



# **CIMB BANK BERHAD**

## **Customer Service Charter**

# CUSTOMER SERVICE CHARTER – SERVICE STANDARDS

## A. BACKGROUND

The Customer Service Charter (also referred to as **Charter**) was set up in 2011 with the intention to outline key commitments and service standards for all banks when providing service to customers.

The Charter encompasses the following considerations:

- The charter is designed to reflect the basic banking services/common services.
- The current prevailing trends of Malaysia Banking Industry and the new ways of banking (e.g. digital) have been taken into account.
- The service standards are designed from the customer's perspective in the true spirit of being customer centric.

## B. SERVICE STANDARDS

There are four pillars in the Customer Service Charter's Service Standards.

Service Standards			
Pillar No	Standards	Description	Expected Outcome
Pillar 1	Know your Customer	To understand the customer profile that enables the bank to: <ul style="list-style-type: none"><li>• Anticipate the customer's needs and preference.</li><li>• Offer products and services as per his/her requirements.</li></ul>	BUILD TRUST
Pillar 2	Timely and Efficient Service	Deliver a seamless basic/general banking services wherein the customer is aware of: <ul style="list-style-type: none"><li>• Time that will be taken.</li><li>• Broadly, the steps involved in executing their instructions.</li></ul>	BEING RELIABLE
Pillar 3	Transparent and Personable Service	Endeavour to deliver the customer experience wherein the customer: <ul style="list-style-type: none"><li>• Is given access to products and services related information.</li><li>• Is handled by competent and knowledgeable staff who will strive to provide good service.</li></ul>	BETTER ENGAGEMENT

Pillar 4	Banking made Accessible	Offer an engagement model wherein the customer is aware of: <ul style="list-style-type: none"> <li>• Multi-channel options.</li> <li>• Accessibility.</li> </ul>	PROVIDE CONVENIENCE OF BANKING FOR CUSTOMER'S PEACE OF MIND
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## B. SERVICE STANDARDS

Pillar 1: Know Your Customer		
No	Commitment	Service Standards
1.1	We strive to help customer find the right product to suit his/her need/profile.	<ul style="list-style-type: none"> <li>a. Knowledgeable staff is available to serve customer.</li> <li>b. Customer's information is gathered during new account opening process to get to know the customer, which may include the completion of banking forms and asking for supporting documents.</li> <li>c. Information on features and fees for the various products and services is available to customer through CIMB various channels, i.e. branch/brochures/contact centre/bank's website).</li> <li>d. The bank conducts periodic customer satisfaction feedback/surveys to ensure that customer's needs are fulfilled.</li> </ul>
Pillar 2: Timely and Efficient Service		
Service Level Target: 80% of the customers are served within the expected service level.		
No	Commitment	Service Standards
2.1	We will set a clear expectation on time taken for various services.	a. Information on time taken to deliver services to customer i.e. expected service standard is made available through various channels (i.e. <u>branch/brochures/contact centre (consumer)/bank's website</u> ).
2.2	We will serve customers promptly at our branch counter service.	<p><b><u>Customer Waiting Time:</u></b> Within 10 minutes.</p> <p><b><u>Customer Serving Time:</u></b></p> <ul style="list-style-type: none"> <li>• Within 5 minutes for simple transactions e.g. single transaction, cash withdrawals.</li> <li>• Within 20 minutes for complex transactions e.g. Remittance/FD Transaction.</li> </ul>

2.3	We will efficiently attend to account applications at our branch counter service.	<p><b><u>Account Application Turnaround Time</u></b>  <i>(From full documents and information received).</i></p> <p><b>a. Open Basic Savings Account</b></p> <ul style="list-style-type: none"> <li>• New Customer: within 15 minutes.</li> <li>• Existing Customer: within 10 minutes.</li> </ul> <p><b>b. Open Basic Current Account</b></p> <ul style="list-style-type: none"> <li>• New Customer: within 20 minutes.</li> <li>• Existing Customer: within 10 minutes.</li> </ul> <p><b>c. Close Account Turnaround Time</b></p> <ul style="list-style-type: none"> <li>• Basic Savings Account: within 10 minutes.</li> <li>• Basic Current Account: within 20 minutes.</li> </ul> <p><i>Note: This does not take into account onboarding process – banks have their own onboarding process/introduction to banks’ products and services.</i></p> <p><b><u>Issuance of ATM or Debit Card.</u></b>  Within same business day of opening savings account.</p>
2.4	We will efficiently attend to banking transactions.	<p><b><u>Executing a foreign currency remittance</u></b>  <i>(The currencies should be specified by the respective banks)</i></p> <p>a. Inward – depending on the cut off time.</p> <ul style="list-style-type: none"> <li>• Before cut off time: credited on the same day.</li> <li>• After cut off time: credited on next working day.</li> </ul> <p>b. Outward – processing time depending on the cut off time.</p> <ul style="list-style-type: none"> <li>• Before cut off time: processed on the same day.</li> <li>• After cut off time: processed on next working day.</li> </ul> <p><i>Note: The date of receiving funds subject to completeness of information and extent of checks/due diligence performed by individual banks.</i></p>

2.5	We will efficiently attend to product applications.	<p><b><u>Product Application Turnaround Time.</u></b>  <i>(From full documents and information received by the bank)</i></p> <p><b>a. Credit Card Application:</b></p> <ul style="list-style-type: none"> <li>• Within 3 working days + time taken to post the card.</li> </ul> <p><b>b. Hire Purchase Application:</b></p> <ul style="list-style-type: none"> <li>• Within 2 working days.</li> </ul> <p><b>c. Mortgage Loan Application (individual):</b></p> <ul style="list-style-type: none"> <li>• Within 5 working days.</li> </ul> <p><b>d. Loan Application (Small and Medium Enterprise- SME):</b></p> <ul style="list-style-type: none"> <li>• Within 3 weeks.</li> </ul>
2.6	We will follow through and provide the requisite updates to customer's queries.	<p><b>a. <u>Phone</u></b></p> <ul style="list-style-type: none"> <li>• Where no follow up is required – Immediate such as first call resolution.</li> <li>• Where follow up is required – Within 3 working days from date of 1st call.</li> <li>• Where enquiry is complex, bank will provide a reasonable timeframe and keep the customer updated accordingly.</li> </ul> <hr/> <p><b>b. <u>Written (Email, fax, letter, social media)</u></b></p> <ul style="list-style-type: none"> <li>• <b>For e-mail</b> <ol style="list-style-type: none"> <li>i. Provide acknowledgement response automatically/within 24 hours (if the email is addressed to <a href="mailto:cru@cimb.com">cru@cimb.com</a>)</li> <li>ii. Respond within 3 working days from date of receipt of enquiry if enquiry is not complex.</li> </ol> </li> <li>• <b>For letter or fax</b> <ol style="list-style-type: none"> <li>i. Provide timeframe and keep customer updated upon receipt.</li> </ol> </li> <li>• <b>For social media</b> <ol style="list-style-type: none"> <li>i. Provide acknowledgement response within 24 hours if it is a working day. Otherwise, the acknowledgement response will be on the working day which follows.</li> <li>ii. Respond within 3 working days from date of receipt of enquiry if enquiry is not complex.</li> </ol> </li> </ul> <p><i>Note: Where enquiry is complex, bank will provide a reasonable timeframe and keep the customer updated accordingly.</i></p>

		<p><b>c. Counter</b></p> <ul style="list-style-type: none"> <li>• Where no follow up is required, bank will endeavor to provide first touch point resolution immediately.</li> <li>• Where follow up is required – within 3 working days from date of 1st visit.</li> <li>• Where enquiry is complex, bank will provide a reasonable timeframe and keep the customer updated accordingly.</li> </ul>
2.7	We will address customer's complaints/issues consistently and promptly.	<p>a. Acknowledge customer's complaints/issues within 24 hours of a working day.</p> <p>b. Communicate clearly on the complaint/issue.</p> <p>c. Address the complaint/issue in an equitable, objective and timely manner by informing customer on bank's decision no later than 14 calendar days from the date of the receipt of the complaint.</p> <p>d. Keep customer updated if unable to address issues within the stipulated timeframe.</p> <p>e. Provide information on escalation to higher alternative avenues if the queries are not to the customer's satisfaction at first instance.</p> <p>Note: <i>Complaints management is governed by the guidelines spelt out by Bank Negara Malaysia (BNM) and banks will operate accordingly.</i></p>

### Pillar 3: Transparent & Personable Service

No	Commitment	Service Standards
3.1	We are open and transparent in our dealings.	<p>The following Information is made available through any of the various channels of communication such as branch/brochures/contact centre/bank's website:</p> <p>a. Fees, charges, penalties and relevant interest rates and obligations in the use of a banking product or service.</p> <p>b. Product related details (i.e. product disclosure sheets, terms and conditions) are shared at the point of sale.</p>
3.2	We train our bank personnel to have adequate knowledge to advise and assist customers on banking products and services.	Sales personnel/Personal Financial Advisor/ Relationship Manager is knowledgeable about the bank's products and services.
3.3	We provide customers a personable service	<b>a. First Impressions</b>

	experience.	<ul style="list-style-type: none"> <li>• Acknowledge customer when customer walks in/approaches the bank counter.</li> <li>• Offer to assist the customer.</li> </ul> <p><b>b. Understand the customer’s needs</b></p> <ul style="list-style-type: none"> <li>• Ask questions to understand what the customer wants.</li> <li>• Listen attentively to customer.</li> </ul> <p><b>c. Handle the queries/instructions</b></p> <ul style="list-style-type: none"> <li>• Provide options that meet customer’s needs.</li> <li>• Use simple words and explanations with the customer.</li> <li>• Perform end to end follow-up until customer’s issue is resolved.</li> </ul>
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### Pillar 4: Banking Made Accessible

No	Commitment	Service Standards
4.1	We are easily accessible via various channels i.e. physically & virtually.	<p>Customer is kept informed on the physical and virtual channels available to him/her, using the various modes of communication such as branch/ brochures/contact centre/bank’s website.</p> <p>Specifically, the customer has access to the following:</p> <ul style="list-style-type: none"> <li>• List of physical channels which include branches &amp; self-service machines.</li> <li>• List of virtual channels which include contact centre @ <b>+603-6204 7788</b> (Local and Overseas) and internet banking @ <a href="http://www.cimbclicks.com.my">www.cimbclicks.com.my</a>.</li> </ul> <p>Note: Channel availability may vary from time to time and customer will be informed of the same.</p>

4.2	We provide customers with efficient services via our virtual platforms outside of normal banking hours.	<p>Strive to ensure that our virtual channels meet the following target service levels:-</p> <ul style="list-style-type: none"> <li>• Self service terminal (service uptime/month) – at least 95% of the time measured by machines on a monthly basis.</li> <li>• Contact centre – At least 80% calls are to be answered within 45 seconds.</li> <li>• Internet banking (service uptime/month) – 98%.</li> </ul>
4.3	We inform customers on the various options for more convenient banking.	<p>Share with the customer the various options for performing transactions through alternate channels, depending on the banks channel presence and where applicable.</p> <p>This can be done via any of the following means:</p> <ul style="list-style-type: none"> <li>• Engagement by the bank personnel.</li> <li>• Signage to guide the customer.</li> <li>• Campaigns and brochures.</li> <li>• Corporate website.</li> </ul>
4.4	We actively seek thoughts and suggestions on how banks can serve customers better.	<p>Provide channels for customer to render feedback via:</p> <ul style="list-style-type: none"> <li>• Corporate website/Internet banking @ <a href="http://www.cimb.com/">www.cimb.com/</a> / <a href="http://www.cimbclicks.com.my">www.cimbclicks.com.my</a></li> <li>• Contact centre @ <b>+603-6204 7788</b> (Local and Overseas).</li> <li>• Branch (Please refer to CIMB bank's website for the location of our branches)</li> <li>• Periodic customer satisfaction surveys.</li> </ul> <p>Alternatively, BNM and Ombudsman for Financial Services (OFS) at the address and contact particulars stated below may be contacted.</p>