

GX Referral Campaign - Frequently Asked Questions (FAQ)

Effective 16 May 2024

Category	Question	Response/Answer					
General	What is this campaign about?	The GX Referral Campaign is organised by GX Bank Berhad and will run from 16 May 2024 to 31 July 2024 ("Campaign Period").					
	Am I eligible to participate in this campaign?	This Campaign is open to: <ul style="list-style-type: none"> (a) selected individual customers of GXBank with a savings account with GXBank who have received a notification from GXBank in relation to the Campaign from 16 May 2024 onwards; and (b) all individual customers of GXBank with a GX Account from 27 May 2024 onwards. 					
	Where can I find the campaign terms and conditions?	You can find the full terms and conditions at https://www.gxbank.my/campaign-tnc					
	If I have any queries regarding this campaign, who can I speak to?	For information, enquiries, feedback and/or support related to this Campaign, please contact our Customer support team via the chat in the GX App. Alternatively, you may call us at +603 7498 3188 or email us at ask@gxbank.my .					
Campaign Reward	What reward can I earn from this campaign?	RM8 Referral Reward for every Successful Referral made. You are eligible to receive only one (1) Referral Reward per Successful Referral per Referee. You are eligible to receive multiple Referral Rewards from multiple Successful Referrals during the Campaign Period					
	How can I participate to earn the reward?	To earn the Referral Reward: <ul style="list-style-type: none"> (a) you must have an existing GX Account in good standing; (b) you must go to your GXBank mobile application ("GX App") version 1.7.14 for Android and 1.7.17 for iOS or above > Me > Share with friends - to send a Referral link and code ("Referral") to your family and friends who are not existing GXBank customers ("Referee"); and (c) your Referee must successfully open a new GX Account using the Referral link or code sent by you ("Successful Referral"). <p>Important Note: A Referral will expire after sixty (60) days, if it has never been used. If this happens, Eligible Participant can resend a new Referral to the Referee, within the Campaign Period.</p> <p>Further illustration of Referral Reward eligibility is as below:</p> <table border="1"> <thead> <tr> <th></th> <th>Illustration</th> <th>Reward eligibility</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>You sent a Referral to Referee A, who is not an existing GXBank customer.</td> <td>You are eligible to receive Referral Reward</td> </tr> </tbody> </table>		Illustration	Reward eligibility	1	You sent a Referral to Referee A , who is not an existing GXBank customer.
	Illustration	Reward eligibility					
1	You sent a Referral to Referee A , who is not an existing GXBank customer.	You are eligible to receive Referral Reward					

		<p>Referee A used the Referral link or code sent by you, and successfully opened a new GX Account.</p>	
	<p>2</p> <p>You sent a Referral to Referee B, who is not an existing GXBank customer.</p> <p>Referee B did not use the Referral link or code sent by you, but successfully opened a new GX Account.</p>		<p>You are not eligible to receive Referral Reward.</p>
	<p>3</p> <p>You sent a Referral to Referee C, who is not an existing GXBank customer.</p> <p>Referee C used the Referral link or code sent by you, but did not open a new GX Account.</p>		<p>You are not eligible to receive Referral Reward</p>
	<p>4</p> <p>You sent a Referral to Referee D, who is not an existing GXBank customer.</p> <p>Referee D attempted to use the Referral link or code sent by you, but the Referral has expired.</p> <p><u>Important Note:</u> A Referral will expire after sixty (60) days, if it has never been used. If this happens, you can resend a new referral link or code to the Referee, within the Campaign Period.</p> <p>Upon receiving the new Referral sent by you, Referee D may continue to proceed to open a new GX Account.</p>		<p>You are not eligible to receive the Campaign Reward</p> <p><u>Important Note:</u> You are only eligible to receive the Referral Reward if Referee D successfully opens a new GX Account using the Referral link or code sent by you.</p>
	<p>When and how will I receive the reward?</p>	<p>Referral Reward will be credited to your GX Account instantly after your Referee has successfully opened a new GX Account using the Referral link or code sent by you.</p> <p>In exceptional cases, crediting of the Referral Reward could take up to two (2) weeks from the date your Referee has successfully opened a new GX Account using the Referral link or code sent by you.</p>	
	<p>How can I guide my Referee on this Campaign?</p>	<p>When you send a Referral from your GX App, your Referee will receive a message from you, with the Referral link and code in the message.</p> <p>Your Referee can follow the below steps to complete the Referral:</p> <ol style="list-style-type: none"> 1. Click on the Referral link in the Referral message, which will direct you to install GXBank mobile application ("GX App") from Apple App store or Google Play Store; 2. In GX App, start the new account application process; 	

		<ol style="list-style-type: none">3. If prompted for confirmation, please:<ol style="list-style-type: none">a. (Recommended) Re-click on the Referral link in the Referral message, orb. Manually enter the Referral code in the Referral message.4. Submit the completed application. You will be notified via GX App on your application status.
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