

GX Card Travel GrabCoins Cashback Campaign - Frequently Asked Questions

Question	Answer																
What is this campaign about?	The GX Card Travel GrabCoins Cashback Campaign is organised by Grab in collaboration with GX Bank Berhad, and will run from 1 December 2024 to 31 May 2026 , or such other duration as may be determined by GXBank at its sole discretion (" Campaign Period ").																
Am I eligible to participate in this campaign?	Campaign Eligibility: This Campaign is open to the individuals who: - Holds an active GX debit card ("GX Card") during the Campaign Period. - Spends on eligible overseas Grab services ("Qualifying Spend") within the Campaign Period; and - Has a valid Grab account ("Grab Account") in Grab app ("Grab App") and a valid GXBank bank account ("GX Account") that are both in good standing and not cancelled for any reason ("Eligible Card Member").																
What is the award and how can I earn it?	Award Get 3X GrabCoins for every RM1 spent (equivalent to 2% value back on Grab Services outside of Malaysia in the applicable countries which includes Singapore, Thailand, Vietnam, Cambodia, Myanmar, Indonesia and Philippines. The calculation of GrabCoins earned will be based on 3x GrabCoins for every RM1 (equivalent to 2% value back) spent on Grab transactions outside of Malaysia. The conversion rate for the participating countries is fixed as per the table below throughout the Campaign Period: <table border="1"> <thead> <tr> <th></th><th>Foreign Currency Rate</th></tr> </thead> <tbody> <tr> <td>MYR / SGD</td><td>0.29989</td></tr> <tr> <td>MYR / IDR</td><td>3550.07</td></tr> <tr> <td>MYR / THB</td><td>7.78358</td></tr> <tr> <td>MYR / VND</td><td>5668</td></tr> <tr> <td>MYR / PHP</td><td>13.1181</td></tr> <tr> <td>MYR / MMK</td><td>464.306</td></tr> <tr> <td>MYR / KHR</td><td>892.151</td></tr> </tbody> </table> Qualifying Spend Criteria: To receive the GrabCoins, you must be: - An Eligible Card Member who have linked GX Card to Grab Account; and - An Eligible Card Member who made payment using the linked GX Card on Grab services overseas in the countries listed below within the Campaign Period. - Grab services overseas are Grab rides, GrabFood/ GrabMart orders and GrabExpress Instant Delivery bookings in Singapore, Thailand, Vietnam, Cambodia, Myanmar, Indonesia and Philippines only. This does not include reloading of funds into GrabPay wallet.		Foreign Currency Rate	MYR / SGD	0.29989	MYR / IDR	3550.07	MYR / THB	7.78358	MYR / VND	5668	MYR / PHP	13.1181	MYR / MMK	464.306	MYR / KHR	892.151
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	Illustration of GrabCoins Eligibility: <table><tr><th></th><th>Illustration</th><th>Award Eligibility</th></tr><tr><td>1</td><td>Customer A i. is a Grab Account user ii. is a GX Account and Debit Card holder iii. Spend THB 30 on Grab App in Thailand using linked GX Card </td><td>Customer A is eligible to receive 12 GrabCoins for the transaction Calculation: THB 30 → $30/7.78358 = \text{RM}3.85$ $\text{RM}3.85 \times 3 = 12 \text{ GrabCoins}$</td></tr><tr><td>2</td><td>Customer B i. is a Grab Account user ii. is a GX Account and Debit Card holder iii. Spend SGD 30 on Grab App in Singapore using linked GX Card </td><td>Customer B is eligible to receive 300 GrabCoins for the transaction Calculation: SGD 30 → $30/0.29989 = \text{RM}100$ $\text{RM}100 \times 3 = 300 \text{ GrabCoins}$</td></tr><tr><td>3</td><td>Customer C i. is a Grab Account user ii. is a GX Account Holder iii. Spend SGD 30 on Grab App in Singapore using a non GX Card </td><td>Customer C is not eligible to receive any GrabCoins from this transaction as payment method used is not a GX Card</td></tr></table>		Illustration	Award Eligibility	1	Customer A i. is a Grab Account user ii. is a GX Account and Debit Card holder iii. Spend THB 30 on Grab App in Thailand using linked GX Card	Customer A is eligible to receive 12 GrabCoins for the transaction Calculation: THB 30 → $30/7.78358 = \text{RM}3.85$ $\text{RM}3.85 \times 3 = 12 \text{ GrabCoins}$	2	Customer B i. is a Grab Account user ii. is a GX Account and Debit Card holder iii. Spend SGD 30 on Grab App in Singapore using linked GX Card	Customer B is eligible to receive 300 GrabCoins for the transaction Calculation: SGD 30 → $30/0.29989 = \text{RM}100$ $\text{RM}100 \times 3 = 300 \text{ GrabCoins}$	3	Customer C i. is a Grab Account user ii. is a GX Account Holder iii. Spend SGD 30 on Grab App in Singapore using a non GX Card	Customer C is not eligible to receive any GrabCoins from this transaction as payment method used is not a GX Card
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When will I receive the award?	The GrabCoins will be credited to the respective Eligible Card Member's Grab Account immediately, or up to two (2) working days from the date the Eligible Card Member meets the Qualifying Spend criteria. Notwithstanding this, the GrabCoins awarded may be revoked or claw-backed if there is a cancellation or refund of such Qualifying Spend transaction.												
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.												