

Frequently Asked Questions (FAQ) - Security standards in the CIMB THAI App

No	Question	Answer
1	Which authority establishes these security standards?	The security standards for our Digital Banking application are established by the Bank of Thailand, as stated in the BOT Notification Re: Guiding Principles for Mobile Banking Security.
2	Why is it necessary to update the operating system version?	The purpose is to enhance the security of applications, including CIMB THAI App, and to mitigate the risk of cyber threats.
3	In case where customers are inconvenient for updating device's system version, or their mobile device may not support the system version specified by the Bank. What is the suggestions in such cases?	For customers who are inconvenient for updating their operating system or if their mobile device does not support the Bank's specified operating system, there is an increased risk of customer's exposure to cyber threats. Therefore, we strongly recommends updating the operating system or using a mobile device that supports the operating system as determined. This practice is to ensure the security of using various applications via mobile device.
4	After completion of updating, how does it enhance the security of transactions undertaken through the application?	<p>Using an outdated operating system (OS) can put your security at risk because the provider no longer fixes vulnerabilities or issues. This means the device could be more exposed to cyberattacks.</p> <p>The Bank of Thailand has set this as a minimum security requirement for all banks, to help protect customers. If customers update their OS to a version that is still supported, the provider will release updates to fix any critical vulnerabilities, making it safer than using an outdated version.</p>
5	After 4 November 2025, are customers still able to use CIMB THAI App?	After 4 November 2025, customers are still able to use CIMB THAI App until the Bank notifies customers to update their application version (Force Update). However, customers who operate the system version lower than that specified by the Bank and uninstall the application, will be unable to reinstall it until they have updated their operating system to meet the Bank's determined version.