Client Charter

AT CIMB BANK BERHAD (13491-P), WE ARE COMMITTED TO ENSURING THAT THE BizChannel@CIMB PRODUCTS AND SERVICES PROVIDED TO OUR CUSTOMERS IN www.cimbbizchannel.com WEBSITE IS RELIABLE AND EFFECTIVE IN ACCORDANCE WITH OUR CLIENT CHARTER SET OUT BELOW.

The BizChannel@CIMB products and services are provided to you in accordance with the Terms of Access and the BizChannel@CIMB Internet Banking Agreement governing the access and use of the "BizChannel@CIMB" website. A copy of the Terms of Access and BizChannel@CIMB Internet Banking Agreement can be accessed at www.cimbbizchannel.com

1. Ensuring Safe and Reliable Operations

We shall take the necessary measures to ensure that products and services offered by us or our third party vendors are dependable, reliable and secure. Our computer and network systems will adopt high-end access and authentication protocols and employ firewalls at strategic points to protect, secure and safeguard the integrity and privacy of your transactions.

2. Safeguarding the Privacy of Your Information

We recognise the importance of public trust and confidence in our products and services. It is our policy to respect, maintain, protect and safeguard the privacy of your personal, banking and financial information as well as any other information in respect of or pertaining to the same which you have disclosed, shared, exchanged or otherwise provided to us over www.cimbbizchannel.com ("Information").

Pursuant to our objectives above, we have set out certain principles regulating the privacy of your Information, all of which are specified and elaborated upon in our PRIVACY POLICY, which may be read at www.cimbbizchannel.com

3. Providing Reliable and Quality Services

To ensure that you receive only reliable and high-quality services, we deploy robust hardware, equipment and software, and engage only qualified and trained personnel. We ensure that our business methodologies comply with regulations and guidelines set by regulators including Bank Negara Malaysia.

4. Transparency of Products and Services

We shall be transparent in our dealings with you and we do not engage in conduct which is deceptive, fraudulent or otherwise misleading. We shall endeavour to ensure that representations, statements and assurances from us shall be accurate and true.

We will fully disclose all the relevant terms and conditions relating to the products and services offered.

5. Providing Prompt Response and Action for Customer Enquiries and Complaints

Your convenience and satisfaction is of paramount importance and we welcome your suggestions, comments, feedback, enquiries, or complaints which you may have in respect of our products or services. We will ensure that relevant steps are taken to resolve your complaints promptly. We welcome your enquiries and feedback which we view as opportunities for us to better understand and manage your requirements.

We may be contacted by email at bizchannel@cimb.com or you may contact our Call Center at:-

CIMB Bank Call Center
BizChannel
Cash Management,
Transaction Bankimg Malaysia,
CIMB Investment Bank
10th Floor, Bangunan CIMB
Jalan Semantan, Damansara Heights
50490 Kuala Lumpur
TEL: 1300 888 828
E-MAIL: bizchannel@cimb.com

Our commitment to you is carved out of our philosophy to go beyond solutions and we hope to be able to realise your expectations by employing professional expertise and world class technology to meet your banking needs.

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