

**myPreferred**



# Contents

**03**

**Download myPreferred application.**

**05**

**Registration Process**

In case of using the application for the first time or changing the device.

**31**

**Redemption Process: Voucher**

**35**

**Meeting with our investment advisors**

Get investment advice from our experts at CIMB Wealth Center or via an Online channel.

**12**

**Login Process**

When your mobile is already registered.

**16**

**Forgot PIN**

You can use authentication to set a new PIN code.

**41**

**Financial and Investment consulting process**

For Online Meeting channel

**45**

**Redemption Process: Participate in CIMB events**

**20**

**Redemption Process: Reservation Service**

**26**

**Redemption Process: E-Coupon**

**50**

**My Reward**

Simply check your privilege redemptions.

**56**

**My Account**

User profile, Point history, and Application Settings.



# Download myPreferred

myPreferred application user manual

LIVE THE LIFE YOU PREFER with CIMB Preferred membership. The ultimate individual tier that enables you to enjoy the comprehensive offerings from CIMB Group, a global leading ASEAN bank.

Exclusive for CIMB Preferred members, simply download, choose, and redeem your CIMB Preferred Your Choices privileges via myPreferred application. Receive latest updates about our products, promotions, and activities, and meet our investment advisors at your convenience.

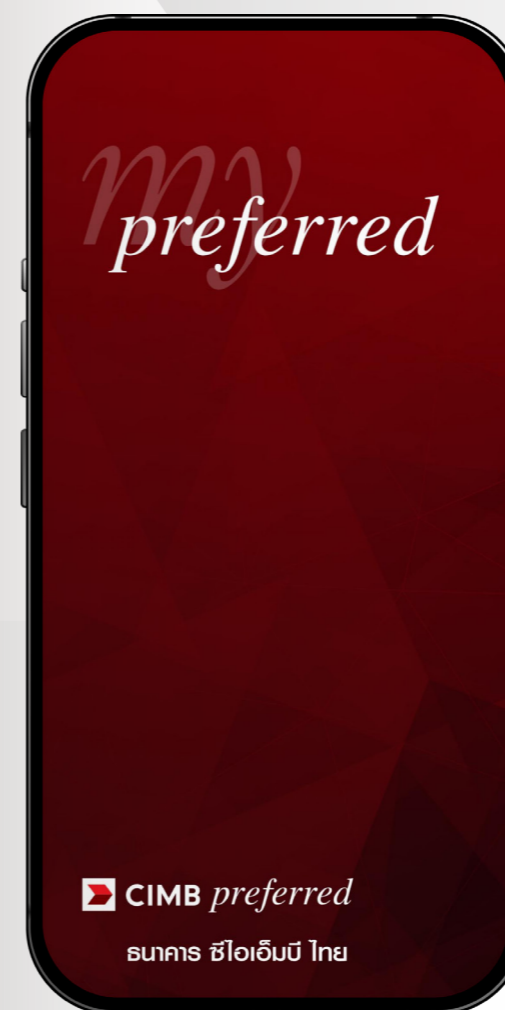
To download myPreferred application, please search for "myPreferred" in Google Play/App store.



## Registration Process

# 01 Registration Process

In case of using the application for the first time or changing the device.



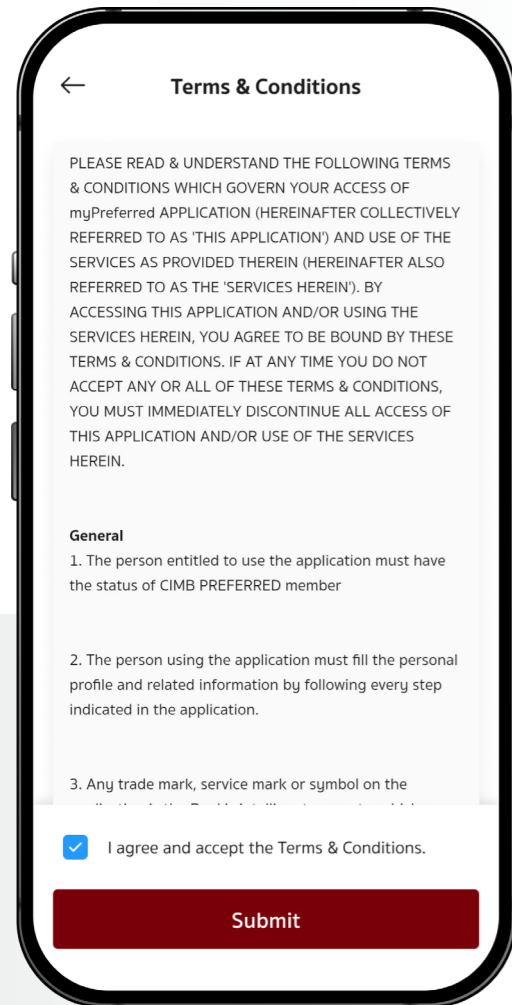
## 01

- myPreferred application start screen.



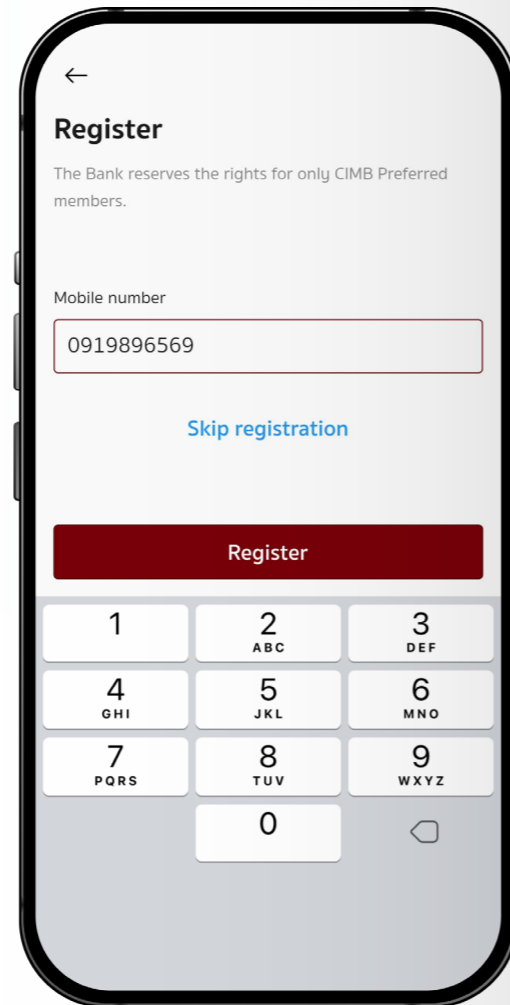
## 02

- Tap “Next” to learn about the application.
- Tap “Skip” to skip to the registration process.
- Tap the language selector in the upper right corner to change the language.



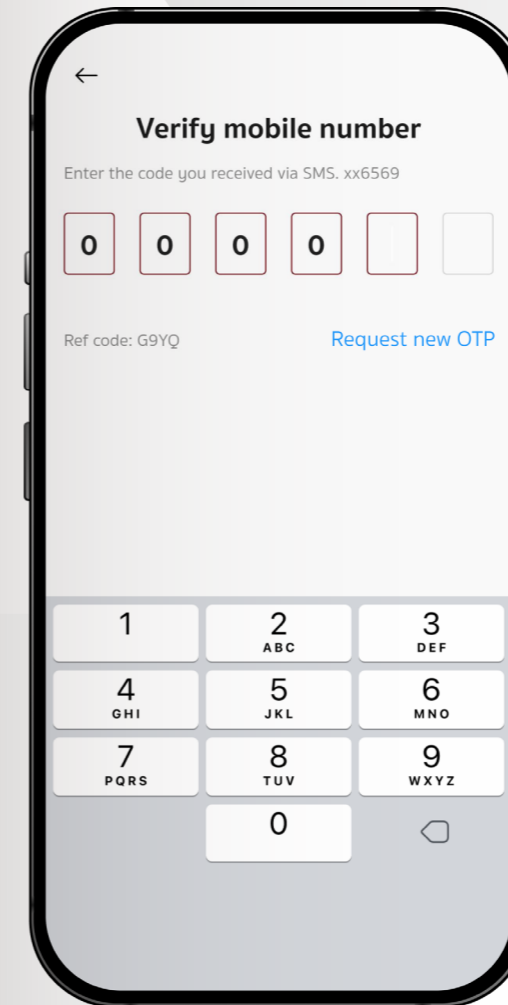
03

- Please read the details of the terms & conditions, then tap "**Submit**" to continue.
- Without accepting the terms & conditions by checking the box, registration will not be processed.



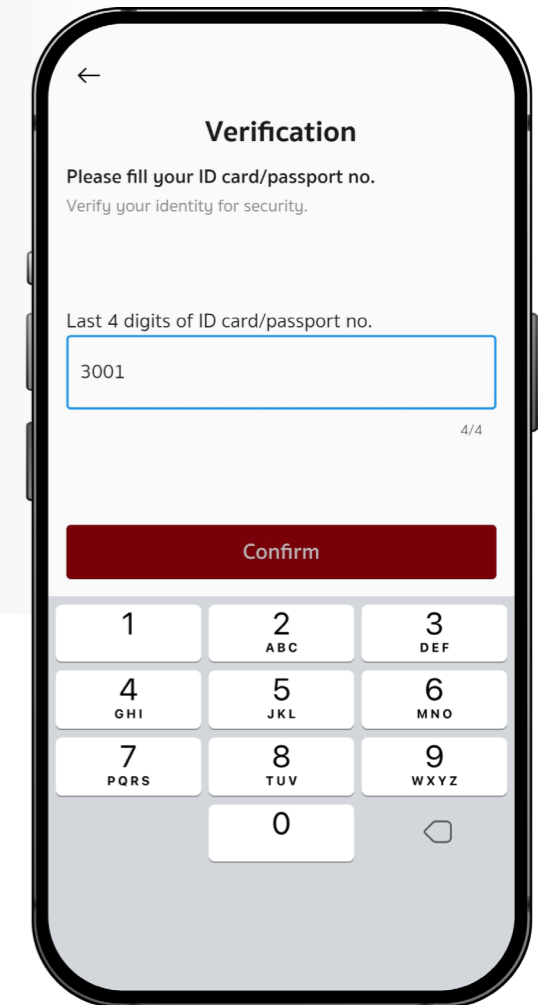
04

- Enter your registered mobile number, then tap "**Register**".
- If you have entered an incorrect mobile number, the following message will be displayed "**Your mobile number has not been registered with the Bank**".
- For non-CIMB Preferred members, tap "**Skip registration**" to continue.



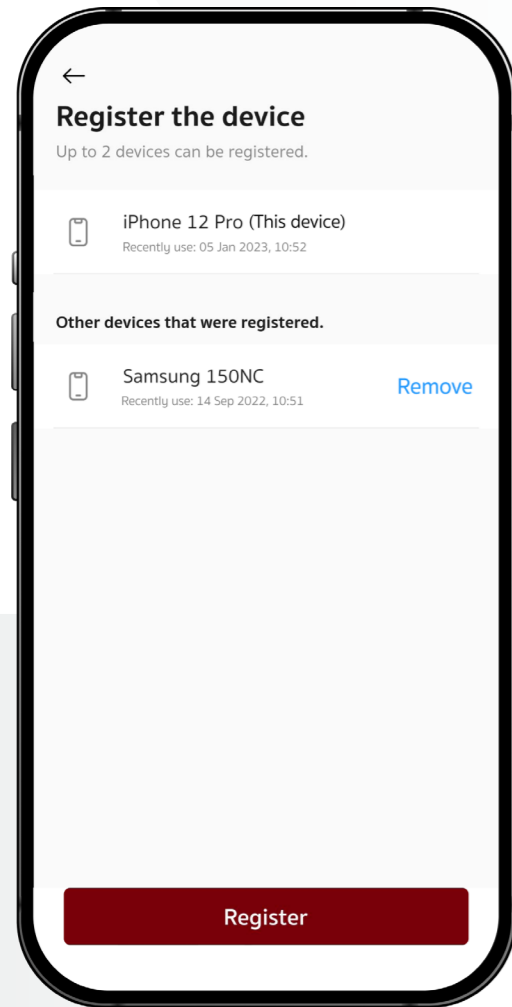
05

- Enter the OTP code to verify your mobile number.
- In case of not receiving the OTP, please tap "**Request new OTP**".



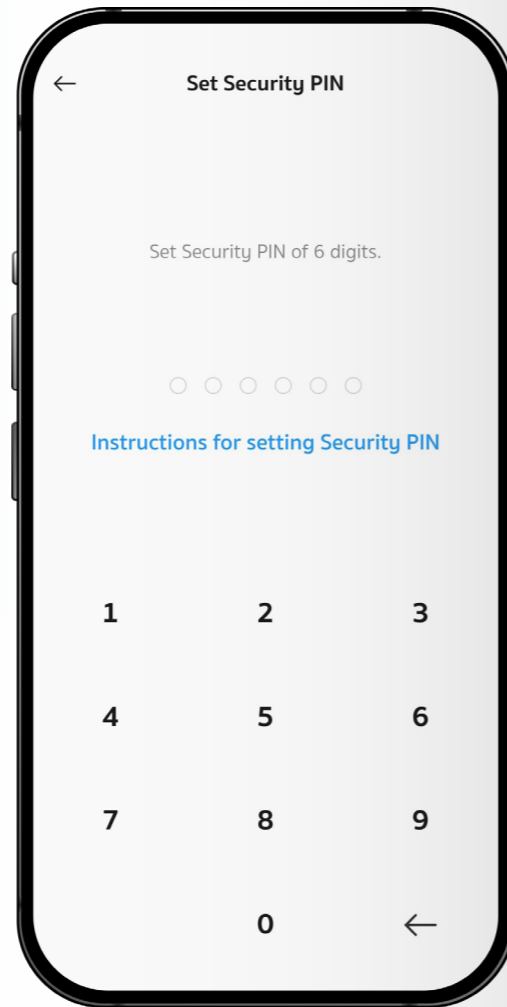
06

- Enter the last 4 digits of your ID number.
- For foreigners, enter the last 4 digits of your passport number.



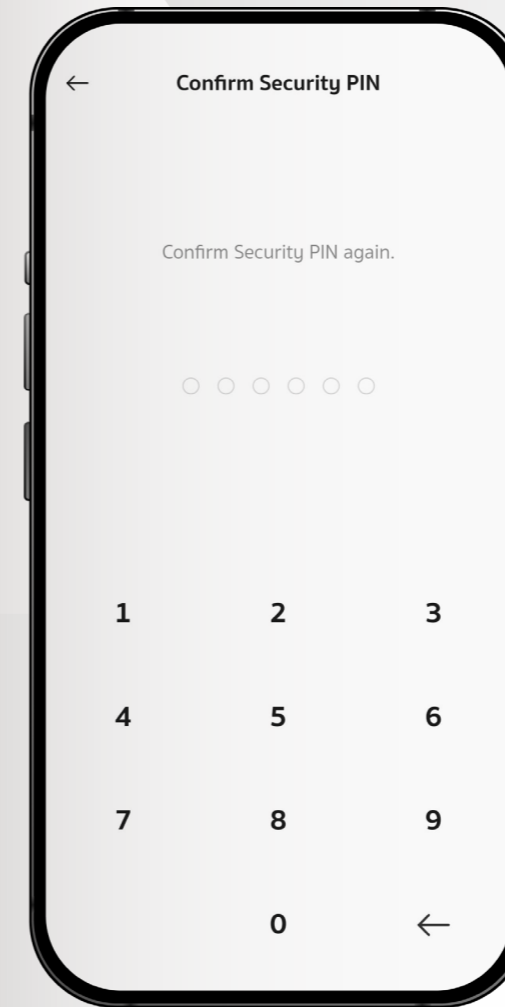
07

- The current device and other registered device(s) information are shown.
- Tap **"Register"** to continue.
- Only 2 devices can be registered with the application.
- In case of having more than 2 devices, please tap the **"Remove"** button next to the device name to deactivate the unused one.



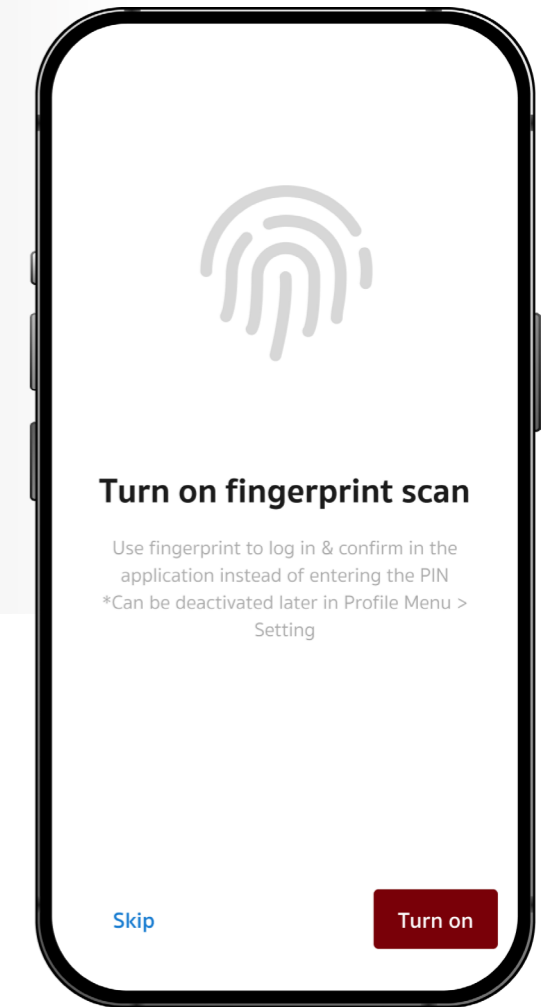
08

- Set your 6 digits security PIN. This PIN will be used for log in and complete transactions.



09

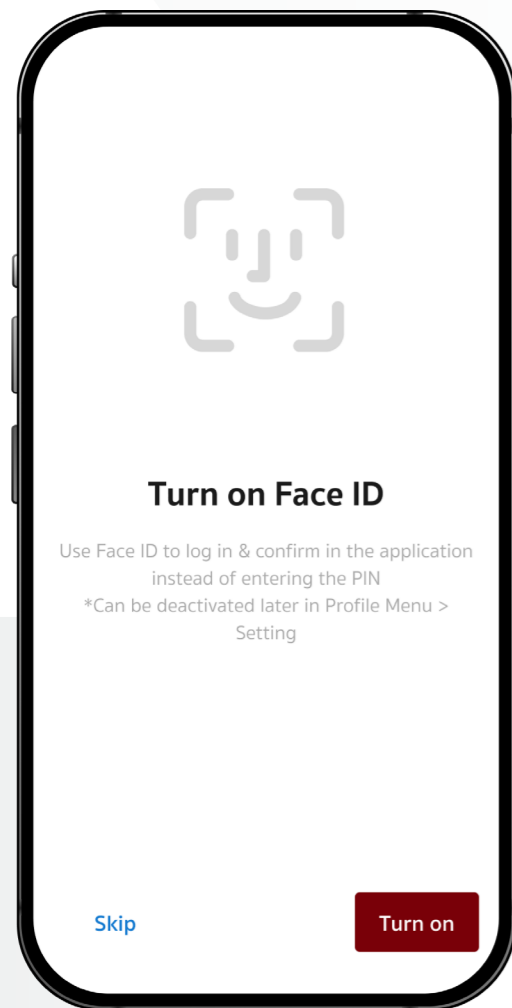
- Confirm your security PIN.



10

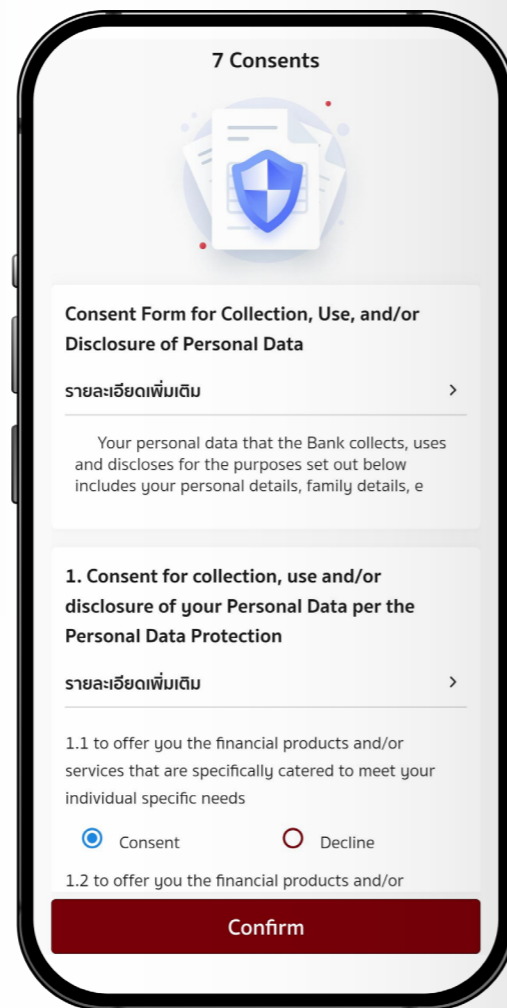
- For a mobile that has fingerprint scanner feature, tap the **"Turn on"** button to activate it. This feature allows fingerprint log-in instead of entering the security PIN.
- If you do not wish to turn on this feature at this time, tap the **"Skip"** button to continue.

# Login Process



11

- For a mobile that has facial recognition feature, tap the **"Turn on"** button to activate it. This feature allows face recognition log-in instead of entering the security PIN.
- If you do not wish to turn on this feature at this time, tap the **"Skip"** button to continue.



12

- Complete the 7 consent form to finish the registration process.

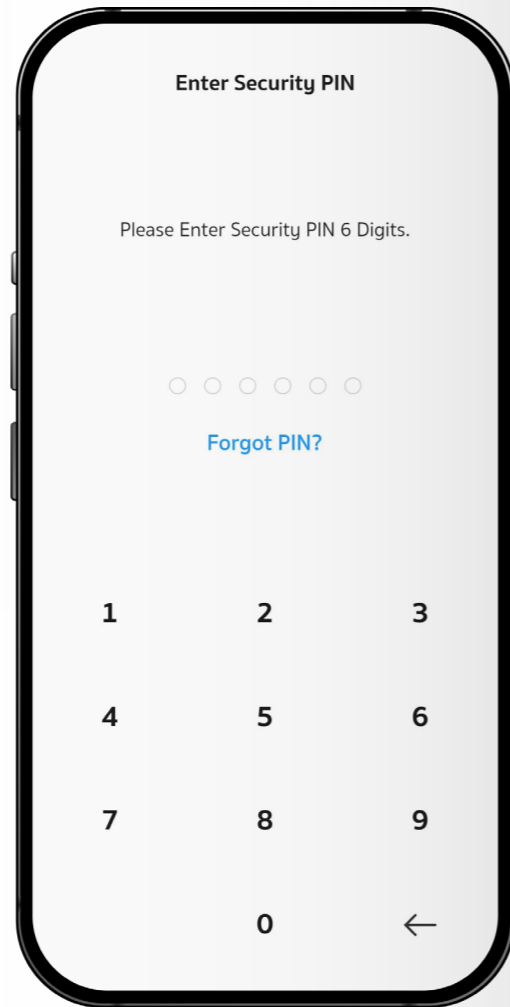
# 02 Login Process

When your mobile is already registered.



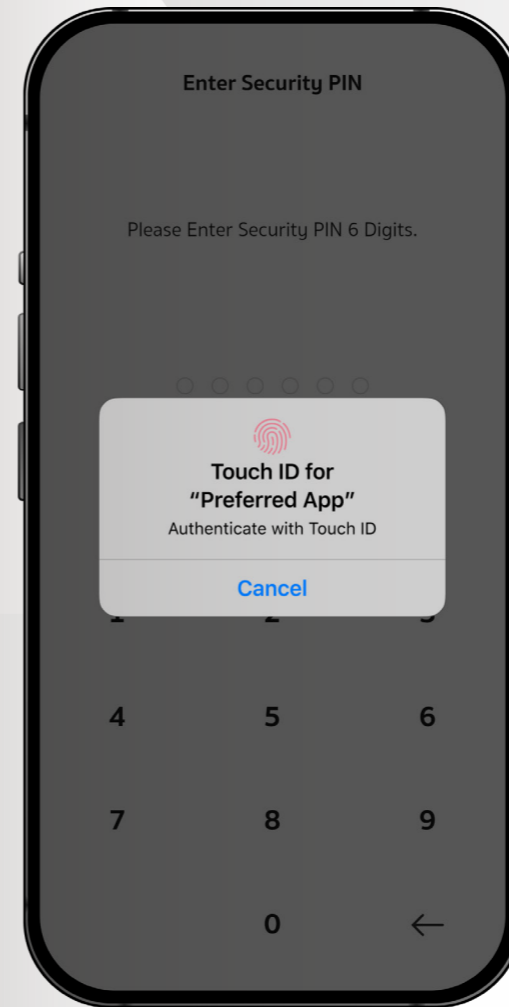
01

- myPreferred application start screen.



02

- Enter your security PIN to continue.



03

- If the fingerprint scanner feature is activated, scan your fingerprint to continue.

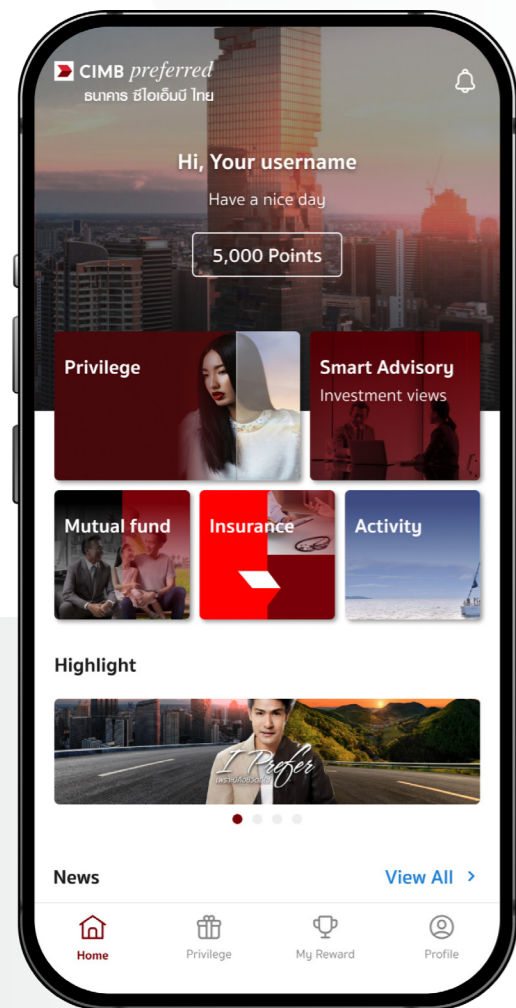


04

- If the facial recognition feature is activated, scan your face to continue.



# Forgot PIN

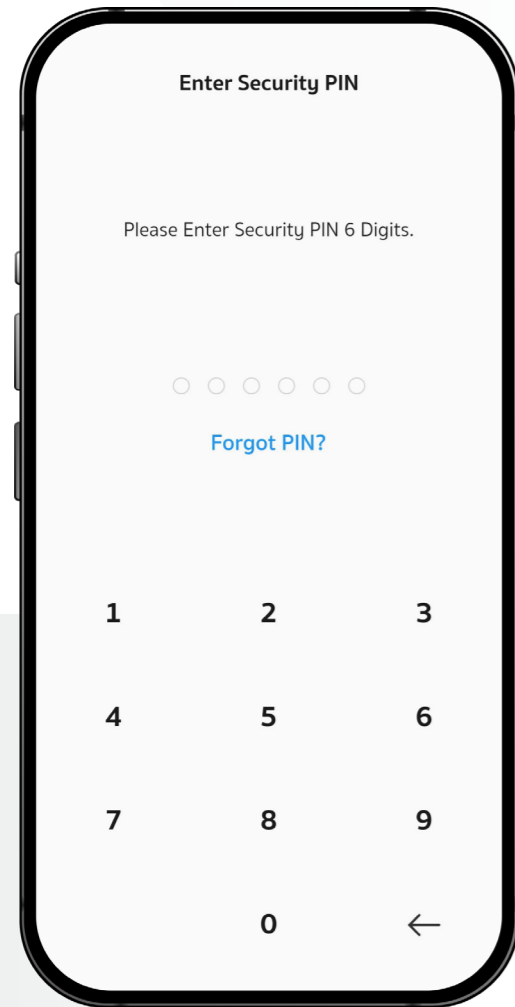


## 05

- After successful login, homepage of myPreferred application will appear.

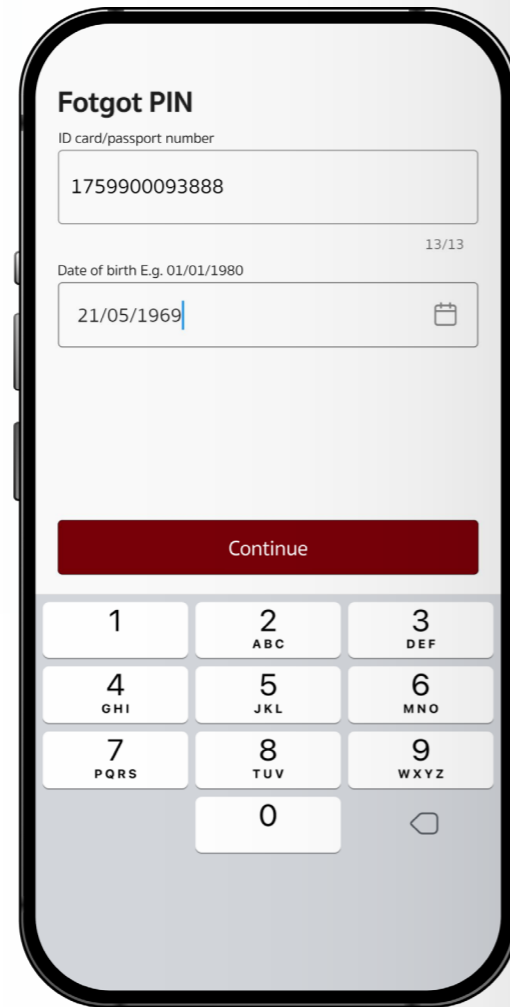
# 03 Forgot PIN

You can use authentication to set a new PIN code.



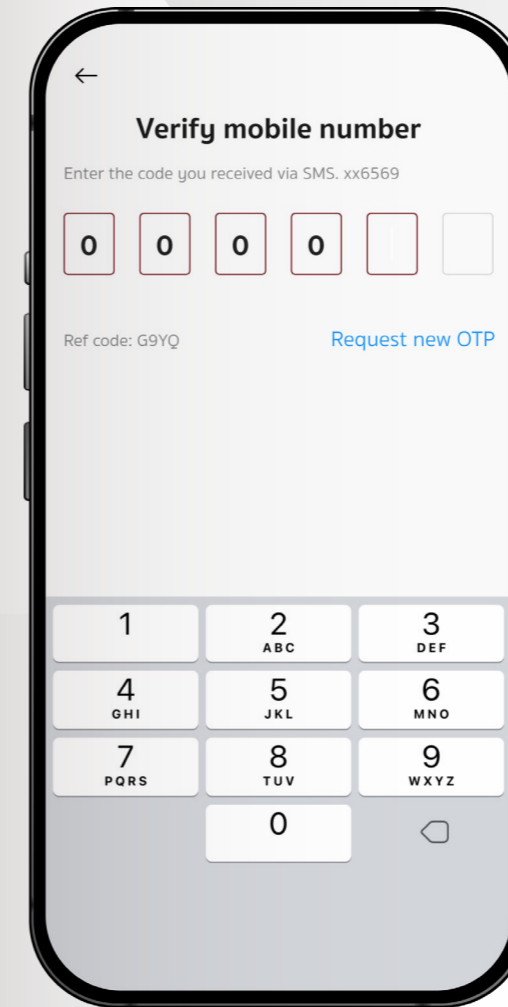
01

- In case you forget your security PIN, tap the "Forgot PIN?" to reset.



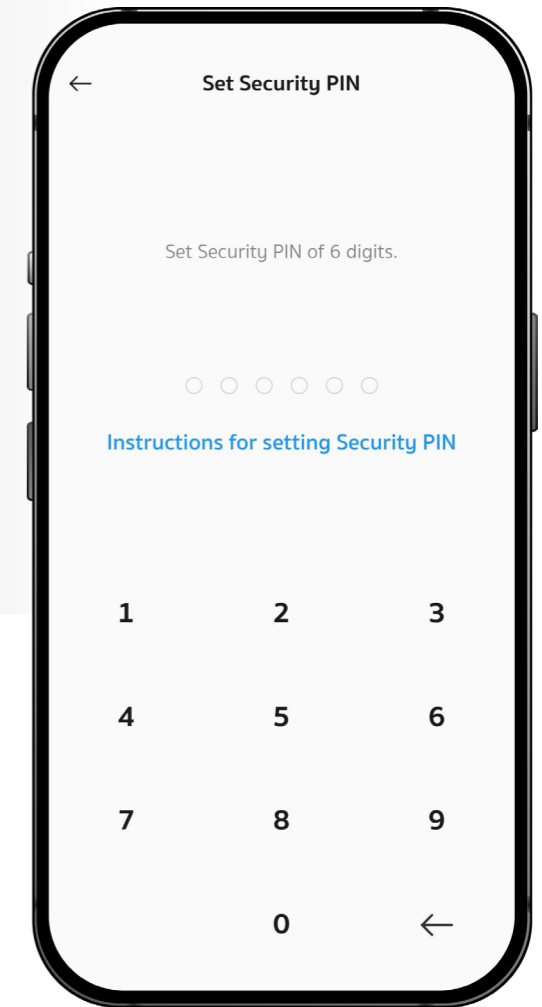
02

- Enter your ID/passport number and date of birth, then tap "Continue" to continue.



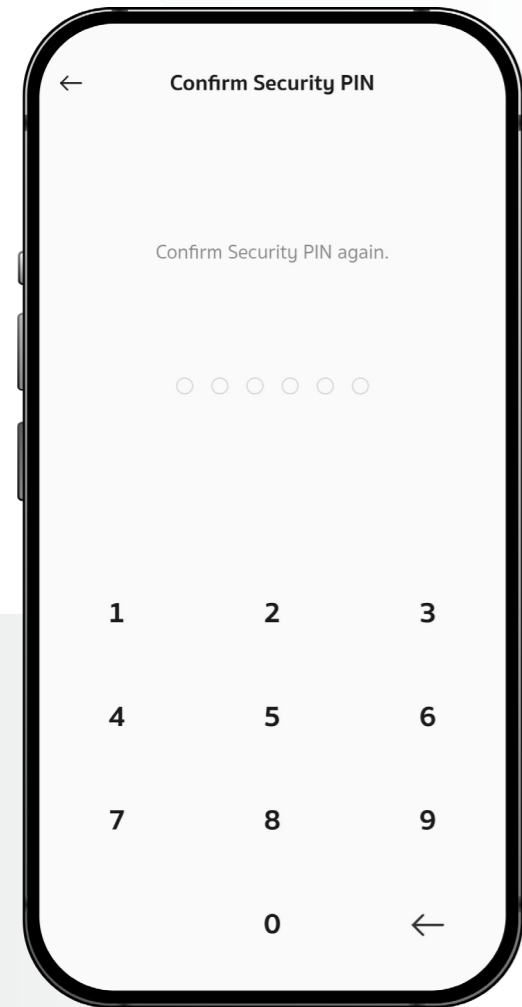
03

- Enter the OTP code to verify your mobile number.
- In case of not receiving the OTP, please tap "Request new OTP".



04

- Set a new security PIN.



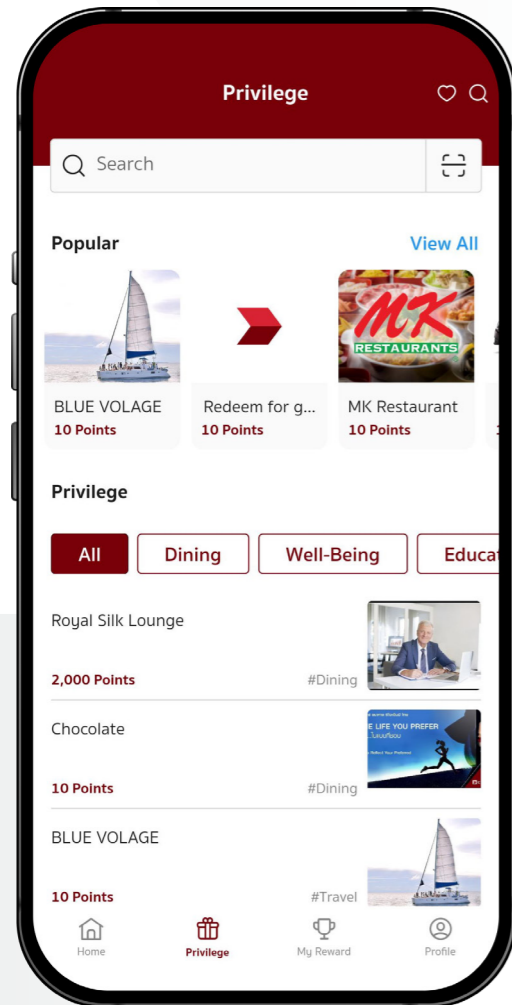
## 05

- Confirm your new security PIN.

## Redemption Process: Reservation Service

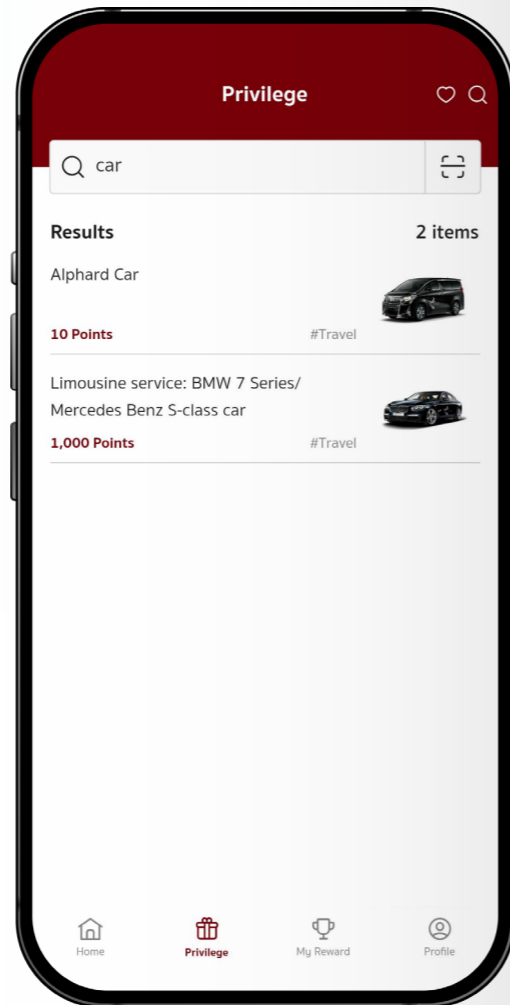
# 04 Redemption Process:

## Reservation Service



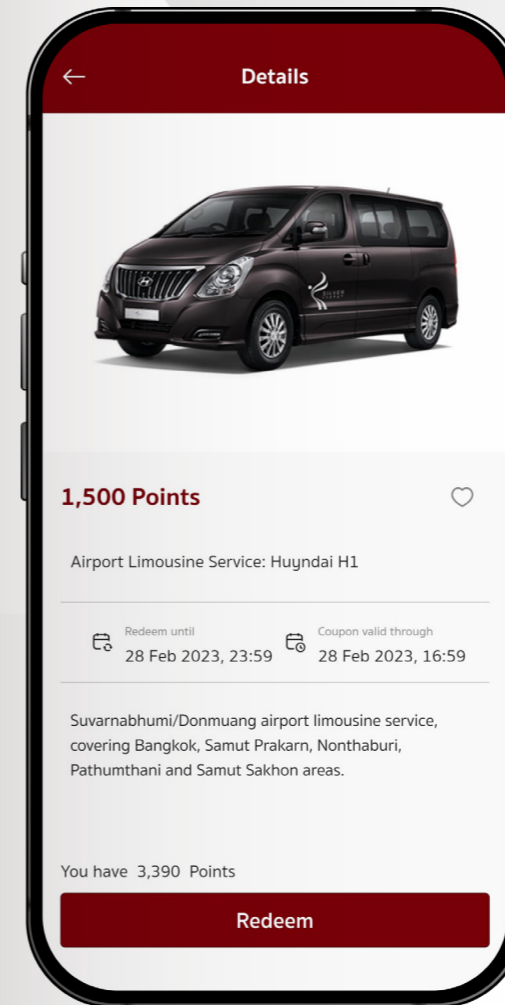
01

- The Privilege page shows popular privileges and other privileges separated into categories.



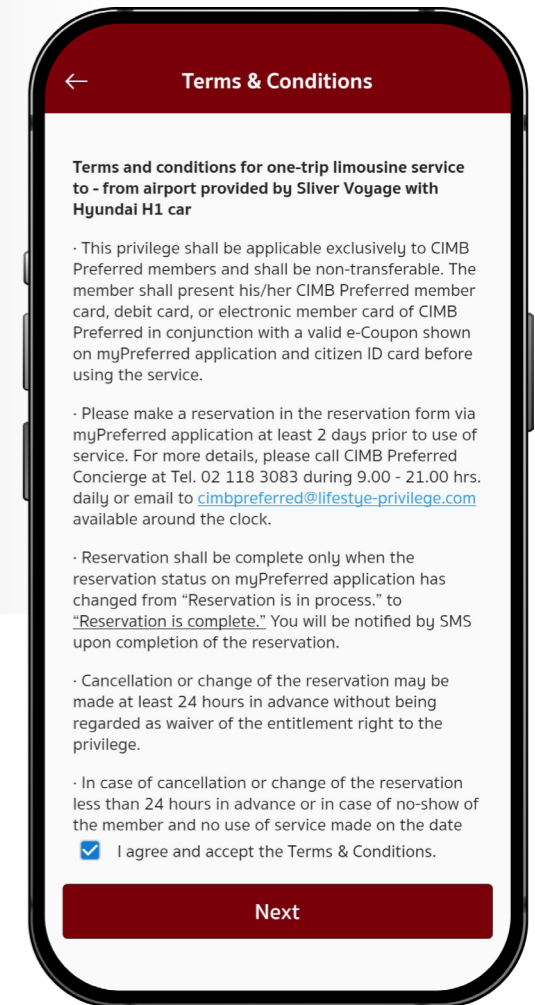
02

- To find specific privileges, please either enter the keywords in search box, or use the QR code search.



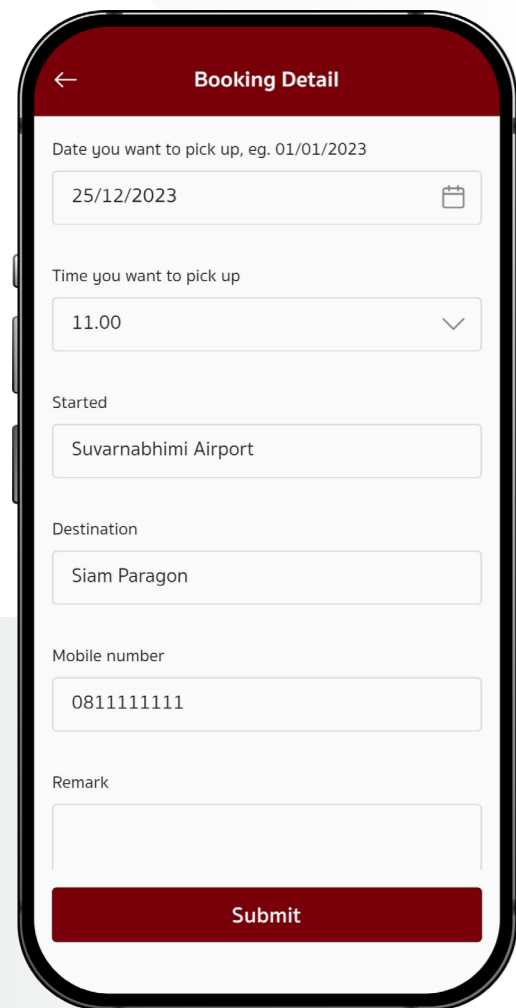
03

- Once selected, the details of the privileges will appear. Tap "Redeem" to continue.



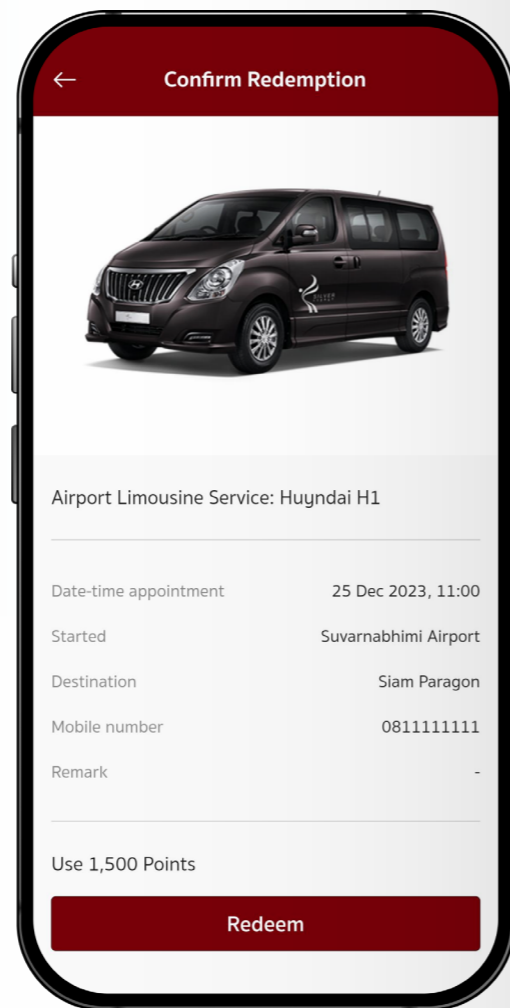
04

- Accept terms & conditions, and tap "Next".



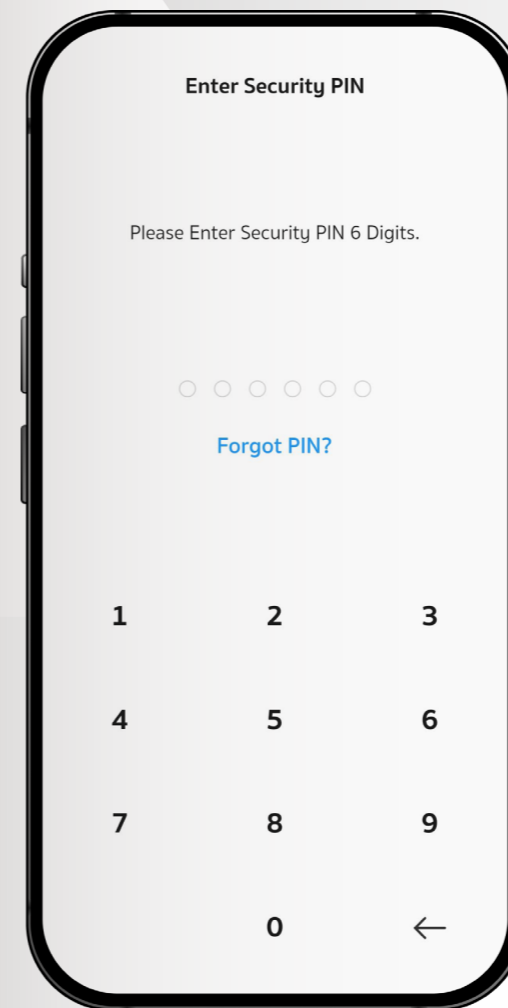
05

- Please fill in the reservation form and tap “**Submit**” to continue.



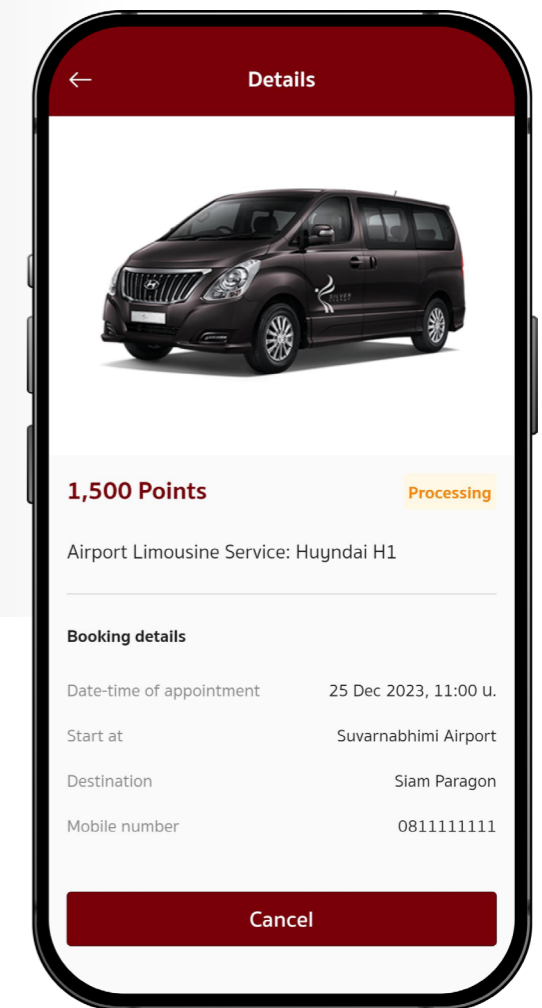
06

- Review reservation details and required points, then tap “**Redeem**” to continue.



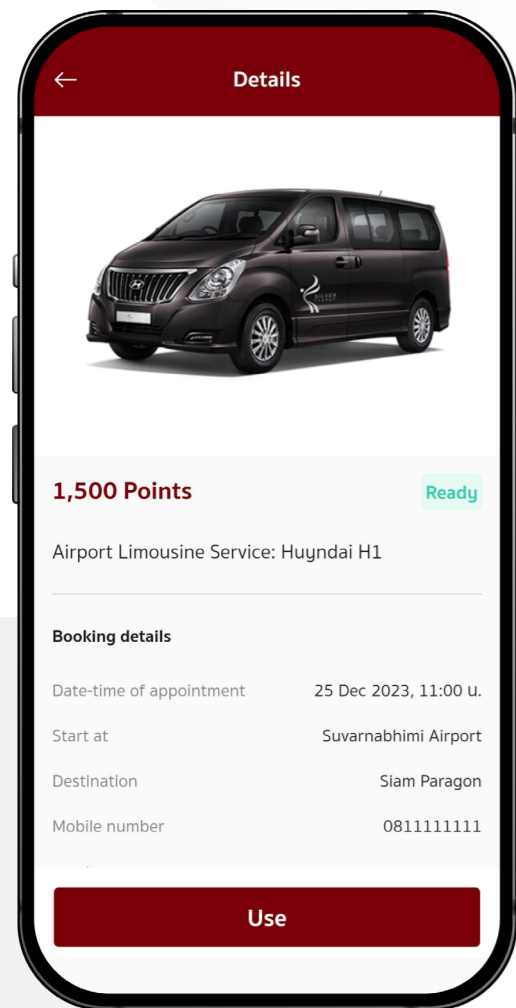
07

- Enter the security PIN, scan your fingerprint, or scan your face to confirm the redemption.



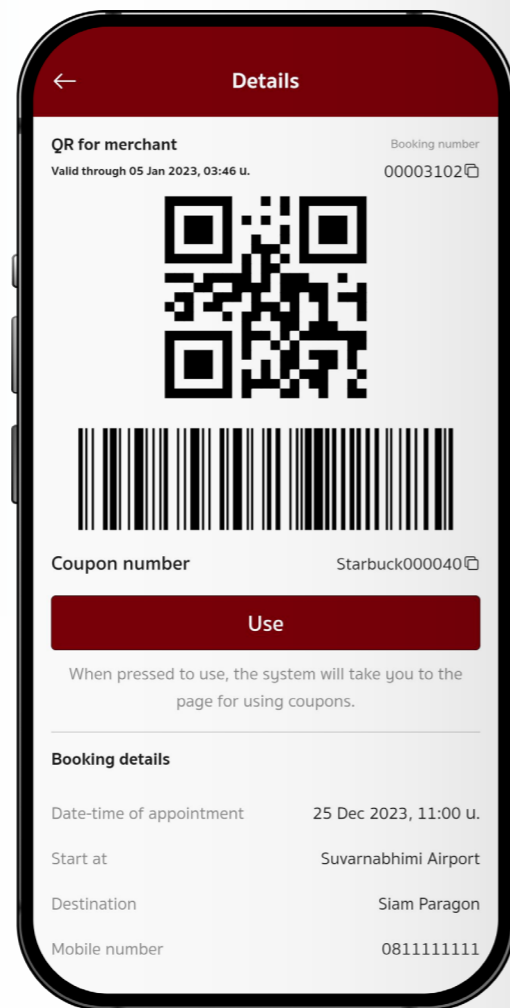
08

- Coupon status is changed to “**Processing**”. All available coupons can be viewed in the “**My Reward**” menu.
- To cancel the reservation, tap the “**Cancel**” button.



09

- Once the reservation process is done, coupon status will be changed to **"Ready"**.
- To use the coupon, tap the **"Use"** button.



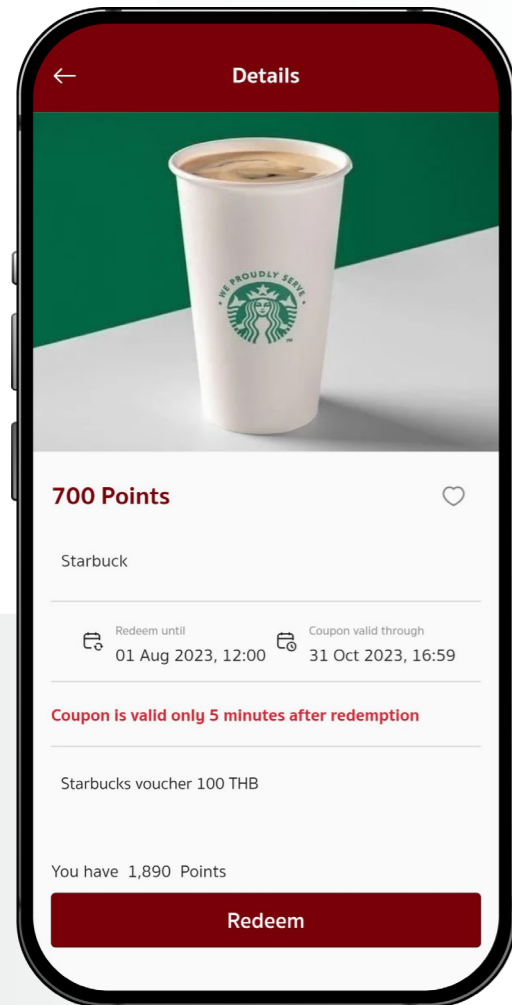
10

- After tapping the **"Use"** button in the previous page, QR code, barcode, and coupon number will appear.
- Then tap the **"Use"** button in this page again to copy the coupon number and proceed to the next page to activate the coupon.

## Redemption Process: E-Coupon

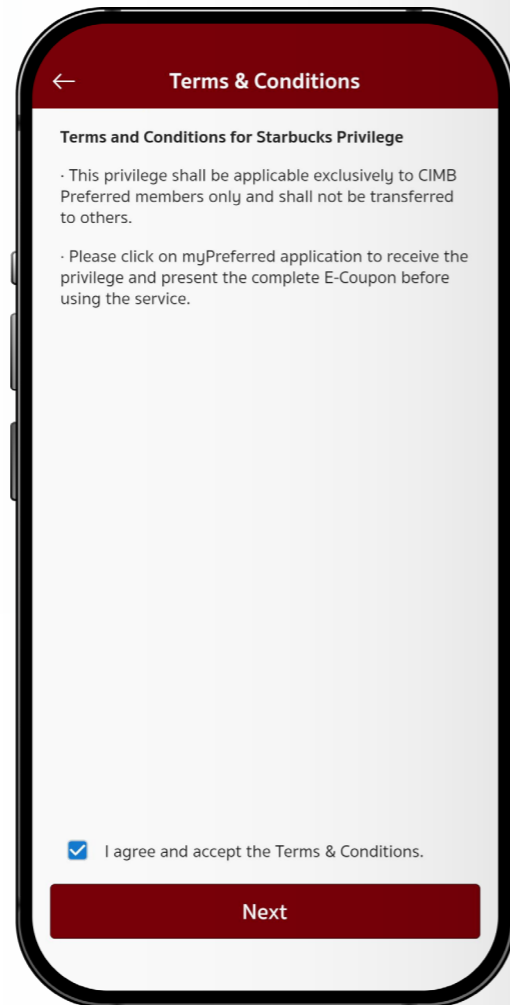
# 05 Redemption Process:

## E-Coupon



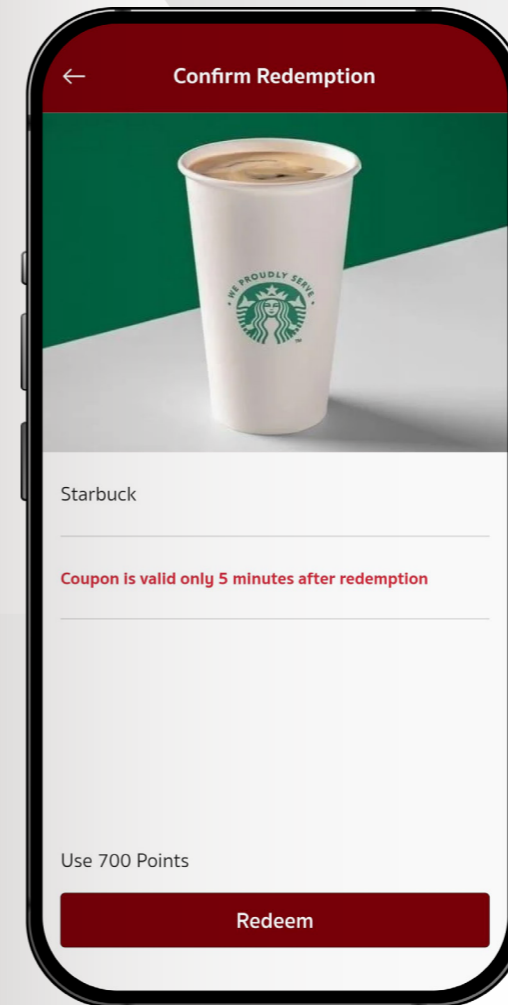
01

- Select the e-coupon privilege, read the details, then tap the “Redeem” button to continue.



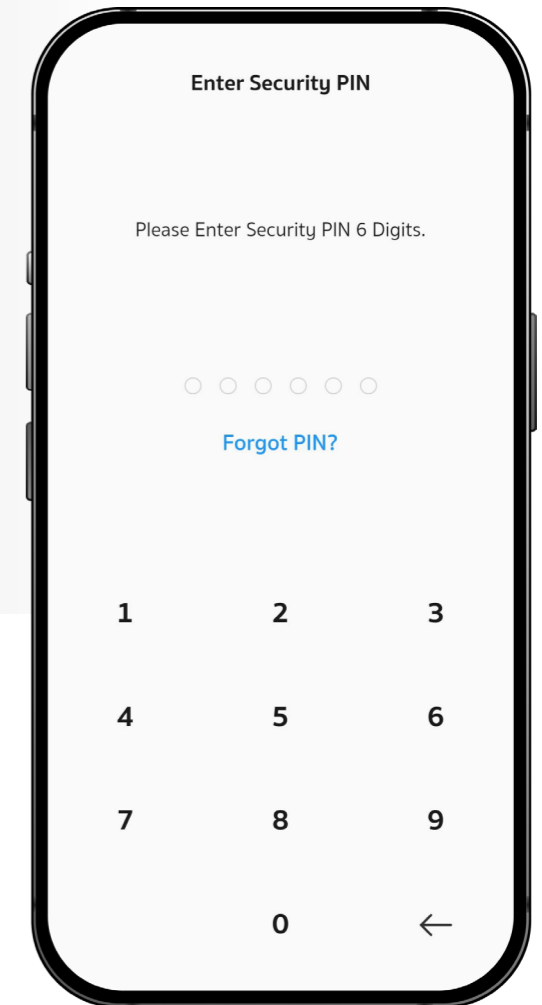
02

- Accept terms & conditions, and tap “Next”.



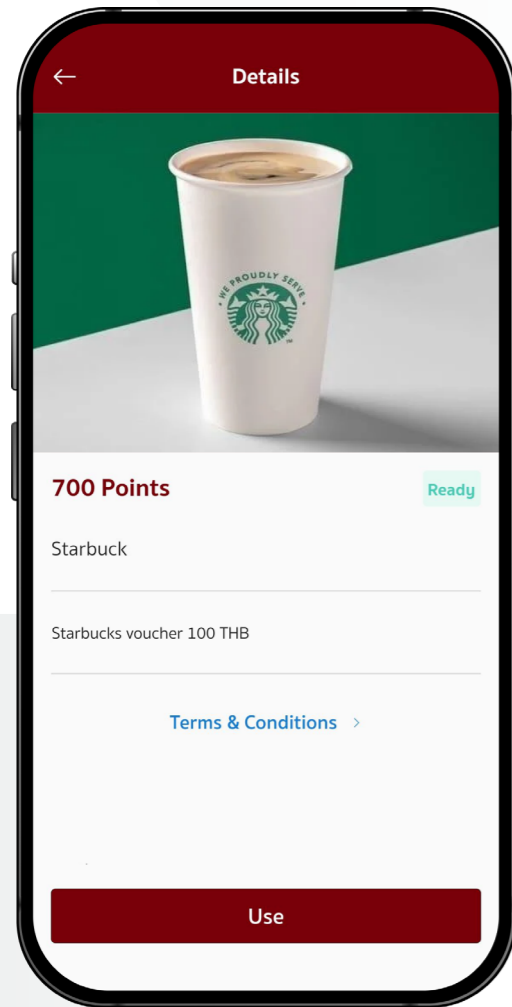
03

- Review details and required points, then tap “Redeem” to continue.



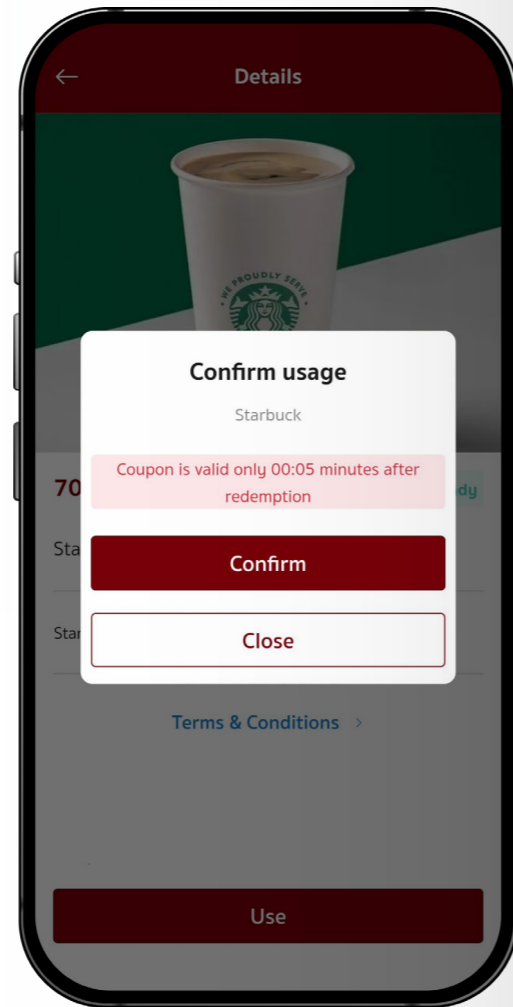
04

- Either enter the security PIN, scan your fingerprint, or scan your face to confirm the redemption.



05

- Once the redemption process is done, coupon status will be changed to **"Ready"**.
- To use the coupon, tap the **"Use"** button.



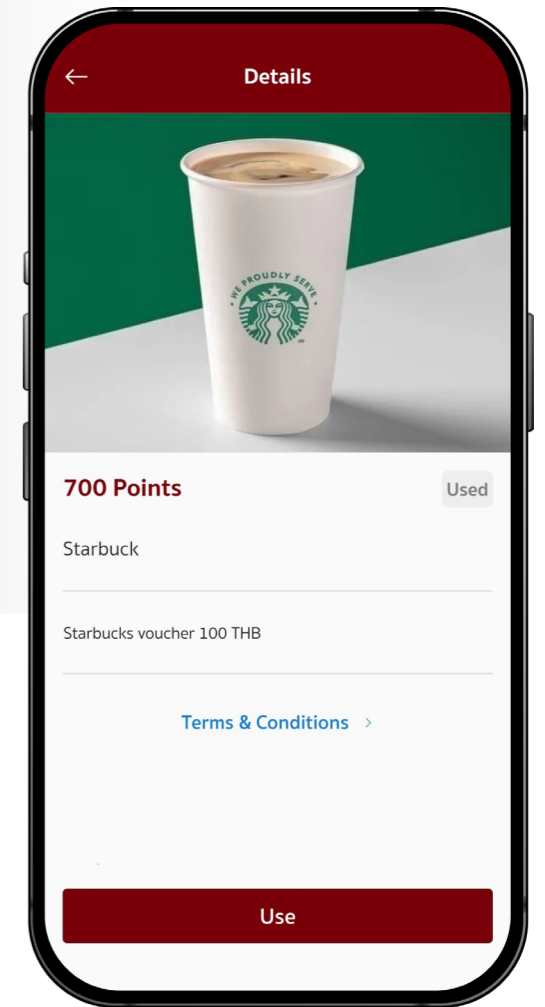
06

- A popup will appear and inform about coupon conditions and period.
- Please tap **"Confirm"** to continue.



07

- After tapping **"Confirm"** button in the previous page, the QR code, barcode, and coupon number will appear.
- Then tap the **"Use"** button in this page again to copy the coupon number and proceed to the next page to activate the coupon.



08

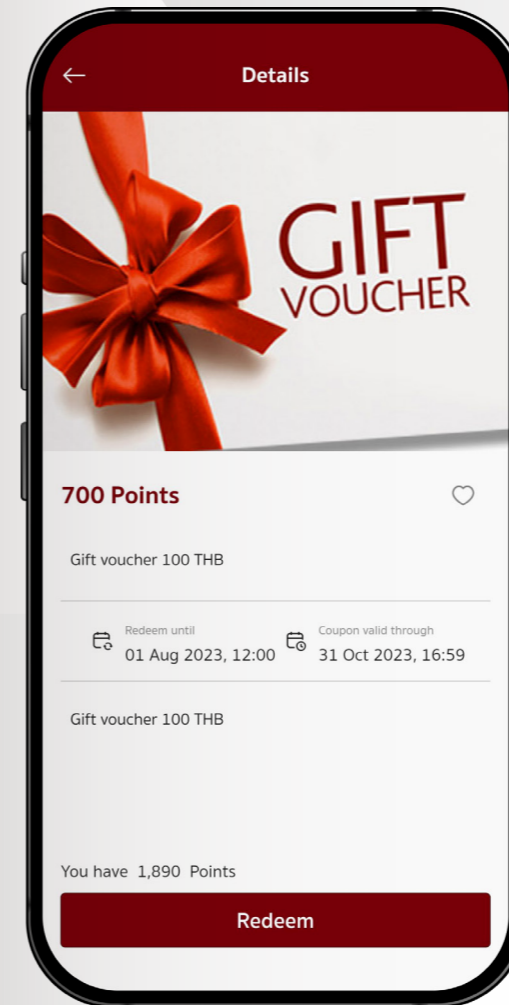
- Once the coupon period ends, coupon status will be changed to **"Used"**.



# 06 Redemption Process:

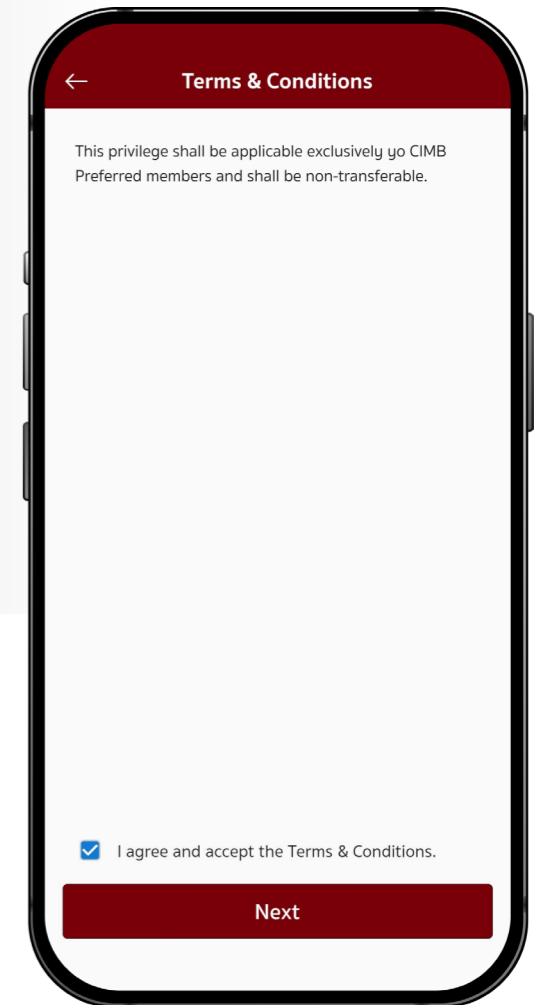
Voucher

## Redemption Process: Voucher



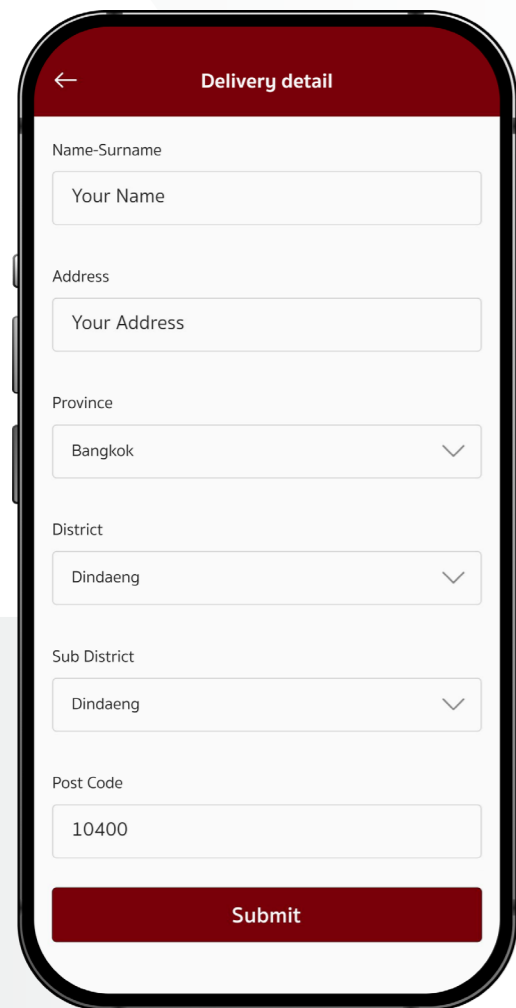
01

- Select the voucher privilege, read the details, then tap the “Redeem” button to continue.



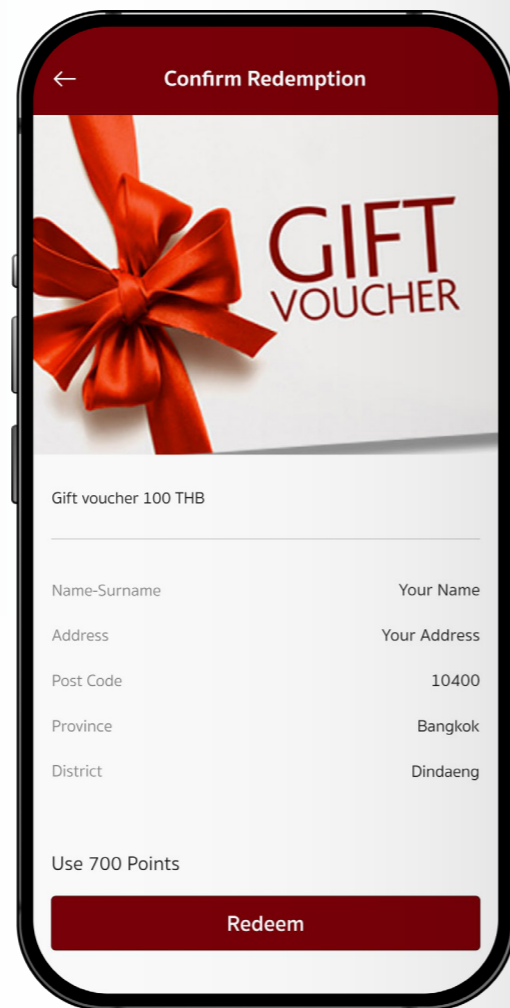
02

- Accept terms & conditions, and tap "Next".



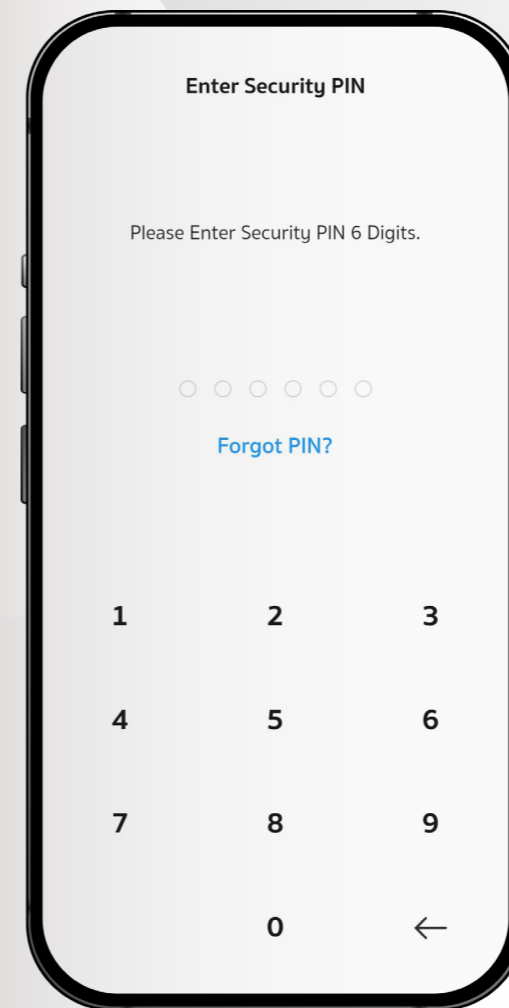
03

- Please fill in the delivery information and tap “**Submit**” to continue.



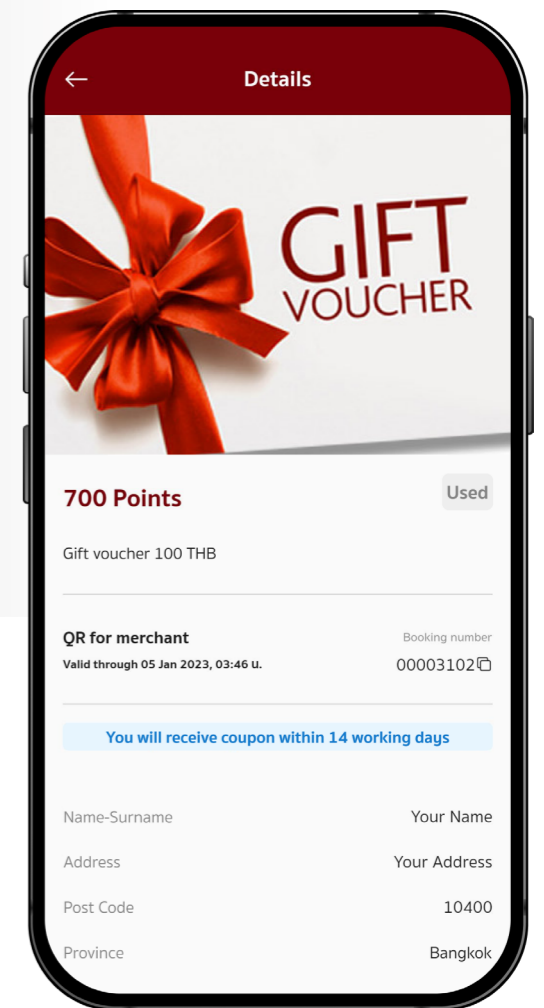
04

- Review the delivery details, required points, and tap “**Redeem**” to continue.



05

- Either enter the security PIN, scan your fingerprint, or scan your face to confirm the redemption.



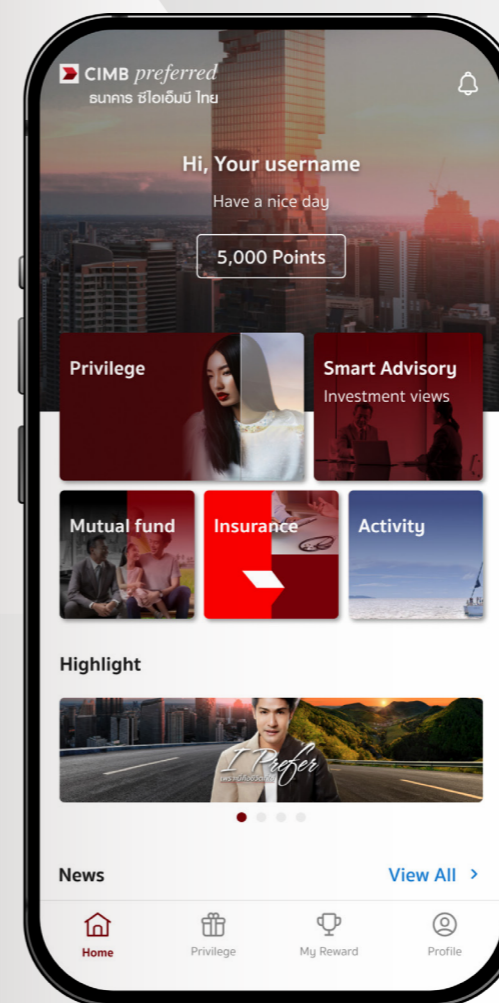
06

- Coupon status is changed to “**Used**”, and the voucher will be delivered to your address.

# Meeting with our investment advisors

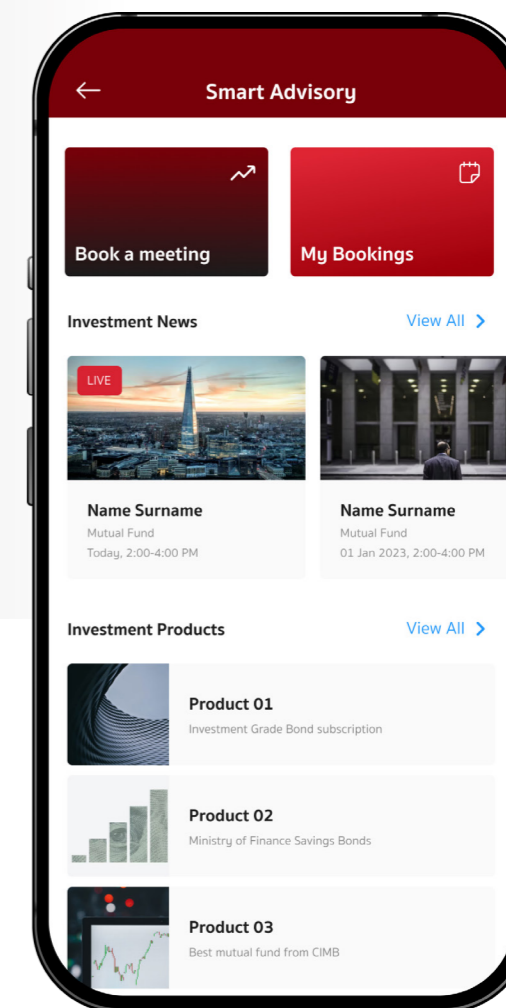
## 07 Meeting with our investment advisors

Get investment advices from our experts at CIMB Wealth Center or via an Online channel.



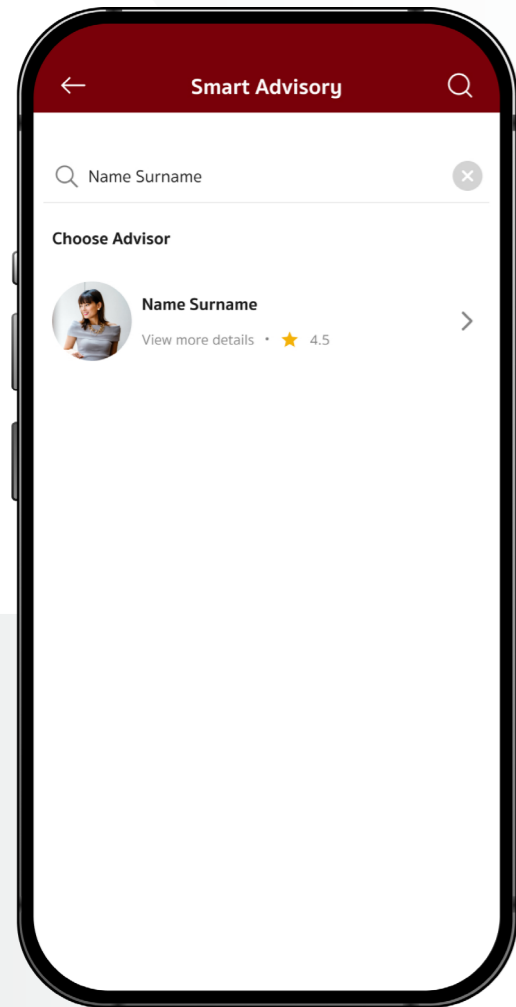
01

- Tap the "Smart Advisory Investment views" menu.



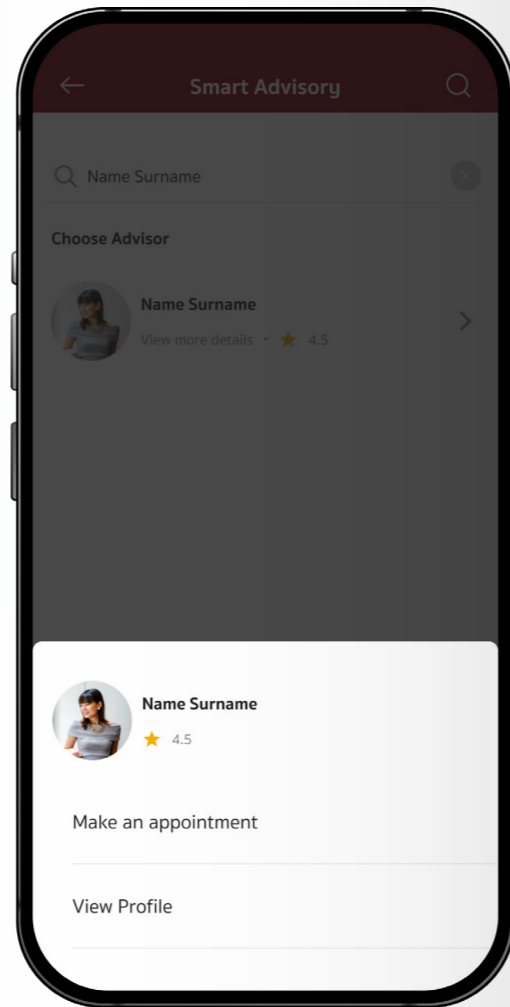
02

- Tap the "Book a meeting" menu to make an appointment.



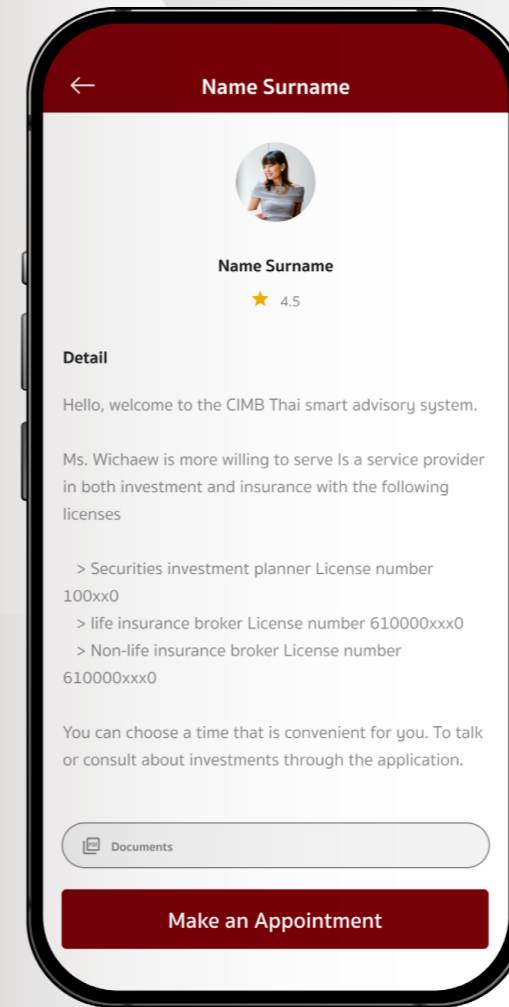
03

- Select an advisor you want to consult from the list.
- You can search for a specific advisor by entering the name in the search box.



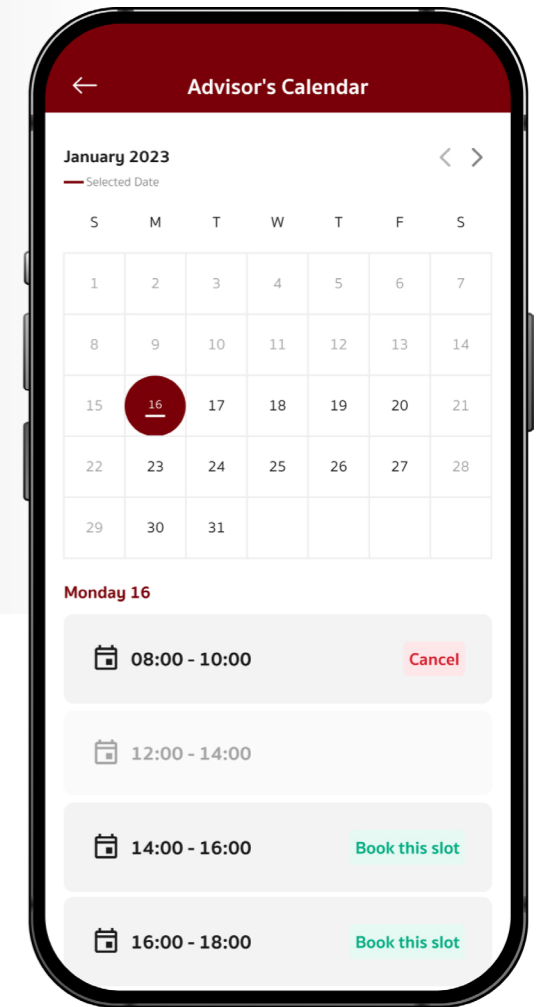
04

- Once an investment advisor is selected, tap **"Make an appointment"** to proceed.
- Tap **"View Profile"** to view more details about investment advisors.



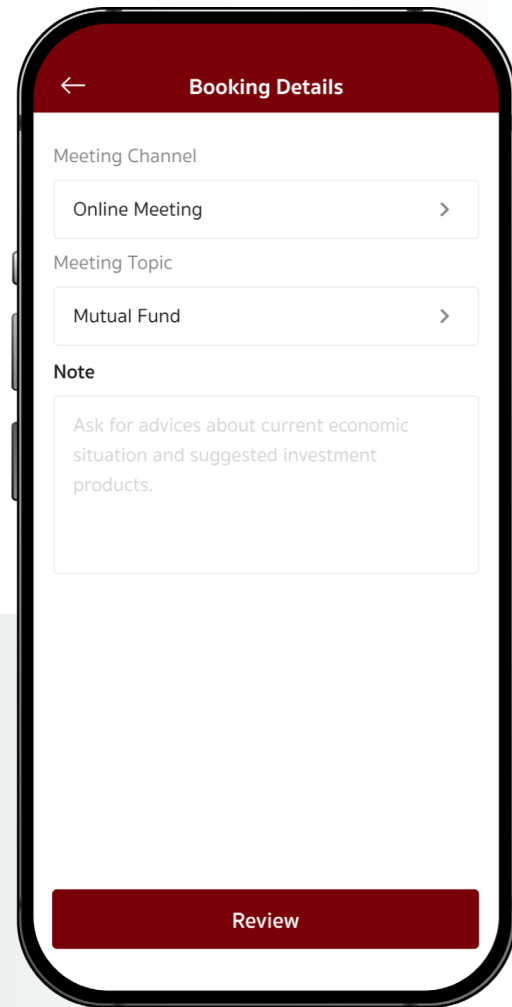
05

- This page shows the advisor's name, surname, rating, biography, and other related documents.
- Tap **"Make an Appointment"** button to continue.



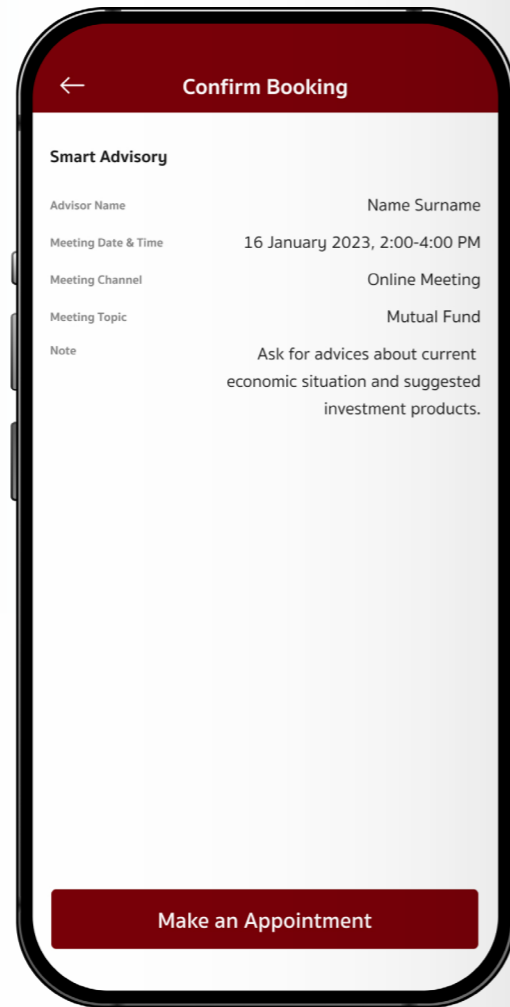
06

- Select your preferred date from the calendar. The available consultation slots will be shown thereunder.



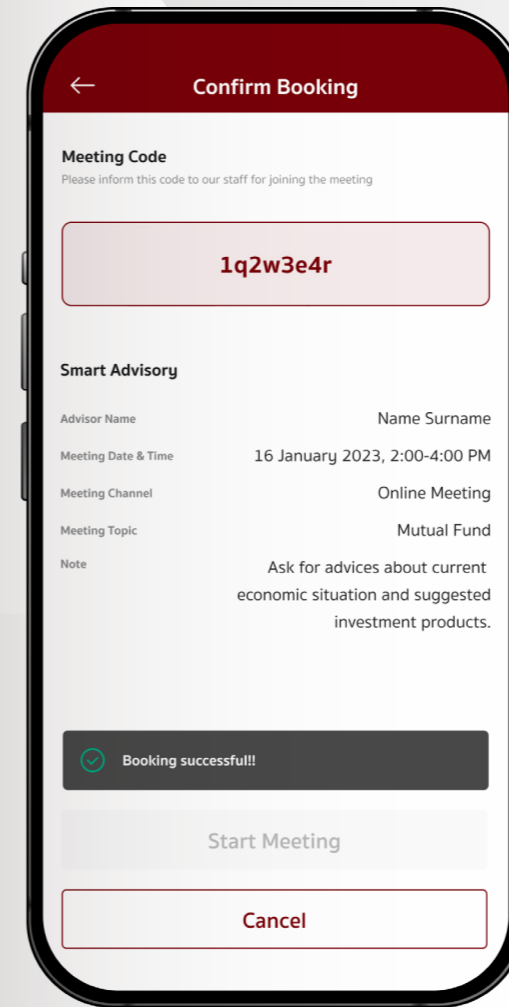
07

- Enter appointment details, then tap the “Review” button.



08

- Tap the "Make an appointment" button to reserve the advisor's time slot.



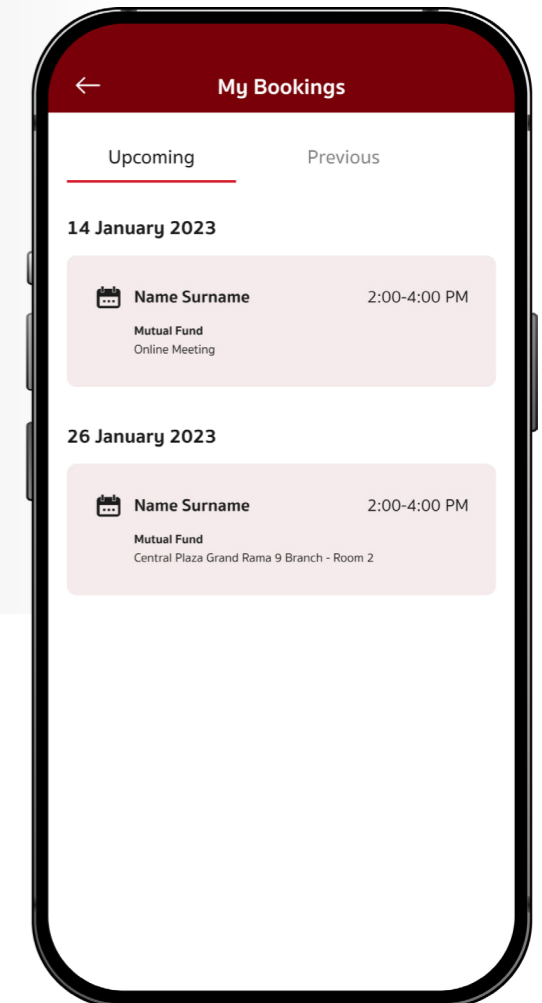
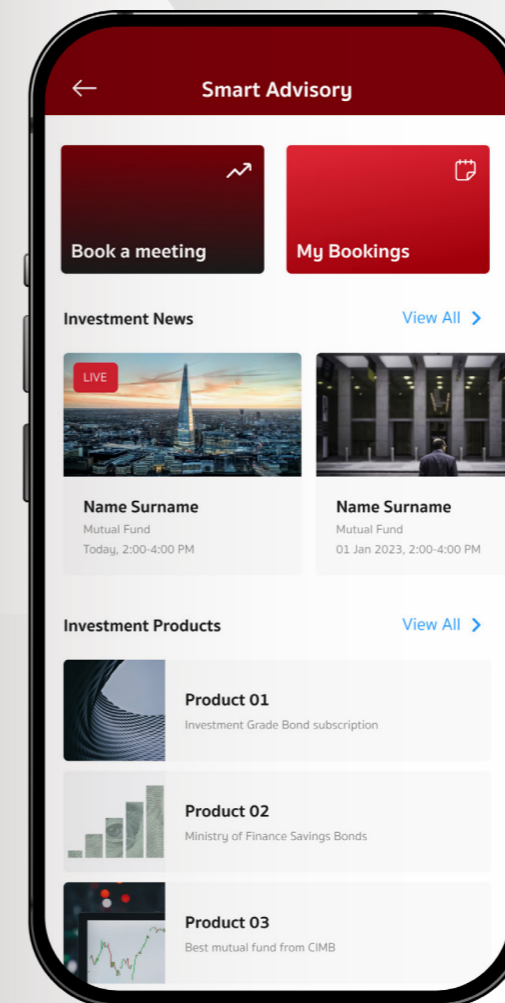
09

- Appointment confirmation and details
- For in-person appointment at your chosen CIMB Wealth Center, upon the appointment time, please inform the staff of the appointment code as shown in the screen.
- For online meeting, please tap the "Start Meeting" button at the scheduled time.

# 08 Financial and Investment consulting process

For Online Meeting channel

## Financial and Investment consulting process

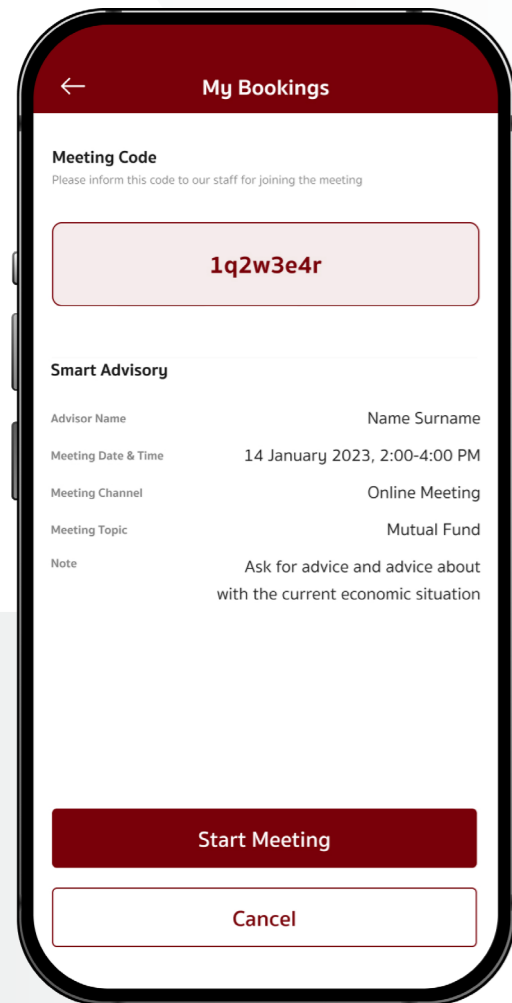


01

- All scheduled meetings can be viewed in the “My bookings” menu.

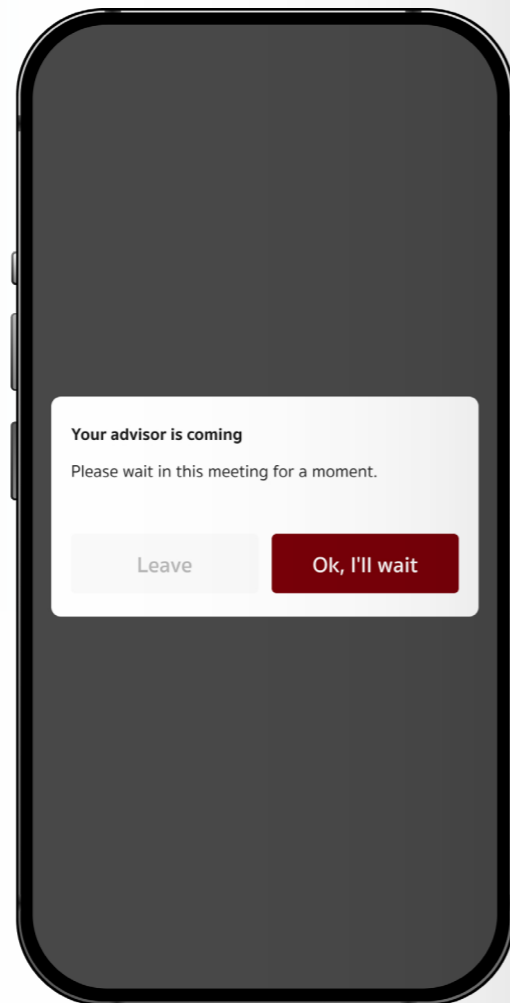
02

- My bookings menu shows upcoming and previous meetings (completed/passed).
- Please select the meeting when the scheduled time arrives.



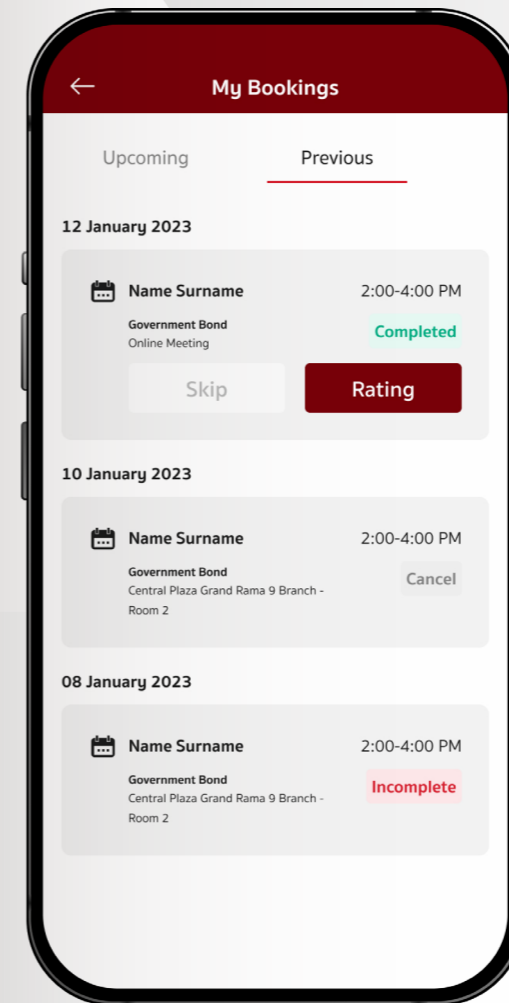
03

- Tap the "Start Meeting" button to launch a meeting.



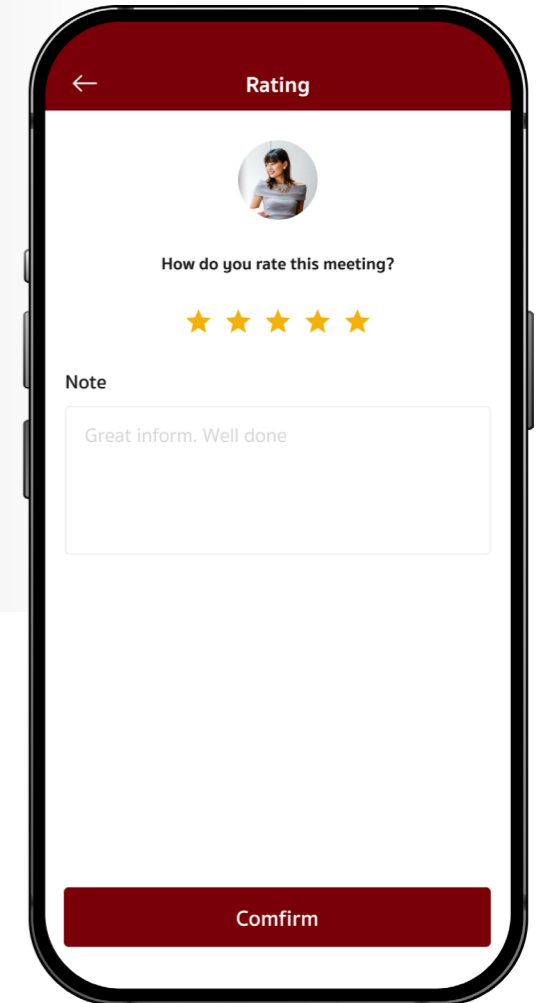
04

- If an advisor is not yet available, the popup will show a message informing you to please wait in the online meeting room.



05

- Once the meeting ends, it will be moved to the "Previous" tab.
- Please also rate the advisor by tapping the "Rating" button.

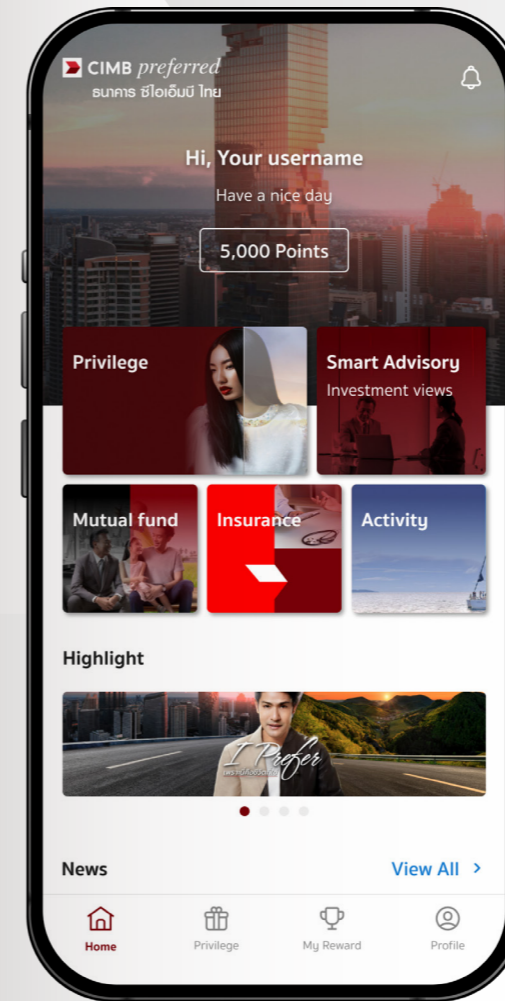


06

- Give a 1-to-5-star rating and note (if any), then tap the "Confirm" button.
- The average rating will be shown on the investment advisor's detail page.

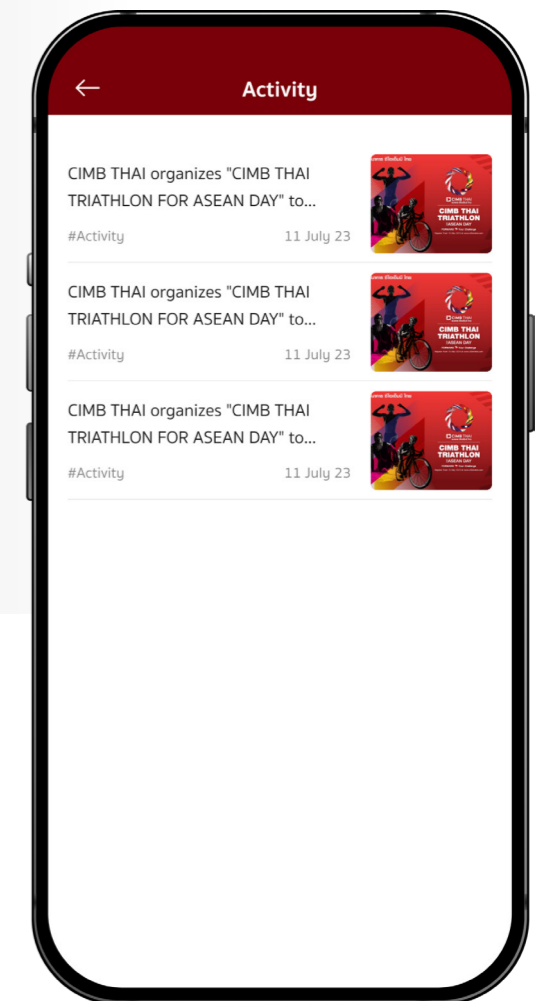
# 09 Redemption Process: Participate in CIMB events

## Redemption Process: Participate in CIMB events



01

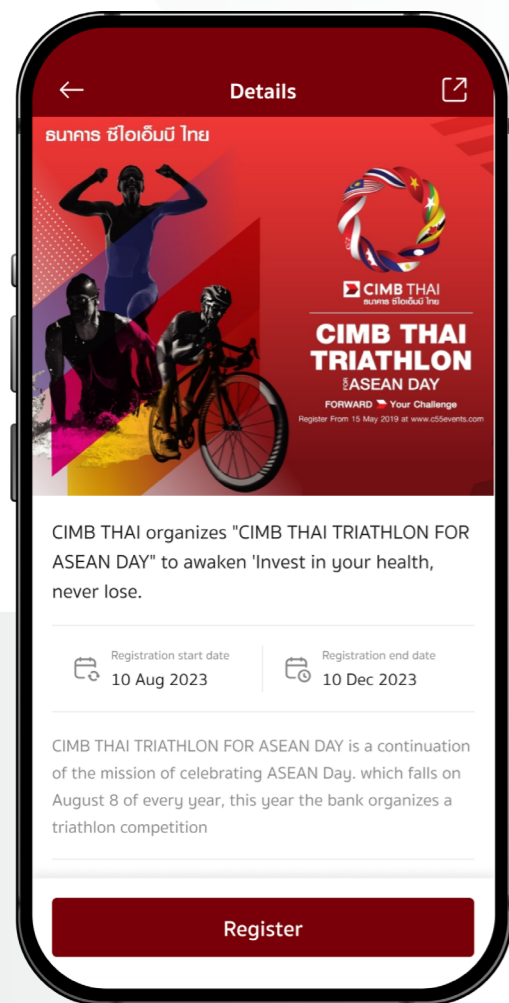
- All the upcoming events can be viewed in the "Activity" menu.



02

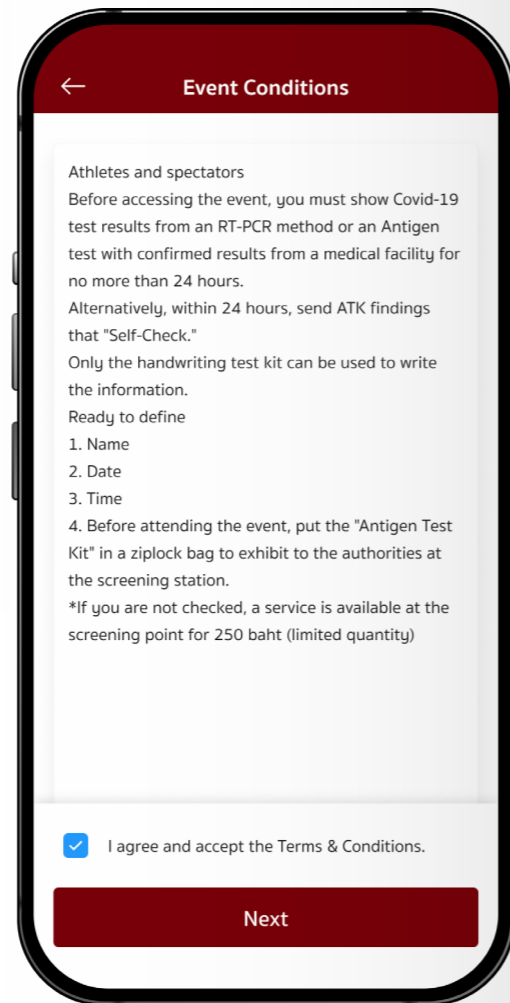
- Activity list is shown on this page.





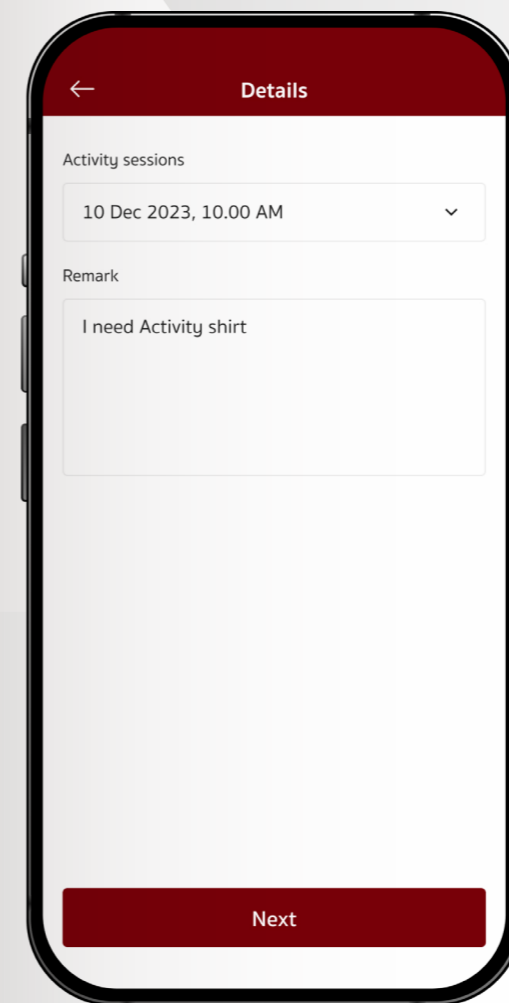
03

- From the activity list, select an activity you would like to participate, read details, then tap **“Register”** button to proceed.



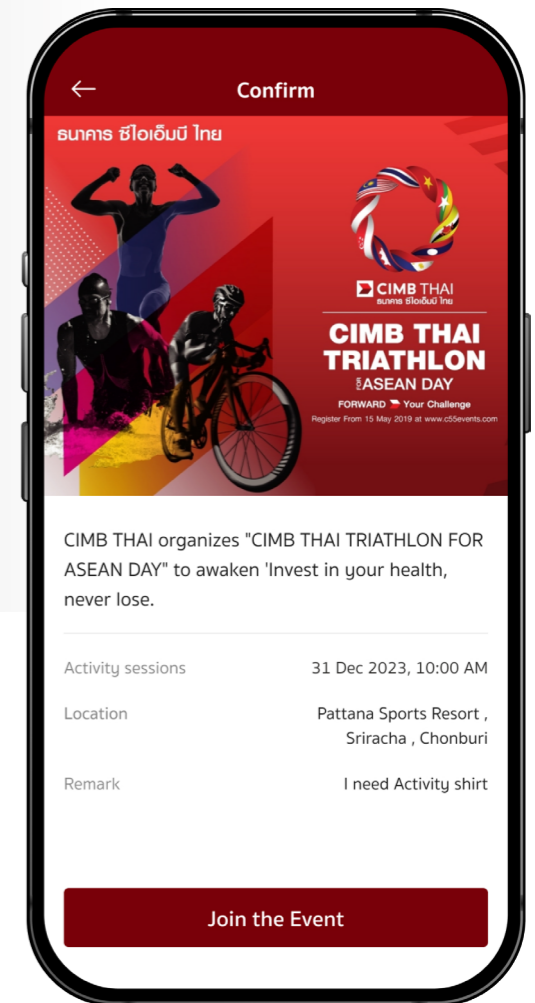
04

- Please read the terms & conditions, check the box below to accept, and tap the **“Next”** button.



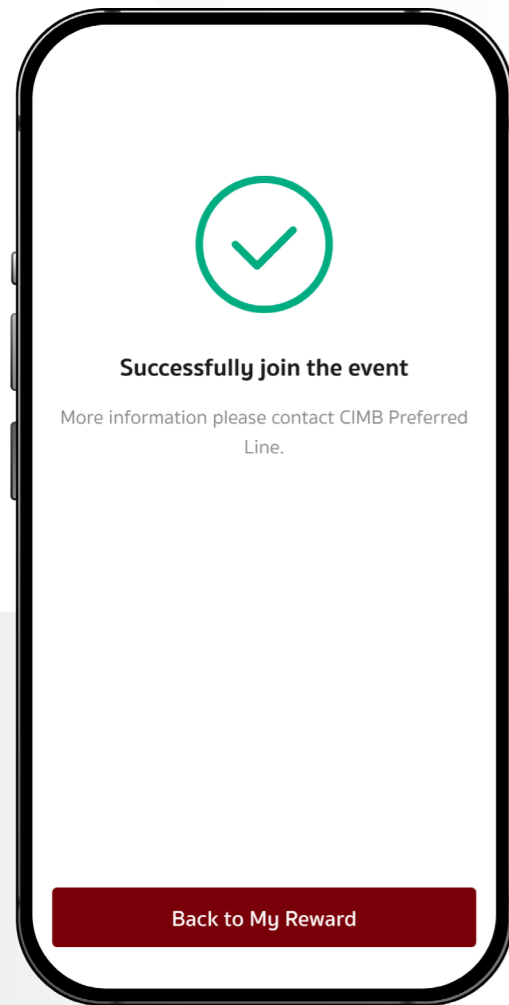
05

- Choose the date and time of the selected activity, then tap the **“Next”** button.



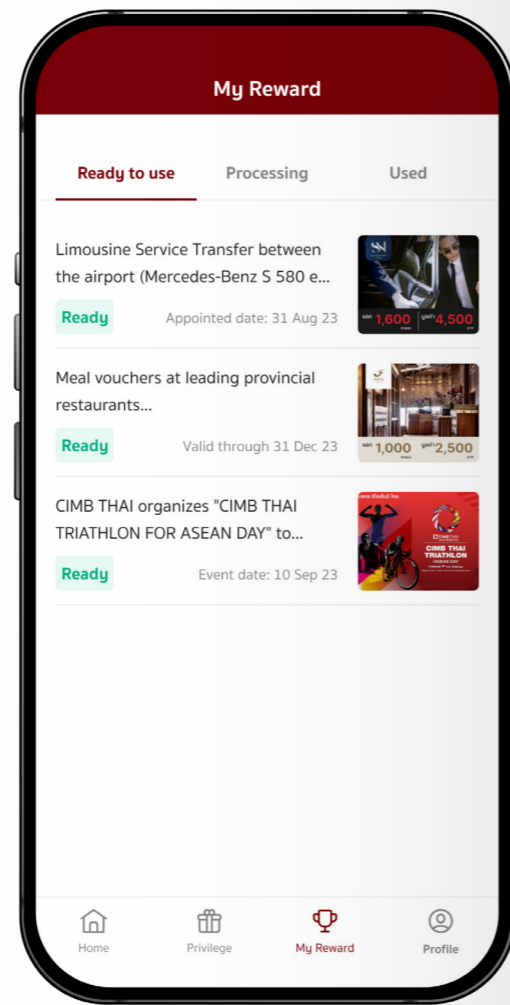
06

- Review activity details, then tap the **“Join the Event”** button.



07

- The screen will display the message “Successfully join the event”.



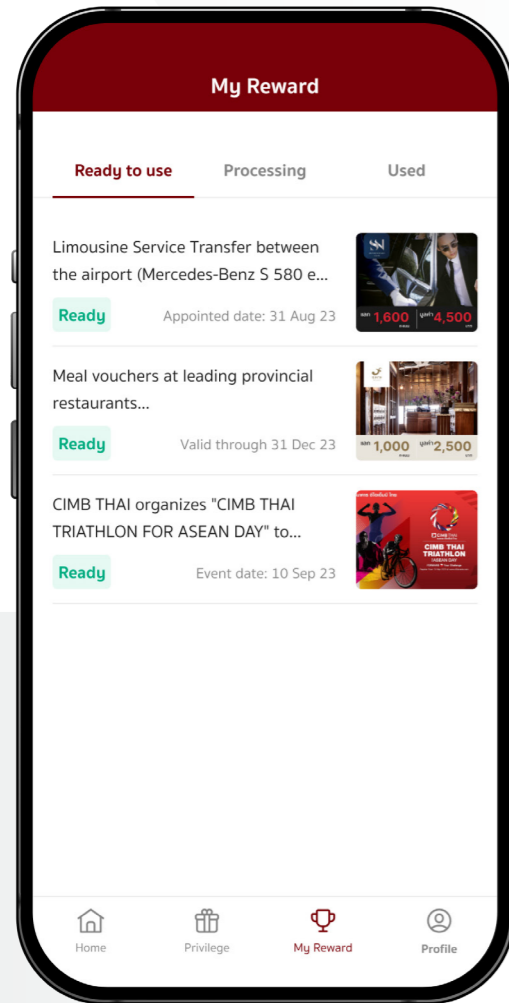
08

- The registered events will appear in the “My Reward” menu, under the Ready to use tab.

# My Reward

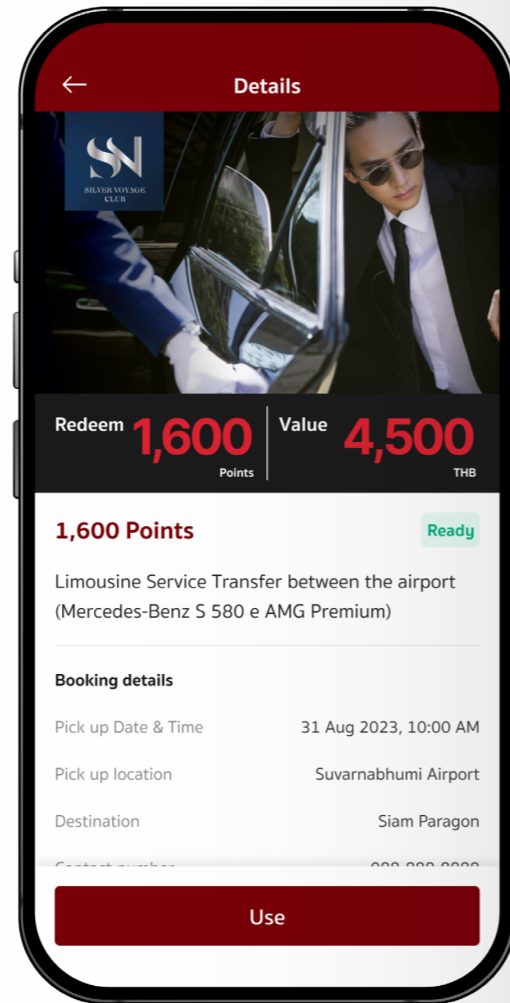
# 10 My Reward

Simply check your privilege redemptions.



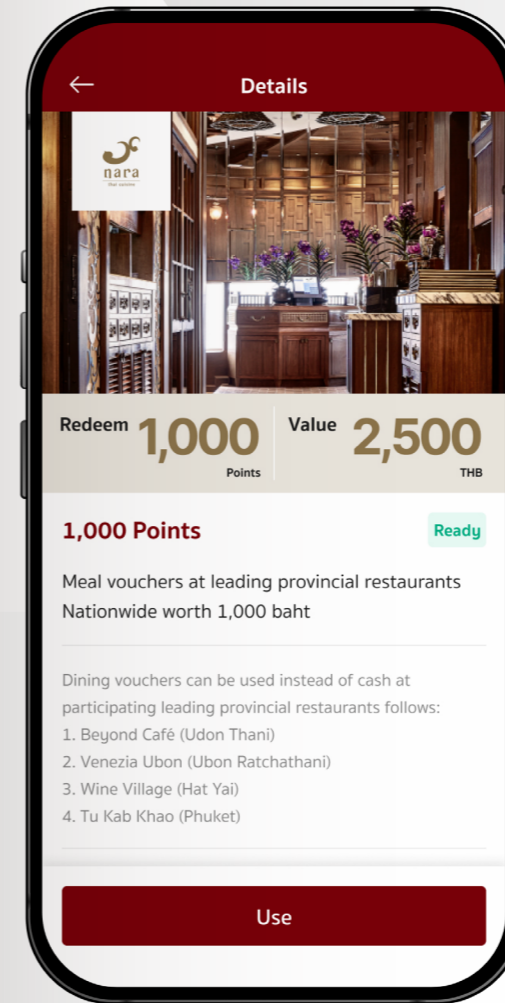
01

- My Reward menu is divided into 3 tabs.
- The Ready to use tab shows verified and ready-to-use coupons.



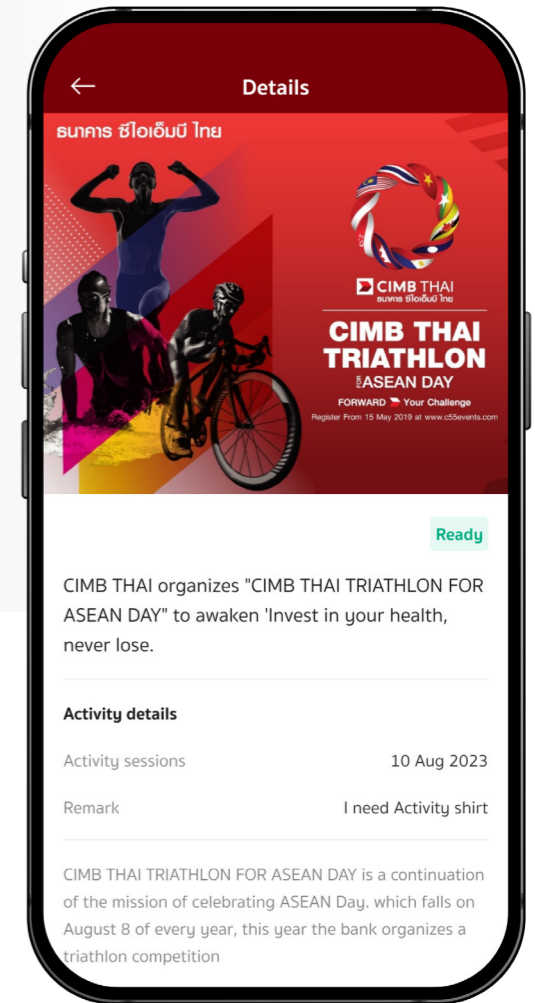
02

- You can check coupon details on this page.
- To redeem Reservation Coupons, tap “Use” button to proceed.



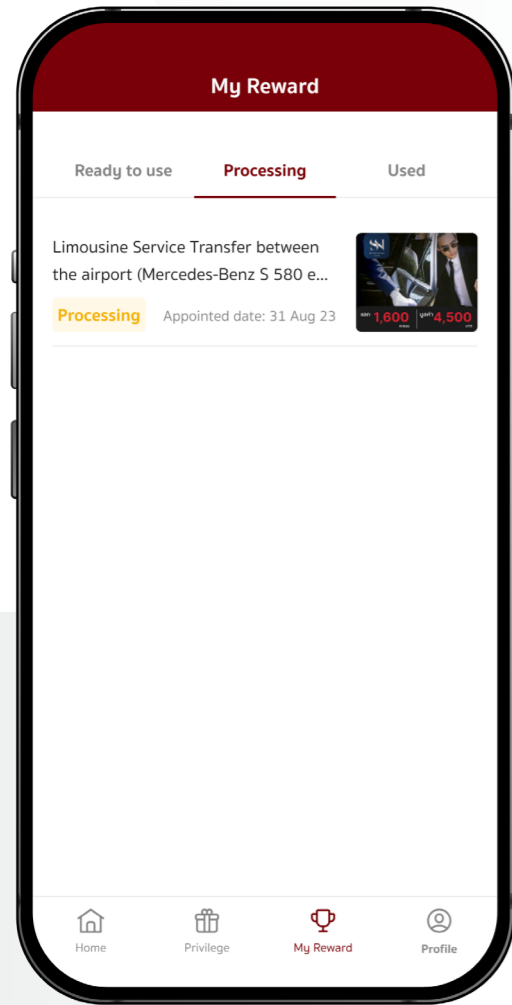
03

- To redeem E- Coupons, tap “Use” button to proceed and show it to the restaurant or store staff.



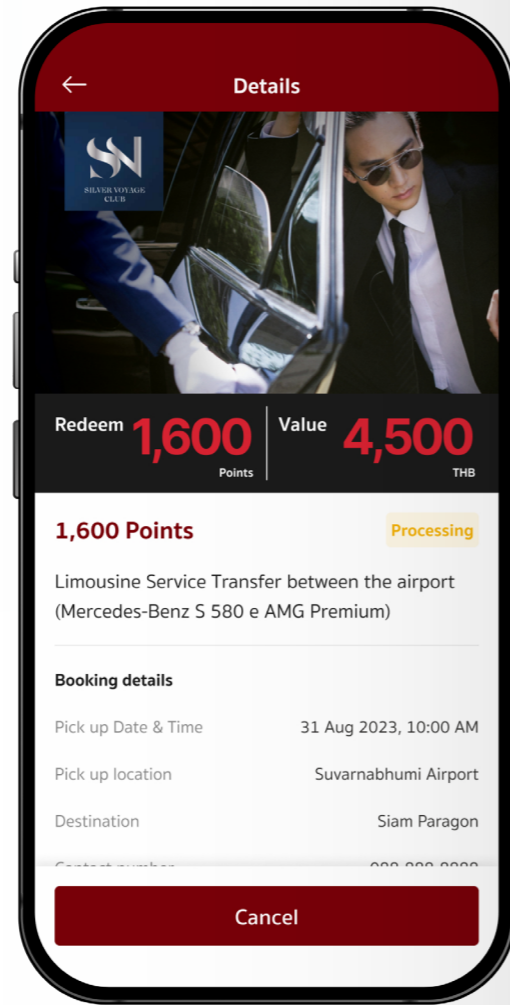
04

- The registered events will be displayed in the Available tab with other types of coupons.



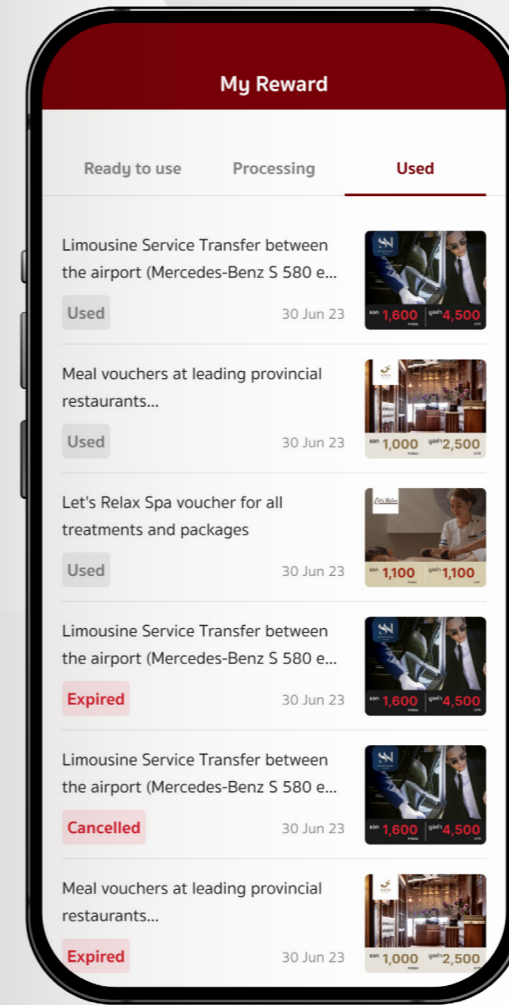
05

- The Processing tab collects coupons for pre-booking services (reservation) that are waiting for service provider confirmation.



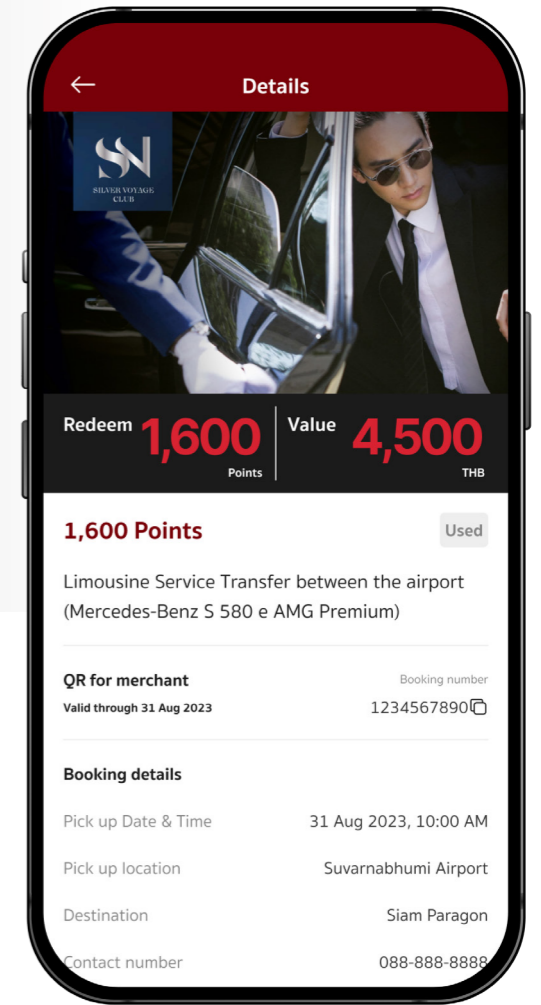
06

- Reservation details.
- You can cancel the reservation by tapping the **“Cancel”** button.



07

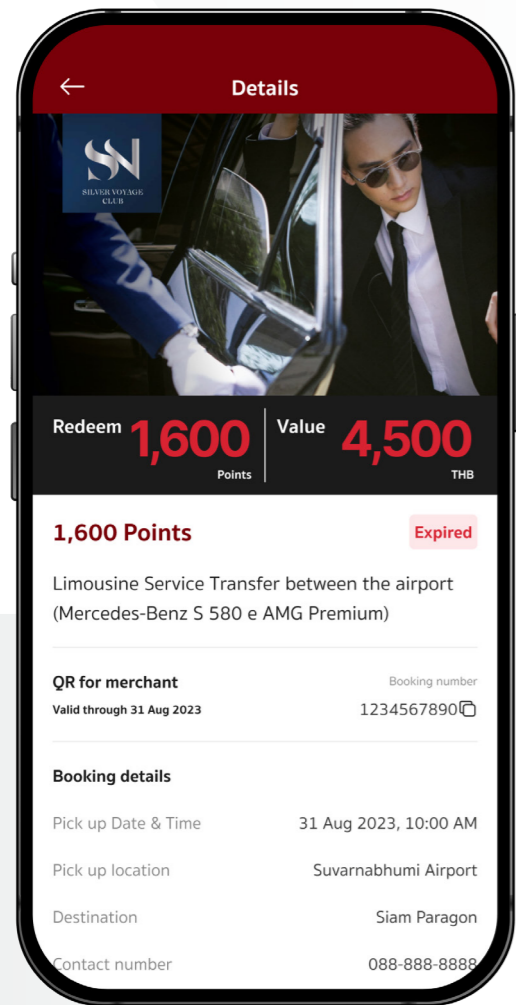
- The Used tab collects coupons that are used, expired, and canceled.



08

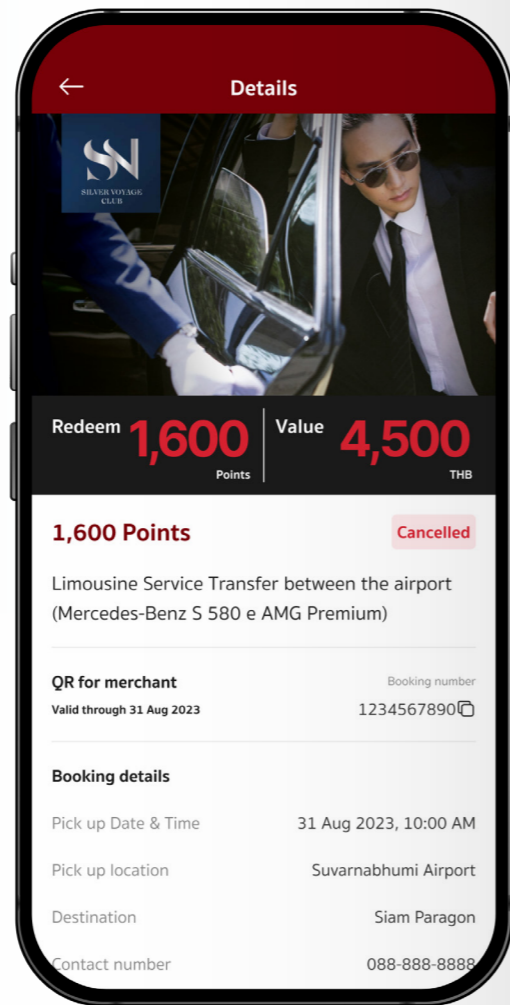
- Used coupon shows details and date of use.

# My Account



09

- Expired coupon displays details and expiration date.

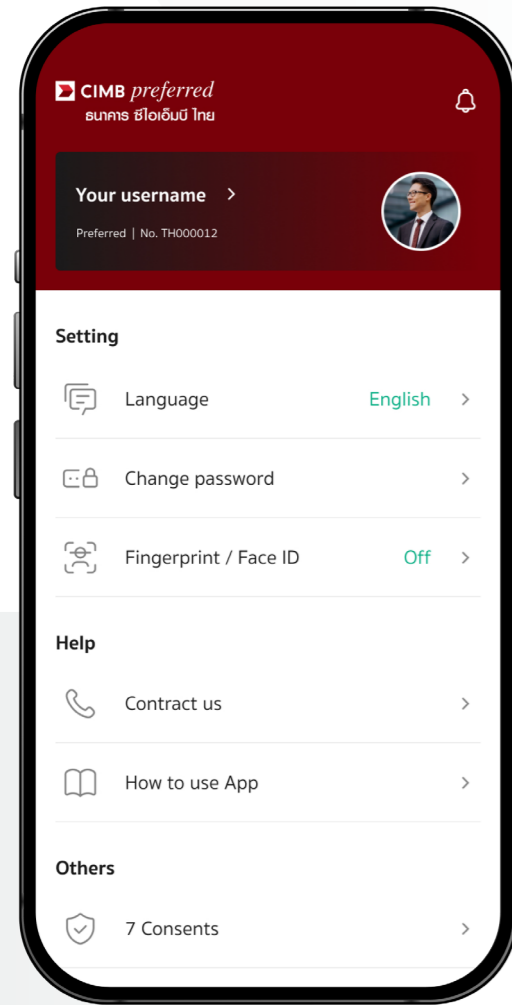


10

- Canceled coupon displays details and cancelled date.

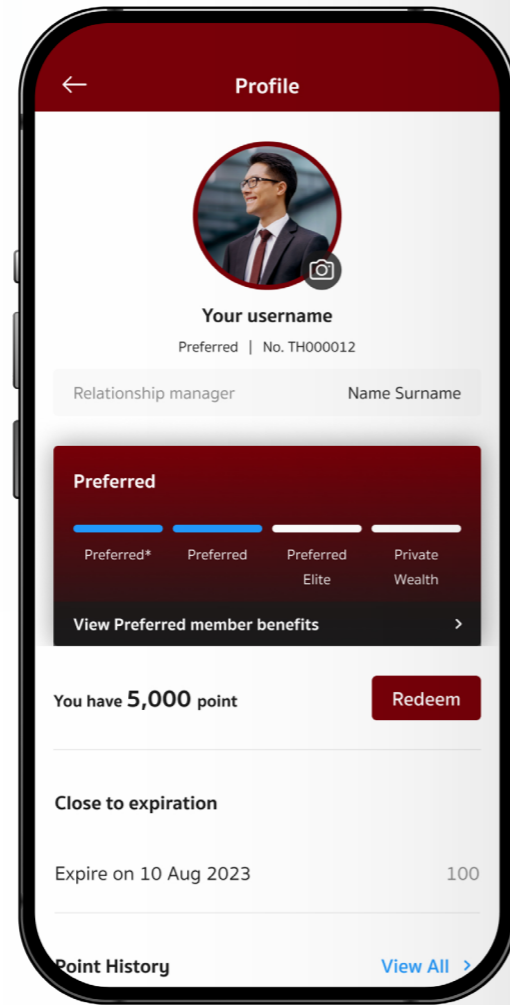
# 11 My Account

User profile, Points history, and Application Settings.



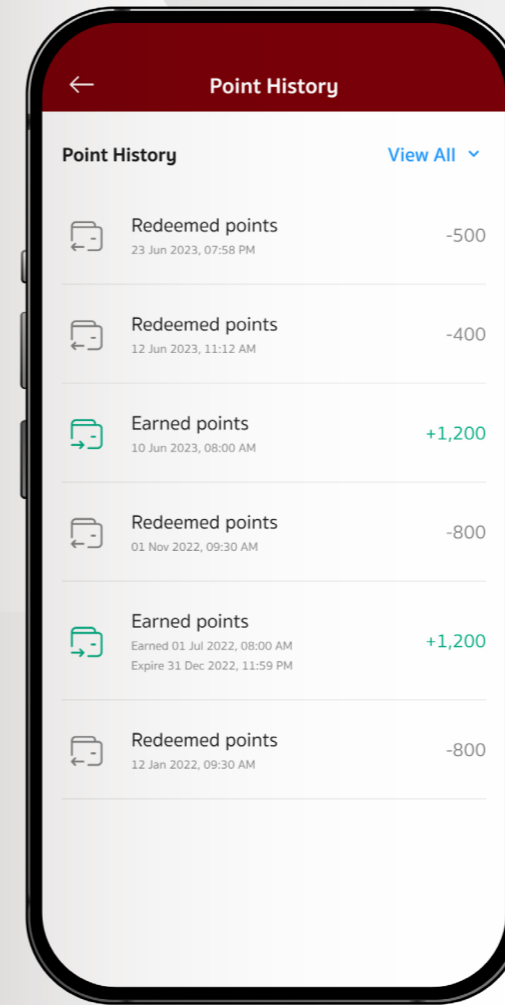
01

- My Account is divided into 2 sections: User profile and Application settings.



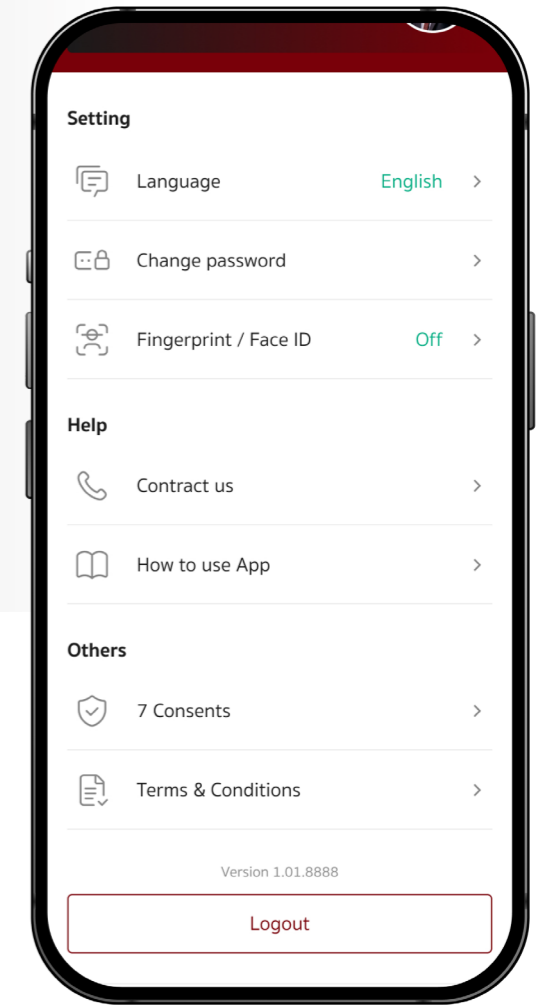
02

- View user profile and RM name
- This page shows
  - Your Preferred tier
  - More details of Preferred member benefits
  - Remaining points, expired points, and point history



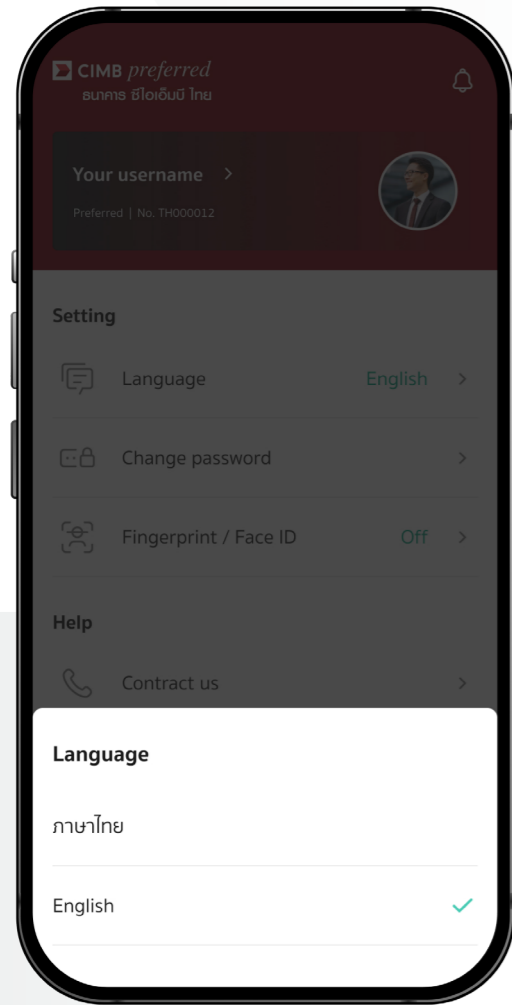
03

- This page shows the history of your point redemption. The record shows redeemed and earned points.
- By tapping the dropdown list at the top right corner, the point redemption history can be filtered and viewed by month.



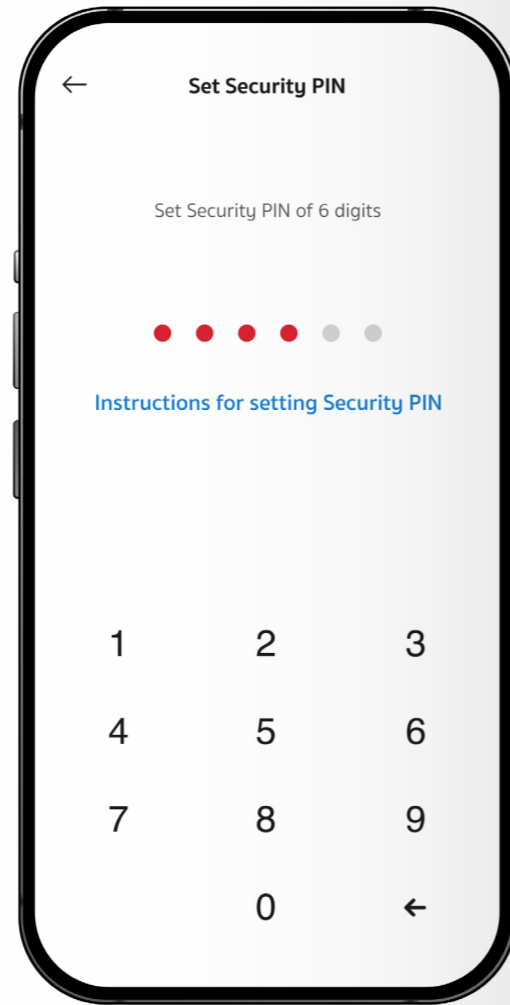
04

- Setting menu enables customization to your application.



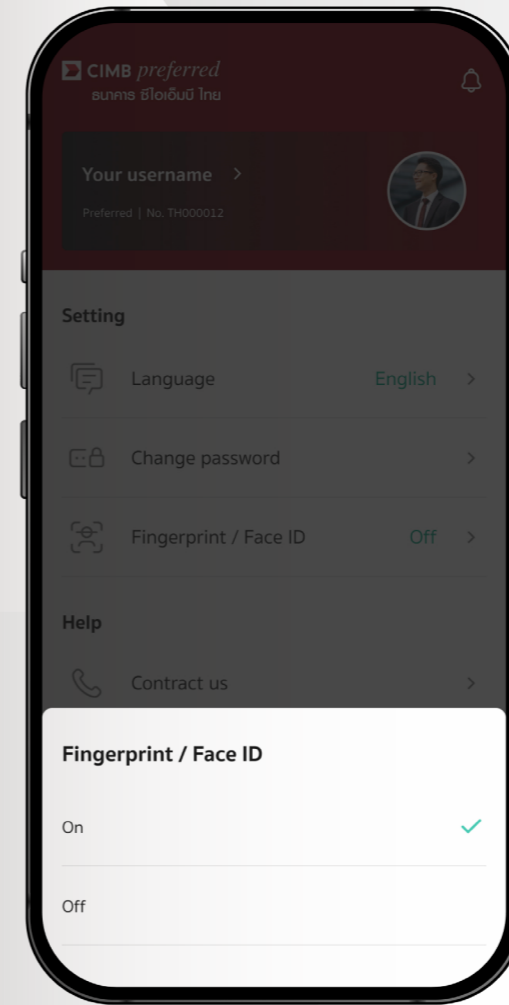
**05**

- Select "Language" in "Setting" to change the display language within the application.



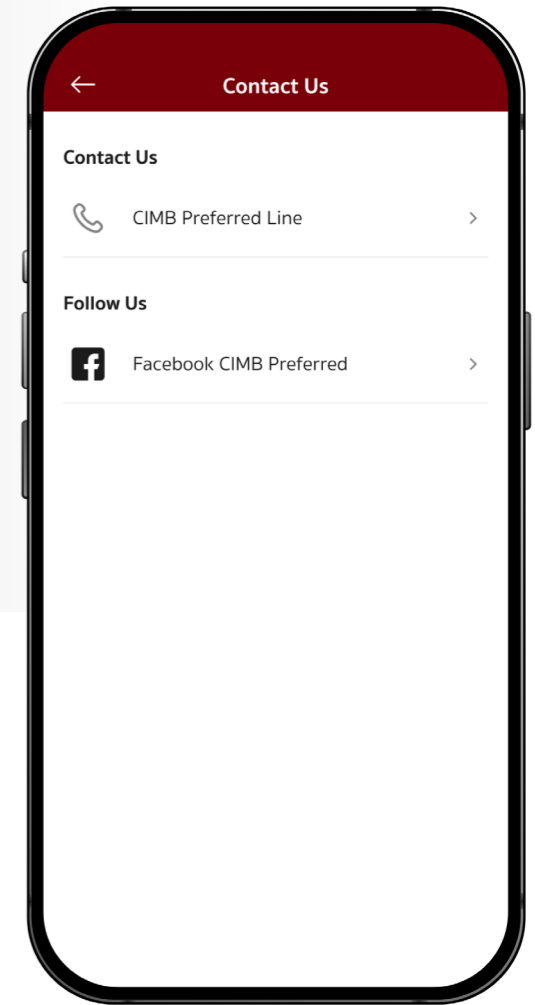
**06**

- Select "Change Password" in "Setting" to change the security PIN. The current security PIN must be entered to set the new one.



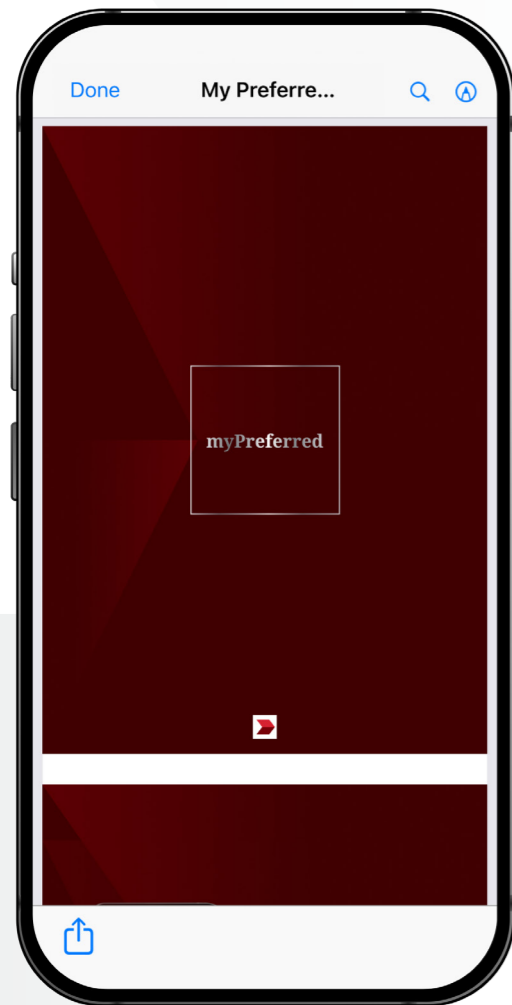
**07**

- Select "Fingerprint/Face ID" in "Setting" to enable or disable fingerprint/face scanning instead of using security PIN.



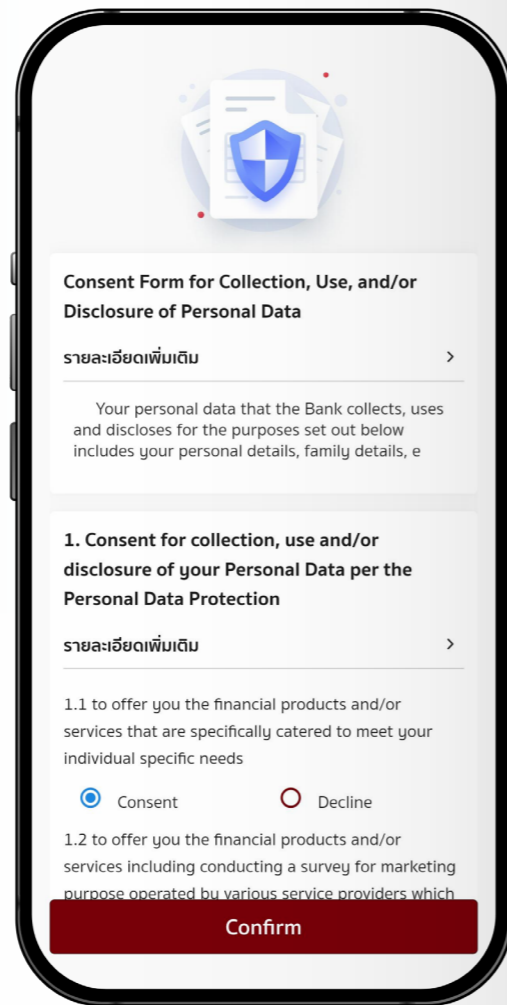
**08**

- Select "Contact us" in "Help" to view the Bank's contact information.
- Tap on the "CIMB Preferred Line" to contact customer service.
- Tap on "Facebook CIMB Preferred" to be navigated to the CIMB Preferred Facebook page.



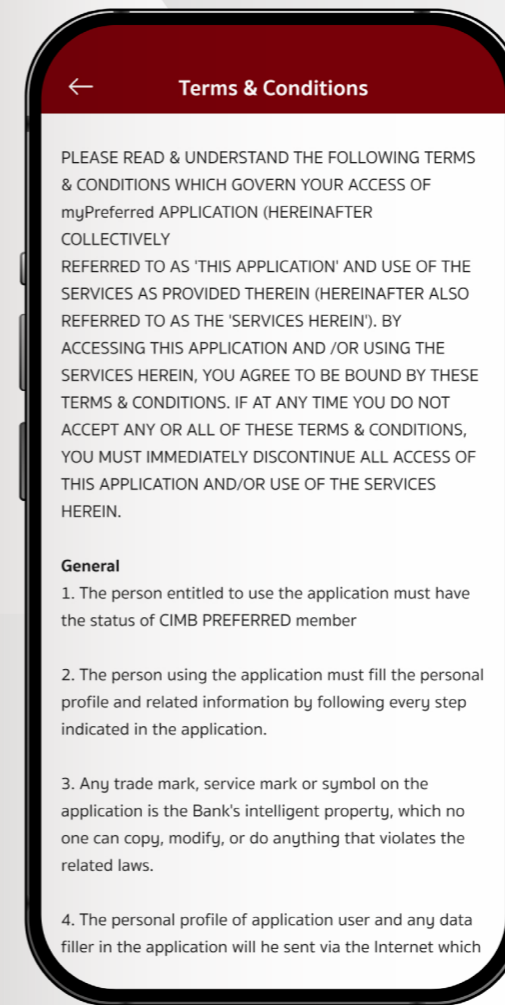
09

- Select “**How to use App**” in “**Help**” to read the user manual application.



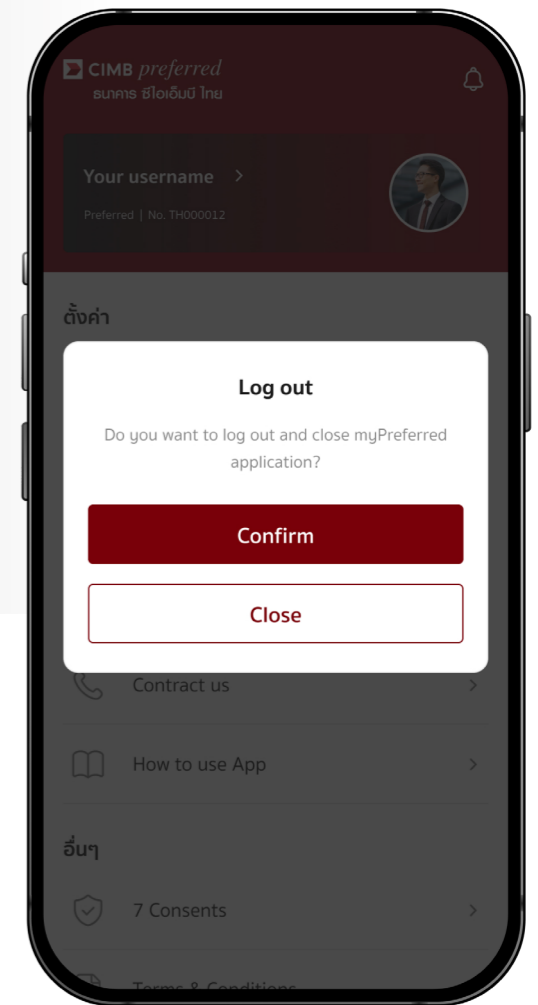
10

- Select “**Consent**” (Personal Data Management) in “**Others**” to review the customer consent request regarding the collection, use, and disclosure of personal information.



11

- Select “**Term & Conditions**” in “**Others**” to read the terms of the agreement and terms of use of the application.



12

- In order to log out from the application, tap the “**Logout**” button.



