

CAR INSURANCE LAUNCH CAMPAIGN FREQUENTLY ASKED QUESTIONS

| QUESTIONS | ANSWERS |
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| What is this campaign about? | The Car Insurance Launch Campaign (“ Campaign ”) is organised by GX Bank Berhad (“ GXBank ”) in collaboration with Zurich General Insurance Malaysia Berhad (“ Zurich ”) and will run from 24 June 2025 to 31 August 2025 (both dates inclusive), or once the Maximum Caps as defined below are reached, or such other duration as may be determined by GXBank from time to time with prior notice to you (“ Campaign Period ”). |
| Am I eligible to participate in this campaign? | <ol style="list-style-type: none"> 1. From 24 June 2025 to 14 July 2025, selected individual customers of GXBank with a savings account with GXBank (“GX Account”) who have successfully fulfilled the funding requirement for GX Account verification and received a notification from GXBank through the GXBank mobile application (“GX App”) to participate in the Campaign; and 2. From 15 July 2025 to 31 August 2025, all individual customers of GXBank with a GX Account who have successfully fulfilled the funding requirement for GX Account verification. |
| Who is not eligible for the campaign? | <p>The following persons shall not be eligible to participate in this Campaign:</p> <ol style="list-style-type: none"> 1. Customers whose GX Account is terminated, closed, suspended, delinquent or unsatisfactorily conducted as determined by GXBank within the Campaign Period; 2. Individuals who are or become mentally unsound, deceased, adjudicated bankrupt or have legal proceedings of any nature instituted against them; or 3. Individuals below the age of eighteen (18) years. |
| How can I earn the Campaign Rewards? | <p>(a) Reward Category 1 (RM20 cashback)</p> <ol style="list-style-type: none"> 1. In the GX App, tap on the Car Insurance icon under the Discover menu and enter your vehicle details as prompted; 2. Select and purchase a car insurance policy (“Z-Driver”) and authorise the payment deduction via GXsecure authentication; and 3. The Z-Driver policy must be successfully issued (i.e. a push notification and email will be sent to you from |

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| | <p>GXBank confirming successful issuance).</p> <p>(b) Reward Category 2 (RM10 cashback)</p> <ol style="list-style-type: none"> 1. Complete the steps set out in Reward Category 1 above; 2. Select the “Digital Road Tax Renewal” add-on as part of your car insurance renewal process in the GX App, and authorise the payment deduction via GXsecure authentication; 3. The Z-Driver policy must be successfully issued (i.e. a push notification and email will be sent to you from GXBank confirming successful issuance). <p>(c) Reward Category 3 (RM38 discount for Unlimited Roadside Assistance & Towing add-on)</p> <ol style="list-style-type: none"> 1. Complete the steps set out in Reward Category 1 above; 2. Select the “Unlimited Roadside Assistance and Towing” add-on as part of your car insurance renewal process in the GX App, and authorise the payment deduction via GXsecure authentication; and 3. The Z-Driver policy must be successfully issued (i.e. a push notification and email will be sent to you from GXBank confirming successful issuance). |
| What are the Maximum Caps for the Campaign Rewards | <p>A total of 1000 units of Campaign Reward 1 (RM 20 cashback) are available (“Maximum Cap 1”).</p> <p>A total of 1000 units of Campaign Reward 2 (RM 10 cashback) are available (“Maximum Cap 2”).</p> <p>A total of 1000 units of Campaign Reward 3 (RM38 discount for Unlimited Roadside Assistance & Towing add-on) are available (“Maximum Cap 3”).</p> |
| What is the campaign period of this offer? | 24 June 2025 to 31 August 2025 (both dates inclusive) |
| When and how will I receive this Campaign Reward? | <p>The Campaign Reward 1 and 2 will be credited to the Eligible Customer’s GX Account on the next day (T+1) following the successful fulfilment of the Qualifying Criteria. Notwithstanding the foregoing, in exceptional circumstances (including but not limited to system delays, technical issues or verification requirements), the crediting of the Campaign Reward may take up to fourteen (14) calendar days from the date of fulfilment.</p> |

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| | <p>Campaign Reward 3 will be automatically applied as a discounted price at the point of purchase of the Unlimited Roadside Assistance and Towing add-on, upon fulfilment of the Qualifying Criteria. Once Maximum Cap 3 has been fully utilised, the discount will no longer be available, and the full price of the add-on will apply without further notice.</p> |
| Where can I find the full terms and conditions for the campaign? | <p>Please refer to Campaign terms and conditions here.</p> |
| How many times can I receive the Campaign Rewards? | <p>There is no limit to the number of times an Eligible Customer may receive Campaign Reward 1 during the Campaign Period, provided that Maximum Cap 1 has not been reached.</p> <p>There is no limit to the number of times an Eligible Customer may receive Campaign Reward 2 during the Campaign Period, provided that Maximum Cap 2 has not been reached.</p> <p>There is no limit to the number of times an Eligible Customer may receive Campaign Reward 3 during the Campaign Period, provided that Maximum Cap 3 has not been reached.</p> |