

## Important Notice

### Discontinuation of CIMB PETRONAS Platinum Credit Card and CIMB PETRONAS Platinum-i Credit Card

7 October 2024

To all existing Credit Cardholders of CIMB PETRONAS Platinum Credit Card and CIMB PETRONAS Platinum-i Credit Card:

We hereby give you twenty-one (21) calendar days' notice that effective 28 October 2024, the following changes to your CIMB PETRONAS Platinum Credit Card and CIMB PETRONAS Platinum-i Credit Card will take place followed by a cancellation of your card from 30 June 2025 onwards.

Please refer to the important information in the table below.

Card type	Current card benefits	New card benefits, effective 28 October 2024	Effective 30 June 2025 onwards	Action required from Cardholder, from 28 October 2024 onwards
<b>CIMB PETRONAS Platinum Credit Card</b>	<ul style="list-style-type: none"> <li>- Up to 7% cash rebate on Setel Transaction at PETRONAS (Capped at RM30)</li> <li>- Up to 5% cash rebate on spend at PETRONAS (Capped at RM30)</li> <li>- 0.2% cash rebate on other retail spend (No capping)</li> </ul>	<ul style="list-style-type: none"> <li>- Up to 5% cash rebate on spend on cinema, petrol, groceries, mobile and utility bill payment via standing instruction (Capped at RM30)</li> <li>- 0.2% cash rebate on other retail or online spend (No capping)</li> </ul>	Your CIMB PETRONAS Platinum Credit Card will be deactivated and cancelled	<u>Credit Cardholders who hold an existing CIMB Cash Rebate Platinum Credit Card:</u> Please start to transfer all your spending/ auto-billing of your CIMB PETRONAS Platinum Credit Card over to your CIMB Cash Rebate Platinum Credit Card
				<u>Credit Cardholders who do not hold an existing CIMB Cash Rebate Platinum Credit Card:</u> You will be receiving a new/replacement CIMB Cash Rebate Platinum Credit Card in order to transfer all your spending/ auto-billing of your CIMB PETRONAS Platinum Credit Card over to this new credit card

Card type	Current card benefits	New card benefits, effective 28 October 2024	Effective 30 June 2025 onwards	Action required from Cardholder, from 28 October 2024 onwards
<b>CIMB PETRONAS Platinum-i Credit Card</b>	<ul style="list-style-type: none"> <li>- Up to 7% cash rebate on Setel Transaction at PETRONAS (Capped at RM30)</li> <li>- Up to 5% cash rebate on spend at PETRONAS (Capped at RM30)</li> <li>- 0.2% cash rebate on other retail spend (No capping)</li> </ul>	<ul style="list-style-type: none"> <li>- Every RM1 spend will earn 1 Bonus Point</li> </ul>	Your CIMB PETRONAS Platinum-i Credit Card will be deactivated and cancelled	<p><u>Credit Cardholders who hold an existing CIMB Platinum-i Credit Card:</u> Please start to transfer all your spending/ auto-billing of your CIMB PETRONAS Platinum-i Credit Card over to your CIMB Platinum-i Credit Card</p> <p><u>Credit Cardholders who do not hold an existing CIMB Platinum-i Credit Card:</u> You will be receiving a new/ replacement CIMB Platinum-i Credit Card in order to transfer all your spending/ auto-billing of your CIMB PETRONAS Platinum-i Credit Card over to this new credit card</p>

Enjoy your new card benefits starting from 28 October 2024 without any interruptions. For credit cardholders who receive a new/replacement credit card, kindly activate and switch your spending over to your new/replacement card before 30 June 2025. For credit cardholders who hold an existing CIMB Cash Rebate Platinum Credit Card / CIMB Platinum-i Credit Card, starting 28 October 2024 onwards, kindly transfer over all your spending and/or auto-billing accordingly before 30 June 2025 as your existing CIMB PETRONAS Platinum Credit Card and/or CIMB PETRONAS Platinum-i Credit Card will be discontinued on 30 June 2025.

Please refer to the [FAQ](#) for more information.

Should you have further queries, please call our Consumer Contact Centre at +603 6204 7788 or at [contactus@cimb.com](mailto:contactus@cimb.com)

Thank you for your understanding and cooperation on this matter.

The Management,  
CIMB Bank Berhad  
CIMB Islamic Bank Berhad

## Frequently Asked Questions (FAQ) - Discontinuation of CIMB PETRONAS Platinum Credit Card and CIMB PETRONAS Platinum-i Credit Card

### Section A – General Information

**1. Why is the CIMB PETRONAS Platinum Credit Card and CIMB PETRONAS Platinum-i Credit Card being discontinued?**

CIMB Islamic Bank has launched a new variant of the PETRONAS co-brand credit card in April 2023. Pursuant to an internal strategic business review, CIMB Bank and CIMB Islamic Bank has decided to focus on the newly launched PETRONAS co-brand credit card moving forward and to discontinue both CIMB PETRONAS Platinum Credit Card and CIMB PETRONAS Platinum-i Credit Card.

**2. When will the CIMB PETRONAS Platinum Credit Card and CIMB PETRONAS Platinum-i Credit Card be discontinued?**

It will be discontinued by 30 June 2025, and it will happen in two stages as below:

	Stages	Effective Date
1	Revision of card benefits	28 October 2024
<b>Transition Period:</b> 28 October 2024 until 30 June 2025		
2	Deactivation / cancellation of CIMB PETRONAS Platinum Credit Card and CIMB PETRONA Platinum-i Credit Card	by 30 June 2025

**3. Can I still apply for a principal/ supplementary CIMB PETRONAS Platinum Credit Card or CIMB PETRONAS Platinum-i Credit Card?**

We will no longer offer both the CIMB PETRONAS Platinum Credit Card and CIMB PETRONAS Platinum-i Credit Card starting 28 October 2024.

You may apply for other CIMB Credit Cards/-i. Please visit our website [here](#) to find out more on CIMB Credit Cards/-i.

**4. What is the revision of the card benefits on 28 October 2024?**

Your CIMB PETRONAS Platinum Credit Card and/or CIMB PETRONAS Platinum-i Credit Card benefits will be revised and you will enjoy the new benefits respectively as below. Starting 28 October 2024, you can continue to use your credit card without any interruptions while enjoying these new benefits (cash rebate and bonus points, based on your credit card type) until the discontinuation of the card on 30 June 2025.

Credit Card	Credit Card benefits as at 28 October 2024
CIMB PETRONAS Platinum	<ul style="list-style-type: none"> <li>- Up to 5% cash rebate on spend on cinema, petrol, groceries, mobile and utility bill payment via standing instruction (<i>Capped at RM30</i>)</li> <li>- 0.2% cash rebate on other retail or online spend (<i>No capping</i>)</li> </ul> <p><u>Note:</u> Card benefits are similar to that of CIMB Cash Rebate Platinum Credit Card</p>
CIMB PETRONAS Platinum-i	<ul style="list-style-type: none"> <li>- Every RM1 spend will earn 1 Bonus Point</li> </ul> <p><u>Note:</u> Card benefits are similar to that of CIMB Platinum-i Credit Card</p>

**5. What happens to my CIMB PETRONAS Platinum Credit Card or CIMB PETRONAS Platinum-i Credit Card on 30 June 2025?**

Your CIMB PETRONAS Platinum Credit Card and/or CIMB PETRONAS Platinum-i Credit Card will be discontinued (ie. deactivated and cancelled) and you will no longer be able to use these credit cards. You will need to switch over to your other existing CIMB Credit Card (more details in Section B & C below) or start using your new/replacement CIMB Credit Card (more details in Section D & E below) before 30 June 2025 to avoid any usage interruptions.

**6. What about my supplementary card?**

The same will be applied to your supplementary card. Refer to Q2 and Q4 above.

**7. Will my credit card limit be affected/ changed?**

Your credit card limit will remain the same.

**8. If I still want to use my CIMB PETRONAS Platinum Credit Card or CIMB PETRONAS Platinum-i Credit Card after 30 June 2025, can this be allowed on an exceptional basis?**

This product will be discontinued, therefore an exception is not allowed. Refer to Q2.

However, you may find another CIMB credit card that is better suited to your needs. Visit CIMB website to find more information on other credit cards available.

**Section B – Existing CIMB PETRONAS Platinum Credit Cardholders who hold an existing CIMB Cash Rebate Platinum Credit Card**

**9. I am holding both the CIMB PETRONAS Platinum Credit Card and CIMB Cash Rebate Platinum Credit Card, what do I need to do?**

Starting 28 October 2024, your CIMB PETRONAS Platinum Credit Card benefits will be the same as your CIMB Cash Rebate Platinum Credit Card (Refer Q4). Kindly switch over all your spending and/or auto-billing from your CIMB PETRONAS Platinum Credit Card to your CIMB Cash Rebate Platinum Credit Card during the above-mentioned Transition Period (before 30 June 2025).

CIMB PETRONAS Platinum Credit Card will be deactivated on 30 June 2025.

**10. What if my existing CIMB PETRONAS Platinum Credit Card expires prior 30 June 2025?**

If your CIMB PETRONAS Platinum Credit Card expires before 30 June 2025, you will no longer be receiving any renewal card. Please switch over all your spending and/or auto-billing to your CIMB Cash Rebate Platinum Credit Card.

**11. Can I request for a replacement card of my existing CIMB PETRONAS Platinum Credit Card due to lost or stolen card (prior 30 June 2025)?**

Your existing CIMB PETRONAS Platinum Credit Card will be blocked accordingly (in cases of lost or stolen card) and you will need to switch over all your spending and/or auto-billing to your CIMB Cash Rebate Platinum Credit Card.

A replacement card will not be issued as CIMB PETRONAS Platinum Credit Card will be discontinued by 30 June 2025.

**12. I have existing auto-billing/recurring transactions/installments and/or e-wallet payment/top-up/auto-reload on my existing CIMB PETRONAS Platinum Credit Card, what will happen during the Transition Period?**

Any existing auto-billing/recurring transactions/installments and/or e-wallet payment/top-up/auto-reload with your CIMB PETRONAS Platinum Credit Card will continue as per usual.

However, to minimize any service or usage disruption, you will need to start to re-register all your respective existing auto-billing/recurring transactions/installments and/or e-wallet payment/top-up/auto-reload to your CIMB Cash Rebate Platinum Credit Card with the respective service providers before 30 June 2025.

**13. What happens to my outstanding balances/ cash rebate earned with my CIMB PETRONAS Platinum Credit Card?**

All your existing outstanding balances of your CIMB PETRONAS Platinum Credit Card will remain in your card account even after 30 June 2025 and you may still continue to service your outstanding balances until it is fully settled.

All your earned cash rebate will remain or posted accordingly even after 30 June 2025 into your card account.

**Section C – Existing CIMB PETRONAS Platinum-i Credit Cardholders who hold an existing CIMB Platinum-i Credit Card**

**14. I am holding both the CIMB PETRONAS Platinum-i Credit Card and CIMB Platinum-i Credit Card, what do I need to do?**

Starting 28 October 2024, your CIMB PETRONAS Platinum-i Credit Card benefits will be the same with your CIMB Platinum-i Credit Card. Kindly please switch over all your spending and/or auto-billing from your CIMB PETRONAS Platinum-i Credit Card to your CIMB Platinum-i Credit Card during the above-mentioned Transition Period (before 30 June 2025).

The CIMB PETRONAS Platinum-i Credit Card will be deactivated/cancelled on 30 June 2025.

**15. What if my existing CIMB PETRONAS Platinum-i Credit Card expires prior 30 June 2025?**  
If your CIMB PETRONAS Platinum-i Credit Card expires before 30 June 2025, you will no longer be receiving any renewal card. Please switch over all your spending and/or auto-billing to your CIMB Platinum-i Credit Card.

**16. Can I request for a replacement card of my existing CIMB PETRONAS Platinum-i Credit Card due to lost or stolen card (prior 30 June 2025)?**  
Your existing CIMB PETRONAS Platinum-i Credit Card will be blocked accordingly (in cases of lost or stolen card) and you will need to switch over all your spending and/or auto-billing to your CIMB Platinum-i Credit Card.

A replacement card will not be issued as CIMB PETRONAS Platinum-i Credit Card will be discontinued by 30 June 2025.

**17. I have existing auto-billing/recurring transactions/installments and/or e-wallet payment/top-up/auto-reload on my existing CIMB PETRONAS Platinum-i Credit Card, what will happen during the Transition Period?**  
Any existing auto-billing/recurring transactions/installments and/or e-wallet payment/top-up/auto-reload with your CIMB PETRONAS Platinum-i Credit Card will continue as per usual.

However, to minimize any service or usage disruption, you will need to start to re-register all your respective existing auto-billing/recurring transactions/installments and/or e-wallet payment/top-up/auto-reload to your CIMB Platinum-i Credit Card with the respective service providers before 30 June 2025.

**18. What happens to my outstanding balances/ cash rebate earned with my CIMB PETRONAS Platinum-i Credit Card?**  
All your existing outstanding balances of your CIMB PETRONAS Platinum-i Credit Card will remain in your card account even after 30 June 2025 and you may still continue to service your outstanding balances until it is fully settled.

All your earned cash rebate will remain or posted accordingly even after 30 June 2025 into your card account.

#### **Section D – Existing CIMB PETRONAS Platinum Credit Cardholders who DO NOT hold an existing CIMB Cash Rebate Platinum Credit Card**

**19. I am holding only the CIMB PETRONAS Platinum Credit Card, and do not have a CIMB Cash Rebate Platinum Credit Card, what do I need to do?**  
Your CIMB PETRONAS Platinum Credit Card benefits will be revised starting from 28 October 2024 as per Q4 above, and we will be issuing you a new/replacement CIMB Cash Rebate Platinum Credit Card. The delivery of your new/replacement card will take place in batches between November to December 2024.

An SMS notification will be sent to you when the new card is getting delivered.

**20. After receiving the CIMB Cash Rebate Platinum Credit Card, what do I need to do?**

Upon receiving your new CIMB Cash Rebate Platinum Credit Card, kindly please follow the steps shown in the card mailer (letter attached with your card) to activate your card. Your existing 6-digit PIN will still be valid. Upon activation, your CIMB PETRONAS Platinum Credit Card will be discontinued (deactivated and cancelled), or on the expiry date of your card or by 30 June 2025, whichever is the earliest.

Do note that your CIMB PETRONAS Platinum Credit Card's 16-digit credit card number will remain the same on your new CIMB Cash Rebate Platinum Credit Card but the card CVV and expiry date will be changed.

**21. What if my existing CIMB PETRONAS Platinum Credit Card expires prior 30 June 2025?**

If your CIMB PETRONAS Platinum Credit Card expires before 30 June 2025, you will no longer be receiving any renewal card. Please activate your new/ replacement CIMB Cash Rebate Platinum Credit Card. If you did not receive your CIMB Cash Rebate Platinum Credit Card by 31 December 2024, please contact us at +603 6204 7788 or at [contactus@cimb.com](mailto:contactus@cimb.com)

**22. Will my supplementary cardholder(s) receive a new/replacement CIMB Cash Rebate Platinum Credit Card?**

Yes, your supplementary cardholder(s) will also receive a new/replacement CIMB Cash Rebate Platinum Credit Card.

**23. Can I request for a replacement card of my existing CIMB PETRONAS Platinum Credit Card due to lost or stolen card (prior 30 June 2025)?**

Your existing CIMB PETRONAS Platinum Credit Card will be blocked accordingly (in cases of lost or stolen card). Please activate your new/ replacement CIMB Cash Rebate Platinum Credit Card. A replacement card will not be issued as CIMB PETRONAS Platinum Credit Card will be discontinued by 30 June 2025. If you did not receive your CIMB Cash Rebate Platinum Credit Card by 31 December 2024, please contact us at +603 6204 7788 or at [contactus@cimb.com](mailto:contactus@cimb.com)

**24. I have existing auto-billing/recurring transactions/installments and/or e-wallet payment/top-up/auto-reload on my existing CIMB PETRONAS Platinum Credit Card, what will happen during the Transition Period?**

Any existing auto-billing/recurring transactions/installments and/or e-wallet payment/top-up/auto-reload with your CIMB PETRONAS Platinum Credit Card will continue as per usual.

However, upon activation of your new/replacement CIMB Cash Rebate Platinum Credit Card, your existing CIMB PETRONAS Platinum Credit Card will immediately be deactivated/cancelled and your existing auto-billing/recurring transactions/installments and/or e-wallet payment/top-up/auto-reload will not go through.

You will need to re-register all your existing auto-billing/recurring transactions/installments and/or e-wallet payment/top-up/auto-reload with your new card CVV and new expiry date of your CIMB Cash Rebate Platinum Credit Card (16-digit card number remains the same) with the respective service providers immediately to avoid any service or usage disruptions.

**25. Can I still continue to use my CIMB PETRONAS Platinum Credit Card even after 30 June 2025 if I do not activate my new/replacement CIMB Cash Rebate Platinum Credit Card?**

You will not be able to use your CIMB PETRONAS Platinum Credit Card anymore from 30 June 2025 onwards.

Please activate your CIMB Cash Rebate Platinum Credit Card immediately to minimize any usage disruption.

**26. What happens to my outstanding balances/ cash rebate earned with my CIMB PETRONAS Platinum Credit Card?**

All your existing outstanding balances of your CIMB PETRONAS Platinum Credit Card will remain in your card account even after 30 June 2025 and you may still continue to service your outstanding balances until it is fully settled.

All your earned cash rebate will remain or posted accordingly even after 30 June 2025 into your card account.

**27. I have an existing CIMB PETRONAS Platinum Credit Card and another CIMB Credit Card (other than CIMB Cash Rebate Platinum Credit Card), what do I need to do?**

You will be receiving a new/replacement CIMB Cash Rebate Platinum Credit Card to replace your CIMB PETRONAS Platinum Credit Card. You may choose to switch over your all your spending and/or auto-billing to this new CIMB Cash Rebate Platinum Credit Card or to any of your other CIMB Credit Card.

**Section E – Existing CIMB PETRONAS Platinum-i Credit Cardholders who DO NOT hold an existing CIMB Platinum-i Credit Card**

**28. I am holding only the CIMB PETRONAS Platinum-i Credit Card, and do not have a CIMB Platinum-i Credit Card, what do I need to do?**

Your CIMB PETRONAS Platinum-i Credit Card benefits will be revised starting from 28 October 2024 as per Q4 above, and we will also be issuing you a new/replacement CIMB Platinum-i Credit Card. The delivery of your new/replacement card will take place in batches between November to December 2024.

An SMS notification will be sent to you when the new card is getting delivered.

**29. After receiving the CIMB Platinum-i Credit Card, what do I need to do?**

Upon receiving your new CIMB Platinum-i Credit Card, kindly please follow the steps shown in the card mailer (letter attached with your card) to activate your card. Your existing 6-digit PIN will still be valid. Upon activation, your CIMB PETRONAS Platinum-i Credit Card will be discontinued (deactivated and cancelled), or on the expiry date of your card or by 30 June 2025, whichever is the earliest.



Do note that your CIMB PETRONAS Platinum-i Credit Card's 16-digit credit card number will remain the same on your new CIMB Platinum-i Credit Card but the card CVV and expiry date will be changed.

**30. What if my existing CIMB PETRONAS Platinum-i Credit Card expires prior 30 June 2025?**

If your CIMB PETRONAS Platinum-i Credit Card expires before 30 June 2025, you will no longer be receiving any renewal card. Please activate your new/ replacement CIMB Platinum-i Credit Card.

If you did not receive your CIMB Platinum-i Credit Card by 31 December 2024, please contact us at +603 6204 7788 or at [contactus@cimb.com](mailto:contactus@cimb.com)

**31. Will my supplementary cardholder(s) receive a new/replacement CIMB Platinum-i Credit Card?**

Yes, your supplementary cardholder(s) will also receive a new/replacement CIMB Platinum-i Credit Card.

**32. Can I request for a replacement card of my existing CIMB PETRONAS Platinum-i Credit Card due to lost or stolen card (prior 30 June 2025)?**

Your existing CIMB PETRONAS Platinum Credit Card will be blocked accordingly (in cases of lost or stolen card). Please activate your new/ replacement CIMB Platinum-i Credit Card. A replacement card will not be issued as CIMB PETRONAS Platinum Credit Card will be discontinued by 30 June 2025.

If you did not receive your CIMB Platinum-i Credit Card by 31 December 2024, please contact us at +603 6204 7788 or at [contactus@cimb.com](mailto:contactus@cimb.com)

**33. I have existing auto-billing/recurring transactions/installments and/or e-wallet payment/top-up/auto-reload on my existing CIMB PETRONAS Platinum-i Credit Card, what will happen during the Transition Period?**

Any existing auto-billing/recurring transactions/installments and/or e-wallet payment/top-up/auto-reload with your CIMB PETRONAS Platinum-i Credit Card will continue as per usual.

However, upon activation of your new/replacement CIMB Platinum-i Credit Card, your existing CIMB PETRONAS Platinum-i Credit Card will immediately be deactivated/cancelled and your existing auto-billing/recurring transactions/installments and/or e-wallet payment/top-up/auto-reload will not go through.

You will need to re-register all your existing auto-billing/recurring transactions/installments and/or e-wallet payment/top-up/auto-reload with your new card CVV and new expiry date of your CIMB Platinum-i Credit Card (16-digit card number remains the same) with the respective service providers immediately to avoid any service or usage disruptions.

**34. Can I still continue to use my CIMB PETRONAS Platinum-i Credit Card even after 30 June 2025 if I do not activate my new/replacement CIMB Platinum-i Credit Card?**

You will not be able to use your CIMB PETRONAS Platinum Credit Card anymore from 30 June 2025 onwards.

Please activate your CIMB Platinum-i Credit Card immediately to minimize any usage disruption.

**35. What happens to my outstanding balances/ cash rebate earned with my CIMB PETRONAS Platinum-i Credit Card?**

All your existing outstanding balances of your CIMB PETRONAS Platinum-i Credit Card will remain in your card account even after 30 June 2025 and you may still continue to service your outstanding balances until it is fully settled.

All your earned cash rebate will remain or posted accordingly even after 30 June 2025 into your card account.

**36. I have an existing CIMB PETRONAS Platinum-i Credit Card and another CIMB Credit Card (other than CIMB Platinum-i Credit Card), what do I need to do?**

You will be receiving a new/replacement CIMB Platinum-i Credit Card to replace your CIMB PETRONAS Platinum-i Credit Card. You may choose to switch over your all your spending and/or auto-billing to this new CIMB Platinum-i Credit Card or to any of your other CIMB Credit Card/-i.