

GX Card Travel GrabRewards Cashback Campaign - Frequently Asked Questions

1 December 2024

Question	Answer																
<p>What is this campaign about?</p>	<p>The GX Card Travel GrabRewards Cashback Campaign is organised by Grab in collaboration with GX Bank Berhad, and will run from 1 December 2024 to 31 May 2025, or such other duration as may be determined by GXBank at its sole discretion ("Campaign Period").</p>																
<p>Am I eligible to participate in this campaign?</p>	<p>Campaign Eligibility:</p> <p>This Campaign is open to the individuals who:</p> <ol style="list-style-type: none"> 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"). 																
<p>What is the award and how can I earn it?</p>	<p>Award</p> <p>Get 3X GrabRewards Points ("GRP") for every RM1 spent (equivalent to 2% in value back) on Grab Services outside of Malaysia in the applicable countries which includes Singapore, Thailand, Vietnam, Cambodia, Myanmar, Indonesia and Philippines.</p> <p>The calculation of GRP earned will be based on 3x GRP for every RM1 (equivalent to 2% in 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:</p> <table border="1" data-bbox="539 1346 1115 1787"> <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> <p>Qualifying Spend Criteria:</p> <p>To receive the GRP, you must be:</p> <ol style="list-style-type: none"> 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. <ol style="list-style-type: none"> Grab services overseas are Grab rides, GrabFood/ GrabMart orders and GrabExpress Instant Delivery bookings in Singapore, Thailand, Vietnam, Cambodia, Myanmar, Indonesia 		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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and Philippines only. This does not include reloading of funds into GrabPay wallet.

Illustration of GRP Eligibility:

	Illustration	Award Eligibility
1	<p>Customer A</p> <ul style="list-style-type: none"> 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 	<p>Customer A is eligible to receive 12 GRP for the transaction</p> <p>Calculation: THB 30 → 30/7.78358 = RM3.85 RM3.85 x 3 = 12 GRP</p>
2	<p>Customer B</p> <ul style="list-style-type: none"> 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 	<p>Customer B is eligible to receive 300 GRP for the transaction</p> <p>Calculation: SGD 30 → 30/0.29989 = RM100 RM100 x 3 = 300 GRP</p>
3	<p>Customer C</p> <ul style="list-style-type: none"> 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 	<p>Customer C is not eligible to receive any GRP from this transaction as payment method used is not a GX Card</p>

When will I receive the award?

The GRP award 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 GRP 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.