IMPORTANT NOTICE DATED 7th February 2025

LOGIN VERIFICATION TO THE MPOS PORTAL USING ONE-TIME PASSWORD

Dear Valued Merchants,

Please be informed that effective on 19th February 2025, all Merchants will receive a One-Time Password (OTP) for verification during activation and each time the Merchants login to the MPOS Portal.

Please refer to the updated step-by-step guide in the Appendix below.

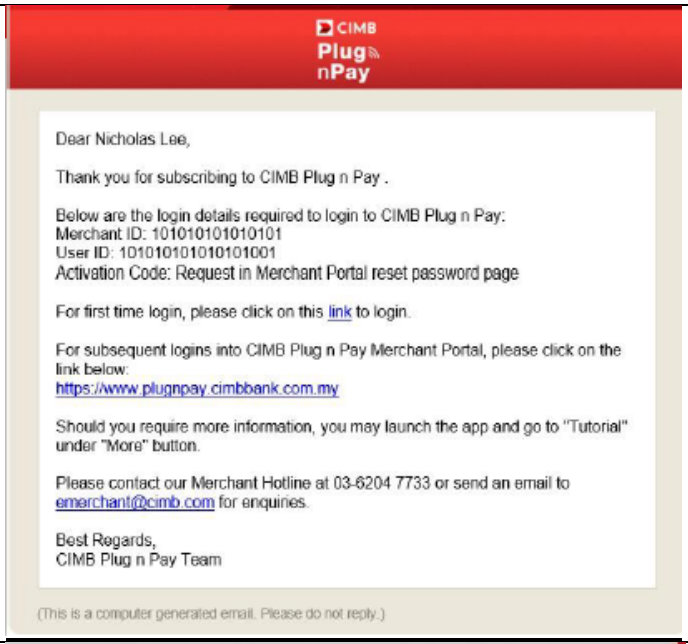
Should you have any queries, please email to emerchant@cimb.com.

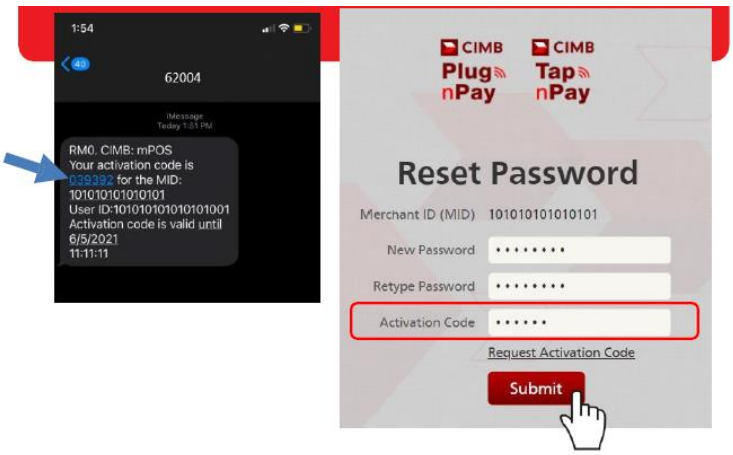
Thank you.

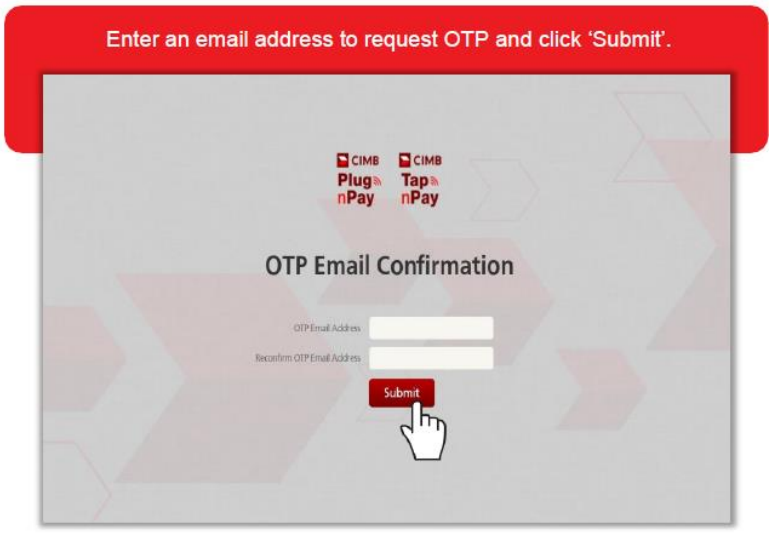
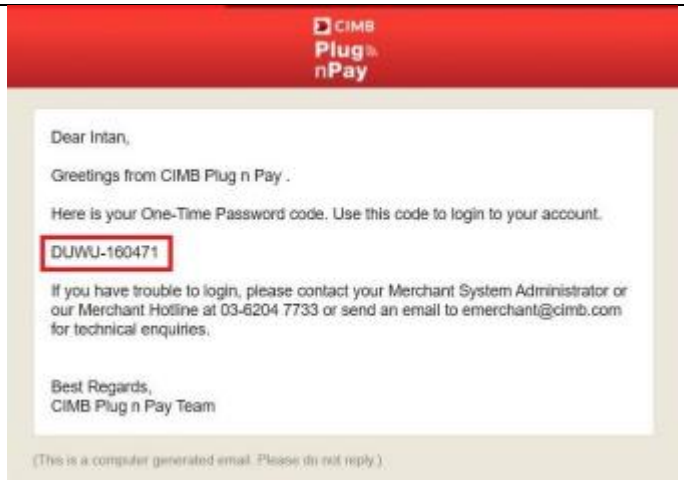
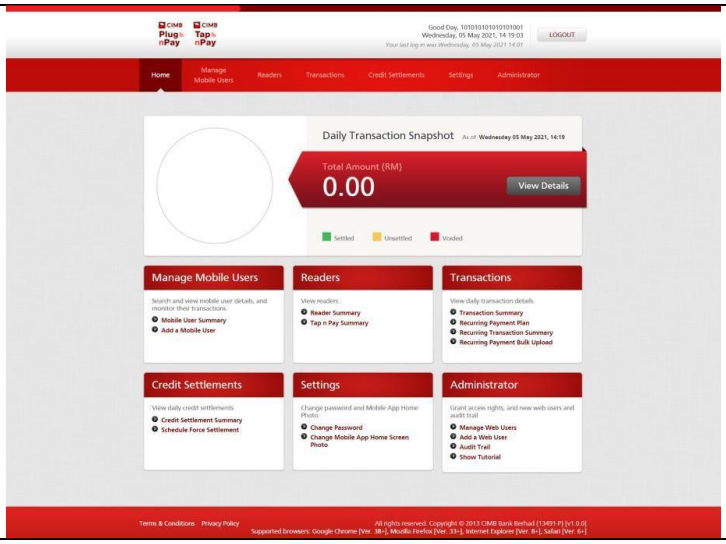
The Management

CIMB Bank Berhad

Appendix

Step	Details	Sample Screen
1	Click on the activation link received through email from CIMB Plug N Pay or CIMB Tap N Pay to activate your account.	
2	At the reset password page key in your preferred new password twice and click 'Request Activation Code'.	

3	Enter the 6-digit activation code received via SMS to the user's mobile number and click 'Submit'.	
4.	Login with your User ID as shown in the email from CIMB Plug N Pay or CIMB Tap N Pay and enter your new User Password.	

5	Enter an email address to request OTP and click “Submit”	 *Note: OTP email address is a one-time setup.*
6	Enter the 6-digit OTP code received via the OTP email address and click ‘Submit’ (*OTP verification is required for each login)*.	

7	Upon successful login, you will be directed to the merchant portal home page.