

GXBank GXB x Firsty: Borderless Campaign - Frequently Asked Questions (FAQ)

Effective Date: 15 April 2026

Question	Answer
What is this campaign about?	The GXB x Firsty: Borderless Campaign is organised by GX Bank Berhad ("GXBank"). It will run from 15 April 2026 to 15 October 2026 (both dates inclusive), 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 ").
How does the 100% cashback work? Will it be credited back to my GX Bank savings account?	The cashback is not credited as cash to your bank account. Instead, it is instantly deposited as a credit balance directly into your Firsty app wallet upon a successful transaction. You can use this wallet credit to fully offset your subsequent (next) eSIM data plan purchase on the Firsty app Example Scenario: If your first travel eSIM purchase costs RM50 , you will pay for it normally and instantly receive RM50 in credits inside your Firsty wallet.

	Illustration of Campaign Reward Eligibility: Scenario A: The second purchase is LOWER than the credit value <table> <tr> <th>Illustration</th><th>Campaign Mechanics</th></tr> <tr> <td> You have received RM50 in credits in your Firsty Wallet. Your 2nd purchase is RM30. </td><td> Your second purchase will be fully covered by your credit, and the remaining RM20 balance will stay in your Firsty wallet for subsequent purchases. </td></tr> </table> Scenario B: The second purchase is HIGHER than the credit value <table> <tr> <th>Illustration</th><th>Campaign Mechanics</th></tr> <tr> <td> You have received RM50 in credits in your Firsty Wallet. Your 2nd purchase is RM70. </td><td> Your RM50 credit will be applied automatically, and you must top up the remaining RM20 difference using your preferred payment method. </td></tr> </table>	Illustration	Campaign Mechanics	You have received RM50 in credits in your Firsty Wallet. Your 2nd purchase is RM30.	Your second purchase will be fully covered by your credit, and the remaining RM20 balance will stay in your Firsty wallet for subsequent purchases.	Illustration	Campaign Mechanics	You have received RM50 in credits in your Firsty Wallet. Your 2nd purchase is RM70.	Your RM50 credit will be applied automatically, and you must top up the remaining RM20 difference using your preferred payment method.
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What is the campaign reward and how can I earn it?	100% cashback into your Firsty Wallet on your first-time purchase of a Firsty global roaming data plan (valid across 120 destinations). Qualifying Criteria for Reward: To receive the Campaign Reward, you must								

	fulfill the following criteria during the Campaign Period: 1. Tap on the Firsty Promo Banner or the "Get Your eSIM" mission tracker inside the GXApp. 2. Follow the deep link directly to the Firsty web platform. 3. Enter a valid email address at the checkout screen to establish an account. 4. Select your preferred country coverage and data plan. 5. Complete your transaction checkout securely. Important Notes: - An Eligible Customer can only earn the cashback under the Reward Category for up to one (1) time during the Campaign Period. - The cashback is awarded as a credit inside your Firsty application wallet to be used explicitly to offset your subsequent (next) eSIM purchase
When will I receive the campaign reward?	The Campaign Reward will be credited to your Firsty application wallet instantly after you have successfully completed the Qualifying Criteria checkout.
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.