GX Card Travel GrabRewards Cashback Campaign - Frequently Asked Questions

Effective Date: 1 June 2025

Question	Answer
What is this campaign about?	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 2026**, or such other duration as may be determined by GXBank at its sole discretion (**"Campaign Period"**).
Am I eligible to participate in this campaign?	**Campaign Eligibility:** This Campaign is open to the individuals who: a. Holds an active GX debit card (**"GX Card"**) during the Campaign Period. b. Spends on eligible overseas Grab services (**"Qualifying Spend"**) within the Campaign Period; and c. 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"**).
What is the award and how can I earn it?	**Award** Get 3X GrabRewards Points (**"GRP"**) for every RM1 spent (equivalent to 2% value back on Grab Services outside of Malaysia in the applicable countries which includes Singapore, Thailand, Vietnam, Cambodia, Myanmar, Indonesia and Philippines. The calculation of GRP earned will be based on 3x GRP for every RM1 (equivalent to 2% 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: <table><tr><td></td><td>**Foreign Currency Rate**</td></tr><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></table> **Qualifying Spend Criteria:** To receive the GRP, you must be: 1. An Eligible Card Member who have linked GX Card to Grab Account; and 2. 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. a. Grab services overseas are Grab rides, GrabFood/ GrabMart orders and GrabExpress Instant Delivery bookings in Singapore, Thailand, Vietnam, Cambodia, Myanmar, Indonesia

		and Philippines only. This does not include reloading of funds into GrabPay wallet.

	Illustration of GRP Eligibility:	

	Illustration	**Award Eligibility**

1	**Customer A**
	  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
		Customer A is eligible to receive 12 GRP for the transaction
		
		Calculation:
		THB 30 → 30/7.78358 = RM3.85
		RM3.85 x 3 = 12 GRP

2	**Customer B**
	  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
		Customer B is eligible to receive 300 GRP for the transaction
		
		Calculation:
		SGD 30 → 30/0.29989 = RM100
		RM100 x 3 = 300 GRP

3	**Customer C**
	  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
		Customer C is not eligible to receive any GRP from this transaction as payment method used is not a GX Card

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.