Specific Activities that will trigger E-Alert notifications.

Category	Types of Transactions	Mode of E-Alert Notification Service Available	
		Email	SMS
	Group 1		
ATM	ATM cash withdrawal	√	√
Cheques	1) Inward cheque clearing - Cheques presented for payment via clearing	√	√
	2) Outward cheque return - Cheques returned outward via clearing	√	√
Giro	1) Standing Instructions	√	√
	2) Direct Debit Authorisation	√	√
	Group 2		
CIMB *Clicks*	1) Local transfer - 3rd Party CIMB Account	√	√
	2) Local transfer - Other Bank	√	√
	3) CIMB Malaysia transfer - 3rd Party CIMB Account	√	√
	4) Scheduled transfer - 3rd Party CIMB Account	√	√
	5) Scheduled transfer - Other Bank	√	√
	6) Scheduled transaction - Bill payment	√	√
	7) Add favourite - Other Banks account	√	√
	8) Add favourite - 3rd Party CIMB Account	√	√
	9) Add favourite - 3rd Party CIMB M'sia Account	√	√
	10) Bill payment - SG bill	√	√
	11) Bill payment - M'sia bill	√	√
	12) Add favourite - Bill payee	√	√
	13) Change daily limits	√	√
	14) Telegraphic Transfer	√	√