

Get Xtra8 Bonus GrabRewards Points Campaign - Frequently Asked Questions (FAQ)

Effective 15 January 2024

Category	Question	Response/Answer
General	What is this campaign about?	The Get Xtra8 Bonus GrabRewards Points Campaign is organised by GX Bank Berhad and will run from 15 January 2024 to 15 February 2024 (Campaign Period), 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 with GXBank ("GX Account").
	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 need help regarding this campaign, who can I speak to?	If you experience any issue related to the crediting of the GrabRewards points to your Grab App, please contact the Grab support team via the chat in the Grab App (Account > Help Centre > Chat now). For information, enquiries and/ or feedback related to this Campaign, please contact us via the chat in the GX App. Alternatively, you may call our Customer Support team at +603 7498 3188 or email us at ask@gxbank.my.
Campaign Reward	What reward can I earn from this campaign?	Receive 8x GrabRewards points for every RM1 spent on payment on Grab Services (GrabFood, GrabCar, Grab Mart or GrabExpress), paid using your linked GX Account. During Campaign Period: Customers with GrabUnlimited subscription will receive total 8x GrabRewards points for every RM1 spent on Grab Services on the Grab App paid using linked GX Account. GrabRewards points will be credited to your GX App in two (2) separate lines, as below: - Base: 1.5x GrabRewards points - Bonus: 6.5x GrabRewards points Eligible Participant without GrabUnlimited subscription will receive total 8x GrabRewards points for every RM1 spent on Grab Services on the Grab App paid using linked GX Account. GrabRewards points will be credited to your Grab App in two (2) separate lines, as below: - Base: 0.75x GrabRewards points - Bonus: 7.25x GrabRewards points

	How can I participate to earn the reward?	(a) Link your GX Account as a payment method to your Grab account on your Grab App. (b) Pay for Grab Services on the Grab App using your linked GX Account. Note: If you unlink your GX Account from your Grab App during the Campaign Period, you shall not be eligible to receive this campaign reward.
	When and how will I receive the reward?	The GrabRewards points will be credited to your Grab App instantly once the eligible transaction is successfully completed. In exceptional cases, crediting of the GrabRewards points could take up to two (2) weeks from the date of your successful transaction. GrabRewards points will be credited to your Grab App in two (2) separate lines, as below. a) Base GrabRewards points b) Bonus GrabRewards points - displayed as <i>'Grab x GXBank - Here's the additional GrabReward for you'</i> Total GrabRewards points to be received (Base + Bonus) will be 8x GrabRewards points for every RM1 spent.