

CYBER FRAUD PROTECT UPGRADE CAMPAIGN FREQUENTLY ASKED QUESTIONS

QUESTIONS	ANSWERS												
What is this campaign about?	<p>The Cyber Fraud Protect Upgrade Campaign (“Campaign”) is organised by GX Bank Berhad (“GXBank”) in collaboration with Zurich General Insurance Malaysia Berhad (“Zurich”) and will run from 1 April 2025 to 30 June 2025 (both dates inclusive), or once the Maximum Cap (as defined in Clause 2.3 in the Campaign T&C) is reached, or such other duration as may be determined by GXBank from time to time with prior notice to you (“Campaign Period”) and further segregated into Campaign Months as per the table below.</p> <table border="1"> <thead> <tr> <th>Campaign Month</th> <th>Campaign Dates</th> <th>Number of days</th> </tr> </thead> <tbody> <tr> <td>April 2025</td> <td>1 to 30 April 2025</td> <td>30 days</td> </tr> <tr> <td>May 2025</td> <td>1 to 31 May 2025</td> <td>31 days</td> </tr> <tr> <td>June 2025</td> <td>1 to 30 June 2025</td> <td>30 days</td> </tr> </tbody> </table>	Campaign Month	Campaign Dates	Number of days	April 2025	1 to 30 April 2025	30 days	May 2025	1 to 31 May 2025	31 days	June 2025	1 to 30 June 2025	30 days
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Am I eligible to participate in this campaign?	All GXBank customers with an active GX Account are eligible to participate in this campaign.												
Who is not eligible for the campaign?	<p>The following persons shall not be eligible to participate in this Campaign:</p> <ol style="list-style-type: none"> Customers whose GX Account or GX debit card (“GX Card”) has been terminated, closed, suspended, deemed delinquent or otherwise unsatisfactorily conducted as determined by GXBank during the Campaign Period; Individuals who are mentally unsound, deceased, adjudicated bankrupt or have any legal proceedings instituted against them; and/or Individuals under the age of eighteen (18) years. 												
What is the Campaign Reward?	Apple Watch Series 10 GPS (42mm)												
How can I stand a chance to win the Campaign Reward?	<p>To stand a chance to win the Campaign Reward, Eligible Customers must earn Campaign Entries by meeting the following criteria during the Campaign Period (“Qualifying Criteria”):</p> <ol style="list-style-type: none"> you must have an existing GX Account in good standing; you must either renew your existing Cyber Fraud Protect policy or successfully purchase a new Cyber Fraud Protect policy (as set out in the table in clause 3.2 in the Campaign T&C) through the GXBank mobile application (“GX App”), and authorize the premium deductions via GXsecure; 												

	<ol style="list-style-type: none"> 3. you must receive the Cyber Fraud Protect policy from Zurich via the GX App; and 4. you must earn campaign entries based on the type of policy purchased, as set out in the table below. <p>The number of campaign entries earned by the Eligible Customer will be based on the type of plan purchased as per the following table:</p> <table border="1" data-bbox="437 488 1393 801"> <thead> <tr> <th style="background-color: #4a4a9a; color: white;">Cyber Fraud Protect Policy Purchased</th> <th style="background-color: #4a4a9a; color: white;">No of Campaign Entries</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">Basic</td> <td style="text-align: center;">1 entry</td> </tr> <tr> <td style="text-align: center;">Plus</td> <td style="text-align: center;">10 entries</td> </tr> <tr> <td style="text-align: center;">Pro</td> <td style="text-align: center;">100 entries</td> </tr> </tbody> </table>	Cyber Fraud Protect Policy Purchased	No of Campaign Entries	Basic	1 entry	Plus	10 entries	Pro	100 entries
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<p>What is the Campaign Reward Winner selection process?</p>	<p>The Campaign Reward Winner selection process is as follows:</p> <ol style="list-style-type: none"> 1. At the end of each Campaign Month, GXBank will shortlist Eligible Customers based on the number of campaign entries (“Shortlisted Eligible Customers”). 2. Only Shortlisted Eligible Customers will be contacted by GXBank within two (2) weeks after the end of a Campaign Month notifying the Shortlisted Eligible Customer that they are in the running to win the Campaign Reward, provided they correctly answer all campaign questions via a Google form (“Shortlisted Notification”). 3. Shortlisted Eligible Customers must correctly answer the questions on the Google form within seven (7) days of receiving the Shortlisted Notification. The first 3 Shortlisted Eligible Customers to answer all questions correctly the quickest within the 7-day deadline will be selected to win the Campaign Reward (“Winners”). 4. A subsequent notification will be sent only to the Winners via the GX App to confirm their selection for the Campaign Reward (“Winner Notification”). 5. If it is subsequently discovered that a Shortlisted Eligible Customer or Winner did not meet the Qualifying Criteria (outlined in Clause 3.1 in the Campaign T&C), the Shortlisted Eligible Customer will be disqualified from the Campaign and will not be eligible to receive the Campaign Reward. 6. After the Winners are selected, GXBank will contact them to arrange for the collection or delivery of the Campaign Reward to their registered address, within one (1) month. 7. Winners will be required to provide proof of receipt of the Campaign Reward. 								
<p>What is the campaign period of this offer?</p>	<p>1 April 2025 to 30 June 2025 (both dates inclusive)</p>								

Where can I find the full terms and conditions for the Cyber Fraud Protect Upgrade Campaign?	Please refer to Campaign terms and conditions here .
How many times can I receive this Campaign Reward?	You shall only be eligible to receive this Campaign Reward once during the Campaign Period