DuitNow ID Reward Campaign - Frequently Asked Questions

Updated 1 August 2024

Question	Answer
What is this campaign about?	The **DuitNow ID Reward Campaign** is organised by GX Bank Berhad and will run from **8 January 2024 to 5 November 2024**, or such other dates as may be determined by GXBank from time to time with prior notice to you.
Am I eligible to participate in this campaign?	**Campaign Eligibility:** All GXBank customers with an active GX Account are eligible to participate in this campaign. Each customer can open a maximum of one (1) GX Account. Important Note: Customers who had previously successfully claimed the one-off RM8 cashback reward from "DuitNow ID Registration Reward Campaign" or "GX Rewards Experience Campaign" (under Reward Category 2), shall not be eligible for this Campaign Reward.
What is the campaign reward and how can I earn it?	**Campaign Reward:** One (1) RM5 cashback reward **Campaign Reward - Qualifying Criteria:** To receive the the Campaign Reward, you must: 1. Link your existing DuitNow ID to your GX Account; or 2. Register for a DuitNow ID and link to your GX Account. You are only be eligible to receive this Campaign Reward <u>once</u> during the Campaign Period Important Note: Customers who had previously successfully claimed the one-off RM8 cashback reward from "DuitNow ID Registration Reward Campaign" or "GX Rewards Experience Campaign" (under Reward Category 2),, shall not be eligible for this Campaign Reward.
When will I receive the campaign reward?	The Campaign Reward will be **credited to your GX Account instantly**, after your DuitNow ID has been linked to your GX Account for the first time. Important Note: In exceptional cases, crediting of the cashback could take up to two (2) weeks from the date your DuitNow ID has been linked to your GX Account.
Where can I find the full terms and conditions of this campaign?	You can find the full terms and conditions at https://www.gxbank.my/campaign-tnc
Who can I contact if I have further questions about this campaign?	You can contact **GXBank Customer Support** via the GX App Chat, +603 7498 3188, or email us at ask@gxbank.my.