

ELECTRONIC ADVICES AND NOTIFICATION LETTERS - FREQUENTLY ASKED QUESTIONS

1. What is electronic advice?

Electronic advice is the digital version of your transaction advices and notification letters which will be sent to your registered email address with us in an encrypted and password protected file.

2. What is the password to decrypt the electronic advice?

The default password for the electronic advices is :

Last 4 characters of NRIC/Passport	Special Character	Month & year of birth (Mmmyyyy)
E.g. 1234567A	@	E.g. 1Jan1950

Example password : 567A@Jan1950

3. How do I update my email address for receiving electronic advice?

You may update your email address via any one of the following options:

- a. Login to CIMB Clicks Internet Banking
 - i. Click on "Services" on the left-hand menu
 - ii. Select "Update Email Address"
- b. Complete the [Personal Particulars Update Form](#).

4. How do I enroll to receive electronic advice?

If you do not have a registered email address with us, you may update your email address via any one of the following options and you will automatically be enrolled onto this service:

- a. Login to CIMB Clicks Internet Banking
 - i. Click on "Services" on the left-hand menu
 - ii. Select "Update Email Address"
- b. Complete the [Personal Particulars Update Form](#).

If you have previously opted out of this service, please contact CIMB At-Your-Service at (+65) 6333 7777 to enroll.

5. Who will receive electronic advices for joint accounts?

For joint accounts, the electronic advices will be sent to the principal account holder only.

6. What is the charge for these electronic advices?

This service is free of charge.