

GXBank x GrabPay Wallet Campaign - Frequently Asked Questions

11 September 2024

Question	Answer
<p>What is this campaign about?</p>	<p>The GXBank x GrabPay Wallet Campaign is organised by GX Bank Berhad in collaboration with Grab, and will run from 11 September 2024 to 31 December 2024, 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").</p> <p><u>Important Note:</u> Campaign Reward is limited to the first 60,000 Eligible Customers who fulfil the Qualifying Criteria during the Campaign Period on a first come, first serve basis ("Maximum Cap").</p>
<p>Am I eligible to participate in this campaign?</p>	<p>Campaign Eligibility: This Campaign is open to all individual customers of GXBank with a GX Account and who have not performed a first-time linking of their GX Account to their Grab account in their Grab App ("Eligible Customer").</p> <p><u>Important Note:</u> GXBank customers who had previously linked and subsequently unlinked their GX Account to their Grab account in the Grab App, shall not be eligible to participate in this Campaign.</p>
<p>What is the campaign reward and how can I earn it?</p>	<p>Campaign Reward: Up to two (2) RM4 GrabFood vouchers</p> <p>Qualifying Criteria: To receive the Campaign Reward, you must:</p> <ol style="list-style-type: none"> 1. Perform a first-time linking of your GX Account to your Grab account via the Grab App; and 2. Complete at least one (1) GrabPay Wallet top-up transaction using your linked GX Account, with a minimum amount of RM50 in each transaction ("Eligible Transaction"). <p><u>Important Note:</u></p> <ol style="list-style-type: none"> 1. You are eligible to receive one (1) GrabFood voucher per Eligible Transaction, and up to a maximum of two (2) GrabFood vouchers during the Campaign Period 2. The Campaign Reward is valid for use within thirty (30) days from voucher issuance date. 3. The Campaign Reward can be redeemed and used in the Grab App using linked GX Account, GX Card or GrabPay Wallet payment methods only.

Illustration of Campaign Reward Eligibility:

	Illustration	Campaign Reward Eligibility
1	<p>During the Campaign Period, Customer A:</p> <ol style="list-style-type: none"> performed a first-time linking of her GX Account to her Grab account via her Grab App; and completed 2x RM50 GrabPay Wallet top-up transactions using her linked GX Account. 	<p>Customer A is eligible to receive the full Campaign Reward</p> <p>Note: One (1) GrabFood voucher for each Eligible Transaction, up to a maximum of two (2) GrabFood vouchers per Eligible Customer.</p>
2	<p>During the Campaign Period, Customer B:</p> <ol style="list-style-type: none"> performed a first-time linking of her GX Account to her Grab account via her Grab App; and completed 1x RM50 GrabPay Wallet top-up transaction using her linked GX Account. 	<p>Customer B is eligible to receive a partial Campaign Reward</p> <p>Note: One (1) GrabFood voucher for each Eligible Transaction, up to a maximum of two (2) GrabFood vouchers per Eligible Customer.</p>
3	<p>During the Campaign Period, Customer C:</p> <ol style="list-style-type: none"> performed a first-time linking of his GX Account to his Grab account via his Grab App; and Completed 2x RM25 GrabPay Wallet credit top-up transactions using his linked GX Account. 	<p>Customer C is not eligible to receive the Campaign Reward</p> <p>Note: GrabPay Wallet top-up transaction must be of a minimum amount of RM50 per transaction, to qualify as an Eligible Transaction.</p>
4	<p>During the Campaign Period, Customer D:</p> <ol style="list-style-type: none"> re-linked his GX Account to his Grab account via his Grab App, after he had previously unlinked the two accounts; and completed 2x RM50 GrabPay Wallet top-up transactions using his linked GX Account. 	<p>Customer D is not eligible to receive the Campaign Reward</p> <p>Note: Customers who have previously linked and then subsequently unlinked their GX Account from their Grab account in their Grab App are ineligible to participate in this Campaign.</p>

When will I receive the campaign reward?

The Campaign Reward will be **credited to your Grab account in your Grab App 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.

If you experience any issue related to the crediting or redemption of the Campaign Reward on your Grab App, please contact the **Grab Support** via the chat in the Grab App.