

CIMB Clicks

Internet Banking Starter Guide

Presenting

CIMB Clicks
www.cimbclicks.com.sg

Thank you for choosing CIMB Clicks Internet Banking – the most convenient and easy way to manage your CIMB accounts anytime, anywhere.

Benefits and Features

- **Check your account(s) conveniently at a glance**
You can view your CIMB Malaysia accounts too! Simply link it through CIMB Clicks by clicking on **Clicks Settings > Link My CIMB Malaysia A/C**
- **Hassle-free bill payments to Singapore and Malaysia billing organisations**
- **Free funds transfer to CIMB Malaysia accounts at zero service charge!**
- **Almost instant funds transfer via FAST to 3rd party participating banks**
- **Login anywhere with CIMB Clicks on Mobile**
Available on both iOS and Android
- **Safe and secure with 2-levels of authentication**

Get started in 3 easy steps

- **STEP 1 – APPLY**
Visit www.cimbbank.com.sg and click on **Application Forms > CIMB Clicks Internet Banking Service Request Form**. Complete the form and mail it back to us.
- **STEP 2 – RECEIVE**
You will receive an Activation Code and your chosen Two-Factor Authentication (2FA) via SMS (for SMS-OTP) and/or mail (for Security Device).
The Activation Code and SMS will be sent to you within 5 business days upon our receipt of your application form. If you chose the Security Device as your mode of authentication, it will be sent to you 3 business days after mailing your Code.

NOTE:

- Do memorise your Activation Code as you will need it to retrieve your user ID and/or reset your password.

➤ STEP 3 – FIRST-TIME-LOGIN

Visit www.cimbclicks.com.sg



Click on First Time Login

You will be prompted to provide a user ID and password – which will be required for all your future logins to CIMB Clicks.

Two-Factor Authentication (2FA)

This added measure ensures that your transactions are twice as secure when you access your CIMB accounts online. CIMB Clicks will automatically prompt you to enter a unique One-Time Password (OTP) when performing login and other important transactions.

2 ways to get your OTP:

➤ SMS-OTP

A 6-digit OTP will be sent via SMS to your pre-registered mobile number. This is the most convenient option for those who do not wish to carry around an additional password generating device.

➤ SECURITY DEVICE

This Security Device enables you to generate a OTP for your online transactions. Simply press the **OK** button on the Security Device each time you need a new 6-digit OTP. In addition, it offers Transaction Signing, a feature that provides enhanced protection by generating a OTP that is unique to the transaction information. A Security Device is ideal for those who travel frequently to places where SMS reception is unreliable.



NOTE:

- You are able to log in to CIMB Clicks with either a SMS-OTP or Security Device. However, only a Security Device allows you to perform all available transactions on CIMB Clicks. For more information on the different types of transactions supported by SMS-OTP and Security Device, please visit www.cimbclicks.com.sg
- Please report the loss of your mobile phone or Security Device to us immediately so that we can temporarily suspend the service for the security of your accounts.

Thank you for choosing to bank with us.
We look forward to serving you.

For more information, please call
***CIMB At-Your-Service at (65) 6333 7777**

*CIMB At-Your-Service is open daily (including public holidays) from 9am to 9pm.

 **CIMB BANK**