

Get Xtra8 Jaya Grocer In-Store Gift with Purchase Campaign - Frequently Asked Questions (FAQ)

Effective 1 February 2024

Category	Question	Response/Answer
General	What is this campaign about?	The Get Xtra8 Jaya Grocer In-Store Gift with Purchase Campaign is organised by GX Bank Berhad and will run from 1 February 2024 to 29 February 2024 (Campaign Period), or while stocks last .
	Am I eligible to participate in this campaign?	This Campaign is open to all individual customers of GXBank with a savings account ("GX Account") with GXBank.
	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 and/ or feedback related to this Campaign, please contact us via the chat in the GX App. Alternatively, you may call the GXBank Customer Support team at +603 7498 3188 or email at ask@gxbank.my . If you experience any issue related to the Campaign Reward in-store redemption, please contact the Jaya Grocer Customer Support team at customer@jayagrocer.com or 1-300-88-5427.
Campaign Reward	What reward can I earn from this campaign?	Receive a Jaya Grocer In-store Gift with Purchase when you shop in any Jaya Grocer retail store nationwide and show your GX App, during the Campaign Period - while stocks last.
	How can I participate to earn the reward?	(a) Make an in-store purchase in any Jaya Grocer retail store, during the Campaign Period. (b) Show your GX App to the cashier upon checkout, to redeem the reward - while stocks last. *Not applicable to online orders performed via GrabMart on the Grab App or Jaya Grocer Online.
	When and how will I receive the reward?	Reward will be given at checkout upon completion of payment, in the respective Jaya Grocer retail store - while stocks last. You are only eligible to redeem this reward once during the campaign period.