

Frequently Asked Questions

1. **Q: What is CIMB Internet Banking?**

A: CIMB Internet Banking is an online banking platform which allow customer to access to online banking service just from home or anywhere without coming to branch such as: Checking balance, Check Statement, Chq book request, Process transfer (In-House, Telegraphic, Domestic, Bulk Payment, Payroll)

2. **Q: Will non-CIMB bank customer able to use Internet Banking?**

A: Only Customer who maintains account with CIMB bank will be able to use.

3. **Q: How to register Internet Banking?**

A: Customer need to do online self-register by access to the link below <https://www.internetbanking.cimbbank.com.kh/corp/common2/login.do?action=loginRequest> select the registration part to complete all the required criteria then print out for signature and submit to account opening home branch for further process.

4. **Q: What should I do when I forget password?**

A: Please select **Forgot Password** function. This will require you to answer the security questions.

5. **Q: What should I do when there is an error message “User Still Login”**

A: You are required to contact to Customer Care Service Centre via **023 988 388** to unlock your ID.

6. **Q: What is OTP?**

A: OTP is refer to “**One Time Password**” which is received via registered mobile phone number as a soft security token before log in to internet banking. OTP will be expiring after 5mn received.

7. **Q: What should I do to receive the OTP when I am in overseas?**

A: You are required to set Roaming for your registered mobile number.

8. **Q: What should I do if my authorisers are in overseas?**

A: You are required to register his/her overseas mobile number in order to receive the OTP.

9. **Q: Why internet banking automatically log out?**

A: Internet banking has its own time out session after 10mn idle time.

10. **Q: Why internet banking automatically log out while I am still in progressing?**

A: This can be caused from the user internet connection, please check it.

11. **Q: What is Bulk payment?**

A: Bulk payment is a method of payment which allow customer to submit more than 2 payments instruction or more at one time. And the available functions in Bulk payment are In-house transfer and Domestic transfer.

12. **Q: How long does the Internet Banking store the account statement?**
A: All the account statement since the first time registered will be store and able to retrieved.
13. **Q: Who should I contact if there is an error occurred or having concern?**
A: Please contact to our Customer Care Service Centre via **023 988 388** for any query related to Internet Banking.
14. **Q: Is there any cut off time for the processing via Internet Banking? And what are they?**
A: Yes it is. Kindly refer to below notice:

Services	Cut Off Time		Other
	From	Until	
In-House Transfer	1:00 AM	11:00 PM	Approval later than 11:00 PM payment will be expired
Telegraphic Transfer (USD)	1:00 AM	2:00 PM	Transaction after cut off time will processed in next business day
Telegraphic Transfer (Foreign Currencies)	1:00 AM	11:00 AM	Transaction after cut off time will processed in next business day
Domestic Transfer	1:00 AM	2:00 PM	Transaction after cut off time will be processed in next business day
Payroll In-House Transfer	1:00 AM	6:00 PM	Transaction after cut off time will be rejected
Payroll Domestic Transfer	1:00 AM	2:00 PM	Transaction after cut off time will be processed in next business day
Latter of Credit	1:00 AM	2:00 PM	Transaction after cut off time will be processed in next business day