

GX Rewards Experience Campaign - Frequently Asked Questions (FAQ)

Updated and effective as of 15 August 2024

Category	Question	Answer
General	What is this Campaign about?	<p>The GX Rewards Experience Campaign ("Campaign") is organised by GX Bank Berhad ("GXBank") 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 three (3) Reward Categories available:</p> <ol style="list-style-type: none"> Retail and Online Spend Using GX Card (physical and virtual) ("Reward Category 1"); Jaya Grocer In-Store Spend Using Physical GX Card ("Reward Category 2"); and Pay for Grab Services Using Linked GX Account ("Reward Category 3").
	Am I eligible to participate in this Campaign?	This Campaign is open to all individual customers of GXBank with a savings account with GXBank (" GX Account ").
	Where can I find the Campaign terms and conditions?	The full terms and conditions are available here: https://www.gxbank.my/campaign-tnc
	If I have any queries on the Campaign, who can I speak to?	You may contact our support team via the GXBank In-App Chat, via telephone at +603 7498 3188 or via email at ask@gxbank.my!
Reward Category 1	Retail and Online Spend using GX Card (physical and virtual)	
	What is the Reward?	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 to earn this 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> <ol style="list-style-type: none"> payment of new card issuance fees, annual card fees, card replacement fees, and/ or any other applicable card fees imposed from time to time; cash withdrawal transactions; e-wallet top-up transactions; any transactions to the merchant, 'AirPay Malaysia Sdn Bhd'; any transactions related to SSPN Prime/SSPN Plus savings; payment of insurances and/ or takaful; the following government related payments:

		<ol style="list-style-type: none"> 1. Court costs (including alimony and child support) 2. Fines 3. Bail and Bond payments 4. Tax payments 5. Government services 6. Postal services (Government Only) 7. Intra-Government Purchases (Government Only) <p>(h) payment to charity and/ or social services organisations;</p> <p>(i) gambling, betting and gaming related transactions;</p> <p>(j) quasi cash merchant transactions (e.g. cryptocurrency, foreign currency, money order);</p> <p>(k) void transactions, reversals or refunds; and</p> <p>(l) such other transactions as GXBank may determine at its discretion.</p>
	When and how will I receive this Reward?	<p>The cashback value will be calculated and rounded down to the nearest two decimal points. The 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 an Eligible Participant's GX Account after the Eligible Spend is either authorised or settled, i.e., when the Eligible Spend is under the "Processing" or "Successful" status. In exceptional cases, crediting of the cashback could take up to two (2) weeks from the date the Eligible Spend is performed. If the Eligible Spend is subsequently cancelled, any credited cashback amount will be clawed back or debited from the Eligible Participant's GX Account.</p>
Reward Category 2	Jaya Grocer In-Store Spend Using Physical GX Card	
	What is the Reward?	You will receive 1.5x GrabRewards points for every RM1 spent using your physical GX Card at Jaya Grocer's physical stores* .
	How do I participate to earn this Reward?	<p>To be an eligible participant for this reward Category, you must:</p> <ol style="list-style-type: none"> 1. Have an active physical GX Card; and 2. Have an active Jaya Grocer membership. <p>To receive this Reward, you must perform the below during checkout at any Jaya Grocer retail store nationwide:</p> <ol style="list-style-type: none"> 1. Scan your Jaya Grocer membership barcode (available in your Grab App); and 2. Pay for your purchase using your physical GX Card. <p>*Note that this Reward is <u>not applicable</u> to online orders performed via the GrabMart or Jaya Grocer Online.</p>
	When and how will I receive this Reward?	GrabRewards points will be credited to your Grab account on the Grab App instantly once your transaction has been successfully completed. In exceptional cases, crediting of the GrabRewards points could take up to two (2) weeks from the date of your successful transaction.

Reward Category 3	Pay for Grab Services Using Linked GX Account	
	<p>What is the Reward?</p> <p>How do I participate to earn this Reward?</p>	<p>You will receive up to 1.5x GrabRewards points for every RM1 spent when you pay with your linked GX Account for 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>To receive the Reward, you must:</p> <ol style="list-style-type: none"> 1. Link your GX Account as a payment method to your Grab App; and 2. Pay for GrabFood, GrabCar, GrabMart or GrabExpress (collectively, "Grab Services") on the Grab App using your linked GX Account.
	<p>When and how will I receive this Reward?</p>	<p>GrabRewards points will be credited to your Grab account on the Grab App instantly once your transaction has been 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>