CYBER FRAUD PROTECT - WIN AN APPLE WATCH CAMPAIGN FREQUENTLY ASKED QUESTIONS

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<tr><th>QUESTIONS</th><th>ANSWERS</th></tr>
<tr><td>What is this campaign about?</td><td>The Cyber Fraud Protect Campaign (“Campaign”) is organised by GX Bank Berhad (“GXBank”) in collaboration with Zurich General Insurance Malaysia Berhad (“Zurich”) and will run from 1 November 2026 to 31 December 2026 (both dates inclusive), or once the Maximum Cap (as defined in Clause 2.3 in the Campaign T&C) is reached, or such other duration as may be determined by GXBank from time to time with prior notice to you (“Campaign Period”) and further segregated into Campaign Months as per the table below.

<table>
<tr><th>Campaign Month</th><th>Campaign Dates</th><th>Number of Days</th></tr>
<tr><td>November 2026</td><td>1 to 30 November 2026</td><td>30 Days</td></tr>
<tr><td>December 2026</td><td>1 to 31 December 2026</td><td>31 Days</td></tr>
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<tr><td>Am I eligible to participate in this campaign?</td><td>All GXBank customers with an active GX Account are eligible to participate in this campaign.</td></tr>
<tr><td>Who is not eligible for this campaign?</td><td>The following persons shall not be eligible to participate in this Campaign:
1. Customers whose GX Account or GX debit card (“GX Card”) has been terminated, closed, suspended, deemed delinquent or otherwise unsatisfactorily concluded as determined by GXBank during the Campaign Period;
2. Individuals who are mentally unsound, deceased, adjudicated bankrupt or have any legal proceedings instituted against them; and/or
3. Individuals under the age of eighteen (18) years.</td></tr>
<tr><td>What is the Campaign Reward?</td><td>Apple Watch Series 10 GPS (42mm).

Note: The Campaign Reward is exclusive of any accessories or items as may be shown in the promotional materials published by GXBank.</td></tr>
<tr><td>How can I stand a chance to win the Campaign Reward?</td><td>To stand a chance to win the Campaign reward, Eligible Customers must earn Campaign Entries by meeting the following criteria during the Campaign Period (“Qualifying Criteria”):
1. you must have an existing GX Account in good standing;
2. you must have either renewed your existing Cyber Fraud Protect policy or successfully purchase a new Cyber Fraud Protect policy (as set out in the table in clause 3.2 below) through the GXBank mobile application (“GX App”), and authorize the premium deduction via GXsecure;
3. you must receive the Cyber Fraud Protect policy from Zurich via the GX App; and
4. you must earn campaign entries based on the type of policy purchased, as set out in the table below.
(Continued on the next page)
The number of campaign entries earned by the Eligible Customer will be</td></tr>
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<tr><td></td><td>based on the type of plan purchased as per the following table:

<table><tr><th>Cyber Fraud Protect Policy Purchased</th><th>No of Campaign Entries</th></tr><tr><td>Basic</td><td>1 entry</td></tr><tr><td>Plus</td><td>10 entries</td></tr><tr><td>Pro</td><td>100 entries</td></tr></table></td></tr>
<tr><td>What is the Campaign Reward Winner selection process?</td><td>The Campaign Reward Winner selection process is as follows:
1. At the end of each Campaign Month, GXBank will shortlist Eligible Customers based on the number of campaign entries (“Shortlisted Eligible Customers”).
2. Only Shortlisted Eligible Customers will be contacted by GXBank within two (2) weeks after the end of a Campaign Month notifying the Shortlisted Eligible Customer that they are in the running to win the Campaign Reward, provided that they correctly answer all campaign questions via a Google form (“Shortlisted Notification”).
3. Shortlisted Eligible Customers must correctly answer the questions on the Google form within seven (7) days of receiving the Shortlisted Notification. The first 3 Shortlisted Eligible Customers to answer all questions correctly the quickest within the 7-day deadline will be selected to win the Campaign Reward (“Winners”).
4. A subsequent notification will be sent only to the Winners via the GX App to confirm their selection for the Campaign Reward (“Winner Notification”).
5. If it is subsequently discovered that a Shortlisted Eligible Customer or Winner did not meet the Qualifying Criteria (outlined in Clause 3.1 in the Campaign T&C), the Shortlisted Eligible Customer or Winner will be disqualified from the Campaign and will not be eligible to receive the Campaign Reward.
6. After the Winners are selected, GXBank will contact them to arrange for the delivery of the Campaign Reward to their registered address, within one (1) month.</td></tr>
<tr><td>What is the campaign period of this offer?</td><td>1 November 2026 to 31 December 2026 (both dates inclusive).</td></tr>
<tr><td>Where can I find the full terms and conditions for the Cyber Fraud Protect Campaign?</td><td>Please refer to Campaign terms and conditions here.</td></tr>
<tr><td>How many times can I receive this Campaign Reward?</td><td>You shall only be eligible to receive this Campaign Reward once during the Campaign Period.</td></tr>
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