

## **CIMB Orchard Branch Closure FAQ**

**1) How will Orchard branch closure affect me if my account(s) are opened at Orchard branch previously?**

Your existing account(s) will not be affected by the branch closure. All your account 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](http://www.cimb.com.sg)) for the latest branch operating hours before you proceed to our branch. Alternatively, you can download our CIMB Clicks Internet Banking platform via the App Stores or visit [www.cimbclicks.com.sg](http://www.cimbclicks.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?**

You may register for Clicks internet banking at [www.cimbclicks.com.sg](http://www.cimbclicks.com.sg) (if you have not) to perform most of your banking transactions online. Or you may visit our website at [www.cimb.com.sg](http://www.cimb.com.sg) for more information.

**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?**

For credit cards and retail banking customers, please contact our Customer Service Representatives at (65) 6333 6666 and (65) 6333 7777 for assistance respectively.

CIMB Preferred customers may continue to contact your existing Relationship Manager (RM) for assistance. Alternatively, you may contact the Preferred Call Centre at (65) 6333 1111.