GXVersary DuitNowQR Campaign - Frequently Asked Questions

Effective Date: 1 November 2026

Question	Answer
What is this campaign about?	The **GXVersary DuitNowQR Campaign** is organised by GX Bank Berhad in celebration of its 3rd year anniversary, which will run from **1 November** to **31 December 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?	The Campaign is open to all individual customers of GXBank ("**Eligible Customer**", "**you**", or "**your**") who have and maintain a savings account with GXBank ("**GX Account**") in good standing and who have successfully fulfilled the funding requirement for GX Account verification.
How do I earn the cashback?	You must complete at least ten (10) DuitNow QR payment transactions using the GX App within a single calendar month. Each transaction must have a minimum spend of RM15.
What happens if I don't hit 10 transactions by the end of the month?	Transaction progress is tracked on a monthly basis and does not carry forward. If you only complete 8 transactions by the end of November, your progress will reset to zero on December 1st. You will need to start fresh and complete 10 new transactions in December to qualify for that month's reward.
Are there limits on the number of rewards I can receive?	Yes, you can earn a maximum of one (1) RM5.00 Cashback Reward per Campaign Month. The maximum you can earn over the entire 2-month campaign period is RM10.00.
When will I receive the campaign reward?	The Campaign Reward will be **credited to your GX Account instantly**, after you have completed the Qualifying Criteria. Important Note: In exceptional cases, crediting of the Campaign Reward could take up to two (2) weeks after you have completed the Qualifying Criteria.
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.