

GXBank x GrabCoins Campaign - Frequently Asked Questions

Effective Date: 26 August 2025

Question	Answer				
What is this campaign about?	The GXBank x GrabCoins Campaign is organised by GX Bank Berhad in collaboration with Grab, and will run from 26 August 2025 to 25 August 2026 , 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 ").				
Am I eligible to participate in this campaign?	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 "). <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.				
What is the campaign reward and how can I earn it?	Campaign Reward in split into: Reward Category 1: Pay for Grab Services using Linked GX Account <table><tr><td>Campaign Rewards</td></tr><tr><td>0.5X GrabCoins for every RM1 spent</td></tr></table> Reward Category 2: Top-up GrabPay Wallet using Linked GX Account <table><tr><td>Campaign Rewards</td></tr><tr><td>0.5X GrabCoins for every RM1 spent</td></tr></table> Qualifying Criteria: To receive the Campaign Reward(s), you must: 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 <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.	Campaign Rewards	0.5X GrabCoins for every RM1 spent	Campaign Rewards	0.5X GrabCoins for every RM1 spent
Campaign Rewards					
0.5X GrabCoins for every RM1 spent					
Campaign Rewards					
0.5X GrabCoins for every RM1 spent					

	Illustration of Campaign Reward Eligibility:													
	<table><tr><th></th><th>Illustration</th><th>Campaign Reward Eligibility</th></tr><tr><td>1</td><td>Customer A Paid for a RM100 GrabFood transaction using his/her linked GX Account.</td><td>Customer A is eligible to receive 50x GrabCoins for the transaction</td></tr><tr><td>2</td><td>Customer B Paid for a RM100 GrabFood transaction using his/her GX Card</td><td>Customer B is not eligible for GrabCoins for the transaction Note: Customers have to link their GX Account and make payment for Grab services to be entitled to GrabCoins</td></tr><tr><td>3</td><td>Customer C - paid for a RM100 GrabPay Wallet top-up transaction using his/her linked GX Account. - paid RM50 for GrabFood using his/her linked GX Account </td><td>Customer C is eligible to receive 75x GrabCoins for the transaction Note: Eligible Customers will receive 0.5x GrabCoins for every RM1 spent on GrabPay Wallet top-up transactions and another 0.5x GrabCoins for every RM1 spent for payment using linked GX Account (as illustrated in Clause 4.1)</td></tr></table>		Illustration	Campaign Reward Eligibility	1	Customer A Paid for a RM100 GrabFood transaction using his/her linked GX Account.	Customer A is eligible to receive 50x GrabCoins for the transaction	2	Customer B Paid for a RM100 GrabFood transaction using his/her GX Card	Customer B is not eligible for GrabCoins for the transaction Note: Customers have to link their GX Account and make payment for Grab services to be entitled to GrabCoins	3	Customer C - paid for a RM100 GrabPay Wallet top-up transaction using his/her linked GX Account. - paid RM50 for GrabFood using his/her linked GX Account	Customer C is eligible to receive 75x GrabCoins for the transaction Note: Eligible Customers will receive 0.5x GrabCoins for every RM1 spent on GrabPay Wallet top-up transactions and another 0.5x GrabCoins for every RM1 spent for payment using linked GX Account (as illustrated in Clause 4.1)	
	Illustration	Campaign Reward Eligibility												
1	Customer A Paid for a RM100 GrabFood transaction using his/her linked GX Account.	Customer A is eligible to receive 50x GrabCoins for the transaction												
2	Customer B Paid for a RM100 GrabFood transaction using his/her GX Card	Customer B is not eligible for GrabCoins for the transaction Note: Customers have to link their GX Account and make payment for Grab services to be entitled to GrabCoins												
3	Customer C - paid for a RM100 GrabPay Wallet top-up transaction using his/her linked GX Account. - paid RM50 for GrabFood using his/her linked GX Account	Customer C is eligible to receive 75x GrabCoins for the transaction Note: Eligible Customers will receive 0.5x GrabCoins for every RM1 spent on GrabPay Wallet top-up transactions and another 0.5x GrabCoins for every RM1 spent for payment using linked GX Account (as illustrated in Clause 4.1)												
When will I receive the campaign reward?	The Campaign Reward will be credited to your Grab account in your Grab App instantly, after you have completed the Qualifying Criteria's. <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's.													
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. 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.													