

# GXBank 'QR WARRIOR' CAMPAIGN TERMS AND CONDITIONS

Effective date: 1 December 2024

## 1. General

- 1.1 The GXBank 'QR Warrior' Campaign ("**Campaign**") is organised by GX Bank Berhad ("**GXBank**") in collaboration with Payments Network Malaysia Sdn Bhd ("**PayNet**") and will run from **1 December 2024** to **31 January 2025** (both dates inclusive) or upon reaching the **Maximum Cap** (as defined under Clause 2.3 below), whichever is earlier, or as otherwise determined by GXBank with prior notice ("**Campaign Period**").
- 1.2 By participating in the Campaign, you agree to be bound by these GXBank 'QR Warrior' Campaign Terms and Conditions ("**Terms and Conditions**") and GXBank's [DuitNow Terms and Conditions](#), and acknowledge that any decisions made by GXBank regarding the Campaign are final and binding.
- 1.3 These Terms and Conditions shall be read in conjunction with GXBank's [Terms and Conditions Governing Retail Banking Products and Services](#) and [Terms of Use](#).

## 2. Eligibility

- 2.1 The Campaign is open to all individual customers of GXBank ("**Eligible Customer**", "**you**", or "**your**") who have a savings account with GXBank ("**GX Account**").
- 2.2 The following individuals are not eligible to participate in the Campaign:
  - (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.
- 2.3 Notwithstanding any other provision in these Terms and Conditions, Eligible Customers acknowledge and agree that GXBank has established a maximum limit of 45,000 Campaign Rewards ("**Maximum Cap**") for each Campaign Month (as defined in Clause 3.2 below). GXBank reserves the right to terminate the Campaign and discontinue the Campaign Reward once the Maximum Cap is reached. GXBank is not obligated to notify Eligible Customers when the Maximum Cap is reached.

### 3. Campaign Mechanics and Qualifying Criteria

3.1 To qualify for the Campaign Reward described in Clause 4.1 below, Eligible Customers must meet the following criteria during the Campaign Period (“**Qualifying Criteria**”):

- (a) you must have an existing GX Account in good standing; and
- (b) you must complete at least five (5) DuitNow QR payments, with a minimum amount of RM30 per transaction, in a single Campaign Month. These DuitNow QR payment transactions must be made by using your GXBank mobile application (“**GX App**”) to scan a merchant’s static DuitNow QR code.

3.2 The campaign months are as follows (each referred to as a “**Campaign Month**”):

Campaign Month	Campaign Month Period
Campaign Month 1	1 - 31 December 2024
Campaign Month 2	1 - 31 January 2025

### 4. Campaign Reward

4.1 Eligible Customers who meet the Qualifying Criteria outlined in Clause 3.1 above during the Campaign Period will be eligible to receive the following Campaign Reward:

Campaign Reward	Campaign Reward Eligibility & Crediting
<p><b>RM5 Cashback Reward</b></p> <p>Eligible Customers can earn a RM5 cashback reward (“<b>Cashback Reward</b>”) by completing at least five (5) DuitNow QR payments, with a minimum amount of RM30 per transaction, in a single Campaign Month using the GX App</p>	<p><b>Campaign Reward Eligibility</b></p> <p>Each Eligible Customer can receive the Cashback Reward <b>once per Campaign Month</b>. A maximum of two (2) Cashback Rewards can be earned during the entire Campaign Period.</p>
	<p><b>Crediting of Campaign Reward</b></p> <p>The Cashback Reward will be credited to the Eligible Customer’s GX Account by the end of the following day after the Eligible Customer successfully meets the Qualifying Criteria outlined in Clause 3.1.</p> <p>In exceptional cases, it may take up to two (2) weeks for the Cashback Reward to be credited.</p>

4.2 Below are illustrations of the eligibility for receiving the Campaign Reward.

Illustration	Campaign Reward Eligibility
<b>Customer A</b>	
<b>Campaign Month 1</b>	
Completed 5x DuitNow QR payments, each with a minimum amount of RM30, using the GX App	Eligible for the Campaign Reward, provided the Maximum Cap has not been reached upon completing the Qualifying Criteria outlined in Clause 3.1
<b>Campaign Month 2</b>	
Completed 8x DuitNow QR payments, each with a minimum amount of RM30, using the GX App	Eligible for the Campaign Reward, provided the Maximum Cap has not been reached upon completing the Qualifying Criteria outlined in Clause 3.1
<b>Customer B</b>	
<b>Campaign Month 1</b>	
Completed 5x DuitNow QR payments, each with a minimum amount of RM15, using the GX App	Not eligible for the Campaign Reward, as a minimum amount of RM30 per transaction is required (as per the Qualifying Criteria outlined in Clause 3.1)
<b>Campaign Month 2</b>	
Completed 6x DuitNow QR payments, each with a minimum amount of RM30, using the GX App	Eligible for the Campaign Reward, provided the Maximum Cap has not been reached upon completing the Qualifying Criteria outlined in Clause 3.1
<b>Customer C</b>	
<b>Campaign Month 1</b>	
Did not perform any DuitNow QR payments using his GX App	Not eligible for the Campaign Reward
<b>Campaign Month 2</b>	
Completed 4x DuitNow QR payments, each with a minimum amount of RM30, using the GX App	Not eligible for the Campaign Reward, as Eligible Customers must complete at least five (5) DuitNow QR payments with a minimum amount of RM30 per transaction (as per the Qualifying Criteria in Clause 3.1)

- 4.3 If GXBank subsequently finds that an Eligible Customer is not eligible for the Campaign Reward or if there was an error in the crediting or awarding of the Campaign Reward, GXBank reserves the right to refuse to credit, or to amend, correct, adjust, or reclaim the Campaign Reward. This may include debiting the equivalent amount from the Eligible Customer's GX Account (including both the Main Account and any Savings Pockets). If the balance in the Eligible Customer's GX Account is insufficient to cover the amount of the Campaign Reward, the Eligible Customer must immediately reimburse GXBank for that amount upon demand.
- 4.4 GXBank reserves the right to (a) disqualify an Eligible Customer from participating in the Campaign, (b) refuse to credit or cancel the crediting of the Campaign Reward, or deduct/debit an amount equivalent to the Campaign Reward from the Eligible Customer's GX Account (including both the Main Account and any Savings Pockets), and/or (c) take any other necessary actions, including legal action, against an Eligible Customer if:
- 4.4.1 GXBank determines that the Eligible Customer has not complied with these Terms and Conditions, GXBank's DuitNow Terms and Conditions or GXBank's Terms and Conditions Governing Retail Banking Products and Services;
  - 4.4.2 the Eligible Customer is found or suspected of tampering with the Campaign or its processes, including any fraudulent activity involving deceit or cheating;
  - 4.4.3 there is irregular or improper operation or use of the Eligible Customer's GX Account or GX Card;
  - 4.4.4 the Eligible Customer engages in fraudulent or dishonest actions, or conducts themselves in bad faith to gain an unfair advantage over GXBank, its partners, or service providers; and/or
  - 4.4.5 any event occurs that gives GXBank the right to suspend or terminate any or all of its products or services, as outlined in GXBank's Terms and Conditions Governing Retail Banking Products and Services.

## 5. General Terms and Conditions

- 5.1 By participating in the Campaign, you consent to the collection, processing, and use of your personal data by GXBank in accordance with GXBank's [Data Privacy Policy](#). Additionally, you agree to the use of your personal data by GXBank for:
- (a) purposes related to the Campaign; and
  - (b) marketing and promotional activities conducted by GXBank, which may include various forms of advertising and publicity through media such as newspapers, television, radio, and online platforms. This may involve the use of details from your entries, interview materials, responses, and related photographs. You also agree to cooperate and participate in all advertising and publicity activities related to the Campaign.
- 5.2 Unless specifically stated in these Terms and Conditions, the Campaign cannot be combined with any other GXBank promotions, and no additional rewards will be offered.

- 5.3 The transaction records maintained by GXBank and its decisions regarding the Campaign are final and binding. GXBank is not obligated to provide reasons or engage in correspondence regarding any matters related to the Campaign.
- 5.4 To the fullest extent permitted by law, and unless due to GXBank's gross negligence or wilful misconduct, GXBank expressly excludes and disclaims any representations or warranties (whether express or implied, written or oral) regarding the Campaign. This includes, but is not limited to, warranties of quality, fitness for a particular purpose, and those mentioned in mass media, marketing, or advertising materials.
- 5.5 By participating in the Campaign, you agree that GXBank shall not be liable or responsible if it is unable to fulfil any of its obligations, in whole or in part, due to circumstances beyond its control. This includes failures of mechanical or electronic devices, data processing systems, transmission lines, electrical issues, industrial disputes, war, strikes, riots, pandemics, acts of God, or any other force majeure events.
- 5.6 GXBank, along with its officers, employees, representatives, and agents (including any third-party service providers engaged for the Campaign), shall not be responsible for or accept any liability of any kind arising from the Campaign, whether directly or indirectly suffered by you or any third parties, except in cases of GXBank's gross negligence or wilful misconduct specifically related to the Campaign.
- 5.7 GXBank shall not be responsible or liable for any technical failures, interruptions, or errors (whether electronic or human) in the administration or processing of transactions performed via the GX App.
- 5.8 GXBank shall not be responsible for any failure or delay in the transmission of sales transaction evidence by Visa International, MasterCard Worldwide, merchants, postal or telecommunication authorities, or any other party, which may result in your inability to claim the rewards under the Campaign.
- 5.9 GXBank shall not be liable for any misinterpretation or misrepresentation of facts regarding the Campaign by unauthorized third parties in any media, marketing, or advertising material.
- 5.10 In the event of any inconsistencies between these Terms and Conditions and any advertising, promotional, publicity, or other materials related to the Campaign, these Terms and Conditions shall prevail.
- 5.11 GXBank reserves the right to cancel, withdraw, suspend, extend, or terminate the Campaign, in whole or in part, at any time before the end of the Campaign Period. Prior notice will be given by posting on GXBank's website at [gxbank.my/notices](https://gxbank.my/notices), through the GX App, or by any other method determined by GXBank. Any cancellation, withdrawal, suspension, extension, or termination of the Campaign by GXBank will not entitle you to any claims or compensation for losses or damages incurred as a direct or indirect result of these actions.

- 5.12 GXBank reserves the right to add, delete, suspend, or modify these Terms and Conditions, in whole or in part, at any time. Prior notice will be provided to you by posting on GXBank's website at [gxbank.my/notices](https://gxbank.my/notices), through the GX App, or by any other method determined by GXBank.
- 5.13 You agree to regularly check GXBank's website for updates on the Campaign and these Terms and Conditions, including any notices from GXBank related to the Campaign. If you have any questions or need clarification about the Campaign or these Terms and Conditions, please contact GXBank's authorized representatives.
- 5.14 Matters not explicitly covered by these Terms and Conditions will be determined by GXBank.
- 5.15 These Terms and Conditions are governed by and construed in accordance with the laws of Malaysia, and you agree to submit to the exclusive jurisdiction of the Malaysian courts.
- 5.16 In the event of any inconsistencies between the English version of these Terms and Conditions and versions in other languages (including Bahasa Malaysia), the English version shall prevail.
- 5.17 For inquiries or feedback regarding the Campaign, please contact us via the chat function in the GX App, call our Customer Support team at +603 7498 3188, or email us at [ask@gxbank.my](mailto:ask@gxbank.my).