

#No	Question	Answer
1	What is facial recognition before transacting?	<p>It is the prescribed IAL 2.3 standard required under the fraud preventive measures from the Bank of Thailand.</p> <p>It is a process of identity verification where a customer's identity will be verified with his/her ID Card and biometric data by a bank official. The authentication is based on unique biometric information such as facial structure. Then, the data processing will be undergone to ensure the customer's identity before providing information or digital banking services.</p> <p>At each transactional level done through banks' specified channels, the biometric data collected will be used to validate with the data collected from Thai Citizen ID.</p>
2	What is the consequence if customer does not do a facial recognition before transacting?	<p><b>For foreign customers,</b></p> <p>There is currently no facial recognition before transacting or IAL 2.3 authentication for foreign customers.</p> <p>From 16 June 2023 onwards, If the customer wish to transfer money, the transactions must be done through the branches for the specified amount.</p> <ul style="list-style-type: none"> <li>▪ Fund transfer to other person more than or equal to THB 50,000 per transaction,</li> <li>▪ Total Fund transfer to other person every THB 200,000, within one-day period</li> </ul>
3	Why can't the Bank use the face recognition data from the mobile device?	<p>The BOT has prescribed the measure for banks customers to conduct the biometric data collection via the banks' provided channel only.</p> <p>To ensure that the biometric data (facial recognition data) is collected from the banks' customers.</p>
4	Does this measure apply to all commercial banks in Thailand?	<p>This measures are applied to all banks in Thailand.</p>
5	This is not convenient for foreign customer. Does the Bank has any plan to allow foreign customer to uplift the biometric data to IAL 2.3?	<p>We apologize for inconvenience may occur to foreign customer.</p> <p>We do aware of such limitation and currently working on additional measure for foreign customers.</p> <p>We will communicate to all customers again once the procedure for foreign customers are in place.</p>
6	How can I do if I need to transfer funds more than the limits?	<p>We apologize for inconvenience may occur to you.</p> <p>We do aware of such limitation and currently working on additional measure for foreign customers.</p> <p>We will communicate to all customers again once the procedure for foreign customers are in place.</p>

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7	I did not receive any notification from the Bank.	We have communicated through the Bank's social media, and sent direct message to customers through CIMB THAI Digital Banking application. We apologize if you do not receive/aware of such notification.
8	Does these limits apply to bill payment?	These limits do not apply to bill payment through the application.
9	I could not contact CIMB Thai Care Center, please advise.	We apologize for inconvenience may occur you. Currently, there are many customers contacting CIMB Thai Care Center and this may cause you difficulty reaching us. If you would like to request for registration code for CIMB THAI Digital Banking application, you can contact our branches to proceed on. Branch locations; <a href="https://www.cimbthai.com/th/personal/help-support/locate-us.html">https://www.cimbthai.com/th/personal/help-support/locate-us.html</a> Should you have any questions with regards to this measure, please refer to this FAQ, or leave us message at "Feedback Form" in our Website or visit our branches.