

## GXBank x Grab Rewards Campaign - Frequently Asked Questions

Effective Date: 6th November 2024

Question	Answer								
<p>What is this campaign about?</p>	<p>The <b>GXBank x Grab Rewards Campaign</b> is organised by GX Bank Berhad in collaboration with Grab, and will run from <b>6th November 2024</b> to <b>30th June 2025</b>, or once the Campaign Reward has reached the Maximum Cap, or such other duration as may be determined by GXBank at its sole discretion ("<b>Campaign Period</b>").</p>								
<p>Am I eligible to participate in this campaign?</p>	<p><b>Campaign Eligibility:</b> This Campaign is open to all individual customers of GXBank with a GX Account and who have linked their GX account to their Grab account in their Grab App ("<b>Eligible Customer</b>").</p> <p><u>Important Note:</u> GXBank customers who had previously linked and subsequently unlinked their GX Account to their Grab account in the Grab App, shall not be eligible to participate in this Campaign.</p>								
<p>What is the campaign reward and how can I earn it?</p>	<p><b>Campaign Reward in split into:</b></p> <p><b>Reward Category 1: Pay for Grab Services using Linked GX Account</b></p> <table border="1" data-bbox="496 1043 1329 1270"> <thead> <tr> <th data-bbox="496 1043 831 1099">Grab Unlimited Plan</th> <th data-bbox="831 1043 1329 1099">Campaign Rewards</th> </tr> </thead> <tbody> <tr> <td data-bbox="496 1099 831 1184">Subscriber</td> <td data-bbox="831 1099 1329 1184"><b>1.5X</b> Grab Rewards Point for every RM1 spent</td> </tr> <tr> <td data-bbox="496 1184 831 1270">Non-subscriber</td> <td data-bbox="831 1184 1329 1270"><b>0.75X</b> Grab Rewards Point for every RM1 spent</td> </tr> </tbody> </table> <p><b>Reward Category 2: Top-up GrabPay Wallet using Linked GX Account</b></p> <table border="1" data-bbox="496 1346 1329 1458"> <thead> <tr> <th data-bbox="496 1346 1329 1402">Campaign Rewards</th> </tr> </thead> <tbody> <tr> <td data-bbox="496 1402 1329 1458"><b>1X</b> Grab Rewards Point for every RM3 spent</td> </tr> </tbody> </table> <p><b>Qualifying Criteria:</b> To receive the Campaign Reward(s), you must:</p> <ol style="list-style-type: none"> <li>1. you must have an existing GX Account in good standing; and</li> <li>2. you must have linked your GX Account to your Grab account in your Grab App; and</li> <li>3. you must pay using your linked GX Account for GrabFood, GrabCar, GrabMart, GrabExpress or GrabGifts (collectively "<b>Grab Services</b>") to enjoy Reward Category 1</li> <li>4. you must top up your GrabPay wallet using linked GX account to enjoy Rewards Category 2</li> </ol> <p><u>Important Note:</u> The Campaign Reward can be redeemed and used in the Grab App using linked GX Account, GX Card or GrabPay Wallet payment methods only.</p>	Grab Unlimited Plan	Campaign Rewards	Subscriber	<b>1.5X</b> Grab Rewards Point for every RM1 spent	Non-subscriber	<b>0.75X</b> Grab Rewards Point for every RM1 spent	Campaign Rewards	<b>1X</b> Grab Rewards Point for every RM3 spent
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Illustration of Campaign Reward Eligibility:

	Illustration	Campaign Reward Eligibility
1	<p><b>Customer A</b></p> <ul style="list-style-type: none"> <li>i. is a GrabUnlimited Plan subscriber, and</li> <li>ii. paid for a RM100 GrabFood transaction using his linked GX Account.</li> </ul>	<p><b>Customer A is eligible to receive 150x GrabRewards points for the transaction</b></p> <p><u>Note:</u> Eligible Customers who are also GrabUnlimited Plan subscribers will receive 1.5x GrabRewards points for every RM1 spent on Grab Services using his/her linked GX Account (as set out in Table Reward Category 1)</p>
2	<p><b>Customer B</b></p> <ul style="list-style-type: none"> <li>i. is not a GrabUnlimited Plan subscriber, and</li> <li>ii. paid for a RM100 GrabMart transaction using her linked GX Account.</li> </ul>	<p><b>Customer B is eligible to receive 75x GrabRewards points for the transaction</b></p> <p><u>Note:</u> Eligible Customers who are not GrabUnlimited Plan subscribers will receive 0.75x GrabRewards points for every RM1 spent on Grab Services using his/her linked GX Account (as set out in Table Reward Category 1)</p>
3	<p><b>Customer C</b></p> <ul style="list-style-type: none"> <li>i. paid for a RM90 GrabPay Wallet top-up transaction using his linked GX Account.</li> </ul>	<p><b>Customer C is eligible to receive 30x GrabRewards points for the transaction</b></p> <p><u>Note:</u> Eligible Customers will receive 1x GrabRewards points for every RM3 spent on GrabPay Wallet top-up transactions (as set out in Table Reward Category 2)</p>

When will I receive the campaign reward?	<p>The Campaign Reward will be <b>credited to your Grab account in your Grab App instantly</b>, after you have completed the Qualifying Criterias.</p> <p><u>Important Note:</u> In exceptional cases, crediting of the Campaign Reward could take up to two (2) weeks after you have completed the Qualifying Criterias.</p>
Where can I find the full campaign terms and conditions?	<p>You can find the full terms and conditions here: <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?	<p>For more information, enquiries, feedback and/ or complaints relating to this Campaign, please contact <b>GXBank Customer Support</b> via the chat in the GX App. Alternatively, you may call us at +603 7498 3188 or email us at <a href="mailto:ask@gxbank.my">ask@gxbank.my</a>.</p> <p>If you experience any issue related to the crediting or redemption of the Campaign Reward on your Grab App, please contact the <b>Grab Support</b> via the chat in the Grab App.</p>