

## FREQUENTLY ASKED QUESTIONS FOR CIMB FOUNDERS CARD

### 1. How does the “Up to 111 days zero interest” work?

The zero-interest period includes:

- 60 days from the date of **retail transaction** or 3 statement months from date of approved **working capital loan** (whichever is applicable); and
- 23 days from the statement cycle date

Here’s how this works in practice:

For **retail transactions**, your purchase is posted to your account after 60 days from the transaction date. After the transaction is posted, it will be reflected in your next credit card statement. Once it reflects on your credit card statement, you will have an additional 23 more days (standard interest-free period for CIMB credit cards) to make payment by the due date that is stated within the statement.

For **working capital loans**, the approved loan amount will only be billed to your account after 3 statement months from the approval date. After the transaction is posted, it will be reflected in your next credit card statement. After it reflects on your statement, the same 23 days interest-free period applies to make payment by the due date that is stated within the statement.

The above assumes no overdue outstanding balances on your account.

However, the actual number of interest-free days may vary depending on your transaction or loan approval date, and may be shorter than 111 days. See examples shown below:

#### Retail Transaction Examples:

For Example: If your Founders Card billing statement is on 24th cycle.	Scenario 1	Scenario 2
<b>Retail Transaction Date</b>	24 Jan 25	25 Jun 25
<b>Posting Date</b> (based on 60 days from transaction date)	25 Mar 25	24 Aug 25
<b>Statement Month</b> (transaction will be billed for payment)	24 Apr 25	24 Aug 25
<b>Statement Due Date</b> (23 days interest-free period)	17 May 25	16 Sep 25

**Working Capital Examples:**

<b>For Example: If your Founders Card billing statement is on 24<sup>th</sup> cycle.</b>	<b>Scenario 1</b>	<b>Scenario 2</b>
<b>Working Capital draw down request approved on</b>	24 Feb 25	25 Jun 25
<b>Posting Date</b> (based on 3 statement cycles from date of approved working capital)	24 Apr 25	24 Sep 25
<b>Statement Month</b> (transaction will be billed for payment)	24 Apr 25	24 Sep 25
<b>Statement Due Date</b> (23 days interest-free period)	17 May 25	17 Oct 25

**Note: The above illustrations are based on full and prompt repayment**

**2. What if my Working Capital Loan is approved on the same date as the start of my billing statement cycle?**

As an example, if your billing statement cycle falls on the 24<sup>th</sup> of each month, and your working capital loan was approved on 24 February 2025, the date of approval will be considered as the first statement cycle. The full Working Capital Loan amount will be posted and billed on the third statement cycle which is 24 April 2025.

**3. How fast will I receive the Working Capital Loan after applying via CIMB Clicks Mobile App?**

The loan is disbursed instantly upon approval using your available credit limit and each application is subject to the approval of CIMB in its absolute discretion.

**4. How much of Working Capital Loan can I apply for?**

You can apply up to 90% of your available credit limit.

**5. Will making an early repayment to the Working Capital Loan restore my available credit limit?**

Any early repayment in relation to the loan will not restore your available credit limit until the date the loan is posted onto your billing statement.

**6. Is there a processing fee for using the Working Capital Loan feature?**

Yes, a 1% processing fee (EIR up to 4.47% p.a.) will be charged upfront and deducted from the approved loan amount before it's credited to your account.

For example, if you apply for a loan of S\$50,000, and there's a 1% processing fee, the fee will amount to S\$500. This fee is deducted upfront, so the net amount credited to your account will be S\$49,500.

**7. Is there any document I need to submit to apply for the working capital loan via CIMB Clicks Mobile App?**

No additional documentation is required if you apply via CIMB Clicks Mobile App using your existing available credit limit.

**8. Are there any foreign currency or admin fees when I spend overseas?**

No, all foreign currency and administration fees are waived for all eligible overseas spend made in foreign currencies with CIMB Founders Card

**9. Do I have to pay any fees to apply for this Founders card?**

There is an annual card service fee of S\$338 which will be charged in your first billing statement and on each anniversary month for subsequent years for principal cardmembers. No fee is charged for supplementary cardmembers.

For Founders card (Metal Edition), an additional S\$100 add-on fee applies upon first billing statement and each card annual renewal, and such add-on fee also applies to supplementary cardmembers.

In addition, the annual card service fee and add-on fee are not waivable.

**10. How many airport lounge accesses do I get per year?**

Cardmembers can get 3 complimentary airport lounge accesses per calendar year. For subsequent visits, and/or additional guest, a fee of USD 32 per guest will be charged for any airport lounge visit.

**11. How do I activate or register for airport lounge access before I travel?**

To access airport lounges, download the “Mastercard Travel Pass” app and register your CIMB Founders Card on the app before your trip. Lounge visits must be booked in advance through the app.

**12. How do I sign up for the Mobile Phone Protection and/or E-Commerce purchase protection?**

No enrolment/ registration is required from cardmembers. Cardmembers will enjoy the benefit as long as they fulfil the eligibility criteria and meet all the terms and conditions.

**13. Does the Mobile Phone Protection apply to all types of mobile phone payments?**

No, this complimentary protection only applies when you pay your monthly postpaid bill or make a prepaid top-up using your CIMB Founders Card. Payments made via other methods are not eligible.

**14. What does the E-Commerce purchase protection cover?**

The E-Commerce protection provide coverage for:

- Incomplete delivery of items,
- Improper functioning due to physical damage to delivered goods, and
- non-delivery beyond 30 days of the scheduled date, unless so otherwise stated by seller

Exclusions of the E-Commerce purchase protection apply. For full Terms and Conditions, click [here](#).

**15. How do I submit a claim for the mobile phone protection and/or e-commerce protection?**

Cardmembers can submit a claim through the website <https://sg.mycardbenefits.com/?cd=en>.

**16. Is there a maximum limit I can claim for the mobile phone protection and/or e-commerce protection?**

For the e-commerce protection, the maximum benefit amount is USD 500 per occurrence and USD 500 annually. Terms of the Terms and Conditions Governing the E-Commerce Purchase Protection applies. For full Terms and Conditions, click [here](#).

For the mobile phone protection, the maximum benefit amount is USD 600 per occurrence and USD 1,000 annually with a deductible of USD 25. Terms of the Terms and Conditions Governing the Mobile Phone Protection applies. For full Terms and Conditions, click [here](#).

**17. How do I submit a claim for the travel insurance?**

Cardmembers can submit their claim through the online portal at <https://www.sompo.com.sg/claims/online-forms/claim-travel-joy> The claim has to be notified within 14 days from the date of incident.

**18. How do I redeem the complimentary 1GB global data roaming plan on FlexiRoam?**

Cardmembers can refer to the steps listed on <https://mastercard.flexiroam.com/en/tutorials> for instructions to redeem the complimentary 1GB global data roaming plan.

**19. Must I use the complimentary 1GB global data roaming plan after redemption?**

You'll need to activate the plan by a specified date as mentioned in the Flexiroam app, but you can choose to schedule the start of your plan for a future date.

**20. What other offers/benefits am I entitled to?**

As a CIMB Founders Card cardmember, you'll be able to unlock a suite of benefits from enhancing your business productivity to your personal expenses. You may also be eligible for premium lifestyle privileges such as complimentary one-night stay at selected top luxury hotels and "One Dines Free" at participating restaurants. Terms and Conditions apply. View the full details for: [Suite of Benefits](#), [Complimentary One Night Stay](#), and [One Dines Free](#).

**21. What should I do if my CIMB Founders Card is lost or stolen?**

In the event your CIMB Founders Card is lost or stolen, please report it immediately by calling our 24-hour Customer Service Hotline at +65 6333 6666. Your card will be blocked immediately to prevent unauthorized usage. Additionally, you may request for a replacement card. Our priority is your financial security. Kindly review our security guidelines for safeguarding your account and personal information.