

*(Read this Product Disclosure Sheet before you decide to take up the CIMB UpSave account. Be sure to also read the general terms and conditions).*

## 1. What is this product about?

CIMB Bank UpSave account is a high rate savings account that you can open online, anytime and anywhere without going into a branch, giving you immediate access to a savings account with one of the highest interest rates in the market. You can sign up for an UpSave account by downloading the CIMB Bank PH app.

All documentary requirements will be submitted online through the app. The application process happens completely on the CIMB Bank PH app, without needing you to come to our branch at any point in time.

There is no initial deposit required upon application and there is no maintaining balance required to sustain the account.

Eligibility criteria to open a CIMB Bank UpSave account:

- Individuals only
- Applicant must be at least 18 years old
- Applicant must be a Philippine citizen
- Applicant must have a Philippine mailing address and active Philippine mobile number
- Applicant must have at least one (1) valid primary ID. List of valid IDs below:
  - a. Driver's License
  - b. Passport
  - c. PRC ID
  - d. UMID
  - e. Postal ID
  - f. Voter's ID
  - g. SSS ID

## 2. What do I get from this product?

Account owners will enjoy a high interest rate of 3.00%<sup>1</sup> per annum for balances deposited into the UpSave account, paid out at the start of every month. You can start earning interest on your savings with no minimum balance required, and you are free to withdraw your deposits at any point of time without any penalty.

In addition, depositors of the UpSave account who maintain a minimum average daily balance of PHP100,000 for one month will be able to enjoy **FREE** life insurance\* with the following features:

- a. Age eligibility between 18 and 64 years old
- b. No medical check-up required
- c. 1x coverage of the average daily balance\*\* of the depositor, up to a maximum coverage limit of PHP1million. Or if the Eligible Member's UpSave account has been active for less than 3 months, the computation of coverage will be 100% of the client's UpSave account's latest balance\*\*\* divided by 3, up to a maximum coverage limit of PHP1million
- d. Coverage is renewed on a monthly basis subject to depositor meeting the requirement of minimum PHP100,000 average daily balance

- \* Proof of coverage serves as official documentation of the FREE life insurance coverage.  
 \*\* *Average daily balance of the past three calendar months prior to Insured's demise.*  
 \*\*\* *Latest balance is the last recorded balance of the month prior to the month of coverage.*

You can easily deposit into your account via CIMB Bank's multiple physical and online options:

Cash-In / Fund-In Options	
No.	Partner
<b>Physical</b>	
1	7-Eleven locations nationwide
2	Over the Counter via Dragonpay
	(SM Malls, Robinsons Malls, LBC, M. Lhuillier, Cebuana Lhuillier, and other local banks)
<b>Online</b>	
1	Online or interbank transfer via Dragonpay
2	Online or interbank transfer via PESONet

To view the full list of cash-in options, please visit CIMB Bank PH app.

Once you have deposited funds into the account, you are then able to transfer funds to both CIMB Bank accounts and other local bank accounts. The CIMB Bank PH app will also allow you to transfer money to phone numbers within your contact list that are registered with CIMB Bank. You can also own multiple UpSave accounts at any point in time to help you compartmentalize your savings.

Note : <sup>1</sup>In the event of change of deposit interest rates by CIMB Bank, notification of such change shall be prominently displayed in CIMB Bank's website and displayed in the Bank's branch.

Below is an illustration of the interest rate computation on the CIMB UpSave Account:

**Nominal Interest Amount**

= ((Average daily balance \* No. of days in the month)/360) \* interest rate

**Withholding Tax Amount**

= ((Average daily balance \* No. of days in the month)/360) \* interest rate \* Withholding tax

**Net Interest Amount**

= Nominal Interest Amount – Withholding Tax Amount

**Example:**

Average Daily Balance: PHP100,000

No. of days in the month: 30 days

Interest rate: 3.00%

Withholding tax: 20%

**Nominal Interest Amount:**

$((\text{PHP } 100,000 * 30) / 360) * 3.00\% = \text{PHP } 250.00$

**Withholding Tax Amount:**

$((\text{PHP } 100,000 * 30) / 360) * 3.00\% * 20\% = \text{PHP } 50.00$

**Net Interest Amount:**

$\text{PHP } 250.00 - \text{PHP } 50.00 = \text{PHP } 200.00$

**3. What fees and charges do I have to pay?**

Fees and charges tabulated below are part of the fees and charges. For full details, kindly refer to [www.cimbbank.com.ph](http://www.cimbbank.com.ph).

Fees and Charges <sup>2</sup>		
No.	Fees and Charges	Fee Amount
1	Below Minimum Balance Fee	Waived
2	Account Closure Fee	Waived
3	Monthly Account Maintenance Fees	Waived
4	Dormant Account Fee	PHP 30.00 per month starting 61st month of inactivity
5	Monthly Maintenance Fee	Waived
<b>Cash-In and Fund Transfer Fees</b>		
6	Over the Counter via 7-Eleven	Waived
	Over the Counter via Dragonpay <sup>3</sup> (SM Malls, Robinsons Malls, LBC, M. Lhuillier, Cebuana Lhuillier, and other local banks)	Waived
	Transfer to other banks online via Dragonpay	Waived
	Transfer to other CIMB Bank accounts	Waived

Note : <sup>2</sup>All fees and charges are subject to change. You may refer to our latest fees and charges at [www.cimbbank.com.ph](http://www.cimbbank.com.ph)

<sup>3</sup>Fees and charges displayed are inclusive of fees by both CIMB Bank and Dragonpay. There may be an additional processing fee charged by Dragon Pay's affiliate merchant

#### 4. What are the key terms and conditions?

Please refer to the Terms and Conditions on Deposit Account/Mobile App and Electronic Banking. Copy of this document will be shared with you upon opening of the UpSave Account.

#### 5. What are the risks involved?

You may experience the typical risks associated with conducting a deposit transaction with any other banking institution. Please read through the CIMB Electronic Banking Consumer Awareness Program embedded in the Terms and Conditions on Deposit Account/Mobile App and Electronic Banking.

You must notify us immediately after finding out that any codes, usernames and passwords have been compromised, or if you suspect that an unauthorized transaction has been conducted on your CIMB Bank UpSave account in order for us to block your account.

If you seek for assistance due to any materialized risks, you may contact us via the CIMB Bank PH app, or you can also refer to the contact details below.

## 6. What do I need to do if there are changes to my contact details?

It is important that you inform us of any changes in your contact details to ensure that all correspondence reach you in a timely manner. You can update your personal details via the CIMB Bank PH app.

## 7. Where can I get further information?

Speak with our Customer Service Officers available from 6 am to 10 pm from Monday to Sunday:

Just dial #CIMB (#2462) on your phone! Local calls are toll-free for Globe, Smart, and PLDT subscribers nationwide. If you're currently not in the Philippines, please call +632 924 2462.

Help Center:

Open your CIMB Bank PH app and raise a Give Us Feedback form in the Help Center section of the app. FAQ and Tutorials are also available in the Help Center section of the app.

## 8. Who should I contact for further information or to file a complaint?

a) Speak with our Customer Service Officers available from 6 am to 10 pm from Monday to Sunday:

Just dial #CIMB (#2462) on your phone! Local calls are toll-free for Globe, Smart, and PLDT subscribers nationwide. If you're currently not in the Philippines, please call +632 924 2462.

Help Center:

Open your CIMB Bank PH app and raise a Give Us Feedback form in the Help Center section of the app. FAQ and Tutorials are also available in the Help Center section of the app.

b) If our handling of your query or complaint is not satisfactory to you, you may contact Bangko Sentral ng Pilipinas LINK or TELELINK at:

Address : Consumer Assistance Desk,  
Ground Floor Multi-Storey Bldg.,  
BSP Complex  
Telephone : 708-7087  
Fax : 708-7088  
Email : [consumeraffairs@bsp.gov.ph](mailto:consumeraffairs@bsp.gov.ph)

#### **9. Other CIMB Bank products available via CIMB Bank PH app:**

CIMB Fast Plus account. Please refer to [www.cimbbank.com.ph](http://www.cimbbank.com.ph) for the full list of features and benefits.