

## Changing the Channel for Redeeming Privileges and Transferring Data From the myPreferred Application to LINE OA Wealth & Preferred

	Question	Answer
1	What is the new platform for redeeming privileges previously available on the myPreferred Application, and which devices are eligible for registration?	Privileges redemption has transitioned to LINE OA Wealth & Preferred, accessible via the LINE platform. To proceed, customers may add the official LINE account @cimbthaiwealth or visit <a href="https://lin.ee/DSwQ7bu">https://lin.ee/DSwQ7bu</a> . Please note that registration is exclusively available via mobile devices.
2	Why is re-registration required? If I do not add the LINE account, can I continue using the myPreferred app?	<p>We sincerely apologize for any inconvenience. Effective 1 October 2025, the Points &amp; Privileges feature within the myPreferred application will be discontinued.</p> <p>To ensure uninterrupted access to your exclusive benefits as a CIMB Preferred member, we highly recommend adding the LINE OA Wealth &amp; Preferred account (@cimbthaiwealth) and completing identity verification. From this date forward, all points tracking and privilege redemption will be available solely through LINE OA: Wealth &amp; Preferred.</p>

3	What will happen to my existing points and redeemed privileges after switching to LINE OA Wealth & Preferred?	Your existing points and redeemed privileges will remain intact. All balances and entitlements will be seamlessly transferred to the LINE OA Wealth & Preferred system. Customers will be able to view their updated points and privileges immediately upon successful registration.
4	Will previously reserve privileges—such as limousine service, hotel accommodations, dining experiences, or other benefits—still be honored?	Yes, all previously reserved privileges will remain valid. Customers may enjoy their benefits as scheduled, in accordance with the original booking details.
5	Can I view the history of privileges I've previously redeemed?	Yes. You may access your redemption history via LINE OA Wealth & Preferred (@cimbthaiwealth). Simply navigate to the "My Privileges" section and select "Used".  Only privileges redeemed and utilized within the year 2025 will be displayed.

6	What are the steps to register after adding LINE OA Wealth & Preferred?	<p>Once you've added the LINE OA account, follow these steps to complete registration:</p> <ol style="list-style-type: none"> <li>1. Access the Rich Menu and select Register.</li> <li>2. Enter the mobile number registered with the bank.</li> <li>3. A one-time password (OTP) will be sent for identity verification.</li> <li>4. Provide your National ID number (for Thai citizens) or passport number (for foreign nationals).</li> <li>5. Review and confirm your personal details.</li> <li>6. Accept the terms and conditions.</li> <li>7. Registration is complete.</li> </ol>
7	Where can I find privileges that I've redeemed?	Go to the Rich Menu and select "My Privileges", then choose "Available" to view all unused entitlements.
8	Where can I check my usage history?	Navigate to the Rich Menu and select "My Information" to review your activity and usage records.
9	Will the transition to LINE OA affect my ability to redeem points during the system migration period?	To ensure a seamless experience, please be advised that the myPreferred Application will be discontinued on September 28, 2025. We recommend completing any redemptions by September 27, 2025. From 1 October 2025 onward, all point tracking and privilege redemption will be available exclusively via LINE OA: Wealth & Preferred.

**Privileges Redemption**

	<b>Question</b>	<b>Answer</b>
1	If I've selected a privilege but later change my mind, can I cancel and have my points refunded?	We regret any inconvenience. Once a privilege has been redeemed, it cannot be changed or refunded. However, for advance reservation privileges, if the booking has not yet been confirmed with CIMB Preferred Concierge, the points may be refunded immediately.
2	I activated an E-Coupon but accidentally pressed the back button, causing the coupon page to disappear. It no longer appears under "Available." Where can I retrieve this information?	You may contact CIMB Preferred Concierge for assistance in retrieving the coupon details. Please call 02 021 0182 for support.

### Issues related to the use of LINE OA Wealth & Preferred

	Question	Answer
1	I'm using the same mobile number but have switched to a new device. How can I register on the new device if I've already registered on the old one? (Old number, new device).	The registration on a new device can be immediately by verifying your identity using your existing number.
2	If the mobile phone number is changed but the same device is still used, is it possible to continue using the previously registered LINE OA? (New number, same device)	If you've updated your mobile number, please visit any CIMB Thai branches to update your contact information. Once updated, you may download the LINE application and add LINE OA: Wealth & Preferred. After the update is processed, you will be able to re-register and resume privilege redemption within 3 business days.
3	What steps should be taken when using a new phone number with a new device? (New number, new device)	Please visit any CIMB Thai branches to update your mobile number. After updating, download the LINE application and add LINE OA: Wealth & Preferred. You will be able to complete registration and resume access to your privileges within 3 business days.
4	What actions are required if no mobile phone number is registered in the bank's system?	Please visit your nearest CIMB Thai branches to update your contact information.

5	What if I need to update personal details such as name, contact number, email, current address, or passport number (for foreign nationals)?	Please contact any CIMB THAI branches to update your information. The update process will take 3 to 5 business days.
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