

IMPORTANT NOTICE DATED 9 AUGUST 2024**NOTICE OF AMENDMENTS TO CIMB BANK BERHAD AND CIMB ISLAMIC BANK BERHAD'S
ACCOUNT(S) TERMS AND CONDITIONS**

Dear Valued Customers,

The terms and conditions governing the following account(s) of CIMB Bank Berhad [197201001799] (“**CIMB Bank**”) and CIMB Islamic Bank Berhad [200401032872] (“**CIMB Islamic**”) have been amended to change the phrase ‘manifest error’ to ‘obvious error’ and to update the Customer Resolution Unit (CRU) email address from cru@cimb.com to contactus@cimb.com. The amendments shall take effect on 30 August 2024.

CIMB Bank

1. Current Account
2. Savings Account
3. Fixed Deposit Account
4. Foreign Currency Accounts
5. CIMB AirAsia Savers Account
6. Safe Deposit Box

CIMB Islamic

1. Current Account-i
2. Savings Account-i
3. Fixed Deposit Account-i (FD-i)
4. Foreign Currency Current Account-i (FCCA-i)
5. Foreign Currency Fixed Deposit-i (FCFD-i)
6. Special Mudarabah Investment Account-i (SMIA-i)
7. Term Investment Account-i (TIA-i)
8. Daily Unrestricted Investment Account-i (DURIAN-i)

For ease of reference, a tabulation of the amendments/revised clauses of the Terms and Conditions are set out in the table below.

Please refer to our website at www.cimb.com.my for a copy of the amended Terms & Conditions.

Thank you.

The Management
CIMB Bank Berhad
CIMB Islamic Bank Berhad

IMPORTANT NOTICE DATED 9 August 2024

Table: Tabulation of amended/ revised clauses

| No. | Product Name | Existing Clauses | Revision/ Amendments/ New Clauses |
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| 1. | <p>CIMB Bank Berhad</p> <p>Current Account</p> | <p><u>Clause 1.7</u></p> <p>1.7 All forms, documents or receipts signed by the account holder and any electronic data or images of any form, document, instruction or other electronic document confirmed, validated and/or effected by the account holder in relation to any transaction or matter under the Current Account ('the above transactions') and the Bank's books and/or records evidencing the above transactions are deemed as final, accurate, conclusive and binding on the account holder unless there was manifest error on the Bank's part.</p> <p><u>Clause 20.2</u></p> <p>20.2 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 <u>disclosure for cross selling purposes shall not be effected if such disclosure is objected by the account holder.</u></p> <p>The Bank may also disclose the account holder's information such as name and contact details (excluding the account holder's affairs or account) to third party business partners and strategic alliance partners for cross selling, marketing and promotional purposes if the consent from the account holder has been obtained.</p> <p>However, the account holder may at any time revoke or withdraw the above mentioned consent to disclosure of information by the Bank to Group Companies (within Malaysia) and to third party business partners and strategic alliance partners for cross selling, marketing and promotional purposes 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 the account holder): Customer Resolution Unit (CRU). P.O. Box 10338, GPO Kuala Lumpur, 50710 Wilayah Persekutuan. Tel:+603 6204 7788 / e-mail: cru@cimb.com</p> | <p><u>Amendment on Clause 1.7</u></p> <p>1.7 All forms, documents or receipts signed by the account holder and any electronic data or images of any form, document, instruction or other electronic document confirmed, validated and/or effected by the account holder in relation to any transaction or matter under the Current Account ('the above transactions') and the Bank's books and/or records evidencing the above transactions are deemed as final, accurate, conclusive and binding on the account holder unless there was obvious error on the Bank's part.</p> <p><u>Amendment on Clause 20.2</u></p> <p>20.2 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 <u>disclosure for cross selling purposes shall not be effected if such disclosure is objected by the account holder.</u></p> <p>The Bank may also disclose the account holder's information such as name and contact details (excluding the account holder's affairs or account) to third party business partners and strategic alliance partners for cross selling, marketing and promotional purposes if the consent from the account holder has been obtained.</p> <p>However, the account holder may at any time revoke or withdraw the above mentioned consent to disclosure of information by the Bank to Group Companies (within Malaysia) and to third party business partners and strategic alliance partners for cross selling, marketing and promotional purposes 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 the account holder): Customer Resolution Unit (CRU). P.O. Box 10338, GPO Kuala Lumpur, 50710 Wilayah Persekutuan. Tel:+603 6204 7788 / e-mail: contactus@cimb.com</p> |

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| | | <p><u>Clause 24</u></p> <p>24. The account holder may make a complaint relating to the Current Account with any Bank branch. If the account holder is not satisfied with the explanation or solution provided by the branch, the account holder may contact the Bank's Customer Resolution Department at the following address, telephone number and e-mail address (or such other address, telephone number and e-mail address which the Bank notified to the account holder): Customer Resolution Unit (CRU). P.O. Box 10338, GPO Kuala Lumpur, 50710 Wilayah Persekutuan Tel: +603-6204 7788 / e-mail: cru@cimb.com</p> | <p><u>Addition of Clause 24</u></p> <p>24 CONVERSION OF ACCOUNTS</p> <p>The Bank reserves the right to convert or transfer the account holder from an existing account(s) to other type of account(s) the Bank believes is appropriate for the account holder if the account holder's existing type of account(s) are no longer going to be made available by the Bank, or if the Bank introduce new eligibility criteria or change any existing eligibility criteria for such account(s) and the account holder does not meet the eligibility criteria for the account. The Bank will give the account holder reasonable prior notice before the conversion or transfer. The account holder can close the account holder's account within 60 days of it being converted without charge.</p> <p><u>Amendment and change to number reference on Clause 24</u></p> <p>25. The account holder may make a complaint relating to the Current Account with any Bank branch. If the account holder is not satisfied with the explanation or solution provided by the branch, the account holder may contact the Bank's Customer Resolution Department at the following address, telephone number and e-mail address (or such other address, telephone number and e-mail address which the Bank notified to the account holder): Customer Resolution Unit (CRU). P.O. Box 10338, GPO Kuala Lumpur, 50710 Wilayah Persekutuan Tel: +603-6204 7788 / e-mail: contactus@cimb.com</p> |
| <p>2.</p> | <p>Savings Account</p> | <p><u>Clause 1.6</u></p> <p>1.8 All forms, documents or receipts signed by the account holder and any electronic data or images of any form, document, instruction or other electronic document confirmed, validated and/or effected by the account holder in relation to any transaction or matter under the Savings Account ('the above transactions') and the Bank's books and/or records evidencing the above transactions are deemed as final, accurate, conclusive and binding on the account holder unless there was manifest error on the Bank's part.</p> <p><u>Clause 18.2</u></p> <p>18.2 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</p> | <p><u>Amendment on Clause 1.6</u></p> <p>1.8 All forms, documents or receipts signed by the account holder and any electronic data or images of any form, document, instruction or other electronic document confirmed, validated and/or effected by the account holder in relation to any transaction or matter under the Savings Account ('the above transactions') and the Bank's books and/or records evidencing the above transactions are deemed as final, accurate, conclusive and binding on the account holder unless there was obvious error on the Bank's part.</p> <p><u>Amendment on Clause 18.2</u></p> <p>18.2 Disclosure by the Bank to Group Companies (within Malaysia) may also be for cross selling purposes of the Bank and/or the</p> |

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| | | <p><u>disclosure for cross selling purposes shall not be effected if such disclosure is objected by the account holder.</u></p> <p>The Bank may also disclose the account holder's information such as name and contact details (excluding the account holder's affairs or account) to third party business partners and strategic alliance partners for cross selling, marketing and promotional purposes if the consent from the account holder has been obtained.</p> <p>However, the account holder may at any time revoke or withdraw the above mentioned consent to disclosure of information by the Bank to Group Companies (within Malaysia) and to third party business partners and strategic alliance partners for cross selling, marketing and promotional purposes 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 the account holder): Customer Resolution Unit (CRU). P.O. Box 10338, GPO Kuala Lumpur, 50710 Wilayah Persekutuan. Tel:+603 6204 7788 / e-mail: cru@cimb.com</p> <p><u>Clause 23</u></p> <p>23. The account holder may make a complaint relating to the Savings Account with any Bank branch. If the account holder is not satisfied with the explanation or solution provided by the branch, the account holder may contact the Bank's Customer Resolution Department at the following address, telephone number and e-mail address (or such other address, telephone number and e-mail address which the Bank notified to the account holder): Customer Resolution Unit (CRU). P.O. Box 10338, GPO Kuala Lumpur, 50710 Wilayah Persekutuan. Tel: +603-6204 7788 / e-mail: cru@cimb.com</p> | <p>Group Companies provided always that <u>disclosure for cross selling purposes shall not be effected if such disclosure is objected by the account holder.</u></p> <p>The Bank may also disclose the account holder's information such as name and contact details (excluding the account holder's affairs or account) to third party business partners and strategic alliance partners for cross selling, marketing and promotional purposes if the consent from the account holder has been obtained.</p> <p>However, the account holder may at any time revoke or withdraw the above mentioned consent to disclosure of information by the Bank to Group Companies (within Malaysia) and to third party business partners and strategic alliance partners for cross selling, marketing and promotional purposes 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 the account holder): Customer Resolution Unit (CRU). P.O. Box 10338, GPO Kuala Lumpur, 50710 Wilayah Persekutuan. Tel:+603 6204 7788 / e-mail: contactus@cimb.com</p> <p><u>Amendment on Clause 23</u></p> <p>23. The account holder may make a complaint relating to the Savings Account with any Bank branch. If the account holder is not satisfied with the explanation or solution provided by the branch, the account holder may contact the Bank's Customer Resolution Department at the following address, telephone number and e-mail address (or such other address, telephone number and e-mail address which the Bank notified to the account holder): Customer Resolution Unit (CRU). P.O. Box 10338, GPO Kuala Lumpur, 50710 Wilayah Persekutuan. Tel: +603-6204 7788 / e-mail: contactus@cimb.com</p> |
| 3. | Fixed Deposit Account | <p><u>Clause 1.5</u></p> <p>1.5 All forms, documents or receipts signed by the account holder and any electronic data or images of any form, document, instruction or other electronic document confirmed, validated and/or effected by the account holder in relation to any transaction or matter under the FD Account ('the above transactions') and the Bank's books and/or records evidencing the above transactions</p> | <p><u>Amendment on Clause 1.5</u></p> <p>1.5 All forms, documents or receipts signed by the account holder and any electronic data or images of any form, document, instruction or other electronic document confirmed, validated and/or effected by the account holder in relation to any transaction or matter under the FD Account ('the above transactions') and the Bank's books and/or records evidencing the above transactions</p> |

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| | | <p>are deemed as final, accurate, conclusive and binding on the account holder unless there was manifest error on the Bank's part.</p> <p><u>Clause 19.2</u></p> <p>19.2 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 the account holder.</p> <p>The Bank may also disclose the account holder's information such as name and contact details (excluding the account holder's affairs or account) to third party business partners and strategic alliance partners for cross selling, marketing and promotional purposes if the consent from the account holder has been obtained.</p> <p>However, the account holder may at any time revoke or withdraw the above mentioned consent to disclosure of information by the Bank to Group Companies (within Malaysia) and to third party business partners and strategic alliance partners for cross selling, marketing and promotional purposes 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 the account holder): Customer Resolution Unit (CRU). P.O. Box 10338, GPO Kuala Lumpur, 50710 Wilayah Persekutuan. Tel:+603 6204 7788 / e-mail: cru@cimb.com</p> <p><u>Clause 23</u></p> <p>23. The account holder may make a complaint relating to the FD Account with any Bank branch. If the account holder is not satisfied with the explanation or solution provided by the branch, the account holder may contact the Bank's Customer Resolution Department at the following address, telephone and e-mail address (or such other address, telephone and e-mail address which the Bank notified to the account holder): Customer Resolution Unit (CRU). P.O. Box 10338, GPO Kuala Lumpur, 50710 Wilayah Persekutuan Tel: +603-6204 7788 / e-mail: cru@cimb.com</p> | <p>are deemed as final, accurate, conclusive and binding on the account holder unless there was obvious error on the Bank's part.</p> <p><u>Amendment on Clause 19.2</u></p> <p>19.2 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 the account holder.</p> <p>The Bank may also disclose the account holder's information such as name and contact details (excluding the account holder's affairs or account) to third party business partners and strategic alliance partners for cross selling, marketing and promotional purposes if the consent from the account holder has been obtained.</p> <p>However, the account holder may at any time revoke or withdraw the above mentioned consent to disclosure of information by the Bank to Group Companies (within Malaysia) and to third party business partners and strategic alliance partners for cross selling, marketing and promotional purposes 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 the account holder): Customer Resolution Unit (CRU). P.O. Box 10338, GPO Kuala Lumpur, 50710 Wilayah Persekutuan. Tel:+603 6204 7788 / e-mail: contactus@cimb.com</p> <p><u>Amendment on Clause 23</u></p> <p>23. The account holder may make a complaint relating to the FD Account with any Bank branch. If the account holder is not satisfied with the explanation or solution provided by the branch, the account holder may contact the Bank's Customer Resolution Department at the following address, telephone and e-mail address (or such other address, telephone and e-mail address which the Bank notified to the account holder): Customer Resolution Unit (CRU). P.O. Box 10338, GPO Kuala Lumpur, 50710 Wilayah Persekutuan Tel: +603-6204 7788 / e-mail: contactus@cimb.com</p> |
| 4. | Foreign Currency Accounts | <u>Clause 1.11</u> | <u>Amendment on Clause 1.11</u> |

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| | <p>1.11 All forms, documents or receipts signed by the account holder and any electronic data or images of any form, document, instruction or other electronic document confirmed, validated and/or effected by the account holder in relation to any transaction or matter under the FCCA ('the above transactions') and the Bank's books and/or records evidencing the above transactions are deemed as final, accurate, conclusive and binding on the account holder unless there was manifest error on the Bank's part.</p> <p><u>Clause 16.2</u></p> <p>16.2 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 the account holder.</p> <p>The Bank may also disclose the account holder's information such as name and contact details (excluding the account holder's affairs or account) to third party business partners and strategic alliance partners for cross selling, marketing and promotional purposes if the consent from the account holder has been obtained.</p> <p>However, the account holder may at any time revoke or withdraw the above mentioned consent to disclosure of information by the Bank to Group Companies (within Malaysia) and to third party business partners and strategic alliance partners for cross selling, marketing and promotional purposes 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 the account holder): Customer Resolution Unit (CRU). P.O. Box 10338, GPO Kuala Lumpur, 50710 Wilayah Persekutuan. Tel:+603 6204 7788 / e-mail: cru@cimb.com</p> <p><u>Clause 21</u></p> <p>21. The account holder may make a complaint relating to the FCCA with any Bank branch. If the account holder is not satisfied with the explanation or solution provided by the branch, the account holder may contact the Bank's Customer Resolution Department at the following address, telephone and e-mail address (or such other address, telephone and e-mail address which the Bank notified to the account holder): Customer Resolution</p> | <p>1.11 All forms, documents or receipts signed by the account holder and any electronic data or images of any form, document, instruction or other electronic document confirmed, validated and/or effected by the account holder in relation to any transaction or matter under the FCCA ('the above transactions') and the Bank's books and/or records evidencing the above transactions are deemed as final, accurate, conclusive and binding on the account holder unless there was obvious error on the Bank's part.</p> <p><u>Amendment on Clause 16.2</u></p> <p>16.2 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 the account holder.</p> <p>The Bank may also disclose the account holder's information such as name and contact details (excluding the account holder's affairs or account) to third party business partners and strategic alliance partners for cross selling, marketing and promotional purposes if the consent from the account holder has been obtained.</p> <p>However, the account holder may at any time revoke or withdraw the above mentioned consent to disclosure of information by the Bank to Group Companies (within Malaysia) and to third party business partners and strategic alliance partners for cross selling, marketing and promotional purposes 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 the account holder): Customer Resolution Unit (CRU). P.O. Box 10338, GPO Kuala Lumpur, 50710 Wilayah Persekutuan. Tel:+603 6204 7788 / e-mail: contactus@cimb.com</p> <p><u>Amendment on Clause 21</u></p> <p>21. The account holder may make a complaint relating to the FCCA with any Bank branch. If the account holder is not satisfied with the explanation or solution provided by the branch, the account holder may contact the Bank's Customer Resolution Department at the following address, telephone and e-mail address (or such other address, telephone and e-mail address which the Bank notified to the account holder): Customer Resolution</p> |
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| | | Unit (CRU). P.O. Box 10338, GPO Kuala Lumpur, 50710 Wilayah Persekutuan Tel: +603-6204 7788 / e-mail: cru@cimb.com | Unit (CRU). P.O. Box 10338, GPO Kuala Lumpur, 50710 Wilayah Persekutuan Tel: +603-6204 7788 / e-mail: contactus@cimb.com |
| 5. | CIMB AirAsia Savers Account | <p><u>Clause 1.5</u></p> <p>1.5 All forms, documents or receipts signed by the account holder and any electronic data or images of any form, document, instruction or other electronic document confirmed, validated and/or effected by the account holder in relation to any transaction or matter under the FD Account ('the above transactions') and the Bank's books and/or records evidencing the above transactions are deemed as final, accurate, conclusive and binding on the account holder unless there was manifest error on the Bank's part.</p> <p><u>Clause 18. b.</u></p> <p>18 b. 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 the account holder.</p> <p>The Bank may also disclose the account holder's information such as name and contact details (excluding the account holder's affairs or account) to third party business partners and strategic alliance partners for cross selling, marketing and promotional purposes if the consent from the account holder has been obtained.</p> <p>However, the account holder may at any time revoke or withdraw the above mentioned consent to disclosure of information by the Bank to Group Companies (within Malaysia) and to third party business partners and strategic alliance partners for cross selling, marketing and promotional purposes 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 the account holder): Customer Resolution Unit (CRU). P.O. Box 10338, GPO Kuala Lumpur, 50710 Wilayah Persekutuan. Tel:+603 6204 7788 / e-mail: cru@cimb.com</p> <p><u>Clause 23</u></p> | <p><u>Amendment on Clause 1.5</u></p> <p>1.5 All forms, documents or receipts signed by the account holder and any electronic data or images of any form, document, instruction or other electronic document confirmed, validated and/or effected by the account holder in relation to any transaction or matter under the FD Account ('the above transactions') and the Bank's books and/or records evidencing the above transactions are deemed as final, accurate, conclusive and binding on the account holder unless there was obvious error on the Bank's part.</p> <p><u>Amendment on Clause 18. b.</u></p> <p>18 b 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 the account holder.</p> <p>The Bank may also disclose the account holder's information such as name and contact details (excluding the account holder's affairs or account) to third party business partners and strategic alliance partners for cross selling, marketing and promotional purposes if the consent from the account holder has been obtained.</p> <p>However, the account holder may at any time revoke or withdraw the above mentioned consent to disclosure of information by the Bank to Group Companies (within Malaysia) and to third party business partners and strategic alliance partners for cross selling, marketing and promotional purposes 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 the account holder): Customer Resolution Unit (CRU). P.O. Box 10338, GPO Kuala Lumpur, 50710 Wilayah Persekutuan. Tel:+603 6204 7788 / e-mail: contactus@cimb.com</p> <p><u>Amendment on Clause 23</u></p> |

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| | | <p>23. The account holder may make a complaint relating to the FD Account with any Bank branch. If the account holder is not satisfied with the explanation or solution provided by the branch, the account holder may contact the Bank's Customer Resolution Department at the following address, telephone and e-mail address (or such other address, telephone and e-mail address which the Bank notified to the account holder): Customer Resolution Unit (CRU). P.O. Box 10338, GPO Kuala Lumpur, 50710 Wilayah Persekutuan Tel: +603-6204 7788 / e-mail: cru@cimb.com</p> | <p>23. The account holder may make a complaint relating to the FD Account with any Bank branch. If the account holder is not satisfied with the explanation or solution provided by the branch, the account holder may contact the Bank's Customer Resolution Department at the following address, telephone and e-mail address (or such other address, telephone and e-mail address which the Bank notified to the account holder): Customer Resolution Unit (CRU). P.O. Box 10338, GPO Kuala Lumpur, 50710 Wilayah Persekutuan Tel: +603-6204 7788 / e-mail: contactus@cimb.com</p> |
| 6. | Safe Deposit Box | <p><u>Clause 28.2</u></p> <p>28.2. 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 <u>disclosure for cross selling purposes shall not be effected if such disclosure is objected by the Hirer.</u></p> <p>The Bank may also disclose the Hirer's information such as name and contact details (excluding the account holder's affairs or account) to third party business partners and strategic alliance partners for cross selling, marketing and promotional purposes if the consent from the Hirer has been obtained.</p> <p>However, the Hirer may at any time revoke or withdraw the above mentioned consent to disclosure of information by the Bank to Group Companies (within Malaysia) and to third party business partners and strategic alliance partners for cross selling, marketing and promotional purposes 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 the Hirer): Customer Resolution Unit (CRU). P.O. Box 10338, GPO Kuala Lumpur, 50710 Wilayah Persekutuan.- Tel:+603 6204 7788 / e-mail: cru@cimb.com</p> <p><u>Clause 30</u></p> <p>30. The Hirer may make any complaint relating to the Box, with the respective CIMB centre or branch at which the Box is maintained. If the Hirer is not satisfied with the explanation or resolution provided by the CIMB centre or branch, the Hirer may contact the Bank's Customer Resolution Department at the following address, telephone number and e-</p> | <p><u>Amendment on Clause 28.2</u></p> <p>28.2 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 <u>disclosure for cross selling purposes shall not be effected if such disclosure is objected by the Hirer.</u></p> <p>The Bank may also disclose the Hirer's information such as name and contact details (excluding the account holder's affairs or account) to third party business partners and strategic alliance partners for cross selling, marketing and promotional purposes if the consent from the Hirer has been obtained.</p> <p>However, the Hirer may at any time revoke or withdraw the above mentioned consent to disclosure of information by the Bank to Group Companies (within Malaysia) and to third party business partners and strategic alliance partners for cross selling, marketing and promotional purposes 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 the Hirer): Customer Resolution Unit (CRU). P.O. Box 10338, GPO Kuala Lumpur, 50710 Wilayah Persekutuan.- Tel:+603 6204 7788 / e-mail: contactus@cimb.com</p> <p><u>Amendment on Clause 30</u></p> <p>30. The Hirer may make any complaint relating to the Box, with the respective CIMB centre or branch at which the Box is maintained. If the Hirer is not satisfied with the explanation or resolution provided by the CIMB centre or branch, the Hirer may contact the Bank's Customer Resolution Department at the following address, telephone number and e-</p> |

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| | | <p>mail address (or such other address, telephone number and e-mail address which the Bank notified to the Hirer): Customer Resolution Unit (CRU), P.O.Box 10338, GPO Kuala Lumpur, 50710 Wilayah Persekutuan. Tel: +603 6204 7788, e-mail: cru@cimb.com</p> | <p>mail address (or such other address, telephone number and e-mail address which the Bank notified to the Hirer): Customer Resolution Unit (CRU), P.O.Box 10338, GPO Kuala Lumpur, 50710 Wilayah Persekutuan. Tel: +603 6204 7788, e-mail: contactus@cimb.com</p> |
| CIMB Islamic Bank Berhad | | | |
| 1. | Current Account-i | <p><u>Clause 2.7</u></p> <p>2.7 All forms, documents or receipts signed by the account holder and any electronic data or images of any form, document, instruction or other electronic document confirmed, validated and/or effected by the account holder in relation to any transaction or matter under the Current Account-i ('the above transactions') and the Bank's books and/or records evidencing the above transactions are deemed as final, accurate, conclusive and binding on the account holder unless there was manifest error on the Bank's part.</p> <p><u>Clause 21.2</u></p> <p>21.2 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 <u>disclosure for cross selling purposes shall not be effected if such disclosure is objected by the account holder.</u></p> <p>The Bank may also disclose the account holder's information such as name and contact details (excluding the account holder's affairs or account) to third party business partners and strategic alliance partners for cross selling, marketing and promotional purposes if the consent from the account holder has been obtained.</p> <p>However, the account holder may at any time revoke or withdraw the above mentioned consent to disclosure of information by the Bank to Group Companies (within Malaysia) and to third party business partners and strategic alliance partners for cross selling, marketing and promotional purposes 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 the account holder): Customer Resolution Unit (CRU). P.O. Box 10338, GPO Kuala Lumpur, 50710 Wilayah Persekutuan. Tel:+603 6204 7788 / e-mail: cru@cimb.com</p> | <p><u>Amendment on Clause 2.7</u></p> <p>2.7 All forms, documents or receipts signed by the account holder and any electronic data or images of any form, document, instruction or other electronic document confirmed, validated and/or effected by the account holder in relation to any transaction or matter under the Current Account-i ('the above transactions') and the Bank's books and/or records evidencing the above transactions are deemed as final, accurate, conclusive and binding on the account holder unless there was obvious error on the Bank's part.</p> <p><u>Amendment on Clause 21.2</u></p> <p>21.2 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 <u>disclosure for cross selling purposes shall not be effected if such disclosure is objected by the account holder.</u></p> <p>The Bank may also disclose the account holder's information such as name and contact details (excluding the account holder's affairs or account) to third party business partners and strategic alliance partners for cross selling, marketing and promotional purposes if the consent from the account holder has been obtained.</p> <p>However, the account holder may at any time revoke or withdraw the above mentioned consent to disclosure of information by the Bank to Group Companies (within Malaysia) and to third party business partners and strategic alliance partners for cross selling, marketing and promotional purposes 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 the account holder): Customer Resolution Unit (CRU). P.O. Box 10338, GPO Kuala Lumpur, 50710 Wilayah Persekutuan. Tel:+603 6204 7788 / e-mail: contactus@cimb.com</p> |

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| | | <p><u>Clause 24</u></p> <p>24 The account holder may make a complaint relating to the Current Account-i with any Bank branch. If the account holder is not satisfied with the explanation or solution provided by the branch, the account holder may contact the Bank's Customer Resolution Department at the following address, telephone number and e-mail address (or such other address, telephone number and e-mail address which the Bank notified to the account holder): Customer Resolution Unit (CRU). P.O. Box 10338, GPO Kuala Lumpur, 50710 Wilayah Persekutuan Tel: +603-6204 7788 / e-mail: cru@cimb.com</p> | <p><u>Addition of Clause 24</u></p> <p>24 CONVERSION OF ACCOUNTS</p> <p>The Bank reserves the right to convert or transfer the account holder from an existing account(s) to other type of account(s) the Bank believes is appropriate for the account holder if the account holder's existing type of account(s) are no longer going to be made available by the Bank, or if the Bank introduce new eligibility criteria or change any existing eligibility criteria for such account(s) and the account holder does not meet the eligibility criteria for the account. The Bank will give the account holder reasonable prior notice before the conversion or transfer. The account holder can close the account holder's account within 60 days of it being converted without charge.</p> <p><u>Amendment and change to number reference on Clause 24</u></p> <p>25 The account holder may make a complaint relating to the Current Account-i with any Bank branch. If the account holder is not satisfied with the explanation or solution provided by the branch, the account holder may contact the Bank's Customer Resolution Department at the following address, telephone number and e-mail address (or such other address, telephone number and e-mail address which the Bank notified to the account holder): Customer Resolution Unit (CRU). P.O. Box 10338, GPO Kuala Lumpur, 50710 Wilayah Persekutuan Tel: +603-6204 7788 / e-mail: contactus@cimb.com</p> |
| 2. | Savings Account-i | <p><u>Clause 2.7</u></p> <p>2.7 All forms, documents or receipts signed by the account holder and any electronic data or images of any form, document, instruction or other electronic document confirmed, validated and/or effected by the account holder in relation to any transaction or matter under the Savings Account-i ('the above transactions') and the Bank's books and/or records evidencing the above transactions are deemed as final, accurate, conclusive and binding on the account holder unless there was manifest error on the Bank's part.</p> <p><u>Clause 21.2</u></p> <p>21.2 Disclosure by the Bank to Group Companies (within Malaysia) may also be for cross selling purposes of the Bank and/or the</p> | <p><u>Amendment on Clause 2.7</u></p> <p>2.7 All forms, documents or receipts signed by the account holder and any electronic data or images of any form, document, instruction or other electronic document confirmed, validated and/or effected by the account holder in relation to any transaction or matter under the Savings Account-i ('the above transactions') and the Bank's books and/or records evidencing the above transactions are deemed as final, accurate, conclusive and binding on the account holder unless there was obvious error on the Bank's part.</p> <p><u>Amendment on Clause 21.2</u></p> <p>21.2 Disclosure by the Bank to Group Companies (within Malaysia) may also be for cross selling purposes of the Bank and/or the</p> |

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| | | <p>Group Companies provided always that <u>disclosure for cross selling purposes shall not be effected if such disclosure is objected by the account holder.</u></p> <p>The Bank may also disclose the account holder's information such as name and contact details (excluding the account holder's affairs or account) to third party business partners and strategic alliance partners for cross selling, marketing and promotional purposes if the consent from the account holder has been obtained.</p> <p>However, the account holder may at any time revoke or withdraw the above mentioned consent to disclosure of information by the Bank to Group Companies (within Malaysia) and to third party business partners and strategic alliance partners for cross selling, marketing and promotional purposes 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 the account holder): Customer Resolution Unit (CRU). P.O. Box 10338, GPO Kuala Lumpur, 50710 Wilayah Persekutuan. Tel:+603 6204 7788 / e-mail: cru@cimb.com</p> <p><u>Clause 26.1</u></p> <p>26.1 The account holder may make a complaint relating to the Savings Account-i with any Bank branch. If the account holder is not satisfied with the explanation or solution provided by the branch, the account holder may contact the Bank's Customer Resolution Department at the following address, telephone number and e-mail address (or such other address, telephone number and e-mail address which the Bank notified to the account holder): Customer Resolution Unit (CRU). P.O. Box 10338, GPO Kuala Lumpur, 50710 Wilayah Persekutuan. Tel: +603-6204 7788 / e-mail: cru@cimb.com</p> | <p>Group Companies provided always that <u>disclosure for cross selling purposes shall not be effected if such disclosure is objected by the account holder.</u></p> <p>The Bank may also disclose the account holder's information such as name and contact details (excluding the account holder's affairs or account) to third party business partners and strategic alliance partners for cross selling, marketing and promotional purposes if the consent from the account holder has been obtained.</p> <p>However, the account holder may at any time revoke or withdraw the above mentioned consent to disclosure of information by the Bank to Group Companies (within Malaysia) and to third party business partners and strategic alliance partners for cross selling, marketing and promotional purposes 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 the account holder): Customer Resolution Unit (CRU). P.O. Box 10338, GPO Kuala Lumpur, 50710 Wilayah Persekutuan. Tel:+603 6204 7788 / e-mail: contactus@cimb.com</p> <p><u>Amendment on Clause 26.1</u></p> <p>26.1 The account holder may make a complaint relating to the Savings Account-i with any Bank branch. If the account holder is not satisfied with the explanation or solution provided by the branch, the account holder may contact the Bank's Customer Resolution Department at the following address, telephone number and e-mail address (or such other address, telephone number and e-mail address which the Bank notified to the account holder): Customer Resolution Unit (CRU). P.O. Box 10338, GPO Kuala Lumpur, 50710 Wilayah Persekutuan. Tel: +603-6204 7788 / e-mail: contactus@cimb.com</p> |
| 3. | Fixed Deposit-i | <p><u>Clause 2.9</u></p> <p>2.9 All forms, documents or receipts signed by the account holder and any electronic data or images of any form, document, instruction or other electronic document confirmed, validated and/or effected by the account holder in relation to any transaction or matter under the FD-i ('the above transactions') and the Bank's books and/or records</p> | <p><u>Amendment on Clause 2.9</u></p> <p>2.9 All forms, documents or receipts signed by the account holder and any electronic data or images of any form, document, instruction or other electronic document confirmed, validated and/or effected by the account holder in relation to any transaction or matter under the FD-i ('the above transactions') and the Bank's books and/or records</p> |

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| | | <p>evidencing the above transactions are deemed as final, accurate, conclusive and binding on the account holder unless there was manifest error on the Bank's part.</p> <p><u>Clause 6.6</u></p> <p>6.6 The Bank's calculation of the amount payable to the account holder under the FD-i shall be final and conclusive save for manifest error.</p> <p><u>Clause 21.2</u></p> <p>21.2 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 <u>disclosure for cross selling purposes shall not be effected if such disclosure is objected by the account holder.</u></p> <p>The Bank may also disclose the account holder's information such as name and contact details (excluding the account holder's affairs or account) to third party business partners and strategic alliance partners for cross selling, marketing and promotional purposes if the consent from the account holder has been obtained.</p> <p>However, the account holder may at any time revoke or withdraw the above mentioned consent to disclosure of information by the Bank to Group Companies (within Malaysia) and to third party business partners and strategic alliance partners for cross selling, marketing and promotional purposes 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 the account holder): Customer Resolution Unit (CRU), P.O. Box 10338, GPO Kuala Lumpur, 50710 Wilayah Persekutuan. Tel:+603 6204 7788 / e-mail: cru@cimb.com</p> <p><u>Clause 27</u></p> <p>27 The account holder may make a complaint relating to the FD-i with any Bank branch. If the account holder is not satisfied with the explanation or solution provided by the branch, the account holder may contact the Bank's Customer Resolution Department at the following address, telephone number and e-mail address (or such other address,</p> | <p>evidencing the above transactions are deemed as final, accurate, conclusive and binding on the account holder unless there was obvious error on the Bank's part.</p> <p><u>Amendment on Clause 6.6</u></p> <p>6.6 The Bank's calculation of the amount payable to the account holder under the FD-i shall be final and conclusive save for obvious error.</p> <p><u>Amendment on Clause 21.2</u></p> <p>21.2 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 <u>disclosure for cross selling purposes shall not be effected if such disclosure is objected by the account holder.</u></p> <p>The Bank may also disclose the account holder's information such as name and contact details (excluding the account holder's affairs or account) to third party business partners and strategic alliance partners for cross selling, marketing and promotional purposes if the consent from the account holder has been obtained.</p> <p>However, the account holder may at any time revoke or withdraw the above mentioned consent to disclosure of information by the Bank to Group Companies (within Malaysia) and to third party business partners and strategic alliance partners for cross selling, marketing and promotional purposes 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 the account holder): Customer Resolution Unit (CRU), P.O. Box 10338, GPO Kuala Lumpur, 50710 Wilayah Persekutuan. Tel:+603 6204 7788 / e-mail: contactus@cimb.com</p> <p><u>Amendment on Clause 27</u></p> <p>27 The account holder may make a complaint relating to the FD-i with any Bank branch. If the account holder is not satisfied with the explanation or solution provided by the branch, the account holder may contact the Bank's Customer Resolution Department at the following address, telephone number and e-mail address (or such other address, telephone number and e-mail address which</p> |
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| | | <p>telephone number and e-mail address which the Bank notified to the account holder): Customer Resolution Unit (CRU). P.O. Box 10338, GPO Kuala Lumpur, 50710 Wilayah Persekutuan. Tel: +603-6204 7788 / e-mail: cru@cimb.com.</p> | <p>the Bank notified to the account holder): Customer Resolution Unit (CRU). P.O. Box 10338, GPO Kuala Lumpur, 50710 Wilayah Persekutuan. Tel: +603-6204 7788 / e-mail: contactus@cimb.com.</p> |
| 4. | Foreign Currency Current Account-i (FCCA-i) | <p><u>Clause 1.11</u></p> <p>1.11 All forms, documents or receipts signed by the account holder and any electronic data or images of any form, document, instruction or other electronic document confirmed, validated and/or effected by the account holder in relation to any transaction or matter under the FCCA-i ('the above transactions') and the Bank's books and/or records evidencing the above transactions are deemed as final, accurate, conclusive and binding on the account holder unless there was manifest error on the Bank's part.</p> <p><u>Clause 17.2</u></p> <p>17.2 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 <u>disclosure for cross selling purposes shall not be effected if such disclosure is objected by the account holder.</u></p> <p>The Bank may also disclose the account holder's information such as name and contact details (excluding the account holder's affairs or account) to third party business partners and strategic alliance partners for cross selling, marketing and promotional purposes if the consent from the account holder has been obtained.</p> <p>However, the account holder may at any time revoke or withdraw the above mentioned consent to disclosure of information by the Bank to Group Companies (within Malaysia) and to third party business partners and strategic alliance partners for cross selling, marketing and promotional purposes 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 the account holder): Customer Resolution Unit (CRU). P.O. Box 10338, GPO Kuala Lumpur, 50710 Wilayah Persekutuan. Tel:+603 6204 7788 / e-mail: cru@cimb.com</p> <p><u>Clause 21.1</u></p> | <p><u>Amendment on Clause 1.11</u></p> <p>1.11 All forms, documents or receipts signed by the account holder and any electronic data or images of any form, document, instruction or other electronic document confirmed, validated and/or effected by the account holder in relation to any transaction or matter under the FCCA-i ('the above transactions') and the Bank's books and/or records evidencing the above transactions are deemed as final, accurate, conclusive and binding on the account holder unless there was obvious error on the Bank's part.</p> <p><u>Amendment on Clause 17.2</u></p> <p>17.2 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 <u>disclosure for cross selling purposes shall not be effected if such disclosure is objected by the account holder.</u></p> <p>The Bank may also disclose the account holder's information such as name and contact details (excluding the account holder's affairs or account) to third party business partners and strategic alliance partners for cross selling, marketing and promotional purposes if the consent from the account holder has been obtained.</p> <p>However, the account holder may at any time revoke or withdraw the above mentioned consent to disclosure of information by the Bank to Group Companies (within Malaysia) and to third party business partners and strategic alliance partners for cross selling, marketing and promotional purposes 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 the account holder): Customer Resolution Unit (CRU). P.O. Box 10338, GPO Kuala Lumpur, 50710 Wilayah Persekutuan. Tel:+603 6204 7788 / e-mail: contactus@cimb.com</p> <p><u>Amendment on Clause 21.1</u></p> |

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| | | <p>21.1 The account holder may make a complaint relating to the FCCA-i with the CIMB centre or branch at which the FCCA-i is maintained. If the account holder is not satisfied with the explanation or solution provided by the branch, the account holder may contact the Bank's Customer Resolution Department at the following address, telephone number and e-mail address (or such other address, telephone number and e-mail address which the Bank notified to the account holder): Customer Resolution Unit (CRU). P.O. Box 10338, GPO Kuala Lumpur, 50710 Wilayah Persekutuan. Tel: +603-6204 7788 / e-mail: cru@cimb.com.</p> | <p>21.1 The account holder may make a complaint relating to the FCCA-i with the CIMB centre or branch at which the FCCA-i is maintained. If the account holder is not satisfied with the explanation or solution provided by the branch, the account holder may contact the Bank's Customer Resolution Department at the following address, telephone number and e-mail address (or such other address, telephone number and e-mail address which the Bank notified to the account holder): Customer Resolution Unit (CRU). P.O. Box 10338, GPO Kuala Lumpur, 50710 Wilayah Persekutuan. Tel: +603-6204 7788 / e-mail: contactus@cimb.com.</p> |
| 5. | FC Fixed Deposit-i (FCFD-i) | <p><u>Clause 2.15</u></p> <p>2.15 All forms, documents or receipts signed by the account holder and any electronic data or images of any form, document, instruction or other electronic document confirmed, validated and/or effected by the account holder in relation to any transaction or matter under the FCFD-i ('the above transactions') and the Bank's books and/or records evidencing the above transactions are deemed as final, accurate, conclusive and binding on the account holder unless there was manifest error on the Bank's part.</p> <p><u>Clause 8.4</u></p> <p>8.4 The Bank's calculation of the amount payable to the account holder under the FCFD-i shall be final and conclusive save for manifest error.</p> <p><u>Clause 18.2</u></p> <p>18.2 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 <u>disclosure for cross selling purposes shall not be effected if such disclosure is objected by the account holder.</u></p> <p>The Bank may also disclose the account holder's information such as name and contact details (excluding the account holder's affairs or account) to third party business partners and strategic alliance partners for cross selling, marketing and promotional purposes if the consent from the account holder has been obtained.</p> <p>However, the account holder may at any time revoke or withdraw the above mentioned consent to disclosure of</p> | <p><u>Amendment on Clause 2.15</u></p> <p>2.15 All forms, documents or receipts signed by the account holder and any electronic data or images of any form, document, instruction or other electronic document confirmed, validated and/or effected by the account holder in relation to any transaction or matter under the FCFD-i ('the above transactions') and the Bank's books and/or records evidencing the above transactions are deemed as final, accurate, conclusive and binding on the account holder unless there was obvious error on the Bank's part.</p> <p><u>Clause 8.4</u></p> <p>8.4 The Bank's calculation of the amount payable to the account holder under the FCFD-i shall be final and conclusive save for obvious error.</p> <p><u>Amendment on Clause 18.2</u></p> <p>18.2 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 <u>disclosure for cross selling purposes shall not be effected if such disclosure is objected by the account holder.</u></p> <p>The Bank may also disclose the account holder's information such as name and contact details (excluding the account holder's affairs or account) to third party business partners and strategic alliance partners for cross selling, marketing and promotional purposes if the consent from the account holder has been obtained.</p> <p>However, the account holder may at any time revoke or withdraw the above mentioned consent to disclosure of information by the</p> |

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| | | <p>information by the Bank to Group Companies (within Malaysia) and to third party business partners and strategic alliance partners for cross selling, marketing and promotional purposes 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 the account holder): Customer Resolution Unit (CRU). P.O. Box 10338, GPO Kuala Lumpur, 50710 Wilayah Persekutuan. Tel:+603 6204 7788 / e-mail: cru@cimb.com</p> <p><u>Clause 25.1</u></p> <p>25.1 The account holder may make a complaint relating to the FCFD-i with any Bank branch. If the account holder is not satisfied with the explanation or solution provided by the branch, the account holder may contact the Bank's Customer Resolution Department at the following address, telephone number and e-mail address (or such other address, telephone number and e-mail address which the Bank notified to the account holder): Customer Resolution Unit (CRU). P.O. Box 10338, GPO Kuala Lumpur, 50710 Wilayah Persekutuan. Tel: +603-6204 7788 / e-mail: cru@cimb.com.</p> | <p>Bank to Group Companies (within Malaysia) and to third party business partners and strategic alliance partners for cross selling, marketing and promotional purposes 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 the account holder): Customer Resolution Unit (CRU). P.O. Box 10338, GPO Kuala Lumpur, 50710 Wilayah Persekutuan. Tel:+603 6204 7788 / e-mail: contactus@cimb.com</p> <p><u>Amendment on Clause 25.1</u></p> <p>25.1 The account holder may make a complaint relating to the FCFD-i with any Bank branch. If the account holder is not satisfied with the explanation or solution provided by the branch, the account holder may contact the Bank's Customer Resolution Department at the following address, telephone number and e-mail address (or such other address, telephone number and e-mail address which the Bank notified to the account holder): Customer Resolution Unit (CRU). P.O. Box 10338, GPO Kuala Lumpur, 50710 Wilayah Persekutuan. Tel: +603-6204 7788 / e-mail: contactus@cimb.com.</p> |
| <p>6.</p> | <p>Special Mudarabah Investment Account-i (SMIA-i)</p> | <p><u>Clause 2.6</u></p> <p>2.6 All forms, documents or receipts signed by the account holder and any electronic data or images of any form, document, instruction or other electronic document confirmed, validated and/or effected by the account holder in relation to any transaction or matter under the SMIA-i ('the above transactions') and the Bank's books and/or records evidencing the above transactions are deemed as final, accurate, conclusive and binding on the account holder unless there was manifest error on the Bank's part.</p> <p><u>Clause 20.2</u></p> <p>20.2 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 <u>disclosure for cross selling purposes shall not be effected if such disclosure is objected by the account holder.</u></p> <p>The Bank may also disclose the account holder's information such as name and</p> | <p><u>Amendment on Clause 2.6</u></p> <p>2.6 All forms, documents or receipts signed by the account holder and any electronic data or images of any form, document, instruction or other electronic document confirmed, validated and/or effected by the account holder in relation to any transaction or matter under the SMIA-i ('the above transactions') and the Bank's books and/or records evidencing the above transactions are deemed as final, accurate, conclusive and binding on the account holder unless there was obvious error on the Bank's part.</p> <p><u>Amendment on Clause 20.2</u></p> <p>20.2 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 <u>disclosure for cross selling purposes shall not be effected if such disclosure is objected by the account holder.</u></p> <p>The Bank may also disclose the account holder's information such as name and</p> |

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| | | <p>contact details (excluding the account holder's affairs or account) to third party business partners and strategic alliance partners for cross selling, marketing and promotional purposes if the consent from the account holder has been obtained.</p> <p>However, the account holder may at any time revoke or withdraw the above mentioned consent to disclosure of information by the Bank to Group Companies (within Malaysia) and to third party business partners and strategic alliance partners for cross selling, marketing and promotional purposes 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 the account holder): Customer Resolution Unit (CRU), P.O. Box 10338, GPO Kuala Lumpur, 50710 Wilayah Persekutuan. Tel:+603 6204 7788 / e-mail: cru@cimb.com</p> <p><u>Clause 26.1</u></p> <p>26.1 The account holder may make a complaint relating to the SMIA-i with any Bank branch. If the account holder is not satisfied with the explanation or solution provided by the branch, the account holder may contact the Bank's Customer Resolution Department at the following address, telephone number and e-mail address (or such other address, telephone number and e-mail address which the Bank notified to the account holder): Customer Resolution Unit (CRU), P.O. Box 10338, GPO Kuala Lumpur, 50710 Wilayah Persekutuan. Tel: +603-6204 7788 / e-mail: cru@cimb.com.</p> | <p>contact details (excluding the account holder's affairs or account) to third party business partners and strategic alliance partners for cross selling, marketing and promotional purposes if the consent from the account holder has been obtained.</p> <p>However, the account holder may at any time revoke or withdraw the above mentioned consent to disclosure of information by the Bank to Group Companies (within Malaysia) and to third party business partners and strategic alliance partners for cross selling, marketing and promotional purposes 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 the account holder): Customer Resolution Unit (CRU), P.O. Box 10338, GPO Kuala Lumpur, 50710 Wilayah Persekutuan. Tel:+603 6204 7788 / e-mail: contactus@cimb.com</p> <p><u>Amendment on Clause 26.1</u></p> <p>26.1 The account holder may make a complaint relating to the SMIA-i with any Bank branch. If the account holder is not satisfied with the explanation or solution provided by the branch, the account holder may contact the Bank's Customer Resolution Department at the following address, telephone number and e-mail address (or such other address, telephone number and e-mail address which the Bank notified to the account holder): Customer Resolution Unit (CRU), P.O. Box 10338, GPO Kuala Lumpur, 50710 Wilayah Persekutuan. Tel: +603-6204 7788 / e-mail: contactus@cimb.com.</p> |
| 7. | Term Investment Account-i (TIA-i) | <p><u>Clause 2.4</u></p> <p>2.4 All forms, documents or receipts signed by the account holder and any electronic data or images of any form, document, instruction or other electronic document confirmed, validated and/or effected by the account holder in relation to any transaction or matter under the TIA-i ('the above transactions') and the Bank's books and/or records evidencing the above transactions are deemed as final, accurate, conclusive and binding on the account holder unless there was manifest error on the Bank's part.</p> <p><u>Clause 19.2</u></p> <p>19.2 Disclosure by the Bank to Group Companies (within Malaysia) may also be for cross</p> | <p><u>Amendment on Clause 2.4</u></p> <p>2.4 All forms, documents or receipts signed by the account holder and any electronic data or images of any form, document, instruction or other electronic document confirmed, validated and/or effected by the account holder in relation to any transaction or matter under the TIA-i ('the above transactions') and the Bank's books and/or records evidencing the above transactions are deemed as final, accurate, conclusive and binding on the account holder unless there was obvious error on the Bank's part.</p> <p><u>Amendment on Clause 19.2</u></p> <p>19.2 Disclosure by the Bank to Group Companies (within Malaysia) may also be for cross</p> |

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| | | <p>selling purposes of the Bank and/or the Group Companies provided always that <u>disclosure for cross selling purposes shall not be effected if such disclosure is objected by the account holder.</u></p> <p>The Bank may also disclose the account holder's information such as name and contact details (excluding the account holder's affairs or account) to third party business partners and strategic alliance partners for cross selling, marketing and promotional purposes if the consent from the account holder has been obtained.</p> <p>However, the account holder may at any time revoke or withdraw the above mentioned consent to disclosure of information by the Bank to Group Companies (within Malaysia) and to third party business partners and strategic alliance partners for cross selling, marketing and promotional purposes 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 the account holder): Customer Resolution Unit (CRU), P.O. Box 10338, GPO Kuala Lumpur, 50710 Wilayah Persekutuan. Tel:+603 6204 7788 / e-mail: cru@cimb.com</p> <p><u>Clause 26.1</u></p> <p>26.1 The account holder may make a complaint relating to the TIA-i Account with any Bank branch. If the account holder is not satisfied with the explanation or solution provided by the branch, the account holder may contact the Bank's Customer Resolution Department at the following address, telephone number and e-mail address (or such other address, telephone number and e-mail address which the Bank notified to the account holder): Customer Resolution Unit (CRU), P.O. Box 10338, GPO Kuala Lumpur, 50710 Wilayah Persekutuan. Tel: +603-6204 7788 / e-mail: cru@cimb.com.</p> | <p>selling purposes of the Bank and/or the Group Companies provided always that <u>disclosure for cross selling purposes shall not be effected if such disclosure is objected by the account holder.</u></p> <p>The Bank may also disclose the account holder's information such as name and contact details (excluding the account holder's affairs or account) to third party business partners and strategic alliance partners for cross selling, marketing and promotional purposes if the consent from the account holder has been obtained.</p> <p>However, the account holder may at any time revoke or withdraw the above mentioned consent to disclosure of information by the Bank to Group Companies (within Malaysia) and to third party business partners and strategic alliance partners for cross selling, marketing and promotional purposes 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 the account holder): Customer Resolution Unit (CRU), P.O. Box 10338, GPO Kuala Lumpur, 50710 Wilayah Persekutuan. Tel:+603 6204 7788 / e-mail: contactus@cimb.com</p> <p><u>Amendment on Clause 26.1</u></p> <p>26.1 The account holder may make a complaint relating to the TIA-i Account with any Bank branch. If the account holder is not satisfied with the explanation or solution provided by the branch, the account holder may contact the Bank's Customer Resolution Department at the following address, telephone number and e-mail address (or such other address, telephone number and e-mail address which the Bank notified to the account holder): Customer Resolution Unit (CRU), P.O. Box 10338, GPO Kuala Lumpur, 50710 Wilayah Persekutuan. Tel: +603-6204 7788 / e-mail: contactus@cimb.com.</p> |
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| <p>8.</p> | <p>Daily Unrestricted Investment Account-i (DURIAN-i)</p> | <p><u>Clause 2.5</u></p> <p>2.5 All forms, documents or receipts signed by the account holder and any electronic data or images of any form, document, instruction or other electronic document confirmed, validated and/or effected by the account holder in relation to any transaction or matter under the DURIAN-i ('the above transactions') and the Bank's books and/or records evidencing the above transactions are deemed as final, accurate, conclusive and binding on the account holder unless there was manifest error on the Bank's part.</p> <p><u>Clause 19.2</u></p> <p>19.2 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 <u>disclosure for cross selling purposes shall not be effected if such disclosure is objected by the account holder.</u></p> <p>The Bank may also disclose the account holder's information such as name and contact details (excluding the account holder's affairs or account) to third party business partners and strategic alliance partners for cross selling, marketing and promotional purposes if the consent from the account holder has been obtained.</p> <p>However, the account holder may at any time revoke or withdraw the above mentioned consent to disclosure of information by the Bank to Group Companies (within Malaysia) and to third party business partners and strategic alliance partners for cross selling, marketing and promotional purposes 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 the account holder): Customer Resolution Unit (CRU). P.O. Box 10338, GPO Kuala Lumpur, 50710 Wilayah Persekutuan. Tel:+603 6204 7788 / e-mail: cru@cimb.com</p> <p><u>Clause 25.1</u></p> <p>25.1 The account holder may make a complaint relating to the DURIAN-i Account with any Bank branch. If the account holder is not satisfied with the explanation or solution provided by the branch, the account holder may contact the Bank's Customer Resolution Department at the following address, telephone number and e-mail</p> | <p><u>Amendment on Clause 2.5</u></p> <p>2.5 All forms, documents or receipts signed by the account holder and any electronic data or images of any form, document, instruction or other electronic document confirmed, validated and/or effected by the account holder in relation to any transaction or matter under the DURIAN-i ('the above transactions') and the Bank's books and/or records evidencing the above transactions are deemed as final, accurate, conclusive and binding on the account holder unless there was obvious error on the Bank's part.</p> <p><u>Amendment on Clause 19.2</u></p> <p>19.2 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 <u>disclosure for cross selling purposes shall not be effected if such disclosure is objected by the account holder.</u></p> <p>The Bank may also disclose the account holder's information such as name and contact details (excluding the account holder's affairs or account) to third party business partners and strategic alliance partners for cross selling, marketing and promotional purposes if the consent from the account holder has been obtained.</p> <p>However, the account holder may at any time revoke or withdraw the above mentioned consent to disclosure of information by the Bank to Group Companies (within Malaysia) and to third party business partners and strategic alliance partners for cross selling, marketing and promotional purposes 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 the account holder): Customer Resolution Unit (CRU). P.O. Box 10338, GPO Kuala Lumpur, 50710 Wilayah Persekutuan. Tel:+603 6204 7788 / e-mail: contactus@cimb.com</p> <p><u>Amendment on Clause 25.1</u></p> <p>25.1 The account holder may make a complaint relating to the DURIAN-i Account with any Bank branch. If the account holder is not satisfied with the explanation or solution provided by the branch, the account holder may contact the Bank's Customer Resolution Department at the following address,</p> |
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| | | <p>address (or such other address, telephone number and e-mail address which the Bank notified to the account holder): Customer Resolution Unit (CRU), P.O. Box 10338, GPO Kuala Lumpur, 50710 Wilayah Persekutuan. Tel: +603-6204 7788 / e-mail: cru@cimb.com.</p> | <p>telephone number and e-mail address (or such other address, telephone number and e-mail address which the Bank notified to the account holder): Customer Resolution Unit (CRU), P.O. Box 10338, GPO Kuala Lumpur, 50710 Wilayah Persekutuan. Tel: +603-6204 7788 / e-mail: contactus@cimb.com.</p> |
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