

FAQ

No	Question	Answer
1.	If customer transacts Islamic FX, does he/she has higher chance of winning quarterly draws?	<p>Yes, because there is 1 category of quarterly draw (Category C) dedicated for Islamic FX transactions only, if customer transacts Islamic FX, he/she will be entitled for entries to all 3 types of category for quarterly draw.</p> <p>However, kindly note that is he/she is selected as the Winner for any category, he/she cannot win the other 2 categories of quarterly draws.</p> <p>Hence, he/she can only win a maximum of RM 2,500 e-cash per Campaign Phase.</p>
2.	If I am a "New" customer, will I be advantaged compared to other customers?	<p>"New" customers are entitled for Category B quarterly draw provided that they fulfilled the criteria to be a "New" customer. To be "New" customer, he/she needs to either be new-to-bank customer or needs to be existing customer that did not transact FX from 2024 until end of previous Campaign Phase.</p> <p>Even though that the "New" customers will be entitled for entries in an extra Category of quarterly draw, he/she can only win a maximum of RM 2,500 e-cash per Campaign Phase.</p> <p><i>*Note: Kindly note the "New" customer is defined as Eligible Customers that have fulfilled the requirement for Category B quarterly draw stated in Terms & Conditions (T&C) of the FXcelerate FY2025 Campaign. This FAQ is to be read together with the T&C.</i></p>
3.	How's the FX rates determine in Global Access Account-i (GAA-i)?	GAA-i FX rates are tiered by customer segments, not service tagging. Therefore, High Net Worth, Affluent and Mass segment customers will see different FX rates, but all the rates are better than board FX rates.