

FlexiCredit Re- Engage Campaign - Frequently Asked Questions

20 February 2026

Question	Answer
<p>What is this campaign about?</p>	<p>The GXBank FlexiCredit Re-Engage Campaign will run from 20 February 2026 to 20 March 2026, or once the Campaign Reward has reached the Maximum Cap, or such other duration as may be determined by GXBank at its sole discretion (“Campaign Period”).</p>
<p>Am I eligible to participate in this campaign?</p>	<p>Campaign Eligibility: This campaign is open to selected individual customers of GXBank as stated below:</p> <ul style="list-style-type: none"> - who have received a notification from GXBank to re-apply for FlexiCredit from 20 February 2026 onwards; and - have an existing GXBank customer with an active GX Savings Account. <p>To be eligible for FlexiCredit, you must fulfil the following criteria :</p> <ul style="list-style-type: none"> - Be an existing GXBank customer with an active GX Savings Account - Be a Malaysian citizen with a MyKad - Be between 21 and 64 years old - Have a minimum monthly income of RM1,500 - Be gainfully employed. Employment types such as housewife / househusband, retiree, or student are not eligible. <p>Important Notes:</p> <ul style="list-style-type: none"> - Ensure you have the necessary income documents to support your application, e.g. latest 2 years EPF statement (salaried employees) or latest 6 months business bank statements (self-employed). - Approval of your FlexiCredit application is based on a detailed assessment of your profile and creditworthiness. Meeting the eligibility criteria alone does not guarantee approval. - Permanent employees with GXBank are not eligible to participate in this campaign.

<p>What are the campaign rewards, and how can I earn them?</p>	<p>Campaign Reward A one-off cashback reward of RM20 upon successful activation of FlexiCredit limit.</p> <p>The campaign reward is as follows:</p> <table border="1" data-bbox="496 1666 1406 1830"> <thead> <tr> <th data-bbox="496 1666 1406 1733">Campaign Reward</th> </tr> </thead> <tbody> <tr> <td data-bbox="496 1733 1406 1830"> <p>A one-off cashback reward of RM20 (“Cashback”) will be granted to Eligible Customers who activate their FlexiCredit limit.</p> </td> </tr> </tbody> </table> <p>Qualifying Criteria:</p> <ul style="list-style-type: none"> (a) you must have an existing GX Account in good standing; and (b) you must apply for FlexiCredit, receive approval, and successfully activate your FlexiCredit limit via the GXBank mobile application <p>Illustration of eligibility for the Campaign Rewards:</p>	Campaign Reward	<p>A one-off cashback reward of RM20 (“Cashback”) will be granted to Eligible Customers who activate their FlexiCredit limit.</p>
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	No.	Illustration	Campaign Reward Eligibility
	1	<p>Customer A receives a push notification and sees the "Re-Apply for FlexiCredit" mission in their Rewards page on 20 Feb.</p> <p>They apply for FlexiCredit, receive approval, and successfully activate their limit on 22 Feb.</p>	<p>Customer A is eligible for the Campaign Reward.</p> <p>The customer completed all required actions (Apply, Approval, and Activation of FlexiCredit limit) after they were notified and within the Campaign Period.</p>
	2	<p>Customer B successfully applied for and activated their FlexiCredit limit on 18 Feb.</p> <p>They receive the campaign notification and see the "Re-Apply for FlexiCredit" mission on 20 Feb.</p>	<p>Customer B is not eligible for the Campaign Reward.</p> <p>The FlexiCredit activation occurred before the commencement of this campaign.</p>
	3	<p>Customer C receives the push notification and mission on 20 Feb.</p> <p>They apply and are approved for FlexiCredit on 25 Feb, but they do not activate their FlexiCredit limit.</p>	<p>Customer C is not eligible for the Campaign Reward.</p> <p>To qualify for the RM20 reward, the customer must complete the full cycle: Application, Approval, and Activation within the Campaign Period.</p>
	4	<p>Customer D receives the push notification and mission on 20 Feb and applies on 21 Feb.</p> <p>However, their FlexiCredit application was rejected by GXBank.</p>	<p>Customer D is not eligible for the Campaign Reward.</p> <p>Eligibility of receiving the Campaign Reward is contingent upon successful approval and subsequently, activation of the FlexiCredit limit.</p>
	5	<p>Customer E receives the push notification and mission on 20 Feb and applies on 21 Feb.</p> <p>However, they only complete the final activation step after the Campaign Period has concluded.</p>	<p>Customer E is not eligible for the Campaign Reward.</p> <p>All three steps (Application, Approval, and Activation of FlexiCredit) must be completed within the Campaign Period.</p>
<p>When will I receive the campaign rewards?</p>	<p>One-off Cashback Reward of RM20 upon FlexiCredit Limit Activation</p> <ol style="list-style-type: none"> The Cashback will be credited to an Eligible Customer's GX Account within two (2) days after the Eligible Customer successfully activates the FlexiCredit limit offered to them. In exceptional cases, the crediting of the Cashback may take up to two (2) weeks. 		

<p>Where can I find the full campaign terms and conditions?</p>	<p>You can find the full terms and conditions here: https://www.gxbank.my/campaign-tnc</p>
<p>Who can I contact if I have further questions about this campaign?</p>	<p>For more information, enquiries, feedback and/ or complaints relating to this Campaign, please contact GXBank Customer Support via the chat in the GXBank App. Alternatively, you may call us at +603 7498 3188 or email us at ask@gxbank.my.</p>