

# Client Charter

**At CIMB Islamic Bank Berhad (671380-H) and CIMB Bank Berhad (13491-P), we are committed to ensuring that the BizChannel@CIMB provided to our customers in [www.cimb-bizchannel.com.my](http://www.cimb-bizchannel.com.my) website is reliable and effective in accordance with our client charter set out below.**

The BizChannel@CIMB is provided to you in accordance with the Terms and Conditions of Subscription and Access to BizChannel@CIMB. A copy of the Terms and Conditions of Subscription and Access to BizChannel@CIMB can be accessed at [www.cimb-bizchannel.com.my](http://www.cimb-bizchannel.com.my)

## 1. Ensuring Safe and Reliable Operations

We shall take the necessary measures to ensure that the BizChannel@CIMB provided by us or where we use 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 the provision of the BizChannel@CIMB. 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.cimb-bizchannel.com.my](http://www.cimb-bizchannel.com.my) ("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.cimb-bizchannel.com.my](http://www.cimb-bizchannel.com.my)

## 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 BizChannel@CIMB provided.

#### 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 the BizChannel@CIMB. We will acknowledge customer's complaints/issues within 24 hours of a working day. We will address the complaint/issue in an equitable, objective and timely manner by informing customer on bank's decision no later than 14 calendar days. 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.

For further enquiries, please contact us at:

##### **CIMB Business Call Centre**

Cash Management,  
Transaction Banking Malaysia,  
CIMB Islamic Bank Berhad/CIMB Bank Berhad

17th Floor, Menara CIMB  
No. 1, Jalan Stesen Sentral 2  
Kuala Lumpur Sentral  
50470 Kuala Lumpur

TEL: 1300 888 828 or +603 2297 3000 (if you are overseas)

OPERATING: 7am to 7pm (Monday to Friday)  
HOURS 8am to 5pm (Saturday)  
excluding public holidays

E-MAIL: [mybusinesscare@cimb.com](mailto:mybusinesscare@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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