

**IMPORTANT NOTICE DATED: 29 DECEMBER 2023**

**NOTICE OF REVISION TO PICK & PACK APPLICATION FORM (NON-INDIVIDUAL) TERMS AND CONDITIONS**

Dear Valued Customers,

We wish to inform you that there will be a revision to our Pick & Pack Application Form (Non-Individual) Terms and Conditions which will take effect on **19 January 2024**.

For ease of reference, the main amendments/revised/new clauses are set out in the table below:

Existing Clause	Revised Clause
<p><b><u>PART IV. DECLARATION / DISCLOSURE BY APPLICANT</u></b></p> <p>8. Subject to the provisions below which prohibit disclosure of information to entities within the corporate group of CIMB Group Holdings Berhad, the Bank’s ultimate holding company (“Group Companies”) if objected by me / us; I / we hereby agree and authorise the Bank to disclose any information relating to me / us, my / our affairs and / or any accounts maintained by me / us with the Bank to:</p> <ul style="list-style-type: none"> <li>• any of its agents, service providers, auditors, legal counsel, professional advisors, in or outside Malaysia;</li> <li>• the Credit Bureau established by Bank Negara Malaysia and other relevant authorities to whom the Bank is required to make disclosures or have jurisdiction over the Bank;</li> <li>• the Group Companies whether such Group Companies are residing, situated, carrying on business, incorporated or constituted within or outside Malaysia;</li> </ul> <p>For facilitating the business, operations, facilities and services of or granted or provided by the Bank and / or the Group Companies to their customers, as well as to:</p> <ul style="list-style-type: none"> <li>• any company and / or organisation that assist or facilitate the processing and / or fulfillment of transactions or instructions that the customer has requested and / or given to the Bank; and</li> <li>• 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 account.</li> </ul>	<p><b><u>PART IV. DECLARATION / DISCLOSURE BY APPLICANT</u></b></p> <p><b>8. Consent for Disclosure of Information</b></p> <p><input type="checkbox"/> I / we hereby agree, consent to and authorise 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 and / or maintained by me / us with the Bank to:</p> <ul style="list-style-type: none"> <li>• any of its agents, service providers, auditors, legal counsel and / or professional advisors, in or outside Malaysia;</li> <li>• the entities within the corporate group of the 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;</li> </ul> <p>for facilitating the business, operations, provision of the financial product/facilities and 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:</p> <ul style="list-style-type: none"> <li>• 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;</li> <li>• 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;</li> <li>• any potential transferee or assignee with whom the Bank</li> </ul>

Disclosure by the Bank to Group Companies may also be for cross-selling and other 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 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 / e-mail: [contactus@cimb.com](mailto:contactus@cimb.com).

Further, where the Bank intends to share my / our information (excluding information relating to my / our affairs or account) with third parties for marketing and promotional purposes,

- I / We hereby give my / our consent to the above disclosure to third parties.
- I / We do not consent to the giving of the above disclosure to third parties.

#### **PART V. CIMB PICK & PACK TERMS AND CONDITIONS**

15.4. Even after the customer has provided the Bank with any information, the customer will have the option to withdraw the consent given earlier. In such instances, the Bank will have the right to not provide or discontinue the provision of any product, service, account(s) and / or facility(ies) that is / are linked with such information with at least three (3) business days' prior written notice to the customer

16.2. The customer agrees to undertake the responsibility to update the Bank in writing should there be any change to the personal and financial, credit information relating to the said Relevant Person. Should the said consent and / or authority be subsequently revoked by any of the said Relevant Person, the customer agrees that the Bank shall have the right to terminate the Pick & Pack Service to the customer.

is negotiating the transfer, assignment and novation of the rights or obligations under or by reference to the Pick & Pack Service; and

- such third parties as specifically identified and for the purpose(s) as stated in the Terms and Conditions governing the Pick & Pack 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 information is necessary for the provision of the Pick & Pack Service, 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.**

Further, where the Bank intends to share my / our information such as name and contact details (excluding information relating to my / our affairs or account) with third party business partner and strategic alliance partners for marketing and promotional purposes:

#### **PLEASE SELECT ONE**

- I / We give my / our consent to the Bank to make the above disclosure to third party business partners and strategic alliance partners.
- I / We do not give my/our consent to the Bank to make the above disclosure to third party business partners and strategic alliance partners.

I / We acknowledge and understand that the disclosure of my/our information by the Bank to Group Companies (within Malaysia) and to third party business partners and / or strategic alliance partners 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](mailto:cru@cimb.com)

**PART V. CIMB PICK & PACK TERMS AND CONDITIONS**

- 15.4. Even after the customer has provided the Bank with any information, the customer will have the option to withdraw the consent given earlier, except where such disclosure of the customer's information is necessary for the provision of the Pick & Pack Service and / or related services or the performance of the contract with the customer to comply with contractual requirements or to comply with any legal requirements.
- 16.2. The customer agrees to undertake the responsibility to update the Bank in writing should there be any change to the personal and financial, credit information relating to the said Relevant Person. Even after the customer has provided the Bank with any information, the customer will have the option to withdraw the consent given earlier, except where such disclosure of the customer's information is necessary for the provision of the Pick & Pack Service and / or related services or the performance of the contract with the customer to comply with contractual requirements or to comply with any legal requirements.

The revised Terms & Conditions may be accessed at [www.cimb.com.my](http://www.cimb.com.my).

Should you have any queries, please refer to any of our CIMB Bank branch or call our Consumer Contact Centre at **03 6204 7788**.

Thank you.

The Management  
**CIMB Bank Berhad**