

GX Card 'Tauke Cashback' Campaign - Frequently Asked Questions

Effective 1 December 2024

Question	Answer
<p>What is this campaign about?</p>	<p>The GX Card 'Tauke Cashback' Campaign ("Campaign") is organised by GX Bank Berhad and will run from 1 December 2024 to 31 January 2025 ("Campaign Period") (both dates inclusive) or upon reaching the Maximum Cap, whichever is earlier, or as otherwise determined by GXBank from time to time with prior notice to you.</p>
<p>Am I eligible to participate in this campaign?</p>	<p>The Campaign is open to all individual customers of GXBank ("Eligible Customer", "you", or "your") who have a savings account with GXBank ("GX Account") and a GX debit card ("GX Card").</p> <p>The following individuals are <u>not eligible</u> to participate in the Campaign:</p> <ul style="list-style-type: none"> (a) customers whose GX Account or GX debit card ("GX Card") has been terminated, closed, suspended, deemed delinquent or otherwise unsatisfactorily conducted as determined by GXBank during the Campaign Period; (b) individuals who are mentally unsound, deceased, adjudicated bankrupt or have any legal proceedings instituted against them; and/or (c) individuals under the age of eighteen (18) years.
<p>What is the Reward?</p>	<p>Campaign Reward:</p> <p>Eligible customers can receive extra 0.40% cashback on each subsequent eligible retail and e-commerce purchases (excluding physical overseas retail purchases) using your GX Card (virtual or physical) ("Eligible Spend") during the Campaign Period, December 2024 or January 2025, for the first 10,000 customers.</p>
<p>How do I participate to earn this Reward?</p>	<p>To receive the the Campaign Reward, you must:</p> <ol style="list-style-type: none"> 1. you must have an existing GX Account in good standing; 2. you must have an active GX Card (either virtual or physical); 3. you must spend a minimum of ten (10) eligible card purchases using your GX Card (either virtual or physical) that qualify for Reward Category 1 and Reward Category 2 of the GX Card Rewards Campaign during each of the following campaign months ("Minimum Spend Requirement"); and 4. you must be one of the first 10,000 Eligible Customers to meet the Minimum Spend Requirement during each Campaign Month ("Maximum Cap") <p>Minimum Spend Requirement using the GX Card shall <u>NOT</u> include certain transactions (i.e. "Excluded Transactions") as outlined in Clause 3.3 of the GX Card Rewards Campaign Terms and Conditions and no cashback reward shall be granted in respect of such transactions.</p>
<p>When and how will I receive this Reward?</p>	<p>The cashback will be credited to an Eligible Customer's GX Account by the end of the next day after the Eligible Spend is authorized or settled (i.e., when the status is "Processing" or "Successful"). In exceptional cases, cashback crediting may take up to two (2) weeks from the Eligible Spend transaction date. If the Eligible Spend is cancelled, any credited cashback will be reversed/debited from the Eligible Customer's GX Account.</p>

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	The Tauke Cashback amount will be calculated and rounded down to the <u>nearest two decimal points</u> , and the Tauke Cashback amount must be <u>at least RM0.01</u> in order to be credited to your GX Account.
Where can I find the campaign terms and conditions?	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?	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 ask@gxbank.my.