

## Comeback Booster 3% Cashback Campaign - Frequently Asked Questions

Effective date: 1 February 2026

Question	Answer
What is this campaign about?	The <b>Comeback Booster 3% Cashback Campaign</b> (“Campaign”) is organised by GX Bank Berhad in collaboration with Payments Network Malaysia Sdn Bhd (PayNet) and will run from <b>1 February 2026 to 30 April 2026</b> or upon reaching the Maximum Cap, or as otherwise determined by GXBank with prior notice (“ <b>Campaign Period</b> ”).
Am I eligible to participate in this campaign?	The Campaign is open to all individual customers of GXBank (“ <b>Eligible Customer</b> ”, “ <b>you</b> ”, or “ <b>your</b> ”) who have and maintain a savings account with GXBank (“ <b>GX Account</b> ”) in good standing and a GX debit card (“ <b>GX Card</b> ”).
What is the Reward?	<p><b>3% cashback</b> on Eligible Transactions. Cashback is capped at a maximum of RM25 per Eligible Customer throughout the Campaign Period.</p> <p>The cashback amount for each Eligible Transaction will be calculated and rounded down to the nearest 2 decimal places. Cashback will only be credited if the calculated amount for an Eligible Transaction is at least RM0.01.</p>
How do I participate to earn this Reward?	<p>To receive this Campaign Reward,</p> <ul style="list-style-type: none"> <li>(i) you must not have made any GX Card payment transactions in the three (3) months prior to the start date of the Campaign Period (1 February 2026);</li> <li>(ii) you must not have made any DuitNow QR transactions in the three (3) months prior to start date of the Campaign Period (1 February 2026);</li> <li>(iii) you must perform *local in-store transaction(s) using your physical GX Card and/or in-store DuitNow QR payment transaction(s) (“<b>Eligible Transaction</b>”) any date only within the Campaign Period.</li> <li>(iv) Only transactions performed/routed through the MyDebit network will qualify as Eligible Transactions.</li> </ul>
When and how will I receive this Reward?	Cashback will be credited instantly to the Eligible Customer’s GX Account upon fulfilment of the Qualifying Criteria outlined above. Where circumstances necessitate, the crediting of the Campaign Reward shall be completed within a period not exceeding two (2) weeks.
How can I make a payment with my GX Card through MyDebit?	<p>Before you pay: Spot the MyDebit logo. You can usually find it at the store entrance or cashier. This confirms the store is equipped to accept MyDebit payments.</p> <p>During payment: Inform the cashier that you want to pay with MyDebit.</p> <p>After payment: Check the printed payment receipt from the card terminal. If you see the MyDebit logo or the word “MyDebit”, your transaction is a MyDebit transaction.</p>
Where can I find the campaign terms and conditions?	You can find the full terms and conditions here: <a href="https://www.gxbank.my/campaign-tnc">https://www.gxbank.my/campaign-tnc</a>

Who can I contact if I have further questions about this campaign?	For more information, enquiries, feedback and/ or complaints relating to this campaign, please contact GXBank Customer Support via the chat in the GX App. Alternatively, you may call us at +603 7498 3188 or email us at <a href="mailto:ask@gxbank.my">ask@gxbank.my</a> .
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