

FlexiCredit Tap to Win Campaign - Frequently Asked Questions

20 June 2025

Question	Answer				
What is this campaign about?	The FlexiCredit Tap to Win Campaign is organised by GX Bank Berhad, targeted towards selected Grab users to apply for and activate FlexiCredit. This campaign will run from 20 June 2025 to 19 July 2025 , 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?	<p>Campaign Eligibility:</p> <p>To be eligible for this campaign, you must meet the following criteria:</p> <ul style="list-style-type: none"> - have an active Grab account in good standing; - you must fulfil the funding requirement for the purpose of GX Account verification; - you have not previously opened a FlexiCredit account with GXBank; and - you have received direct invitation or communication to participate in the Campaign from Grab during the Campaign Period <p>Note:</p> <p>Your Grab account and GX Account must be registered under the same mobile number at all times — from the point of FlexiCredit application and throughout the campaign period.</p> <p>If you have an existing activated FlexiCredit limit prior to the start of the Campaign, or if you activated your FlexiCredit limit before spinning the "Tap to Win" wheel, you shall not be eligible for the Campaign Reward, regardless of whether you receive the Campaign invitation or complete any other steps.</p>				
What is the campaign reward and how can I earn it?	<p>Campaign Reward</p> <p>Each Eligible Customer may receive only one (1) Campaign Reward (as determined by the "Tap to Win" spin result) throughout the Campaign Period.</p> <p>To receive the Campaign Reward, eligible users must follow the steps below in the specified order and within the campaign period:</p> <ol style="list-style-type: none"> (1) Spin the digital "Tap to Win" wheel on the Grab app (2) Submit a valid application for FlexiCredit via the GXBank app (3) Have the FlexiCredit application successfully approved by GXBank (4) Activate the approved FlexiCredit limit via the GXBank app <p>Approval of your FlexiCredit application is based on a detailed assessment of your profile and creditworthiness. Meeting the eligibility criteria alone does not guarantee approval.</p> <table border="1"> <thead> <tr> <th>Campaign Reward*</th><th>Campaign Reward Eligibility</th></tr> </thead> <tbody> <tr> <td> RM1,000 cash reward RM100 cash reward RM10 cash reward RM5 cash reward </td><td>Eligible Customers can receive this Campaign Reward once throughout the Campaign Period.</td></tr> </tbody> </table>	Campaign Reward*	Campaign Reward Eligibility	RM1,000 cash reward RM100 cash reward RM10 cash reward RM5 cash reward	Eligible Customers can receive this Campaign Reward once throughout the Campaign Period.
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	<p>Eligible Customers must activate the approved FlexiCredit limit via the GXBank app by 8 July 2025, 11:59PM.</p> <p>The Campaign Reward will be credited into the Eligible Customer's GX Account within fourteen (14) working days from the date of successful FlexiCredit limit activation.</p> <p><i>*Campaign Reward amount will vary from person to person based on the outcome of the 'Tap to Win' spin. The 'Tap to Win' spin will take place on the Grab app, but the cash reward crediting will be awarded to the user's GXBank savings account.</i></p>
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Illustration of Campaign Reward Eligibility:

	Illustration	Campaign Reward Eligibility
1	Customer A <ul style="list-style-type: none">i. received direct communication from Grab about the campaign.ii. spun the Tap to Win wheel and subsequently applied for FlexiCredit.iii. their application was approved, and they activated the granted credit limit within the Campaign Period.	Customer A is eligible for the Campaign Reward. The customer met all conditions including receiving direct comms, spinning the wheel before activation, and activating within the Campaign Period.
2	Customer B <ul style="list-style-type: none">i. did not receive direct communication from Grab about the campaign.ii. spun the Tap to Win wheel and subsequently applied for FlexiCredit.iii. their application was approved, and they activated the granted credit limit within the Campaign Period.	Customer B is not eligible for the Campaign Reward because they did not receive direct campaign communication from Grab or GXBank, a prerequisite for eligibility.
3	Customer C <ul style="list-style-type: none">i. received direct communication from Grab about the campaign.ii. applied for FlexiCredit, got their application approved, and they activated the granted credit limit within the Campaign Period.iii. spun the Tap to Win wheel post activation of FlexiCredit.	Customer C is not eligible for the Campaign Reward because the wheel must be spun before activation of FlexiCredit.
4	Customer D <ul style="list-style-type: none">i. received direct communication from Grab about the campaign.ii. spun the Tap to Win wheel and subsequently applied for FlexiCredit.	Customer D is not eligible for the Campaign Reward as they did not meet the condition of having an approved and activated FlexiCredit facility.

	iii. their FlexiCredit application was rejected.	
	5 Customer E <ul style="list-style-type: none"> i. received direct communication from Grab and about the campaign. ii. spun the Tap to Win wheel and subsequently applied for FlexiCredit. iii. their application was approved, but they did not activate their credit limit. 	Customer E is not eligible for the Campaign Reward as FlexiCredit activation within the Campaign Period is mandatory to receive the reward.
	6 Customer F <ul style="list-style-type: none"> i. received direct communication from Grab about the campaign. ii. spun the Tap to Win wheel and subsequently applied for FlexiCredit. iii. their application was approved, but they activated the granted credit limit after the Campaign Period. 	Customer F is not eligible for the Campaign Reward as FlexiCredit activation within the Campaign Period is mandatory to receive the reward.
	7 Customer G <ul style="list-style-type: none"> i. received direct communication from Grab about the campaign. ii. spun the Tap to Win wheel and subsequently applied for FlexiCredit. iii. their application was approved, and they activated the granted credit limit within the Campaign Period. iv. however, their Grab account and GXBank account are registered under different mobile numbers. 	Customer G is not eligible for the Campaign Reward as one of the campaign conditions is that both Grab and GXBank accounts must be registered under the same mobile number at all times – during the FlexiCredit application and throughout the campaign period in order for the Campaign Reward to be granted.
When will I receive the campaign reward?	<p>Customers who have their FlexiCredit applications approved and activate their granted credit limit during the Campaign Period will receive the corresponding reward (as determined by the 'Tap to Win' spin).</p> <p>The reward amount will be credited into your GXBank savings account within 14 working days from the date of FlexiCredit activation.</p> <p><u>Important Note:</u> To be eligible for the reward, the customer's Grab and GXBank accounts must be both registered under the same mobile number at all times — during the FlexiCredit application and throughout the campaign period.</p>	
Where can I find the full campaign terms and conditions?	<p>You can find the full terms and conditions here: https://www.gxbank.my/campaign-tnc </p>	
Who can I contact if I have further questions about this campaign?	<p>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.</p>	

	<p>If you experience any issues related to spinning the wheel or viewing your reward details on the Grab App, please reach out to Grab Support via the chat in the Grab App.</p> <p>If you face issues with the crediting of your cash reward in the GXBank App, kindly contact GXBank Customer Support.</p>
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