

# **CIMB Merchant Application Digital Form (Package A, B & C)**

**Package A – Basic Package**

**Package B – Advance Package**

**Package C – Premium Package**

**IMPORTANT NOTE:****1. NO handwriting is allowed on the form except for signature**

- Please type on the form as it is an editable PDF. Form filled in by hand will **NOT** be accepted for processing. Please tick (✓) boxes where applicable.

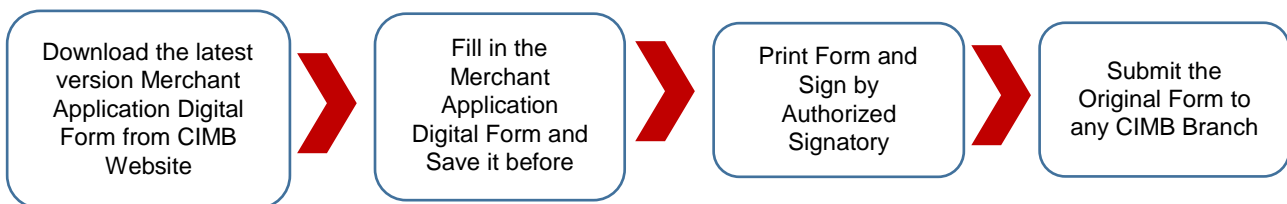
**2. Fill up ALL the mandatory fields**

- Please ensure all the necessary fields in the form have been completed before proceeding to click "Print". The form cannot be printed unless all necessary fields are completed.

**3. Ensure SAME serial number generated in all pages**

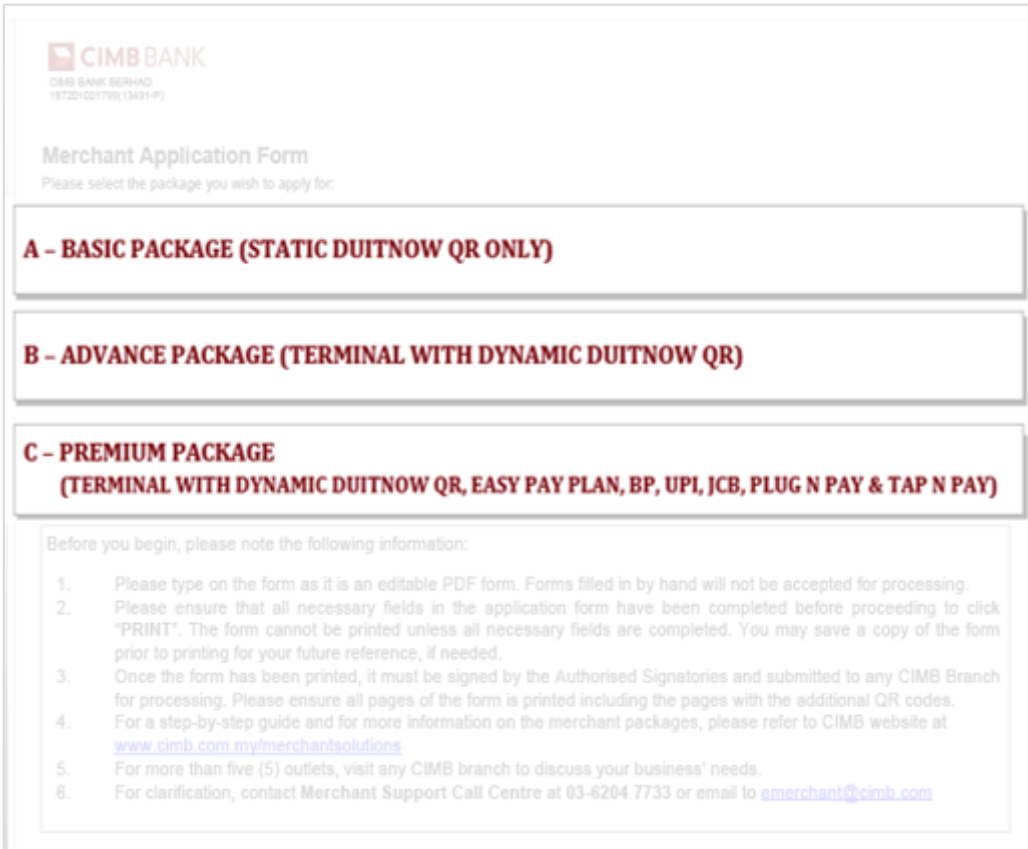
- New serial number will be generated at the bottom of the page after printing the form. Please ensure the same serial number is generated in all the pages of the form.
- The form will **NOT** be accepted for processing if the serial number on the pages of the form are different.

*Note: If there are changes to the Save version of the form, the serial number on the page will need to be re-generated. Please reprint the entire form before signing and submitting the form to any CIMB branch for processing*

**4. Process flow to submit Merchant Application Form**

**GUIDE TO USE MERCHANT DIGITAL APPLICATION FORM (PACKAGE A, B & C)**

**Step 1: Select Merchant Application Package Type**



**CIMB BANK**  
CIMB BANK BERHAD  
19720102179813491-PJ

**Merchant Application Form**  
Please select the package you wish to apply for:

**A - BASIC PACKAGE (STATIC DUITNOW QR ONLY)**

**B - ADVANCE PACKAGE (TERMINAL WITH DYNAMIC DUITNOW QR)**

**C - PREMIUM PACKAGE  
(TERMINAL WITH DYNAMIC DUITNOW QR, EASY PAY PLAN, BP, UPI, JCB, PLUG N PAY & TAP N PAY)**

Before you begin, please note the following information:


1. Please type on the form as it is an editable PDF form. Forms filled in by hand will not be accepted for processing.
2. Please ensure that all necessary fields in the application form have been completed before proceeding to click "PRINT". The form cannot be printed unless all necessary fields are completed. You may save a copy of the form prior to printing for your future reference, if needed.
3. Once the form has been printed, it must be signed by the Authorised Signatories and submitted to any CIMB Branch for processing. Please ensure all pages of the form is printed including the pages with the additional QR codes.
4. For a step-by-step guide and for more information on the merchant packages, please refer to CIMB website at [www.cimb.com.my/merchantsolutions](http://www.cimb.com.my/merchantsolutions)
5. For more than five (5) outlets, visit any CIMB branch to discuss your business' needs.
6. For clarification, contact Merchant Support Call Centre at 03-6204 7733 or email to [merchant@cimb.com](mailto:merchant@cimb.com)

Select the type of package you wish to apply for:

Package Type	Product/Facility Type
<b>A – Basic Package</b>	Static Duitnow QR ONLY
<b>B – Advance Package</b>	Terminal with Dynamic Duitnow QR
<b>C – Premium Package</b>	Terminal with Dynamic Duitnow QR / CIMB 0% Easy Pay / BP (CIMB Pay with Points) / UPI / JCB / Plug n Pay / Tap n Pay

To find out more info on the merchant packages, kindly refer to <https://www.cimb.com.my/en/business/solutions-products/solutions/merchant-solutions.html>

## Step 2: Fill in all your Business Information



Main Menu  
CONFIDENTIAL

**BASIC PACKAGE MERCHANT APPLICATION FORM**  
(A - STATIC DUITNOW QR ONLY)

To select a different package, click the 'Main Menu' button on the top right-hand corner.

This is an editable PDF Application form - please type on the form as handwritten form is not acceptable. Please tick (✓) the boxes where applicable. Please print, sign and submit the hardcopy of the application form to any CIMB branch officer for processing. A notification will be sent to you via email on the status of your application. For step by step-by-step guide and more information on merchant packages, click here [www.cimb.com.my/merchantsolutions](http://www.cimb.com.my/merchantsolutions)

New Merchant
  Existing Merchant

Application Date 03/05/2024

▶ BUSINESS INFORMATION (MANDATORY)

Registered Name	Nature of Core Business
Business Registration Number <small>(Only alphabet and numeric, without spacing is allowed.)</small>	
(Old)	
(New)	

**Headquarter (HQ) Address**

Address	HQ Contact Person's Name
Postcode	HQ Contact Person's Number
City	
State	Email Address <small>(for delivery of e-Access Login/Finance Department use)</small>
Country	

Select no of outlets 1 (minimum no of outlet is 1)

**Outlet Details**

Trading Name	
<small>Only special characters -,., &amp;, ' , ( ) allowed</small>	
<input type="checkbox"/> Outlet address the same as headquarter address above	
Address	Outlet Contact Person's Name
Postcode	Outlet Contact Person's Number
City	
State	
Country	

1. Click “Main Menu” to return to package type selection page
2. Tick (✓) “New Merchant” or “Existing Merchant”
3. “Application Date” Date will be auto-generated based on application creation date
4. Fill in all the fields under “Business Information (Mandatory)”
5. Select **number of outlets** from the drop down box.
6. Fill in all the information under “Outlet Details” – if more than 1 outlet, please differentiate the trading name eg. Outlet 1: ABC Restaurant – Puchong; Outlet 2: ABC Restaurant - Cheras

Version 1 – May 2024

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### Step 3: Select Product / Facility Type

Sample screenshot for **Package A (Basic Package)**

**PRODUCT / FACILITY TYPE**

The Merchant Discount Rate (MDR) for Package A – Basic Package (Static DuitNow QR only) is as follows:

Static DuitNow QR	MDR*		
	Int.	Off-us	On-us
CASA	0%	0%	0%
eWallet	0%	0%	0%
Credit Card	0%	0%	0%

\*0% Promotional Rate is valid till 30 June 2024. CIMB Bank will give you twenty-one (21) calendar days' prior notice of any changes in the MDR.

On-us : Transactions with CIMB cards/account  
 Off-us : Transactions with other cards/account/eWallet  
 Int. (International) : Transactions from foreign country issuers/Cross-Border QR Payments

Sample screenshot for **Package B (Advance Package)**

**PRODUCT / FACILITY TYPE**

The Merchant Discount Rate (MDR) for Package B – Advance Package (Terminal with Dynamic DuitNow QR) is as follows:

Transaction Type	MDR		
	Int.	Off-us	On-us
Dynamic DuitNow QR (CASA)	0.35%	0.35%	0.35%
Dynamic DuitNow QR (eWallet)	0.35%	0.35%	
Dynamic DuitNow QR (Credit Card)	0.35%	0.35%	0.35%
Terminal			
Visa / Master Credit Card	2.00%	1.10%	1.00%
Visa / Master Debit Card	2.00%	0.45%	0.40%
Prepaid Card*	2.00%	0.45%	0.40%
MyDebit		0.40%	0.40%
Dynamic QR - TNG		0.80%	
Dynamic QR - Alipay	1.00%		

\*Promotional Rate is valid till 31 December 2024. CIMB Bank will give you twenty-one (21) calendar days' prior notice of any changes in the MDR.

On-us : Transactions with CIMB cards/account  
 Off-us : Transactions with other cards/account/eWallet  
 Int. (International) : Transactions from foreign country issuers/Cross-Border QR Payments

For more details on the product, please visit [www.cimb.com.my/merchantsolutions](http://www.cimb.com.my/merchantsolutions)

Please indicate the total number of terminal(s) required for the outlets:

Outlet	No of Terminal required for each outlet
Outlet No. 1	
<b>Total</b>	

Note: Terminal(s) will be sent to the outlet address  
 Terminal rental fee of RM50 per month per device will be deducted from the Merchant's sales proceeds or charged to the Merchant's Designated Account, as the case may be.

Sample screenshot for **Package C (Premium Package)**

▶ PRODUCT / FACILITY TYPE

Please tick (✓) the following solution(s).

OPTION	Type of Product(s) / Facility(s)																																																																							
1.	<p><input checked="" type="checkbox"/> I / We would like to apply for Terminal With Dynamic DuitNow QR, BP, UPI &amp; JCB.</p> <p>Optional:</p> <p><input type="checkbox"/> Easy Pay Plan      <input type="checkbox"/> Tips (F&amp;B)</p> <p>The Merchant Discount Rate (MDR) for Package C – Premium Package is as follows:</p> <table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr style="background-color: #cccccc;"> <th rowspan="2">Transaction Type</th> <th colspan="3">MDR</th> </tr> <tr style="background-color: #cccccc;"> <th>Int.</th> <th>Off-us</th> <th>On-us</th> </tr> </thead> <tbody> <tr> <td>Dynamic DuitNow QR (CASA)</td> <td>0.35%</td> <td>0.35%</td> <td>0.35%</td> </tr> <tr> <td>Dynamic DuitNow QR (eWallet)</td> <td>0.35%</td> <td>0.35%</td> <td></td> </tr> <tr> <td>Dynamic DuitNow QR (Credit Card)</td> <td>0.35%</td> <td>0.35%</td> <td>0.35%</td> </tr> <tr> <td>Visa / Master Credit Card</td> <td>2.00%</td> <td>1.10%</td> <td>1.00%</td> </tr> <tr> <td>Visa / Master Debit Card</td> <td>2.00%</td> <td>0.45%</td> <td>0.40%</td> </tr> <tr> <td>Prepaid Card*</td> <td>2.00%</td> <td>0.45%</td> <td>0.40%</td> </tr> <tr> <td>MyDebit</td> <td></td> <td>0.40%</td> <td>0.40%</td> </tr> <tr> <td>Dynamic QR - TNG</td> <td></td> <td>0.80%</td> <td></td> </tr> <tr> <td>Dynamic QR - Allpay</td> <td>1.00%</td> <td></td> <td></td> </tr> <tr> <td>Pay with Points (BP)</td> <td></td> <td></td> <td>1.00%</td> </tr> <tr> <td>UnionPay International (UPI) Credit Card</td> <td>2.00%</td> <td>1.20%</td> <td></td> </tr> <tr> <td>UnionPay International (UPI) Debit Card</td> <td>2.00%</td> <td>0.80%</td> <td></td> </tr> <tr> <td>JCB Credit Card</td> <td>2.00%</td> <td></td> <td></td> </tr> <tr> <td>Easy Pay Plan</td> <td></td> <td></td> <td></td> </tr> <tr> <td>    5 months (Min. RM500)</td> <td></td> <td></td> <td>2.50%</td> </tr> <tr> <td>    12 months (Min. RM500)</td> <td></td> <td></td> <td>3.50%</td> </tr> </tbody> </table> <p><small>*Promotional Rate is valid till 31 December 2024. CIMB Bank will give you twenty-one (21) calendar days' prior notice of any changes in the MDR.</small></p> <p><small>On-us : Transactions with CIMB cards/account  Off-us : Transactions with other cards/account/eWallet  Int. (International) : Transactions from foreign country issuers/Cross-Border QR Payments</small></p> <p><small>For more details on the product, please visit <a href="http://www.cimb.com.my/merchantsolutions">www.cimb.com.my/merchantsolutions</a></small></p>	Transaction Type	MDR			Int.	Off-us	On-us	Dynamic DuitNow QR (CASA)	0.35%	0.35%	0.35%	Dynamic DuitNow QR (eWallet)	0.35%	0.35%		Dynamic DuitNow QR (Credit Card)	0.35%	0.35%	0.35%	Visa / Master Credit Card	2.00%	1.10%	1.00%	Visa / Master Debit Card	2.00%	0.45%	0.40%	Prepaid Card*	2.00%	0.45%	0.40%	MyDebit		0.40%	0.40%	Dynamic QR - TNG		0.80%		Dynamic QR - Allpay	1.00%			Pay with Points (BP)			1.00%	UnionPay International (UPI) Credit Card	2.00%	1.20%		UnionPay International (UPI) Debit Card	2.00%	0.80%		JCB Credit Card	2.00%			Easy Pay Plan				5 months (Min. RM500)			2.50%	12 months (Min. RM500)			3.50%
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1. Tick (✓) on the checkbox to select the **Product / Facility Type** offered by the package.
2. Indicate the **number of terminal** required for each outlet (only available for Package B or C)

## Step 4: Fill in your Merchant's Designated Account

### ► MERCHANT'S DESIGNATED ACCOUNT (MANDATORY)

I/We would like to designate my CIMB Bank/ CIMB Islamic Bank Business Current Account stated below as my Merchant's Designated Account into which the Bank may make payments, arising from the merchant services, by way of a direct credit.

CIMB Account Number

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Note: Settlement will be made to your CIMB Account Number above which must be an active CIMB Bank/ CIMB Islamic Bank Business Current Account.

## Step 5: Consent & Declaration by Applicant

1

### ► DECLARATION BY APPLICANT / AUTHORISED SIGNATORY FOR THE APPLICANT

By signing this Application Form, I/ we confirm that:

1. All the information in this application form are true, accurate and complete. CIMB Bank Berhad ("Bank") is authorised to rely on its records in relation to details of my / our major shareholders, ultimate beneficial owner, directors, partners, sole proprietor, office bearers and/or authorised persons as provided in relation to the CIMB Bank/CIMB Islamic Bank Business Current Account ("Merchant's Designated Account") specified in this application form. I / We undertake to inform the Bank of any changes in the information provided and/or the details related to the Applicant.
2. I / We will not facilitate funds from proceeds of any unlawful activities to be channelled through my / our account(s) with the Bank and undertake to provide the Bank with all relevant information and documents, as and when requested, for purpose of my / our identification and/or verification of the source of my / our funds under the "Know-Your-Customer" principle.
3. I / We confirm that the Bank is authorised to verify and/or conduct any checks and/or obtain any information and/or confirmation from CCRIS or any credit reference / reporting agencies registered under the Credit Reporting Agencies Act 2010, and for such party(s) to process and disclose my / our information to the Bank to consider this application. I / We are aware that such information may include information on my / our status and/or any of my / our directors, shareholders, officers, and/or any other person, individual and/or entity related to and/or associated with me / us. I / We also consent and authorise the Bank to disclose any of my / our credit information to any such credit reporting agencies and for them to further transmit such information to their subscribers for purposes of fraud detection and fraud prevention.
4. I / We hereby agree that this completed application form shall belong to and remain the property of the Bank regardless whether this application is approved and the Bank reserves the right to reject my / our application at its sole discretion without any reasons whatsoever. Any documents submitted by me / us to the Bank are non-returnable. I / We agree to provide any additional documents requested by the Bank for the processing of my / our application.
5. I / We authorise the Bank to deduct the terminal rental fees, Plug n Pay reader charge and/or Tap n Pay subscription fee (if applicable), merchant discount, fees and charges and other sums of money (if any) due to the Bank arising out of the merchant services (collectively "Fees and Charges") from my / our sales proceeds and/or to debit or cause to be debited such Fees and Charges from the Merchant's Designated Account without further reference to me / us.
6. I / We hereby undertake to maintain sufficient funds in the Merchant's Designated Account at all times to pay the Fees and Charges and any other payments that I / we shall make from the Merchant's Designated Account including cheques that are issued (if any). I / We agree that the Bank will not be held liable for defamation and/or for breach of contract and/or for any losses, damages, expenses, costs or charges which may be claimed arising from the Bank making deductions pursuant to my / our above authorisation and/or pursuant to any remarks placed on the returned cheque(s) by the Bank and/or if the cheque(s) issued was returned due to insufficient funds in the Merchant's Designated Account.

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### 14. CONSENT FOR DISCLOSURE OF INFORMATION

We hereby agree, consent to and authorize the Bank to disclose any information relating to me/us, my/our affairs and/or any accounts, products and/or services provided by the Bank to me/us to:


- any of its agents, service providers, auditors, legal counsel and/or professional advisors, in or outside Malaysia;
  - the entities within the corporate group of CIMB Group Holdings Berhad, the Bank's ultimate holding company ("Group Companies") whether such Group Companies are residing, situated, carrying on business, incorporated or constituted within or outside Malaysia;
- for facilitating the business, operations, provision of the merchant services, financial product/facilities and performance of the contract, services of or granted or provided by the Bank and/or the Group Companies to their customers, as well as to:
- any tribunal, courts, governmental agencies or bodies or other relevant authorities to whom the Bank is required to make disclosures or have jurisdiction over the Bank whether in or outside Malaysia in order to comply with any order, demand, request or reporting requirement or for the purposes of litigation or potential litigation involving the Bank as and when required or requested to do so from time to time and at any time;
  - any company and/or organisation that assist or facilitate the processing and/or fulfillment of transactions or instructions that I/We have requested and/or given to the Bank;
  - any potential transferee or assignee with whom the Bank is negotiating the transfer, assignment and novation of the rights or obligations under or by reference to the merchant services; and
  - such third parties as specifically identified and for the purpose(s) as stated in the Merchant Services Terms and Conditions and the respective terms and conditions governing each account, product and/or service, which provides for the disclosure of information as well as such third parties and for the purpose(s) as identified in the CIMB Group Privacy Notice' under the heading of 'Disclosure of Your Personal Information' and 'How We Use Your Personal Information' respectively.

I / We understand and agree that the consent given above cannot be withdrawn where such disclosure of my/our information is necessary for the provision of the merchant services, account, product and/or service or the performance of the contract with me/us to comply with contractual requirements or to comply with any legal requirements.

Disclosure by the Bank to Group Companies (within Malaysia) may also be for cross-selling purposes of the Bank and/or the Group Companies provided always that disclosure for cross-selling purposes shall not be effected if such disclosure is objected by me/us. I/We acknowledge and understand that the disclosure of my/our information above by the Bank to Group Companies (within Malaysia) for cross selling, marketing and promotional purposes may be revoked or withdrawn by me/us at any time by contacting the Bank at the following telephone number or address (which may be changed by the Bank from time to time by notice to me/us): Customer Resolution Unit (CRU) P. O. Box 10338, GPO Kuala Lumpur, 50710 Wilayah Persekutuan. Tel: +603 6204 7788 / email: cru@cimb.com

1. Read, understand and confirm all the declaration made by you in the application form. Please refer to any CIMB Branch Officer or email to [emerchant@cimb.com](mailto:emerchant@cimb.com) if you wish to seek any clarification.
2. Tick (✓) on the checkbox to provide your **consent for Disclosure of Information**. Please see declaration item no.14.

## Step 6: Save & Print

 CIMB BANK
CONFIDENTIAL

▶ FOR BANK'S USE ONLY

**For Sales Officer**

Sales Channel	RED Team Code	Branch Code	Staff ID
<input type="checkbox"/> MSF <input type="checkbox"/> SME <input type="checkbox"/> CSD	<input type="text"/> - <input type="text"/> - <input type="text"/> - <input type="text"/>	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
<input type="checkbox"/> Acquiring Sales Officer Code <input type="text"/> <input type="text"/>		<input type="checkbox"/> Others <input type="text"/> <input type="text"/>	
Referral Staff ID	Campaign Code		
<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>		

I have reviewed the application and confirmed:  
 (a) The authorised signatory(ies) for the Applicant is the person authorised to operate the Merchant Designated Account in the Bank's record.  
 (b) The business/company registered number of the Applicant as specified in this application form is the same as the business/company registration number of the Applicant in the Bank's record.  
 (c) The CIMB Current Account specified as Merchant Designated Account on this form is active in our system.


<p style="font-size: x-small; margin: 0;">Signature of the Sales Officer</p> <div style="border: 1px solid black; height: 40px; width: 100%;"></div> <p style="font-size: x-small; margin: 5px 0;">Name</p> <input style="width: 100%; border: 1px solid #ccc;" type="text"/> <p style="font-size: x-small; margin: 5px 0;">Designation</p> <input style="width: 100%; border: 1px solid #ccc;" type="text"/>	<p style="font-size: x-small; margin: 0;">Signature of the Bank Officer verified this application</p> <div style="border: 1px solid black; height: 40px; width: 100%;"></div> <p style="font-size: x-small; margin: 5px 0;">Name</p> <input style="width: 100%; border: 1px solid #ccc;" type="text"/> <p style="font-size: x-small; margin: 5px 0;">Designation</p> <input style="width: 100%; border: 1px solid #ccc;" type="text"/>
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1
2



CLEAR FORM
SAVE
PRINT



1. Please scroll to page 6 of 7 of the form. Click **“Save”** appearing at the bottom right of the form to save a copy of the form in your PC. Changes to the saved copy of the form may be made if required.
2. Please ensure ALL the necessary fields in the application form have been completed before proceeding to click **“Print”**. The form cannot be printed unless all necessary fields are completed. After validating and confirming all the information in the form, click **“Print”**.
3. Please check to ensure the same serial number is generated on all the pages of the form.



*Note: Both **QR code and Serial Number** will be generated on the form once **“Print”** is done successfully.*

 CIMB BANK
QR codes are for bank use only (Please submit this page along with the rest of your application form.)
CONFIDENTIAL

3

CIMB BANK REFNO: 1273001739 (1587-0)  
 SERIAL: 2023080401020428

Serial number of the form



4. To complete the application, before submitting the form to any CIMB branch for processing, the Applicant(s)/ Authorised Signatory(s) of Applicant must sign on the printed application form.

*Note: Only wet signature by hand is accepted. Scan or e- signature is not acceptable.*

**▶ SIGNATURE OF APPLICANT(S) / AUTHORISED SIGNATORY(S)**

Note: The applicant(s)/ Authorised Signatory(ies) below must be the person(s) authorised to operate the Merchant's Designated Account specified in this application form.

Name

Identification Number (NRIC/Passport)

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Designation

Name

Identification Number (NRIC/Passport)

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Designation

### **FREQUENTLY ASKED QUESTION:**

**1. Why use the Merchant Application Digital Form (Package A, B & C)?**

The Merchant Application Digital Form is a QR based editable PDF form which comprises Merchant Package A, B & C. All information keyed in by merchant will be captured in QR code generated in the form, and the system will decode the information during the onboarding process.

**2. Can I fill in the form with handwriting?**

Please type on the form as it is an editable PDF. Form filled in by hand will **NOT** be accepted for processing (except for signature)

**3. Why I can't proceed to "Print" the form?**

Please ensure all the necessary fields in the application form have been completed before proceeding to click "Print". The form cannot be printed unless all necessary fields are completed.

**4. Can I make any changes on the form after I click "Print"?**

Yes, changes can be made on the editable form. Once the information in the form is updated, click "Print" to print out the full set of the application form.

*Note: Once "Print" is completed, the Serial Number will be re-generated at the bottom of the page. Please ensure all pages of the application form are with the same serial number.*

**5. Why I can't open the Merchant Application Digital Form (Package A, B & C)?**

The form can only be supported with Adobe Acrobat version 8.0 and above, or download the latest version here: <https://get.adobe.com/reader/>. If the problem still persists, kindly email us at: [emerchant@cimb.com](mailto:emerchant@cimb.com)