

Commitment to Fair Dealing

The Board of Directors of CIMB Bank Bhd (“CIMB Bank” or the “Company”) and Senior Management acknowledge the importance of delivering fair dealing outcomes to our customers and are committed to implement various measures on an on-going basis with the objective of promoting a culture of fair dealing to our customers.

CIMB Bank has implemented the following key considerations for the sale and marketing of investment products:

Risk Framework for Product - Investor Risk Profiling

The risk profiling framework takes into consideration the product risk rating and the client’s risk profile to ensure that only product(s) that match the client’s risk profile are recommended.

Sales Advisory Process

The existing sale advisory process has been further strengthened by enhancing the fact finding process and product disclosure standards. Clients will also receive a guide with details on the Company, and its available services prior to the Company providing any financial services. Additionally, all relevant documents are provided to customers before they make their financial decision.

Training and Competency Program for Sales Representatives

All sales personnel go through a structured training program and are equipped with the necessary skills and knowledge in order to provide appropriate advice and recommendation. They are also required to attend compulsory product trainings and updates and/or take the specific product assessment, where necessary before they are allowed to market the respective products. A complaints committee also meets regularly to review complaints to ensure that these are resolved in a timely fashion and in accordance with fair dealing principles.

Staff Remuneration Structure

The remuneration structure is not based on sales volume alone, and other factors such as level of compliance, fact finding process and customer feedback are considered in computing the remuneration level the sales personnel receives.

The Board and Senior Management are taking continuous steps to encompass the principles in the MAS’ paper on Mar 2009 where Financial Institutions were tasked with promoting fair dealing outcome when they conduct business with their customers. The Bank continues to incorporate the guidelines on fair dealing in its policies and procedures, and is fully committed to treating all clients with fairness and integrity.

We conduct our business with continuous improvement in mind and continue to review our internal policies and procedures regularly to reflect the current regulatory requirements (as may be imposed by the regulators from time to time) and/or for continuous effectiveness.