



Cim Finance's online payment portal

FAQ

1. Q : How can I access the Cim Finance online payment portal?

A: You can access our online payment portal through:

1. Our website www.cimfinance.mu. 
2. By clicking on the link <https://payment.cimfinance.mu/Login>

Important: Kindly contact your bank to ensure that your Visa Card or MasterCard is enabled for ecommerce/internet transactions.

2. Q: What are the information required to login on Cim Finance Portal?

A: You will need to insert your National Identity Card (NIC) and insert your mobile phone number.

Important: you must insert the phone number, which is registered with Cim Finance.

3. Q: I have inserted my National Identity Card (NIC) number and mobile number and I am having a message saying that the information is erroneous or wrong. Why is this?

A: If you are receiving this message, this probably means that your NIC or phone number are not corresponding to the data we have in our records. Kindly contact us on 203 6800 or 203 6898 to update your information. This will enable your access to the portal.

4. Q: Why do I have to insert a One Time Password (OTP)?

A: The One Time Password is a security feature, which will help us to verify your identity and confirm your mobile number before proceeding with any transaction.

5. Q: How to proceed if my mobile number is not registered with Cim Finance?

A: Please call our Customer Care Team on 203 6800 or 203 6898 to update your mobile number.



6. Q: Which products can I pay through the online payment portal?

A: You can pay the following products: CFA, Flexi Credit, Cim MoCredit, Cim Voyage, Cim MiStudy, Cim Credit Cards and Shell Cards

7. Q: Can I pay all my agreements at once?

A: Yes. You can select one, several or all agreements.

8. Q: There is an error in my amount due. What do I need to do?

A: Please contact our Customer Care Team on 203 6800 or 203 6898.

9. Q: Can I pay more than the monthly payment due?

A: Yes you can.

10. Q: I need help. Who do I contact and how?

A: Please call our Customer Care Team on 203 6800 or 203 6898 for more information on your facilities.

11. Q: How do I know that the payment has been processed?

A: Once your transaction is successful, a message confirming your payment will appear on your screen. You will then be able to download the transaction receipt.

12. What type of card I can use for the payment?

A: You can use any MasterCard or Visa payment card (debit, credit, prepaid) which is enabled by your card issuer for online (card-not-present) transactions.
Kindly note that you cannot pay with a Cim Finance issued Credit Card.

13. Q: How to know the balance that I have to pay for my monthly instalment due?

A: Your amount due will be displayed to you during the process.



14. Q: My card payment has not gone through or I am not able to use my card. Why is this? What should I do?

A: Before proceeding with your payment, kindly contact your bank to ensure that your card is enabled for ecommerce/internet transactions.

How to proceed, according to the message you have received:

- Card denied: kindly contact your bank
- Card not accepted: kindly contact your bank
- Invalid security code: please try again and put the CCV (at back of your card – last 3 digits)
- Invalid authentication data: kindly contact your bank

15. Q: How will I receive my receipt?

A: A message of payment confirmation will appear on your screen once transaction is successful and you will be able to download the transaction receipt.