

## GX Limited Edition Gold Coin Giveaway Contest - Frequently Asked Questions

Effective Date: 15 September 2026

| Question                                           | Answer                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
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| What is this campaign about?                       | <p>The <b>GX Limited Edition Gold Coin Giveaway Contest</b> is a campaign run on GXBank's official Instagram account @gxbankmy, where participants stand a chance to win 1 of 5 Limited Edition 1g 999.9 Gold Coins by spotting hidden coins in our campaign videos and sharing a meaningful goal they want to achieve with financial flexibility.</p> <p>This campaign is organised by GX Bank Berhad, and will run from 16 September 2026 to 30 September 2026 (both dates inclusive), or such other duration as may be determined by GXBank with prior notice ("<b>Campaign Period</b>").</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| Am I eligible to participate in this campaign?     | <p>The giveaway is open to all Malaysian citizens residing in Malaysia aged between 21 and 64 years old (both existing GXBank customers and non-customers).</p> <p>The following individuals are <u>not eligible</u> to participate in the Campaign:</p> <ul style="list-style-type: none"> <li>(a) individuals whose GX Account has been frozen, suspended, deemed delinquent, or terminated by GXBank due to adverse conduct, fraud, or policy violations during or at anytime prior to the Campaign Period;</li> <li>(b) individuals who have committed or are suspected by GXBank of committing any fraudulent, unlawful or wrongful acts in relation to any of GXBank's products or services during or at anytime prior to the Campaign Period;</li> <li>(c) individuals who are mentally unsound, deceased, adjudicated bankrupt or have any legal proceedings instituted against them;</li> <li>(d) individuals under the age of 21 years or above the age of 64 years;</li> <li>(e) Individuals who are GXBank Full-Time Employees (FTE).</li> </ul> <p>Please note: Campaign Reward entitlement is strictly contingent upon shortlisted participants passing GXBank's internal verification and background checks.</p>                                                                                                                     |
| What is the campaign reward and how can I earn it? | <p><u>Campaign Reward</u></p> <p>A physical one (1) piece of one (1) gram gold coin, awarded to five Eligible Users selected by GXBank at the end of the Campaign Period;</p> <p><u>How to Qualify &amp; Win</u></p> <p>To join the Campaign, complete all three (3) steps below on Instagram during the Campaign Period.</p> <ul style="list-style-type: none"> <li>- Follow @gxbankmy on Instagram.</li> <li>- Like the giveaway post and tag 2 friends in the comment section.</li> <li>- Comment on the post with the correct total count of GX limited edition gold coins spotted in the campaign videos; and ONE meaningful goal or milestone you want to tackle this year with extra financial flexibility.</li> </ul> <p><u>Winner Selection:</u></p> <ul style="list-style-type: none"> <li>- Shortlisted participants with the correct coin count will be assessed and shortlisted on comment creativity by an internal GXBank panel. The panel's decision is final, binding, and conclusive, and no appeals or objections will be entertained.</li> <li>- Shortlisted participants will be contacted directly by GXBank via official channels below to submit identification information for background screening purposes. <ul style="list-style-type: none"> <li>- Instagram Direct Message (DM) from @gxbankmy</li> </ul> </li> </ul> |

- Email from marketing.campaign@gxbank.my
- Candidates are required to respond to GXBank with the relevant information within 48 hours of outreach from GXBank via Instagram DM and email respectively.
- Winners will only be officially confirmed and awarded upon successfully passing all required verification checks.

Illustration of Campaign Reward Eligibility:

| Scenario                                                                                                                                                                                             | Campaign Reward Eligibility                                                                                                                 |
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| Participant A completes all 3 required Instagram steps with the correct coin count and a creative comment, responds to official DM and email within 48 hours, and clears internal background checks. | <b>Eligible</b> - Confirmed as a winner and will be sent one (1) piece of 1g Limited Edition 999.9 Gold Coin.                               |
| Participant B completes all 3 required Instagram steps with the correct coin count and a creative comment, but is found to be 17 years old.                                                          | <b>Not Eligible</b> - Campaign is strictly restricted to Malaysian residents aged 21 and above.                                             |
| Participant C is shortlisted as a top 5 winner but fails to reply to the Instagram DM or email with verification details within the 48-hour response window.                                         | <b>Not Eligible</b> - Prize is forfeited due to non-response within 48 hours and re-allocated to the next in line shortlisted candidate.    |
| Participant D completes all contest steps correctly, but is identified as a full-time employee (FTE) of GXBank.                                                                                      | <b>Not Eligible</b> - GXBank full-time employees are strictly not allowed to become winners for this campaign.                              |
| Participant E completes all contest steps correctly, and responds with the relevant information within 48 hours, but fails the internal screening.                                                   | <b>Not Eligible</b> - Shortlisted candidates must successfully pass GXBank's internal screening process prior to final winner confirmation. |
| Participant F submits a creative comment, but tags only 1 friend instead of 2 or submitted an incorrect gold coin count.                                                                             | <b>Not Eligible</b> - Entries must satisfy all contest mechanics, including correct coin count and tagging 2 friends.                       |
| Participant G is shortlisted but provides inaccurate, incomplete, or misrepresented personal details during the verification stage.                                                                  | <b>Not Eligible</b> - Failure to provide accurate legal verification details results in immediate disqualification and prize reallocation.  |

Note: Please ensure all information provided to GXBank is correct, up-to-date and accurate. Any misrepresentation or incorrect information may result in forfeiture or non-delivery of the Campaign Reward or disqualification of the participant's entitlement.

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| When will I receive the campaign reward?                 | <p>The actual fulfillment and secure courier delivery of the physical gold coin will be executed post campaign, that is from 1st October 2026 to 31st October 2026.</p> <p>Winners can expect to receive their reward by 31st October, delivered via a secure courier to the delivery address provided by the winner to GXBank.</p> |
| Where can I find the full campaign terms and conditions? | <p>You can find the full terms and conditions here:</p> <p><a href="https://www.gxbank.my/campaign-tnc">https://www.gxbank.my/campaign-tnc</a></p>                                                                                                                                                                                  |

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](mailto:ask@gxbank.my).