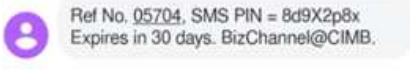
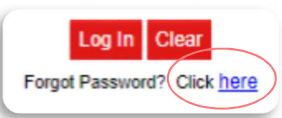
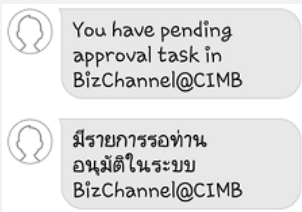


Frequently Asked Questions/ FAQ

No.	Questions	Answers
1	Who can I contact for enquiries or technical support relating to BizChannel@CIMB?	You can contact TB Hotline (Client Service) Tel: 02-626-7771 or send email to: tbhotline@cimbthai.com
2	What is a compatible web browser required for operating BizChannel@CIMB?	The operating system requires a compatible web browser such as Microsoft Internet Explorer (IE) version 8 and above, Google Chrome version 7 and above (Windows OS). It is unavailable for Mac, Firefox, Microsoft Edge, and Safari including web browser on mobile phone.
3	Where can I download BizChannel@CIMB User Guide?	You can download from the Bank's website at https://www.cimbthai.com/th/business/home business > ways to bank > BizChannel@CIMB https://www.cimbthai.com/en/business/ways-to-bank/bizchannel-cimb/bizchannel-at-cimbth.html
4	How can I do my first-time login to BizChannel@CIMB?	You need to perform your first-time login by using your User / Password received from an email to login via website at https://www.bizchannel.cimbthai.com . The temporary password will be attached in the email (SMS PIN is provided to open PDF file).
5	What does SMS I receive refer to? 	It is an SMS informing a PIN for opening the password file received via email.
6	How frequent does a user need to change the password for BizChannel@CIMB?	For safety reason, the system will prompt you to change your password every 60 days.
7	How far back can I view my data/report history?	You can view statement and transaction history for the past 180 days.
8	What is required process if I wish to change the user's information such as, <ul style="list-style-type: none"> - Add new user / Delete existing user - Change the user's email, mobile phone number - Add / Delete corporate account number - Reset user's password 	You can proceed as follows:- <ol style="list-style-type: none"> 1) Notify TB Hotline via Email: tbhotline@cimbthai.com 2) Indicate Company ID, User ID and the information to be edited to prepare a document for information change 3) The Bank's staff (TB Hotline) prepares document and sends back to a customer 4) After a customer receives the document, an authorized person will sign and return it to TB Hotline. 5) Once the Bank has received the document and completely verify the signature, the information in the system will be corrected.
9	What should I do if there is a message shown up Error "User still Login"	The system will automatically unlock for you within 15 minutes and then you can login again. If the problem still arises, please contact TB Hotline to tackle.
10	What should I do if my password is locked?	The user owner send an email to tbhotline@cimbthai.com requesting unlock by indicating Company ID and User ID.

No.	Questions	Answers																																																
11	What should I do if I forget my password and want to change by myself?	<p>You can change it yourself by clicking “Here” on the page of BizChannel@CIMB Login website</p>  <p>Then proceed following steps as instructed by the system.</p> <ol style="list-style-type: none"> 1) Indicate Company ID / User ID 2) Enter the image code from Captcha and then press Continue button. 3) Answer the 3 security question 4) Click “Send OTP” button (for mobile phone) In case of using Token device, request OTP through Token by <ol style="list-style-type: none"> (1) Turn on Token by hold on Triangle button and press Power button. (2) APPLI will appear on the screen, press the number 1 to request OTP. 5) Enter OTP received from SMS or Code from Token and press Submit button. 6) The system will send a temporary password via email (in PDF format) with SMS informing SMS PIN via mobile phone to open the PDF file. 																																																
12	What does SMS received from Sender CIMBTHAI refer to?	<p>These are SMS from Sender CIMBTHAI to notify an approver of items pending approval.</p> 																																																
13	How do I view a historical account statement?	You can go to the menu, Account Service & Information Management > Transaction Inquiry, select the account number and desired time period, then press View. Or, if you want in the form of file, press Generate and download the file from the Statement Request Report menu.																																																
14	How do I view transfer transaction result and history?	You can go to the menu, My Task > Transaction Status, specify the information you want to search and press Search. Detail and history of the transaction will appear.																																																
15	With BizChannel@CIMB service, what types of fund transfer transaction I can perform and what is a cut-off time and fee?	<table border="1"> <thead> <tr> <th rowspan="2">Product</th> <th colspan="2">Cut-off Time</th> <th rowspan="2">Standard Fee (Baht)</th> </tr> <tr> <th>Data Entry</th> <th>Holiday/Weekend</th> </tr> </thead> <tbody> <tr> <td rowspan="3">โอนเงินภายในธนาคาร</td> <td>Direct Credit</td> <td>D-0 22:00</td> <td>Y</td> <td rowspan="3">Own Acc = 0/10 (In/Out Zone) Others Acc = 10/10 (In/Out Zone) 10/20 (In/Out Zone) 10</td> </tr> <tr> <td>Direct Debit</td> <td>D-0 22:00</td> <td>Y</td> </tr> <tr> <td>Payroll</td> <td>D-0 22:00</td> <td>Y</td> </tr> <tr> <td rowspan="3">โอนเงินต่างธนาคาร</td> <td>SMART Credit Same Day</td> <td>D-0 11:00</td> <td>N</td> <td>20/75/200</td> </tr> <tr> <td>SMART Credit Next Day</td> <td>D-1 11:40</td> <td>N</td> <td>12</td> </tr> <tr> <td>BAHTNET</td> <td>D-0 15:00</td> <td>N</td> <td>150</td> </tr> <tr> <td>โอนเงินต่างประเทศ</td> <td>International Remittance</td> <td>D-0 15:30</td> <td>N</td> <td>250</td> </tr> <tr> <td rowspan="2">พิมพ์เช็ค</td> <td>Cashier Cheque</td> <td>D-1 15:30</td> <td>N</td> <td rowspan="2">20++</td> </tr> <tr> <td>Corporate Cheque</td> <td>D-1 15:30</td> <td>N</td> </tr> <tr> <td>จ่ายบิล</td> <td>Tax and Bill Payment</td> <td>D-0 23:20</td> <td>Y</td> <td>15</td> </tr> </tbody> </table> <p>Fee : according to standard basis or campaign/agreed condition with the Bank</p>	Product	Cut-off Time		Standard Fee (Baht)	Data Entry	Holiday/Weekend	โอนเงินภายในธนาคาร	Direct Credit	D-0 22:00	Y	Own Acc = 0/10 (In/Out Zone) Others Acc = 10/10 (In/Out Zone) 10/20 (In/Out Zone) 10	Direct Debit	D-0 22:00	Y	Payroll	D-0 22:00	Y	โอนเงินต่างธนาคาร	SMART Credit Same Day	D-0 11:00	N	20/75/200	SMART Credit Next Day	D-1 11:40	N	12	BAHTNET	D-0 15:00	N	150	โอนเงินต่างประเทศ	International Remittance	D-0 15:30	N	250	พิมพ์เช็ค	Cashier Cheque	D-1 15:30	N	20++	Corporate Cheque	D-1 15:30	N	จ่ายบิล	Tax and Bill Payment	D-0 23:20	Y	15
Product	Cut-off Time			Standard Fee (Baht)																																														
	Data Entry	Holiday/Weekend																																																
โอนเงินภายในธนาคาร	Direct Credit	D-0 22:00	Y	Own Acc = 0/10 (In/Out Zone) Others Acc = 10/10 (In/Out Zone) 10/20 (In/Out Zone) 10																																														
	Direct Debit	D-0 22:00	Y																																															
	Payroll	D-0 22:00	Y																																															
โอนเงินต่างธนาคาร	SMART Credit Same Day	D-0 11:00	N	20/75/200																																														
	SMART Credit Next Day	D-1 11:40	N	12																																														
	BAHTNET	D-0 15:00	N	150																																														
โอนเงินต่างประเทศ	International Remittance	D-0 15:30	N	250																																														
พิมพ์เช็ค	Cashier Cheque	D-1 15:30	N	20++																																														
	Corporate Cheque	D-1 15:30	N																																															
จ่ายบิล	Tax and Bill Payment	D-0 23:20	Y	15																																														

No.	Questions	Answers
16	Can I perform fund transfer transaction in advance?	Yes. Please create and approve the transaction indicate the desired advance Value Date for such transaction.
17	If a fund transfer transaction is created but still pending approval by an approver, can I cancel the created transaction?	Yes, you can cancel the transaction in the system by Maker press Withdraw button or The Approver press Reject button to cancel the transaction list.
18	If a fund transfer transaction is created in advance and has been fully approved, can I cancel the approved transaction?	If the transaction is approved successfully but before the effective date (The system has not debited the account). The approver can press the Cancel button to cancel the transaction (except for International Remittance transfer, please contact TB Hotline to cancel the transaction)
19	How do I get Debit Note, Credit Note, and Fee Receipt from performing transactions via BizChannel@CIMB?	Go to My Task > Transaction Status, specify the information to search, press Search and then press the desired item. The screen will show the details. Scroll down in Transaction status section below and it will appear following buttons to download. <div style="text-align: center;"> Debit Advice Credit Advice Fee Receipt Print </div>
20	How to notify the recipient of fund transfer?	While creating a fund transfer transaction, you can specify the recipient's email and/or mobile number for the system to send notification (Notification via mobile phone will incur additional charge)
21	If an approver does not approve the transaction within scheduled time, will it need to create a new transaction or use the same one but postpone the effective date.	An approver can approve the transaction of which an effective date can be postponed. No need to create a new transaction. Approval can be made on the page of transaction verification. The system will require a confirmation on the effective date which will be automatically postponed to the next business day.
22	What should I do if the Token device for approval breaks down?	Please contact TB Hotline to get advice. Token device is guaranteed for 1 year for a normal use.
23	What should I do if Token device Locked shows up?	Please contact TB Hotline to get advice and prepare token device to unlock.

BizChannel@CIMB Mobile App

No.	Questions	Answers
1	What mobile device version does the current android version support?	It supports an android mobile device that runs on Android 5.1 and above.
2	Does the application operate on android tablet?	Yes
3	What mobile device version does the current iPhone version support?	It supports iPhone that runs on iOS 9.0 and above.
4	Does the application operate on iPad?	Yes
5	What are fund transfer services that can be created?	You can create fund transfer transactions such as Direct Credit, Payroll, Smart SameDay and Smart NextDay.
6	What types of transactions that can be approved?	All transactions created via Mobile App and Internet Web browser can be approved.
7	If I have accounts in other 4 countries under CIMB group, can I view the account balance?	If you have Company ID and User ID of BizChannel@CIMB of that country, you can view the balance of foreign account in the Portfolio menu.
8	Does Mobile App support bulk upload?	No (you can do bulk upload via desktop only)