

CIMB Bank Credit Cards

Frequently Asked Questions

Qn: What are the benefits of being a CIMB Bank Credit Card Holder?

Ans:

CIMB WORLD MasterCard	<ul style="list-style-type: none">• Free Tee-off in Singapore, Malaysia & Indonesia (22 golf courses)• No annual fees• Cross Border Privileges• CIMB Smart Rewards Privileges• 1% Cash Rebate on all purchases• i.Pay Plan• Travel Insurance – Personal Accidental & Inconvenience (S\$1m)
CIMB PLATINUM MasterCard	<ul style="list-style-type: none">• No annual fees• Cross Border Privileges• CIMB Smart Rewards Privileges• Cash Rebate<ul style="list-style-type: none">✓ 0.5% on all local purchases✓ 1% on all foreign purchases• i.Pay Plan
CIMB CLASSIC MasterCard	<ul style="list-style-type: none">• S\$500.00 credit limit• No annual fees• Cross Border Privileges• CIMB Smart Rewards Privileges

Qn: What are the criteria to apply for a CIMB Bank Credit Card?

Ans: Principal card applicants have to be 21 years and above with a minimum annual income of S\$120,000 (Singaporean and PR) for CIMB WORLD MasterCard and S\$30,000 (Singaporean and PR) for CIMB PLATINUM MasterCard.

Supplementary card applicants must be at least 18 years of age.

Qn: Can I apply for a card if I am earning less than S\$30,000 or I am currently a student?

Ans: If you are a working adult (21 years and above) with minimum income of S\$18,000, or you are a tertiary student 18 years and above, you can apply for CIMB CLASSIC MasterCard.

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Qn: What are the documents that I need to submit along with the application form?

Ans: A photocopy of NRIC (both sides) for both Principal & Supplementary Card applicants OR a photocopy of valid passport for Supplementary Card applicants (Foreigner) and;

For Salaried employees

Latest computerized payslip or CPF Contribution History Statement (for past 12 months) or latest Income Tax Notice of Assessment

For Self-employed

Last 2 years' Income Tax Notice of Assessment and Bank Statement (for 3 months)

For Commissioned or Variable Income Earners

Last 2 years' Income Tax Notice of Assessment or CPF Contribution History Statement (for past 12 months)

For Tertiary Students

A photocopy of the front and back of applicant's NRIC and a photocopy of the front of applicant's Student ID Card / Student Card / Matriculation Card

If applicant is below the age of 21, a photocopy of the front and back of applicant's parent's / guardian's NRIC and applicant's parents / guardian must be a Singaporean or Singaporean PR

*Addresses on both applicant's and parent's / guardian's NRIC must match for verification purposes

Qn: Must I pay any annual fee when I apply for a credit card from CIMB Bank?

Ans: There is no annual fee when you apply for a Principal credit card from CIMB Bank.

Qn: How many supplementary cards can I apply for?

Ans: You can apply for up to 2 supplementary cards which are free for the 1st year. The annual fee for each supplementary card is S\$75.

Qn: How long does it take for me to receive my card?

Ans: You will receive your card within 10 working days.

Qn: Can I separate my limit and have separate billing for my supplementary cardholder?

Ans: The limit will be shared between the Principal and Supplementary cardmember(s). However, the statement will list down the individual card expenditure.

Qn: How much cash can I withdraw?

Ans: With effect from 1 August 2010, Cash Advance for WORLD MasterCard is capped at 80% of the credit limit. PLATINUM MasterCard is capped at 70% of the credit limit and CLASSIC MasterCard is capped at 50% of the credit limit.

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Qn: Why is the cash rebate not reflected in the statement when I had transactions on 20th of the month?

Ans: Cash rebates cut off time is one day before statement date. Therefore, for those customers' statement that fall on 20th, the system will only capture cash rebates up to 19th. Transactions posted on 20th will be deferred to the next month statement.

Qn: Where can I get cash advances around the world and what are the charges?

Ans: Cash advances can be made at any MasterCard/Cirrus ATMs around the world or over-the-counter at any bank offering cash advances for MasterCard.

We are not charging any cash advance fee in the meantime if you perform cash advance using a CIMB ATM in Malaysia. For cash advance not performed using a CIMB ATM in Malaysia, the Cash Advance fee is 5% of the amount withdrawn, subject to a minimum of S\$15.

A finance charge in the form of Cash Advance interest of 24% p.a. for WORLD / PLATINUM Card and 27% p.a. for CLASSIC Card, subject to a minimum of S\$2.50, will be calculated on a daily basis and levied on the amount withdrawn from the withdrawal date until full payment is made.

Qn: What is the minimum payment?

Ans: Where the outstanding balance is S\$50 and less, the Cardmember must make full payment by the payment due date to avoid incurring a Late Payment Charge. Where the outstanding balance exceeds S\$50, the Cardmember may avoid incurring a Late Payment Charge by making the Minimum Payment by the payment due date as follows:

OUTSTANDING BALANCE	MINIMUM PAYMENT
Where the outstanding balance exceeds S\$50 but is not over the credit limit	3% of the outstanding balance or S\$50 whichever is higher, plus any outstanding overdue amount from the previous statement
Where the outstanding balance exceeds S\$50 and is over the credit limit	3% of the outstanding balance or S\$50 whichever is higher, plus the excess over the credit limit and any outstanding overdue amount from the previous statement

Qn: How much is the late payment charge?

Ans: S\$50 if (i) full payment of the outstanding balance (where the outstanding balance is S\$50 and less) is not received by the payment due date; or (ii) if the minimum payment (where the outstanding balance exceeds S\$50) specified in the statement is not received by the payment due date.

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Qn: Are there any charges for using CIMB Credit card overseas?

Ans: A service charge (comprising the currency conversion cost and an administrative fee of 1.5% of the transaction amount) is incurred for foreign currency transactions when you use the Card to purchase goods, services or facilities in foreign currency.

Note: Foreign currency transactions are converted to local currency based on the rate determined by the respective card associations. The conversion rate is applied on the date of posting to the Card account and may be different from the rate in effect on the date of transaction.

Qn: Do you accept another bank's credit card for payment?

Ans: We are unable to accept this form of payment. However, payments can be made through the following:

- CIMB Clicks Internet Banking
- Auto Debit – CIMB Current / Savings Account
- Cheque made payable to "CIMB BANK BERHAD – CREDIT CARDS"
- Cash at any CIMB Bank branch
- AXS stations
- Inter Bank GIRO

Qn: How can I increase my credit limit on a permanent basis?

Ans: You can write in to us and enclose a copy of your latest income document for our review.

Qn: How can I withdraw cash from all Banks in Malaysia?

Ans: You are able to withdraw cash from all Banks in Malaysia that accepts MasterCard.

Qn: If I am a walk in customer requesting for a card application form or with a prefilled applicable form, will I be eligible for the free gift?

Ans: Yes, you are eligible. However, it is on a while stocks last basis with full documentation and must be the case where there is a promotion going on.

Qn: Why must I maintain/update my mobile number?

Ans: For your convenience, we have made SMS the mode for communications. Thus, for you to receive these alerts, it is important that you provide us with your updated contact information. In addition, for the security of your account, should there be a loss of your mobile phone, do update us accordingly so that we can temporarily suspend the service.

Qn: How do I report the loss of my credit card?

Ans: Please call our 24-hour CIMB Credit Cards Customer Service Hotline:

65 - 6438 1118 (WORLD / PLATINUM MasterCard)

65 - 6576 6688 (CLASSIC MasterCard)

Cardmember shall be liable to the Bank for any transaction incurred prior to the reporting of the lost or stolen card.

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Overall Fees & Charges

Finance Charge for Retail Transaction	24% p.a. for WORLD / PLATINUM MasterCard and 27% p.a. for CLASSIC MasterCard
Cash Advance Fee (not on CIMB ATM in Malaysia)	<p>A Cash Advance fee of 5% of the amount withdrawn, subject to a minimum of S\$15.</p> <p>Note: Finance charge in the form of Cash Advance interest of 24% p.a. for WORLD / PLATINUM MasterCard and 27% p.a. for CLASSIC MasterCard, subject to a minimum of S\$2.50, will be calculated on a daily basis and levied on the amount withdrawn from the withdrawal date until full payment is made.</p>
Cash Advance Fee (on CIMB ATM in Malaysia)	<p>No Cash Advance fee is chargeable in the meantime.</p> <p>Note: Finance charge in the form of Cash Advance interest of 24% p.a. for WORLD / PLATINUM MasterCard and 27% p.a. for CLASSIC MasterCard, subject to a minimum S\$2.50, will be calculated on a daily basis and levied on the amount withdrawn from the withdrawal date until full payment is made.</p>
Fees Charged for Accounts in Excess of Approved Limit	For each occasion that the credit limit is exceeded, S\$50 or 5% of the excess amount, whichever is higher
Late Payment Charge	S\$50 if (i) full payment of the outstanding balance (where the outstanding balance is S\$50 and less) is not received by the payment due date; or (ii) if the Minimum Payment (where the outstanding balance exceeds S\$50) specified in the Statement is not received by the payment due date.
Replacement Card	S\$20 per card
Unsuccessful Payment Service Charge	S\$40 for any returned cheque and S\$10 for any rejected Interbank GIRO payment
Request for Card Statement	S\$5 per monthly statement. For retrieval of statements that are more than 3 months old, a fee of S\$10 per copy applies.
Request for Sales Draft	S\$5 per copy

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Transactions in Foreign Currencies	<p>A service charge (comprising the currency conversion cost and an administrative fee of 1.5% of the transaction amount) is incurred for foreign currency transactions when you use the Card to purchase goods, services or facilities in foreign currency.</p> <p>Note: Foreign currency transactions are converted to local currency based on the rate determined by the respective card associations. The conversion rate is applied on the date of posting to the Card account and may be different from the rate in effect on the date of transaction.</p>
Closing of Account	S\$50 if the Cardmember cancels the Card within 12 months from Card Account opening date.