

GXBank X GSC Campaign - Frequently Asked Questions (FAQ)

Effective 1 April 2024

Category	Question	Response/Answer
General	What is this campaign about?	The GXBank X GSC Campaign is organised by GX Bank Berhad in collaboration with Golden Screen Cinemas (GSC) and will run from 1 April 2024 to 30 September 2024 (both dates inclusive) or such other dates as may be determined by GXBank from time to time with prior notice to you.
	Am I eligible to participate in this campaign?	This Campaign is open to all individual customers of GXBank with a savings account ("GX Account") and debit card ("GX Card") with GXBank.
	Where can I find the campaign terms and conditions?	You can find the full terms and conditions at https://www.gxbank.my/campaign-tnc
	If I have any queries regarding this campaign, who can I speak to?	For information, enquiries and/ or feedback related to this Campaign, please contact us via the live chat in the GX App. Alternatively, you may call the GXBank Customer Support team at +603 7498 3188 or email at ask@gxbank.my . If you experience any issue related to the Campaign Reward redemption, please contact the GSC customer support team via multiple channels available at https://www.gsc.com.my/contact-us/ .
Campaign Reward	What reward can I earn from this campaign?	Get a free Regular Popcorn Combo Set worth RM 14.50 by spending a minimum of RM50 on any GSC items in a single receipt using your GX Card on Fridays to Sundays at GSC. The Campaign Reward may be redeemed with Eligible Spend purchases made: <ol style="list-style-type: none"> 1. via the e-kiosk machines at GSC outlets nationwide (except for all Aurum Theatres and Velvet Cinemas); or 2. via GSC's website or mobile application.
	How can I participate to earn the reward?	(a) Spend a minimum of RM50 in a single receipt at GSC outlets nationwide (except for all Aurum Theatres and Velvet Cinemas) or GSC's website / mobile application on Fridays to Sundays, and pay using your GX Card; and (b) Add a Regular Popcorn Combo Set worth RM 14.50 to cart before completing payment.
	When and how will I receive the reward?	The free Regular Popcorn Combo Set worth RM 14.50 will be applied during checkout when you make payment using your GX Card. Note that the Campaign Reward is limited to only 900 Regular Popcorn Combo Sets (worth RM14.50 each) per week. If you experience any issue related to the Campaign Reward redemption, please contact the GSC customer support team via multiple channels available at https://www.gsc.com.my/contact-us/ .