GX Card Rewards Campaign - Frequently Asked Questions (FAQ)

Effective 27 October 2026

Question	Answer
What is this campaign about?	The **GX Card Rewards Campaign** ("**Campaign**") is organised by GX Bank Berhad and will run from **26 August 2025** to **31 December 2026** (both dates inclusive), or as otherwise determined by GXBank with prior notice ("**Campaign Period**").
Am I eligible to participate in this campaign?	The Campaign is open to all individual customers of GXBank with a savings account with GXBank ("**GX Account**"). The following individuals are not eligible to participate in the Campaign: (a) customers whose GX Account or GX Debit Card ("**GX Card**") has been terminated, closed, frozen, blocked, suspended, classified as delinquent, involved in suspected or confirmed fraudulent activities, in breach of any GXBank terms and conditions, or otherwise deemed to be unsatisfactorily conducted or non-compliant with regulatory requirements by GXBank during the Campaign Period; (b) individuals who are mentally unsound, deceased, declared/adjudicated bankrupt or have any legal proceedings instituted/ongoing against them; and/or (c) individuals under the age of eighteen (18) years.
What is the Reward?	You will receive **1% cashback for eligible retail spend using your physical GX Card overseas** during the Campaign Period.
How do I participate to earn this Reward?	It's simple! Just perform retail transactions overseas using your physical GX Card and you will get 1% cashback on your Eligible Overseas Spends. Eligible Overseas Spend using the GX Card shall NOT include certain transactions (i.e. "Excluded Transactions") as outlined in Clause 3.2 of the GX Card Rewards Campaign Terms and Conditions and no cashback reward shall be granted in respect of such transactions.
When and how will I receive this Reward?	The cashback value will be calculated and rounded down to the nearest two decimal points. Cashback amount must be at least RM0.01 in order to be credited to your GX Account. The cashback will be credited to an Eligible Customer's GX Account after the Eligible Overseas Spend is either authorised or settled, i.e., when the Eligible Overseas Spend is under the "Processing" or "Successful" status. In exceptional cases, crediting of the cashback could take up to two (2) weeks from the date the Eligible Overseas Spend is performed. If the Eligible Overseas Spend is subsequently cancelled, any credited cashback amount will be clawed back or debited from the Eligible Customer's 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

Question	Answer
If I have any queries with the Campaign, who can I speak to?	You may contact our support team via In-App Chat, +603 7498 3188, or at ask@gxbank.my