

No	Question	Answer
1	How does the campaign work and how do I sign up?	You are eligible for the promo if you have received an SMS from CIMB informing you about the campaign.
2	Do I need to open another CIMB account to be eligible for the promo	No, the campaign only requires you to link and upgrade your GSave account through the CIMB Bank Digital App
3	How does the promo go on for?	The promo period is from 19 Feb - 19 April, 2020. However you only have seven days after receiving the SMS to link and upgrade your account to be eligible for the cash incentive.
4	How do I link my GSave to the CIMB Bank App	<p>Upon account opening, CIMB Bank sent your temporary login credential through SMS with the following details:</p> <ul style="list-style-type: none"> - Username: Your registered mobile number starts with "9". Example, 9876543212 - Password: randomized password (only you can see this) <p>Once you have received the temporary login credential, follow these steps to link:</p> <ul style="list-style-type: none"> - Download CIMB Bank PH App on Play Store or App Store - Login using your temporary login credentials sent via SMS - Fill in the required information including desired username & password - Key in the 6-digit OTP sent to your registered mobile number - Wait for the verification link sent to your registered email address

5	What if I didn't receive my temporary credentials?	<p>Don't worry! You can still link your GSave account to CIMB Bank PH App even when you did not receive SMS on a temporary login credential. Follow these simple steps:</p> <ul style="list-style-type: none"> - Download CIMB Bank PH App on Play Store or App Store - Go to CIMB Bank PH App and tap "Forgot?" >> "Forgot Password" - Key in the email address you used to register your GSave account - Key in the security code sent to your email address and reset your password - Use the 6-digit OTP sent to your GSave registered mobile number to verify - Once the password has been reset, log in using your mobile number* as your Username, and your new password <p>*Mobile number starts with 9 (example, 9876543212)</p>
6	How do I upgrade my GSave account through the CIMB Bank Ph App?	<p>To Upgrade your GSave account:</p> <ul style="list-style-type: none"> -Login to CIMB Bank PH App once you have linked your GSave account to CIMB Bank PH App -Go to "Apply for Another Product" >> "Upgrade GSave Account" -Input required information -Perform Selfie Check (acceptable IDs: Passport, Driver's License, UMID, Voter's ID, Postal ID, TIN (latest format), SSS, and PRC) -Once the verification is successful, your GSave account will be upgraded!
7	Am I eligible if I have already linked my GSave to the CIMB Bank App?	<p>No, The promo is only available for those that have not linked their GSave to the CIMB Bank App</p>