

## **FREQUENTLY ASKED QUESTIONS ON CHANGE OF CIMB BANK ACCOUNT NUMBER FORMAT**

### **General**

#### **1. Can you tell me more about this 10-digit CIMB Bank Account Number?**

CIMB Bank changed its core banking system on Monday, 5 December 2011 as part of our efforts to unify our operations across ASEAN. As a result of this change, your account number was changed to a 10-digit format since 2011.

#### **2. Should I be using my 10-digit CIMB Bank account number format now?**

To minimise the inconvenience to you, we would advise you to start using your 10-digit CIMB Bank Account number in your transactions, especially if you are performing fund transfer to CIMB Bank Account.

#### **3. Apart from calling the Bank, where can I view my 10-digit CIMB Bank account number?**

Your 10-digit CIMB Bank account number can be found on your monthly statement. If you have *Clicks* Internet Banking, you may also obtain your 10-digit account number after your log in.

#### **4. How does it affect my existing GIRO arrangements and/or monthly fund transfers with CIMB Bank?**

Currently, you do not need to do anything for your existing GIRO arrangements or Monthly Fund Transfers with CIMB Bank as we are liaising with the billing organisations / other banks to replace your previous account number in their records with your existing 10-digit CIMB Bank account number. This is to ensure that your payments/ transfers are not disrupted.

#### **5. Will this change affect my bank statements?**

No, your account statement remains unchanged. The only change we are requesting the billing organisations / banks to make is to replace the account number to debit for the Direct Debit Authorisations that you have given them, if any. All other details in their records remain unchanged.

#### **6. Are there any accounts that are not affected?**

There is no change in account numbers for Max InvestSave account and Trade Finance. CIMB Credit Card account numbers are also not affected.

#### **7. Who can I call for more information?**

Should you have any questions, please feel free to contact your Personal Banker/Relationship Manager or the following numbers for assistance:

##### **Retail Banking**

CIMB At-Your-Service  
(65) 6333 7777

CIMB Preferred At-Your-Service  
(65) 6333 1111

##### **Commercial Banking**

(65) 6438 7888

##### **Corporate Banking**

(65) 6337 5115