



CIMB Bank Berhad 197201001799 (13491-P)



CIMB Islamic Bank Berhad 200401032872 (671380-H)

IMPORTANT NOTICE
25 May 2021

Dear Valued Customer,

(Updated) Banking Operations and Self-Service Terminals (SST) during Movement Control Order (MCO) 3.0

In light of the recent announcement of Movement Control Order 3.0 (MCO 3.0) our banking operations and Self Service Terminals (SST) hours will be revised with **effect from 25 May 2021 until further notice**.

1. Branches:

	Revised Timings
CIMB Branches, Service Kiosks and Preferred Centres	Monday to Friday, 9:15am - 1:00pm
CIMB KLCC	Monday to Sunday, 9:30am-3:00pm
CIMB KL Gateway	Monday to Friday, 9:30am - 3:00pm
CIMB Megamall Mid-Valley	Monday to Friday, 9:15am - 3:00pm
CIMB Jaya Shopping Centre	Monday to Friday, 10:00am - 1:00pm
CIMB Setia City Mall	Monday to Sunday, 10:00am - 1:00pm
CIMB Queensbay Penang	Monday to Friday, 10:30am - 1:00pm
CIMB branches, Service Kiosks and Preferred Centres in Kelantan and Terengganu	Sunday to Thursday, 9:15am-1:00pm
CIMB Mesra Mall Kemasik	Saturday to Thursday, 10:00am-1:30pm

2. Bureau De Change (BDC):

		Revised Timings
KLIA	i. KLIA Arrival ii. KLIA Satellite	9:00am - 7:00pm
KLIA2	i. KLIA 2 GATEWAY Transporation Hub L1 ii. KLIA 2 GATEWAY Level 2 Arrival iii. KLIA 2 BDC OTK Arrival Level 2	i. Temporary Closure ii. 9:00am - 7:00pm iii. Temporary Closure
Genting Highlands	i. Service Kiosk ii. Sky Plaza iii. Sky Casino	i. Temporary Closure ii. 9:00am - 7:00pm iii. Temporary Closure
Penang International Airport	Public Concourse (Landside)	9:00am - 7:00pm
Klang Valley	i. CIMB KLCC ii. CIMB Koponas iii. Boustead Cruise Terminal Terminal, P. Indah	i. 10:00am - 6:00pm ii. 9:00am - 5:00pm iii. Temporary Closure
	i. CIMB Menara UAB ii. CIMB Solaris Mont Kiara	Monday to Friday 9:15am - 1:00pm

We have temporarily reduced the number of staff at our branches to maximum 60% work force in line with requirement by Majlis Keselamatan Negara (MKN) under SOP MCO 3.0. As such, you may experience a longer waiting time.

You may check the banking hours by visiting our branch locator at the webpage below or scan the QR code.

<https://www.cimb.com.my/en/personal/help-support/branch-locator.html>



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3. Self Service Terminals (SST):

All CIMB Self Service Terminals (SST)	Revised Timings
Monday – Sunday	8:00am – 8:00pm

CIMB Self Service Terminals (SST) for District of Besut	Revised Timings
Monday – Sunday	8:00am – 7:00pm

We encourage our customers to use our **CIMB Clicks** or **BizChannel@CIMB** for their banking needs. Should you require any further assistance, please contact our CIMB Contact Centre:

For Individuals	+603 6204 7788	For Preferred	1 300 885 300	For Companies	1 300 888 828
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Note: Standard Operating Procedure (SOP) by local counsel or state will supersede Standard Operating Procedure (SOP) under Movement Control Order 3.0 (MCO 3.0).

Thank you for your patience and understanding.

The Management
CIMB Bank Berhad & CIMB Islamic Bank Berhad

PENGUMUMAN PENTING
25 Mei 2021

Para Pelanggan Yang Dihargai,

(Kemaskini) Operasi Bank dan Terminal Layan Diri semasa Perintah Kawalan Pergerakan 3.0 (PKP 3.0)

Sejajar dengan arahan Perintah Kawalan Pergerakan 3.0 (PKP3.0), waktu operasi bank dan Terminal Layan Diri kami akan dipinda seperti berikut **mulai 25 Mei 2021 sehingga diberitahu kelak**.

1. Cawangan:

	Waktu Yang Terpinda
Cawangan-cawangan CIMB, <i>Service Kiosk</i> dan <i>Preferred Centres</i>	Isnin ke Jumaat, 9:15pagi - 1:00petang
CIMB KLCC	Isnin ke Ahad, 9:30pagi - 3:00petang
CIMB KL Gateway	Isnin ke Jumaat, 9:30pagi - 3:00petang
CIMB Megamall Mid-Valley	Isnin ke Jumaat, 9:15pagi - 3:00petang
CIMB Jaya Shopping Centre	Isnin ke Jumaat, 10:00pagi - 1:00petang
CIMB Setia City Mall	Isnin ke Ahad, 10:00pagi - 1:00petang
CIMB Queensbay Penang	Isnin ke Jumaat, 10:30pagi - 1:00petang
CIMB branches, <i>Service Kiosks</i> and <i>Preferred Centres</i> in Kelantan and Terengganu	Ahad ke Khamis, 9:15pagi - 1:00petang
CIMB Mesra Mall Kemasik	Sabtu ke Khamis, 10:00pagi - 1:30petang

2. Bureau De Change (BDC):

	Waktu Yang Terpinda
KLIA ii. KLIA Arrival ii. KLIA Satellite	9:00pagi - 7:00petang
KLIA2 ii. KLIA 2 GATEWAY Transportation Hub L1 ii. KLIA 2 GATEWAY Level 2 Arrival iii. KLIA 2 BDC OTK Arrival Level 2	i. Ditutup Sementara Waktu ii. 9:00pagi - 7:00petang iii. Ditutup Sementara Waktu
Genting Highlands i. Service Kiosk ii. Sky Plaza iii. Sky Casino	i. Ditutup Sementara Waktu ii. 9:00pagi - 7:00petang iii. Ditutup Sementara Waktu
Penang International Airport Public Concourse (Landside)	9:00pagi - 7:00petang
Klang Valley i. CIMB KLCC ii. CIMB Koponas iii. Boustead Cruise Terminal Terminal, P. Indah	i. 10:00pagi - 6:00petang ii. 9:00pagi - 5:00petang iii. Ditutup Sementara Waktu
i. CIMB Menara UAB ii. CIMB Solaris Mont Kiara	Isnin ke Jumaat 9:15pagi - 1:00petang

Kami telah mengurangkan jumlah staf di cawangan kami kepada maksimum 60%, sejajar dengan arahan pihak Majlis Keselamatan Negara (MKN) dibawah SOP MCO3.0. Oleh itu, anda mungkin akan mengalami masa menunggu yang agak lama.

Anda boleh menyemak waktu operasi bank dengan melayari "branch locator" melalui website kami atau mengimbas kod QR di bawah.

<https://www.cimb.com.my/en/personal/help-support/branch-locator.html>



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3. Terminal Layan Diri:

Semua Terminal Layan Diri CIMB	Waktu Yang Terpinda
Isnin - Ahad	8:00pagi – 8:00malam

Terminal Layan Diri CIMB di Daerah Besut	Waktu Yang Terpinda
Isnin - Ahad	8:00pagi – 7:00malam

Kami menggalakkan pelanggan kami untuk menjalankan urusan perbankan secara atas talian menerusi CIMB Clicks atau BizChannel@CIMB.

Sekiranya anda memerlukan bantuan, sila hubungi Pusat Panggilan kami:

Untuk Individu	+603 6204 7788	Untuk Preferred	1 300 885 300	Untuk Syarikat	1 300 888 828
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Nota: Standard Operating Procedure (SOP) yang ditetapkan oleh setiap majlis tempatan atau negeri, akan menggantikan Standard Operating Procedure (SOP) Perintah Kawalan Pergerakan 3.0 (PKP 3.0)

Terima kasih diatas keprihatinan anda.

Pihak Pengurusan
CIMB Bank Berhad & CIMB Islamic Bank Berhad