

## **FAQ for Bizchannel@CIMB Mobile App**

1. What is Bizchannel@CIMB Mobile App?

Response: Bizchannel@CIMB Mobile App is a mobile banking app that allows you to perform your banking needs such as checking your account balances and authorizing funds transfer transactions to CIMB accounts and many more.

2. Who can use the Bizchannel@CIMB Mobile App?

Response: If you are a CIMB Internet Banking User, you can login to Bizchannel@CIMB Mobile App using your existing CIMB's User ID and password. If you are not a CIMB's users yet, you may register online at [www.cimbbank.com.kh](http://www.cimbbank.com.kh).

3. What are the requirements to download and install the Bizchannel@CIMB Mobile App?

Response: You will need to have an iPhone that runs on iOS 9 and above or an Android mobile device that runs on Android 6.0 and above.

4. Where can I download the Bizchannel@CIMB Mobile App?

Response: You can download the Bizchannel@CIMB Mobile App from Apple App Store or Google Play on your mobile device.

5. Is there a cost involved if I download the Bizchannel@CIMB Mobile App?

Response: No, there is no cost involved and the Bizchannel@CIMB Mobile App can be downloaded for free. However, data charges may be applied based on your individual data plan. Please refer to your telecommunication provider for further information on data charges.

6. Do I need internet connection to use Bizchannel@CIMB Mobile App?

Response: Yes, you will need internet connection to use Bizchannel@CIMB Mobile App.

7. Bizchannel@CIMB Mobile App sounds like a great idea, but is it secured?

Response: Yes, we use the latest encryption technology and security in the application. We would like to remind you not to reveal your User ID or Password to anyone. It's best if you memorize your password and not write it down. Call our Customer Care at +855 23 988 388 if you notice any irregular or unauthorized transactions.

8. What are the operational hours for Bizchannel@CIMB Mobile App?

Response: Bizchannel@CIMB Mobile App is available 24 hours a day, 7 days a week except during scheduled maintenance downtime.

9. Can I use my friend's phone to login to Bizchannel@CIMB Mobile App?

Response: Yes, as long as your friend's phone has a Bizchannel@CIMB Mobile App installed.

10. Can I login to CIMB Internet Banking website and Bizchannel@CIMB Mobile App at the same time?

Response: No, you can only login to either one of these banking channels at a time.

11. Can I use the Bizchannel@CIMB Mobile App on a jailbroken or rooted mobile device?

Response: As per regulatory requirement and industry practices, the Bizchannel@CIMB Mobile App is not accessible for jailbroken and/or rooted mobile devices. This is also a security precaution to safeguard your accounts from any security compromises. As such, we strongly encourage you to verify that your devices are not jailbroken or not rooted in order to enjoy the all-new Bizchannel@CIMB Mobile App. Alternatively, you can access your accounts online via our CIMB website at [www.cimbbank.com.kh](http://www.cimbbank.com.kh).

12. I was in the middle of performing transaction when my Internet connectivity was interrupted, how do I check if the transaction was processed?

Response: You may check your transaction history at [www.cimbbank.com.kh](http://www.cimbbank.com.kh).

### 13. Services on Bizchannel@CIMB Mobile App

Response:

Type of Services	iOS version 9.0 and above	Android Version 6.0 and above
Balance Inquiry	Yes	Yes
Fund Transfer	Yes	Yes
Pending Tasks	Yes	Yes
Transaction Status	Yes	Yes
Regional Account Link	Yes	Yes
App Notification	Yes	Yes

### 14. Why does Bizchannel@CIMB Mobile App require notification message?

Response: Bizchannel@CIMB Mobile App allows you to receive latest notifications such as pre-transaction alerts directly from CIMB Bank securely.

### 15. What is “One-Time-Password” message?

Response: “One-Time-Password” SMS message is a randomly generated code sent to your registered mobile number or devices for validation of your online/mobile banking transaction.

- When you are transacting using CIMB Internet Banking, you'll receive your “One-Time-Password” via SMS.
- When you are transacting using Bizchannel@CIMB Mobile App, you can authorize transactions easily by using “One-Time-Password” via SMS.

### 16. What happens if I receive a “One-Time-Password” via SMS which I did not request?

Response: Please contact our Customer Care at +855 23 988 388 immediately.

### 17. Can I reuse the “One-Time-Password”?

Response: No. Each “One-Time-Password” sent is valid for one (1) time use only.

18. What happen if I entered wrong “One-Time-Password”?

Response: You may request for a new “One-Time-Password” (up to 3 times) to proceed with your transaction. As a security precaution, your “One-Time-Password” will be deactivated upon the 3rd attempt. Please contact our Customer Care at +855 23 988 388 to reactivate your “One-Time-Password” request.

19. Why do I need “One-Time-Password” to perform third party transactions on Bizchannel@CIMB Mobile App?

Response: “One-Time-Password” is an additional level of authentication to verify that you are the rightful person performing the transaction & protect your account from unauthorized use.

20. I have keyed in my “One-Time-Password” as requested but got an error message. Why is this so?

Response: You may receive an error message for the following reasons:

- Your “One-Time-Password” is incorrect or has expired.
- You have exceeded the maximum number of three attempts.

21. Upon receiving “One-Time-Password” message, I realized that the transaction details are incorrect. Can I amend the details and use the same “One-Time-Password” message? Will my transaction go through?

Response: No, the transaction will not go through and you'll need to request for a new “One-Time-Password” message.

22. Do I need to request “One-Time-Password” for my frequent transactions?

Response: You must request for “One-Time-Password” for every 3rd party funds transfer request (to other CIMB Accounts or other Bank Accounts) and create Standing Instruction transactions with another bank made via CIMB internet banking. For Bizchannel@CIMB Mobile App transaction, you can simply tap on “Confirm” on confirmation page to authorize your frequent transactions.

23. What should I do if I do not receive “One-Time-Password”?

Response: You can request for another “One-Time-Password”, and this is without having to re-do the whole transaction.

24. I requested “One-Time-Password” twice, which “One-Time-Password” number should I use?

Response: Use the second “One-Time-Password” number that is sent to your mobile.

25. How long does it take to receive “One-Time-Password” via SMS?

Response: The delivery time for “One-Time-Password” via SMS is depending on the traffic volume of your mobile service provider.

26. How to send support document of fund transfer to Operation Team?

Response: Kh Bizchannel Support: [kh.bizchannel.support@cimb.com](mailto:kh.bizchannel.support@cimb.com)