

Frequently Asked Questions

No.	Question	Answer
1	What is Cardless Withdrawal?	Cardless Withdrawal is a convenient feature that allows CIMB Thai customers to withdraw cash using CIMB THAI App, Simply initiate the transaction in the app and collect cash instantly from any SCB (Siam Commercial Bank) ATM nationwide, without a physical debit card
2	How do I use the Cardless Withdrawal service?	Open CIMB THAI App > Select Cardless Withdrawal > Enter withdrawal amount > Receive your withdrawal code > Visit any selected SCB ATM and enter the code to withdraw cash immediately.
3	Do I need to register or activate the service?	No registration is required, if you already use CIMB THAI App. Simply update to the latest version to access the service.
4	What if I do not have CIMB THAI App?	You may download CIMB THAI App from the App Store, Play Store, or AppGallery.
5	Who is eligible to use the service?	Thai nationals aged 15 years and above, and foreign customers who are existing users of CIMB THAI App.
6	Is Cardless Withdrawal secure?	Yes. The service uses Two-Factor Authentication (2FA), and each withdrawal code is valid for 15 minutes, ensuring security of your transactions.
7	Which accounts support Cardless Withdrawal?	Savings Accounts and Current Accounts (individual customers).
8	What are the daily usage limit and the daily withdrawal limit?	Up to THB 30,000 per transaction (subject to ATM/CDM service provider), unlimited transactions per day, with a maximum total of THB 50,000 per day.
9	Can I use the service at any ATM?	The service is available at all SCB ATMs nationwide.
10	Are there any fees for Cardless Withdrawal?	No additional fee is charged. Should there be any future changes, the Bank will notify you in advance.
11	How many transactions can I perform at once?	One transaction per withdrawal code. You may initiate another transaction once the previous cash withdrawal is completed and received or cancelled.