

CIMB Orchard Branch Closure FAQ

1) How will this closure affect my account(s) with the bank?

Your existing account(s) will not be affected by the branch closure. All your information (including branch code) will remain unchanged.

2) I have an outstanding request with the branch, who should I contact?

We assure you that all outstanding matters with Orchard branch will be handed over to the relevant team for follow up. No action is required on your end.

3) Can I continue to visit Orchard branch for my transactions prior to their closure?

Yes, you may continue to visit Orchard branch for your banking needs during their operating hours up till 30 June 2021. The operating hours of Orchard branch remain unchanged. You may visit the branch for your banking needs during these hours:

Monday – Saturday, 10:30am - 6:00pm

Closed on Sundays and Public Holidays

Due to the COVID-19 situation, please visit our corporate website (www.cimb.com.sg) for the latest branch operating hours before you proceed to our branch. Alternatively, you can download our BizChannel@CIMB Internet Banking platform via the App Stores or visit <https://www.bizchannel.cimb.com.sg/>

4) Where else can I access your ATMs and/or cheque deposit box?

Our ATMs and cheque deposit box are located at Raffles Place branch.

5) Other than visiting Raffles Place branch, what other channel is available for me to manage my banking needs?

i. Online Banking – BizChannel@CIMB (For existing customers)

You may continue to perform your transactions online via BizChannel@CIMB or BizChannel@CIMB Mobile. If you do not have a BizChannel@CIMB account, you may register for an account at cimb.com.sg/bizchannel-cimb

ii. BizChannel@CIMB Helpdesk

You may reach out to our BizChannel@CIMB support team at the +65 6438 7888 or email sg.bizchannelsupport@cimb.com for all your online banking queries.

iii. Relationship Manager

You may contact your Relationship Manager to assist you with all your banking needs.

6) Will I be able to perform the same transactions at Raffles Place branch?

Yes, the same services are available at Raffles Place branch.

7) Who can I contact for more queries?

You may contact your respective Relationship Manager for assistance or email us at sg.commercialbanking@cimb.com