

Updated on **8 January 2024**

Category	Question	Answer
General	What is the GX Rewards Experience Campaign and what are the Campaign Rewards available?	<p>The GX Rewards Experience Campaign is organised by GX Bank Berhad and will run from 6 November 2023 to 5 November 2024 (“Campaign Period”), or such other dates as may be determined by GXBank from time to time with prior notice to you.</p> <p>There are four (4) Reward Categories available:</p> <ul style="list-style-type: none"> (i) Retail and Online Spend Using GX Card (physical and virtual) (“Reward Category 1”); (ii) Jaya Grocer In-Store Spend Using Physical GX Card (“Reward Category 2”); (iii) Link GX Account with Grab App and Subscribe for GrabUnlimited (“Reward Category 3”); and (iv) Pay for Grab Services Using Linked GX Account (“Reward Category 4”)
	Am I eligible to participate in the GX Rewards Experience Campaign ?	<p>This Campaign is open to all individual customers of GXBank with a savings account with GXBank (“GX Account”).</p> <p>For more details, please refer to the GX Rewards Experience Campaign Terms and Conditions.</p>
	If I have any queries with the Campaign, who can I speak to?	You may contact our support team via In-App Chat , +603 7498 3188 , or at ask@gxbank.my !
Reward Category 1	Retail and Online Spend using GX Card (physical and virtual)	
	What is this Retail and Online Spend using GX Card (physical and virtual) Reward all about?	You will receive 1% unlimited cashback for Eligible Retail and Online spend using your GX Card (virtual or physical) during the Campaign Period.
	How do I participate in the Retail and Online Spend using GX Card (physical and virtual) Reward ?	<p>It's simple! Just perform retail and online transactions using your GX Card (virtual or physical) and you will get 1% unlimited cashback on your Eligible Spends.</p> <p>Eligible Spend using the GX Card shall not include the following transactions and no cashback reward shall be granted in respect of such transactions:</p> <ul style="list-style-type: none"> (a) payment of new card issuance fees, annual card fees, card replacement fees, and/ or any other applicable card fees imposed from time to time; (b) cash withdrawal transactions;

		<ul style="list-style-type: none"> (c) e-wallet top-up transactions; (d) payment of insurances and/ or takaful; (e) the following government related payments: <ul style="list-style-type: none"> a. Court costs (including alimony and child support) b. Fines c. Bail and Bond payments d. Tax payments e. Government services f. Postal services (Government Only) g. Intra-Government Purchases (Government Only) (f) payment to charity and/ or social services organisations; (g) gambling, betting and gaming related transactions; (h) quasi cash merchant transactions (e.g. cryptocurrency, foreign currency, money order); (i) void transactions, reversals or refunds; and (j) such other transactions as GXBank may determine at its discretion.
	<p>When and how will I receive the reward?</p>	<p>The cashback value will be calculated and rounded down to the nearest two decimal points. Cashback amount must be at least RM0.01 in order to be credited to your GX Account.</p> <p>The cashback will be credited to your GX Account by the end of the next day after the posting date of the Eligible Spend transaction. In exceptional cases, crediting of the cashback could take up to two (2) weeks from the Transaction Posting Date.</p>
<p>Reward Category 2</p>	<p>Jaya Grocer In-Store Spend Using Physical GX Card</p>	
	<p>What is this Jaya Grocer In-Store Spend Using Physical GX Card Reward all about?</p>	<p>You will receive 1.5x GrabRewards points for every RM1 spent using your physical GX Card at Jaya Grocer's physical stores.</p>
	<p>How do I participate in the Jaya Grocer In-Store Spend Using Physical GX Card Reward?</p>	<p>To be an eligible participant for this reward campaign, you must have:</p> <ul style="list-style-type: none"> (i) an active physical GX Card; and (ii) an active Jaya Grocer membership. <p>During checkout at any Jaya Grocer retail store nationwide*, scan your Jaya Grocer membership barcode (which is available on the Grab User</p>

		<p>Mobile Application (“Grab App”) and pay for your purchases using your physical GX Card.</p> <p>*Note that this Reward is <u>not applicable to online orders</u> performed via the GrabMart or Jaya Grocer Online.</p>
	When and how will I receive the reward?	<p>GrabRewards points will be credited to your Grab account on the Grab App instantly once the Eligible Participant’s transaction is successfully completed. In exceptional cases, crediting of the GrabRewards points could take up to two (2) weeks from the date of your successful transaction.</p>
Reward Category 3	Link GX Account with Grab App and Subscribe for GrabUnlimited	
	What is this Link GX Account with Grab App and Subscribe for GrabUnlimited Reward all about?	You will receive up to 6 months cashback of GrabUnlimited monthly subscription fee when you link your GX Account and subscribe for GrabUnlimited.
	How do I participate in the Link GX Account with Grab App and Subscribe for GrabUnlimited Reward ?	<p>Follow the steps below to receive up to 6 months cashback of GrabUnlimited monthly subscription fee:</p> <ol style="list-style-type: none"> 1. Link your GX Account as a payment method to your Grab account on the Grab App during the Campaign Period. 2. Subscribe to or maintain an active GrabUnlimited subscription during the Campaign Period.
	When and how will I receive the reward?	<p>You are eligible to receive cashback up to six (6) months’ worth of GrabUnlimited Subscription Fee.</p> <p>Cashback will be credited to your GX Account by the end of the next day after the date of the Eligible Participant’s GrabUnlimited monthly subscription renewal. In exceptional cases, crediting of the cashback could take up to two (2) weeks from the date of the Eligible Participant’s GrabUnlimited monthly subscription renewal.</p>
Reward Category 4	Pay for Grab Services Using Linked GX Account	
	What is this Pay for Grab Services Using Linked GX Account Reward all about?	<p>You will receive up to 1.5x GrabRewards points for every RM1 spent when you pay with GX Account on Grab Services, during the Campaign Period.</p> <p>For GrabUnlimited Subscribers: 1.5x GrabRewards points for every RM1 spent</p>

		<p>For Non-GrabUnlimited Subscribers: 0.75x GrabRewards points for every RM1 spent</p>
	<p>How do I participate in the Pay for Grab Services Using Linked GX Account Reward?</p>	<p>To receive up to 1.5x GrabRewards points for every RM1 spent, steps are as follows:</p> <ol style="list-style-type: none"> 1. Link your GX Account as a payment method to your Grab account on the Grab App. 2. Pay for GrabFood, GrabCar, GrabMart or GrabExpress services (collectively, "Grab Services") on the Grab App using your linked GX Account.
	<p>When and how will I receive the reward?</p>	<p>GrabRewards points will be credited to your Grab account on the Grab App instantly once the Eligible Participant's transaction is successfully completed. In exceptional cases, crediting of the GrabRewards points could take up to two (2) weeks from the date of the Eligible Participant's successful transaction.</p>