

New Guidelines on Fair Dealing - Notification of Right of Review Clause

This notification serves to provide clarity on the Right of Review (“RoR”) clause in the terms and conditions governing your product and/or service relationship with the Consumer Banking division of CIMB Bank Berhad, Singapore Branch (“CIMB”). These RoR clauses may also be found in promotions relating to your CIMB consumer banking product and/or service. This may lead to revisions to your product and/or service including but not limited to revisions to interest, fees and charges and revisions to features and benefits.

Without prejudice and in addition to any other circumstances as may be set out in the relevant terms and conditions from time to time (including without limitation Terms and Conditions Governing the Operations of Deposits Accounts, CIMB Credit Cards Cardmember’s Agreement, General Terms and Conditions Governing Personal Loans, Terms and Conditions Governing Banking Facilities Granted By CIMB Bank Berhad (Singapore Branch) Secured By A Mortgage of Property, Terms and Conditions for Uncommitted Credit Facility and Terms and Conditions Governing CIMB Portfolio Financing Facility), the circumstances where CIMB may exercise RoR clauses include but are not limited to:

- (a) changes in applicable law;
- (b) technology or market practices;
- (c) compliance with authorities’ requirements;
- (d) changes in the general business environment;
- (e) changes in its policies, processes, business, systems and/or requirements;
- (f) changes to existing products or services or adding new products or services;
- (g) changes in the cost of providing a product;
- (h) administrative or clarification purposes;
- (i) changes relating to interest rate environment;
- (j) any other circumstances that CIMB considers it reasonable to do so.

We assure you that any such exercise is conducted only after careful considerations. Should any adjustments be required following a review, we will take a fair and measured approach, clearly communicating and striving to provide reasonable time for any necessary actions. While we endeavour to give you 30 days’ prior notice ahead of any change that materially and adversely impacts your liabilities or obligations (such as changes to fees and charges), certain situations may require the bank to act promptly and without prior notice, including without limitation:

- (a) circumstances, such as evolving market or economic conditions, make it impracticable to do so;
- (b) the amendments are administrative or clarificatory in nature or are to include additional terms and conditions governing new products and services; or
- (c) otherwise agreed between CIMB and you.

We also wanted to inform you that should you decide (at the relevant time) not to accept CIMB’s revisions to the terms and conditions governing your product and/or service relationship, you may terminate your product and/or service relationship in accordance with the relevant terms and conditions of the product and/or service. Please note that fees and charges may apply for early termination and payment obligations may also be accelerated for certain products and/or services.

If you have any questions about the RoR clause or wish to discuss your accounts further, please do not hesitate to contact CIMB via any of the channels stated on CIMB’s website: <https://www.cimb.com.sg/en/personal/help-support/contact-us.html>