

## **TERMS AND CONDITIONS GOVERNING SG-MY BEST EXCHANGE RATE PROMOTION**

1. The SG-MY Best Exchange Rate Promotion ("Promotion") is open to existing CIMB Bank Business customers ("Customers") of CIMB Bank Berhad, Singapore Branch ("CIMB Bank") who perform funds transfer(s) ("Telegraphic Transfer(s)") via BizChannel@CIMB Internet Banking or on the BizChannel@CIMB Mobile App (collectively, "CIMB E-Channels") with one of the following deposit accounts held with CIMB Bank:
  - a) CIMB BusinessGo Lite,
  - b) CIMB BusinessGo-i Lite,
  - c) CIMB BusinessGo,
  - d) CIMB BusinessGo-I,
  - e) CIMB SGD Current Account,
  - f) CIMB Business Plus Current Account-I,
  - g) CIMB SGD Business Interest Transaction Account,
  - h) SGD Corporate Current Account-i

(each an "Eligible Account" and collectively, "Eligible Accounts")

2. The Promotion shall be for a period commencing from 01 January 2026 to 31 December 2026, both dates inclusive ("Promotion Period"). The SG-MY Best Exchange Rate (as defined below) is only available from 8:00am to 2:00pm on CIMB Bank's business days (excluding public holidays in Singapore and Malaysia) during the Promotion Period.
3. Customers who log into either of the E-Channels to their perform Telegraphic Transfer(s) using the live "CIMB Bank's Buys SGD, Sells MYR Exchange Rate" foreign exchange rate ("Live Rate") shall be entitled to the best Live Rate offered by CIMB Bank ("SG-MY Best Exchange Rate").
4. Under this Promotion, Customers can submit a claim for a reimbursement of the difference between a Competitive Rate (as defined below) and the SG-MY Best Exchange Rate given by CIMB Bank (net off any remittance service fee, if applicable) in respect of a Telegraphic Transfer that has been performed by the Customer ("Reimbursement").
5. A Competitive Rate refers to the Singapore Dollar ("SGD") to Malaysian Ringgit ("MYR") exchange rate offered by any other bank, or licensed remittance service provider or money changers in Singapore (each a "Service Provider") via their internet banking website or mobile application, and which must:
  - a) not be offered as part of, in connection with, or as a result of a promotion/campaign/product or being a member of any loyalty programme;
  - b) be based on the same transaction amount as the Telegraphic Transfer;
  - c) be better than CIMB Bank's SG-MY Best Exchange Rate; and
  - d) be available for general public viewing.

6. An illustration is provided below:

Example 1:

| Description                              | CIMB Bank                               | Other Bank / Service Provider                    |
|------------------------------------------|-----------------------------------------|--------------------------------------------------|
| Bank's Buys SGD, Sells MYR Exchange Rate | SGD1=MYR3.004                           | SGD1=MYR3.025                                    |
| SGD Funds Transfer Amount                | S\$50,000                               | S\$49,652.90                                     |
| MYR Received                             | RM150,200                               | RM150,200                                        |
| Remittance Service Fee                   | S\$15*                                  | S\$82.07**                                       |
| Total Amount                             | S\$50,000 + S\$15 =<br><b>S\$50,015</b> | S\$49,652.90 + S\$82.07 =<br><b>S\$49,734.97</b> |

\*Based on CIMB BusinessGo Lite account Telegraphic Transfer Fee

\*\*Based on Telegraphic Transfer Fee of 0.125% commission of transfer amount plus S\$20 cable fee

CIMB Bank will credit a cash reimbursement of S\$280.03 (S\$50,015 – S\$49,734.97) to the customer's deposit account used for the Funds Transfer.

Example 2:

| Description                              | CIMB Bank                               | Other Bank / Service Provider                    |
|------------------------------------------|-----------------------------------------|--------------------------------------------------|
| Bank's Buys SGD, Sells MYR Exchange Rate | SGD1=MYR3.017                           | SGD1=MYR3.020                                    |
| SGD Funds Transfer Amount                | S\$50,000                               | S\$49,950.33                                     |
| MYR Received                             | RM150,850                               | RM150,850                                        |
| Remittance Service Fee                   | S\$15*                                  | S\$82.44**                                       |
| Total Amount                             | S\$50,000 + S\$15 =<br><b>S\$50,015</b> | S\$49,950.33 + S\$82.44 =<br><b>S\$50,032.77</b> |

\*Based on CIMB BusinessGo Lite account Telegraphic Transfer Fee

\*\*Based on Telegraphic Transfer Fee of 0.125% commission of transfer amount plus S\$20 cable fee

No reimbursement as the total cost to perform the transfer with other Service Provider (S\$50,032.77) is more than CIMB Bank (S\$50,015).

7. Claims must be emailed to [sg.bizchannelsupport@cimb.com](mailto:sg.bizchannelsupport@cimb.com) within 3 days of the Telegraphic Transfer being performed and must satisfy the following:
  - a) Submission of a screenshot displaying in detail the following information:
    - i) Complete website URL Address (Internet Banking) or mobile phone screenshot with bank's identity clearly shown (Mobile Internet Banking) or picture of Competitive Rate and remittance service fee offered by the Service Provider;
    - ii) In the event that there is no proof of amount of remittance service fee offered by the Service Provider, CIMB Bank will assume a remittance service fee of S\$80 when calculating the final Reimbursement amount;
    - iii) Competitive Rate must be indicated clearly; and
    - iv) Complete date and time of capturing screenshots/picture of Competitive Rate and remittance service fee. Information indicated in the screenshots/picture must be taken within 1 hour from the time a Telegraphic Transfer is performed via CIMB E-Channels, and must not be offered as part of or in connection with a promotion, campaign, product, privilege or discount by the Service Provider.
  - b) All screenshots must be accompanied by the following details:
    - i) Full Company Name;
    - ii) Last 4 digits of the account number held with CIMB Bank used for the Telegraphic Transfer; and
    - iii) Contact number
8. The claims for Reimbursement submitted under this Promotion are subject to a cap of S\$500.00 per Customer per day.
9. CIMB Bank will review and process (if valid) each claim within 5 working days from the time of receipt of claim by CIMB Bank at email address [sg.bizchannelsupport@cimb.com](mailto:sg.bizchannelsupport@cimb.com), provided all required information and documents are duly submitted.
10. All screenshots and submitted evidence are subjected to verification by CIMB Bank and CIMB Bank reserves all rights in its sole and absolute discretion to determine whether any screenshots and submitted evidence for claims of Reimbursement are eligible for the purposes of this Promotion.
11. CIMB Bank will not accept screenshots or other submitted evidence that cannot be independently confirmed by CIMB Bank.
12. Customers who have successfully submitted a valid claim will be notified via email and the Reimbursement amount will be credited into their deposit account used for the Telegraphic Transfer.

## **GENERAL TERMS AND CONDITIONS**

1. CIMB Bank reserves the right to amend, revoke, vary or add to the terms and conditions of the Promotion or terminate this Promotion or any of its governing terms in its absolute discretion at any time without any liability and such changes shall be binding on participants in this Promotion with effect from the earliest of the following:
  - a) the date CIMB Bank places notice of such changes on its Singapore website;
  - b) the day after CIMB Bank sends notice of such changes to the participant's last known address in the records of CIMB Bank by ordinary post; or
  - c) the date CIMB Bank places such notice at all of its branch(es) in Singapore.
2. CIMB Bank's decision on all matters related to this Promotion is final and binding and no further correspondence will be entertained.
3. In the event of any inconsistency between these terms and conditions and any brochure, marketing or promotional material relating to the Promotion, these terms and conditions shall prevail.
4. The deposit account used for the Telegraphic Transfer must be validly existing (i.e. must not be suspended, cancelled or terminated), in good standing and conducted in a proper and satisfactory manner as determined by CIMB Bank in its sole discretion at the time of crediting the cash reimbursement. In the event that the deposit account is delinquent, voluntarily or involuntarily closed or terminated or suspended for any reason whatsoever before the cash reimbursement is credited into the said account, CIMB Bank reserves the right not to credit the cash reimbursement.
5. In addition to, and without prejudice to, these terms and conditions, each Customer will be subject to the Terms and Conditions Governing the Operations of Deposits Accounts, Terms and Conditions for the Use of Electronic Banking Service, Terms and Conditions Governing Corporate E-Alerts, Terms and Conditions Governing E-Statements, and Personal Data Protection Terms and Conditions (Corporate).
6. These terms and conditions shall be governed by the laws of Singapore and all participants irrevocably submit to the non-exclusive jurisdiction of the courts of Singapore.
7. A person who is not a party to these terms and conditions and/or any agreement governed by these terms and conditions shall have no rights under the Contracts (Rights of Third Parties) Act 2001 to enforce any term of such agreement or any of these terms and conditions..
8. All information is correct at the time of publishing or posting online.