

GXBank DuitNow QR Merdeka Campaign - Frequently Asked Questions (FAQ)

Effective Date: 1 August 2026

Question	Answer		
What is this campaign about?	The GXBank DuitNow QR Merdeka Campaign is organised by GX Bank Berhad, and will run from 1 August 2026 to 30 September 2026 , or once the Campaign Reward has reached the Maximum Cap, whichever comes earlier, or such other duration as may be determined by GXBank at its sole discretion (" Campaign Period ").		
Am I eligible to participate in this campaign?	Campaign Eligibility: The Campaign is open to all individual customers of GXBank (" Eligible Customer ", " you ", or " your ") who have and maintain a savings account with GXBank (" GX Account ") in good standing and who have successfully fulfilled the funding requirement for GX Account verification.		
What is the campaign reward and how can I earn it?	Reward Category: <table border="1"><tr><td>Campaign Rewards</td></tr><tr><td>RM6.90 cashback reward on in-store DuitNow QR payment transactions</td></tr></table> Qualifying Criteria for Campaign Reward: To receive Campaign Reward, you must: 1. Have not have made any DuitNow QR payments (in-store) in the past 90 days using the GX App before the commencement of the Campaign Period 2. Perform at least five (5) in-store DuitNow QR payment transactions by scanning a merchant's DuitNow QR code (static or dynamic) using the GX App, and each of these transactions must be a minimum of RM10 <u>Important Note:</u> i) An Eligible Customer can only earn the cashback under Reward Category for up to one (1) time during Campaign Period .	Campaign Rewards	RM6.90 cashback reward on in-store DuitNow QR payment transactions
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Illustration of Campaign Reward Eligibility:

Illustration 1 - Customer A

Existing DNQR User (Not eligible)

Illustration	Campaign Reward Eligibility
Active User - active DuitNow QR payments (in-store) in the past ninety (90) days using the GX App	
Performed five (5) DuitNow QR payments, each above RM10 Transaction 1: RM50 Transaction 2: RM69 Transaction 3: RM20 Transaction 4: RM88 Transaction 5: RM10	Eligible for RM6.90 cashback ❌ Completed DNQR transactions within 90 days prior to the commencement of the Campaign Period ✅ Min. 5 DNQR payments. ✅ Min. transaction amount of RM10 each.

Illustration 2 - Customer B

Inactive DNQR User (All Criterias Met)

Illustration	Campaign Reward Eligibility
Have not have made any DuitNow QR payments (in-store) in the past ninety (90) days using the GX App	
Performed five (5) DuitNow QR payments, each above RM10 Transaction 1: RM50 Transaction 2: RM5.50 Transaction 3: RM20 Transaction 4: RM88 Transaction 5: RM10 Transaction 6: RM8 Transaction 7: RM10	Eligible for RM6.90 cashback ✅ Did not complete any DNQR transactions within 90 days prior to the commencement of the Campaign Period ✅ Min. 5 DNQR payments. ✅ Min. transaction amount of RM10 each.

Illustration 3 - Customer C

Min. amount criteria not met - NOT Qualified for Cashback Reward

Illustration	Campaign Reward Eligibility
Have not have made any DuitNow QR payments (in-store) in the past ninety (90) days using the GX App	
Performed five (5) DuitNow QR payments, each above RM10 Transaction 1: RM50 Transaction 2: RM69 Transaction 3: RM20 Transaction 4: RM88 Transaction 5: RM7.50	NOT Eligible for RM6.90 cashback ✅ Did not complete any DNQR transactions within 90 days prior to the commencement of the Campaign Period ✅ Min. 5 DNQR payments. ❌ Min. transaction amount of RM10 each.

What is the maximum amount of cashback I can enjoy?	An eligible customer can enjoy up to a maximum of RM6.90 cashback within the Campaign Period.
When will I receive the campaign reward?	The Campaign Reward will be credited directly to your GX Account instantly, after you have completed the Qualifying Criteria. <u>Important Note:</u> In exceptional cases, crediting of the Campaign Reward could take up to two (2) weeks after you have completed the Qualifying Criteria.
Where can I find the full campaign terms and conditions?	You can find the full terms and conditions here: 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.