

CYBER FRAUD PROTECT CAMPAIGN FREQUENTLY ASKED QUESTIONS

QUESTIONS	ANSWERS
What is this campaign about?	The Cyber Fraud Protect Campaign (“ Campaign ”) is organised by GX Bank Berhad (formerly known as A5-DB Operations (M) Berhad) (“ GXBank ”) in collaboration with Zurich General Insurance Malaysia Berhad (“ Zurich ”) and will run from 14 August 2024 to 13 August 2025 (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 ”).
Am I eligible to participate in this campaign?	All GXBank customers with an active GX Account are eligible to participate in this campaign.
Who is not eligible for the campaign?	The following persons shall not be eligible to participate in this Campaign: 1. Customers who have purchased Cyber Fraud Protect before. 2. Customers whose GX Account is terminated, closed, suspended, delinquent or unsatisfactorily conducted as determined by GXBank within the Campaign Period; 3. Individuals who are or become mentally unsound, deceased, adjudicated bankrupt or have legal proceedings of any nature instituted against them; or 4. Individuals below the age of eighteen (18) years.
How can I earn the Campaign Reward?	To earn the campaign reward, follow these steps: 1. Maintain an existing GX Account in good standing 2. Successfully purchase the Cyber Fraud Protect Basic Plan through the GXBank mobile application (“GX App”) and authorise the RM1.00 deduction via GXsecure 3. Receive issuance of a new Cyber Fraud Protect Basic Plan policy (“Policy”) from Zurich via the GX App
Is the campaign applicable to purchases of Cyber Fraud Protect Pro Plan or Plus Plan?	The Campaign Reward is exclusively offered with the purchase of the Cyber Fraud Protect Basic Plan and is not applicable to purchases of the Cyber Fraud Protect Pro Plan or the Cyber Fraud Protect Plus Plan.
What is the campaign period of this offer?	14 August 2024 to 13 August 2025 (both dates inclusive)

When and how will I receive this Campaign Reward?	<p>The Campaign Reward (one-time cash refund) will be credited to an Eligible Customer's GX Account immediately upon fulfilling the Qualifying Criteria.</p> <p>In exceptional cases, crediting of the cash refund could take up to two (2) weeks from the transaction date.</p>
Where can I find the full terms and conditions for the Cyber Fraud Protect Campaign?	Please refer to Campaign terms and conditions here .
How many times can I receive this Campaign Reward?	You shall only be eligible to receive this Campaign Reward once during the Campaign Period