

## GX Business Banking - Grab Campaigns: RM300 GrabFood Campaign Credits & 0% MDR for GrabPay DuitNow QR) - Frequently Asked Questions (FAQ)

Effective 30 April 2025

Category	Question	Answer
General	<b>What are the Exclusive Grab Merchants rewards?</b>	<p>These are exclusive rewards that are being offered to Grab Merchants:-</p> <ol style="list-style-type: none"> <li>1. RM300 GrabFood Campaign Credits</li> <li>2. 0% Merchant Discount Rate (MDR) on GrabPay DuitNow QR transactions for accepting payments</li> </ol>
	<b>Who is eligible for the RM300 GrabFood Campaigns Credits offer?</b>	<ol style="list-style-type: none"> <li>1. Eligible Business must be an existing GrabFood Merchant ; and</li> <li>2. Successfully open, activate and maintain a GX Biz Account in good standing with GXBank (including performing a first fund-in into the GX Biz Account).</li> </ol>
	<b>Who is eligible for the 0% MDR (Merchant Discount Rate) Campaign?</b>	<ol style="list-style-type: none"> <li>1. Eligible Business must be an existing GrabPay Merchant ; and</li> <li>2. Successfully open, activate and maintain a GX Biz Account in good standing with GXBank (including performing a first fund-in into the GX Biz Account).</li> </ol> <p><i>Note: Transactions via DuitNow QR issued by other acquirers or third-party GrabPay acceptance will not be eligible.</i></p>
	<b>Can I participate if I am not a GrabFood or a GrabPay merchant?</b>	No, these campaign rewards are exclusive to GrabFood & GrabPay merchants. Other

		businesses that are not part of GrabFood or GrabPay will not be eligible.
	<b>Are these campaign rewards available for merchants outside Malaysia?</b>	No, these campaign rewards are only valid for merchants operating in Malaysia.
<b>Sign Up &amp; Campaign Fulfillment Process</b>	<b>How do I sign up for these campaign rewards?</b>	To participate, you need to successfully sign up for GX Business Banking (ie. Open a GX Biz Account & fund-in).
	<b>When will I receive my RM300 GrabFood Campaign Credits or 0% Merchant Discount Rate (MDR) on GrabPay DuitNow QR transactions?</b>	<i>Please find the full illustration on <a href="#">"Table 1" (Campaign Reward Awarding Period)</a> at the end of this document.</i>
	<b>Will my GrabFood Campaign Credits or 0% Merchant Discount Rate (MDR) on GrabPay DuitNow QR transactions be applied immediately?</b>	No, the fulfillment follows a monthly cycle. Once your sign-up period is confirmed, you will receive the benefits in the next/following month's cycle based on the cut-off dates.
	<b>What is the last sign-up period to qualify for the campaign?</b>	The final sign up period runs from 22 November 2025 (12:00 AM) to 21 December 2025 (11:59 PM). Sign-ups after this period will not be eligible.

	<b>How long will the RM300 GrabFood Campaign Credits be available upon activation?</b>	The RM300 GrabFood Campaign Credits will only run for 1-month upon promo go-live date.
	<b>How long will the 0% Merchant Discount Rate (MDR) on GrabPay DuitNow QR transactions Campaign be available for upon activation?</b>	The 0% MDR Campaign will run until 31 January 2026.

**Table 1 (Campaign Reward Awarding Period)**

GX Biz Account Sign Up Period	Campaign Reward Awarded Period
30 Apr 2025 - 21 May 2025	<b>Reward 1 (RM300 GrabFood Campaign Credits)</b> → 1 June 2025 - 30 June 2025  <b>Reward 2 (0% MDR on GrabPay DuitNow QR Transactions)</b> → 1 June 2025 - 31 January 2026
22 May 2025 - 31 May 2025	<b>Reward 1 (RM300 GrabFood Campaign Credits)</b> → 1 July 2025 - 31 July 2025  <b>Reward 2 (0% MDR on GrabPay DuitNow QR Transactions)</b> → 1 July 2025 - 31 January 2026
1 June 2025 - 21 June 2025	<b>Reward 1 (RM300 GrabFood Campaign Credits)</b> → 1 July 2025 - 31 July 2025  <b>Reward 2 (0% MDR on GrabPay DuitNow QR Transactions)</b> → 1 July 2025 - 31 January 2026
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GX Biz Account Sign Up Period	Campaign Reward Awarded Period
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1 December 2025 - 21 December 2025	<b>Reward 1 (RM300 GrabFood Campaign Credits)</b> → 1 January 2026 - 31 January 2026  <b>Reward 2 (0% MDR on GrabPay DuitNow QR Transactions)</b> → 1 January 2026 - 31 January 2026