



Treating Customers Fairly and Customer Service Charter



TREATING CUSTOMERS FAIRLY CHARTER

CIMB Group aims to advance our customers and society in our effort to advocate sustainable banking practices. We place our customers at the heart of everything we do and we are committed in providing the highest standard of customer experience by treating them fairly in all of their dealings with us.

Our customer's TRUST is important to us and we promise our customers that we will:



Treat them fairly

We are committed to ensuring that our customers are confident that they are dealing with an organisation where fair treatment is central to CIMB Group's culture.



Practice needs-based selling

We are committed to ensuring that our products, services and its terms are marketed and designed to meet the needs of our customers.



Be transparent

We are committed to ensuring that our customers receive clear, relevant and timely information to make informed decisions.



Give them suitable advice

We are committed to ensuring that when our customers receive advice on our products and services, the advice is suitable and takes into account their circumstances.



Be flexible

We are committed to ensuring that our customers do not face any post-sale barriers imposed by CIMB Group to change the product, switch provider, submit a claim or make a complaint.



Give them peace of mind

We are committed to ensuring that our Customer's data and privacy are safeguarded.

Our Customer Service Charter further illustrates our commitment to our customers.