## BALANCE INQUIRY

| Terminal Display | User- Action |
|---|---|
| **CIMB**BANK — Sale / Loyalty / Void / Installment | 1. Press ← for Loyalty. |
| **CIMB**BANK — Balance Inquiry / Partial Redeem / Full Redeem | 2. Press ↑ for Balance Inquiry. |
| **CIMB**BANK — Balance Inquiry — Insert/Swipe/Enter Card No: | 3. Insert/Swipe/Enter card. |
| **CIMB**BANK — Balance Inquiry — VISA CREDIT — Card No:xxxxxxxxxxxxxxx — Exp Dt (MM/YY): 12/23 — CONNECTING... | 4. Terminal is processing. |
| **CIMB**BANK — Balance Inquiry — APPROVED XXXXXX — Printing | 5. Request approved and printing receipt. |
| **CIMB**BANK — Balance Inquiry — Please Remove Card | 6. Remove card. |

## PARTIAL REDEEM

| Terminal Display | User- Action |
|---|---|
| **CIMB**BANK — Sale / Loyalty / Void / Installment | 1. Press ← for Loyalty. |
| **CIMB**BANK — Balance Inquiry / Partial Redeem / Full Redeem | 2. Press ← for Partial Redeem. |
| **CIMB**BANK — Partial Redeem — Insert/Swipe/Enter Card No: | 3. Insert/Swipe/Enter card. |
| **CIMB**BANK — Partial Redeem — Amt: RM 10.00 | 4. Enter Ammount |
| **CIMB**BANK — Partial Redeem — VISA CREDIT — Card No: xxxxxxxxxxxxxxx — Exp Dt (MM/YY): 12/23 — Amt: RM 10.00 — Receiving... | 5. Terminal is processing. |
| **CIMB**BANK — Partial Redeem — APPROVED XXXXXX — Printing | 6. Request approved and printing receipt. |
| **CIMB**BANK — Partial Redeem — Prnt Cust Copy? Yes ↑ No ↓ | 7. Select ↑Yes to print customer copy. |
| **CIMB**BANK — Partial Redeem — Please Remove Card | 8. Remove card. |
| **CIMB**BANK — Partial Redeem | |

(third column — **FULL REDEEM** — partially cut off)

| Partial Redeem | 9. Transaction Complete. | Full Redeem |
|---|---|---|
| TRANSACTION COMPLETE | | TRANSACTIO |

## FULL REDEEEM

| Display | User- Action |
|---|---|

| Display | User- Action |
|---|---|
| BANK / ale / Void / llment | 1. Press ← for Loyalty. |
| BANK / ce Inquiry / n / Redeem | 2. Press ↓ for Full Redeem. |
| BANK / er | 3. Insert/Swipe/Enter card. |
| BANK / RM 20.00 | 3. Enter Ammount |
| BANK / VISA CREDIT / xxxxxx / 23 / RM 20.00 | 4. Terminal is processing. |
| BANK / xxxxx | 5. Request approved and printing receipt. |
| BANK / Yes ↑ / No ↓ / y? | 7. Select ↑ *Yes* to print customer copy. |
| BANK / e Card | 8. Remove card. |
| BANK | |

9. Transaction Complete.