

GXBank x Grab Rewards Campaign - Frequently Asked Questions

6 November 2024

Question	Answer								
<p>What is this campaign about?</p>	<p>The GXBank x Grab Rewards Campaign is organised by GX Bank Berhad in collaboration with Grab, and will run from 6 November 2024 to 31 March 2025, or once the Campaign Reward has reached the Maximum Cap, or such other duration as may be determined by GXBank at its sole discretion ("Campaign Period").</p>								
<p>Am I eligible to participate in this campaign?</p>	<p>Campaign Eligibility: This Campaign is open to all individual customers of GXBank with a GX Account and who have linked their GX account to their Grab account in their Grab App ("Eligible Customer").</p> <p><u>Important Note:</u> GXBank customers who had previously linked and subsequently unlinked their GX Account to their Grab account in the Grab App, shall not be eligible to participate in this Campaign.</p>								
<p>What is the campaign reward and how can I earn it?</p>	<p>Campaign Reward in split into:</p> <p>Reward Category 1: Pay for Grab Services using Linked GX Account</p> <table border="1" data-bbox="496 1048 1327 1274"> <thead> <tr> <th data-bbox="496 1048 831 1104">Grab Unlimited Plan</th> <th data-bbox="831 1048 1327 1104">Campaign Rewards</th> </tr> </thead> <tbody> <tr> <td data-bbox="496 1104 831 1189">Subscriber</td> <td data-bbox="831 1104 1327 1189">1.5X Grab Rewards Point for every RM1 spent</td> </tr> <tr> <td data-bbox="496 1189 831 1274">Non-subscriber</td> <td data-bbox="831 1189 1327 1274">0.75X Grab Rewards Point for every RM1 spent</td> </tr> </tbody> </table> <p>Reward Category 2: Top-up GrabPay Wallet using Linked GX Account</p> <table border="1" data-bbox="496 1350 1327 1462"> <thead> <tr> <th data-bbox="496 1350 1327 1413">Campaign Rewards</th> </tr> </thead> <tbody> <tr> <td data-bbox="496 1413 1327 1462">1X Grab Rewards Point for every RM3 spent</td> </tr> </tbody> </table> <p>Qualifying Criteria: To receive the Campaign Reward(s), you must:</p> <ol style="list-style-type: none"> 1. you must have an existing GX Account in good standing; and 2. you must have linked your GX Account to your Grab account in your Grab App; and 3. you must pay using your linked GX Account for GrabFood, GrabCar, GrabMart, GrabExpress or GrabGifts (collectively "Grab Services") to enjoy Reward Category 1 4. you must top up your GrabPay wallet using linked GX account to enjoy Rewards Category 2 <p><u>Important Note:</u> The Campaign Reward can be redeemed and used in the Grab App using linked GX Account, GX Card or GrabPay Wallet payment methods only.</p>	Grab Unlimited Plan	Campaign Rewards	Subscriber	1.5X Grab Rewards Point for every RM1 spent	Non-subscriber	0.75X Grab Rewards Point for every RM1 spent	Campaign Rewards	1X Grab Rewards Point for every RM3 spent
Grab Unlimited Plan	Campaign Rewards								
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Illustration of Campaign Reward Eligibility:

	Illustration	Campaign Reward Eligibility
1	<p>Customer A</p> <ul style="list-style-type: none"> i. is a GrabUnlimited Plan subscriber, and ii. paid for a RM100 GrabFood transaction using his linked GX Account. 	<p>Customer A is eligible to receive 150x GrabRewards points for the transaction</p> <p><u>Note:</u> Eligible Customers who are also GrabUnlimited Plan subscribers will receive 1.5x GrabRewards points for every RM1 spent on Grab Services using his/her linked GX Account (as set out in Table Reward Category 1)</p>
2	<p>Customer B</p> <ul style="list-style-type: none"> i. is not a GrabUnlimited Plan subscriber, and ii. paid for a RM100 GrabMart transaction using her linked GX Account. 	<p>Customer B is eligible to receive 75x GrabRewards points for the transaction</p> <p><u>Note:</u> Eligible Customers who are not GrabUnlimited Plan subscribers will receive 0.75x GrabRewards points for every RM1 spent on Grab Services using his/her linked GX Account (as set out in Table Reward Category 1)</p>
3	<p>Customer C</p> <ul style="list-style-type: none"> i. paid for a RM90 GrabPay Wallet top-up transaction using his linked GX Account. 	<p>Customer C is eligible to receive 30x GrabRewards points for the transaction</p> <p><u>Note:</u> Eligible Customers will receive 1x GrabRewards points for every RM3 spent on GrabPay Wallet top-up transactions (as set out in Table Reward Category 2)</p>

When will I receive the campaign reward?	<p>The Campaign Reward will be credited to your Grab account in your Grab App instantly, after you have completed the Qualifying Criteria.</p> <p><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.</p>
Where can I find the full campaign terms and conditions?	<p>You can find the full terms and conditions here: https://www.gxbank.my/campaign-tnc</p>
Who can I contact if I have further questions about this campaign?	<p>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.</p> <p>If you experience any issue related to the crediting or redemption of the Campaign Reward on your Grab App, please contact the Grab Support via the chat in the Grab App.</p>