

Safeguard your credit card account(s) & enrol for E-Statement.



FORWARD  **Your Convenience**

1. What is an E-Statement?

The E-Statement is an electronic version of your Credit Card(s) statement which is accessible via CIMB Clicks Internet Banking (www.cimbclicks.com.sg).

2. How do I register for the E-Statement service?

After logging into CIMB Clicks, go to 'E-Statements > Credit Cards > View Statement Setting' on the left navigation panel and select "Sign up for E-Statement". You would be able to view your E-Statement immediately.

(Note: You would need to link any one of your CIMB Credit Cards to CIMB Clicks in order to enrol for E-Statement. If you haven't done so, please select 'Link My Credit Card' at the left navigation panel of 'Clicks Setting')

3. What will be the charge for this E-Statement service?

This service is provided free of charge to our CIMB Credit Card Cardmembers.

4. Will I receive email notifications when my E-Statement is ready?

You will receive an email notification if you have included your email address when registering for the E-Statement service via CIMB Clicks. If you wish to include or update the email address for your E-Statement notifications, please do so via CIMB Clicks by going to 'E-Statements > Credit Cards > View Statement Setting' on the left navigation panel and enter your preferred email address. Do note that the new email address you have provided will be used by the Bank for your credit card correspondences going forward.

5. I have just registered for E-Statements. Why can't I view my current month's E-Statement yet?

Your current month's E-Statement will be ready on your statement date. When your statement is ready for viewing, you will receive a notification to the email address that you have provided via CIMB Clicks. Should you wish to include or update your email address for your E-Statement notification, you may do so via CIMB Clicks by going to 'E-Statements > Credit Cards > View Statement Setting' on the left navigation panel.

6. How do I check my credit card transactions when my current month's E-Statement is not ready?

You can view your current month's credit card transactions via CIMB Clicks by selecting "Account Enquiry" on the left navigation panel.

7. For how long will my E-Statements be available online?

You will have access to your E-Statements up to the past 12 months, commencing from the time that you register for the service.

8. Can the E-Statements be downloaded?

Yes, the E-Statements can be downloaded for your own reference and archival.

9. I am currently on E-Statements but I need a printed copy of my statement(s) for other purposes. How do I go about it?

You can print up to your past 12 months E-Statements from CIMB Clicks. However, if you require the Bank to retrieve and mail the printed statement(s) to you, please contact our 24-hour CIMB Credit Card Customer Service at (65) 6333 6666 for assistance. To retrieve statements from more than 3 months ago, please note that a fee of S\$10 a copy applies. Otherwise, a fee of S\$5 a copy will be charged. The printed statement(s) will be sent to your mailing address.

10. Can I enrol for E-Statements and still have my paper statements sent to my mailing address?

Once you have registered for the E-Statement service, you will no longer receive the paper statements starting from your next statement cycle.

11. How do I resume my paper statements?

If you are on E-Statements and would like to receive paper statements instead, please log in to CIMB Clicks and go to 'E-Statements > Credit Cards > View Statement Setting' and select "Resume paper statements". Please note that a S\$1 monthly fee for paper statements will be charged to your account.

12. When will I receive my paper statements after opting to resume it?

You will start receiving your paper statements from the next statement cycle and it will be sent to your mailing address as per our records. The historical E-Statements that were previously generated in CIMB Clicks when you were on E-Statements will no longer be available for your viewing once you have opted to resume paper statements.

13. If I hold a few CIMB credit cards or have a Cashlite/Debt Consolidation Plan, will I be charged the S\$1 paper statement fee for each account?

No, you will only be charged S\$1 per month regardless of the number of credit cards/Cashlite/Debt Consolidation Plans you hold. The account to be posted with the paper statement fee will be at bank's discretion.