

General

What is new with this new version of CIMB Clicks?

This new version brings personalisation to a whole new level – You can enjoy your very own Personal Financial Assistant, EVA, who will share insights about your spending patterns, send you reminders about upcoming payments as well as credit limit alerts. Also, you get access to exclusive deals near you! Simplified. Personalised. Power Packed. Exemplified.

Why should users use the all new CIMB Clicks?

With the all new CIMB Clicks, you get to enjoy a seamless mobile banking experience.

- A Newly Designed Home Screen
- Your personal financial assistant – EVA bringing you Insights, Spend Analyser & Credit Limit/Payment Alerts
- Access to exclusive personalised deals near you

What are the requirements to download and install the all new CIMB Clicks?

iPhone: iOS 8 and above

Android: Android 6 and above

Why am I no longer asked to enter my password after launching the App?

Quick Login is a feature that allows users to access the Home Screen and use several other features by simply using Face ID/Touch ID/Fingerprint authentication. The Quick login session will be maintained for a period of 30 days from the last active date.

How can I enable biometric authentication i.e. FaceID, TouchID, and Fingerprint etc. for this app?

You may enable or disable biometric authentication through App settings. Go to App Settings > Touch ID> Proceed with Face ID/ Touch ID/ Fingerprint activation or deactivation

What if my phone does not support biometric authentication?

You can still login using your User ID and password.

How do I pay bills, pay loans & cards and Top Up?

From the Home Screen, tap on Top Up & Payments and you can easily choose the transaction you wish to perform.

Why do I still get prompted to enter password after scanning my fingerprint or face?

Face ID/ Touch ID/ Fingerprint only allows quick access to view Accounts, perform DuitNow, JomPAY, bill payments and fund transfers upto the amount set for Quick Payment Limit, the maximum being RM250. Password is required for any other functions as an added security feature to safeguard users' accounts.

Sometimes when I transfer money more than the amount set for Quick Payment Limit, I am not required to enter password. Why?

If you have logged in with your password, you have full access over all the features and you are not required to re-enter your password again during that session.

I just bought a new phone. How do I delete the account in my previous phone?

Go to App Settings > Other Registered Device > Swipe left and delete the selected device.

Notifications & Alerts

Where is the messenger icon? Is EVA the name of the new messenger?

EVA now dons a double hat, providing you with financial insights as well as sending you notification alerts. So tap on EVA and get to view both your notifications as well as insights. Do remember that you will be required to enter your password to access Insights.

Why do I no longer receive SMS notification for Transactions?

You will receive Transaction Alerts in your Clicks App messenger. Simply tap on the EVA icon at dashboard > Notification to view your latest message.

Why do I receive the same Push notification and SMS notification Transaction Alert?

You will receive an SMS in addition to the push notification, if we did not receive an app push notification delivery receipt from your phone.

What happens if I do not have the CIMB Clicks App?

You will receive an SMS for Transaction Alert.

What happens if I do not have internet connection or I have disabled my notification alerts?

You will receive an SMS for transactions alert within 1 minute, if the attempt to send a push notification to your mobile app fails. However, once you get access to the internet, you will receive another push notification on the app as well.

EVA

Who is EVA?

EVA is your Enhanced Virtual Assistant, designed to help you manage your financial needs & make your daily banking faster, easier and smarter.

Manage your spend easily with smart features such as spend analyzer & proactive payment reminders. EVA on Clicks also brings you the Notification/Messenger feature, so you can receive and access notifications of your account activities, as well as the latest offers from CIMB.

What is Spend Analyser?

EVA classifies and categorizes all your spend into an easy to read format so you can understand more about your spending patterns and make the right choices!

How do the Proactive Payment reminders work?

EVA analyzes your payment history to understand how you prefer to make payments. She then predicts and reminds you of your upcoming payments. Currently payment reminders cover those for merchant bill payments, JomPAY, CIMB Credit Cards & CIMB Loans Payments

Will EVA in Clicks Notification be synced if I have the Clicks App on more than one device?

No, Clicks Notification will only be sent to your primary device.

Can I disable notifications from EVA in Clicks?

No, notifications cannot be disabled from EVA.

Why do I still get prompted to enter password after scanning my fingerprint?

Touch ID/ Face ID/ Fingerprint allows quick access to Notifications only. You are required to enter your Password to access Insights as an added security feature to safeguard your account.

On CIMB EVA App previously, I was able to perform transactions by conversing with EVA. Is this feature available on EVA in Clicks?

Currently, the conversational feature is not available on EVA in Clicks. You may perform transactions by accessing the home screen menu.

Deals

What are the banners below the app dashboard icons for?

To provide you with a better digital banking experience, you can access personalised deals and offers to you through the CIMB Clicks Mobile App. This is so that you can be served the deals and offers that are most reLEVAnt to you. You can redeem these deals either by clicking a link within the deal or by using your CIMB card at the participating outlets mentioned.

What are 'Deals near You'?

Once you enable location services for the CIMB Clicks app, you can scroll down and view the 'Deals near You' carousel that features deals near your current location.

Are these deals the same as those accessed by clicking the 'Deals' icon?

Clicking on the 'Deals' icon will bring you to our Deals site where you will be able to view all available deals for CIMB Cardholders.

The Deals section available at the bottom of the app has been specifically personalised for you. Clicking on any of those deals will bring you to the specific deal page where you can get more information regarding the deal.

I saw a deal that I was interested in. However, after logging out and logging back in, I can't seem to find the deal.

In order to bring you more personalised deals, the deals shown in the app are refreshed after each login. If you would like to search again for the deal that interests you, you may click on the 'Deals' icon to view all of our deals.

QR Pay

Why am I not able to use the QR Pay feature?

You can enjoy the QR Pay function once you update to our new version of the CIMB Clicks App.

How do I activate QR Pay, if I have not done so already?

You can activate QR Pay by tapping on QR Pay from the Home Screen and follow the activation guide.

What if I have forgotten my QR Passcode? Is it the same as ATM password?

The QR Passcode is not the same as the ATM password. You can set any 6 digit passcode for QR Pay in Clicks App. If you have forgotten your QR Passcode, you may change your QR Passcode in the App Settings. Go to App Settings > Enter Password > QR Pay > Change QR Passcode

How do I check my QR Pay transactions?

All transaction details are displayed in Account transaction details. Go to Accounts > Choose the Account used for QR Pay to check transaction details.

What is the transaction limit for QR Pay & how can I change it?

The daily transaction limit for QR Pay is RM1000. To change, go to App Settings > Enter Password > QR Pay > Daily Transaction Limit