

GXBank DuitNow ID Registration Reward Campaign - Frequently Asked Questions

Effective **14 April 2025**

Question	Answer
What is this campaign about?	The GXBank DuitNow ID Registration Reward Campaign (“ Campaign ”) is organised by GX Bank Berhad and will run from 14 April 2025 to 31 December 2025 (“ Campaign Period ”) (both dates inclusive) or upon reaching the Maximum Cap, whichever is earlier, or as otherwise determined by GXBank from time to time with prior notice to you.
Am I eligible to participate in this campaign?	<p>This Campaign is exclusively for customers linking their DuitNow ID for the first time since the opening of their GX Account.</p> <p>The following individuals are <u>not eligible</u> to participate in the Campaign:</p> <ul style="list-style-type: none"> (a) customers whose GX Account 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.
What is the Reward, and how do I participate to earn this Reward?	<p>Get RM8 cash reward when you:</p> <ul style="list-style-type: none"> (a) link your DuitNow ID (mobile number, NRIC or both) for the first time since opening your GX Account; (b) maintain the DuitNow ID linkage with GXBank for 30 consecutive days; and (c) be among the first 37,500 Eligible Customers to meet both criteria during the Campaign Period (“Maximum Cap”).
Can you illustrate how the Campaign works?	<p>Step 1: Link your DuitNow ID (mobile number, NRIC or both) for the first time since opening your GX Account <i>On the GXBank App, Tap on “Me” -> “Manage DuitNow ID” -> “Register Mobile/MyKad”</i></p> <p>Step 2: Maintain the DuitNow ID linkage with GXBank for 30 consecutive days</p> <p>Note:</p> <ul style="list-style-type: none"> • You may link more than one DuitNow ID (mobile number/NRIC/both) to your GX Account, but you will only be eligible to receive the Campaign Reward once during the Campaign Period. • The final date to link your DuitNow ID and qualify for the Campaign is 31 December 2025. After successfully maintaining the linkage for 30 consecutive days, the Campaign Reward will be credited to the Eligible Customer’s GX Account between three (3) to fourteen (14) days.
When and how will I receive this Reward?	The Campaign Reward will be credited to the Eligible Customer's GX Account within three (3) days once Eligible Customer has fulfilled the 30 consecutive days linkage. In exceptional cases, it may take up to two (2) weeks to be credited.

Question	Answer
Where can I find the campaign terms and conditions?	You can find the full terms and conditions at 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 .