

Frequently Asked Questions

1. What is the AmBank/AmBank Islamic Prepaid Letup Campaign?

It is a campaign that rewards eligible AmOnline customers who perform prepaid top-ups via the AmOnline App. Customers with the highest cumulative value of eligible prepaid top-ups can win monthly prizes, while the customer with the highest cumulative eligible top-up value throughout the Campaign Period can win the Grand Prize.

2. When is the Campaign Period?

The Campaign runs from 1 November 2026 to 31 January 2027, both dates inclusive.

- Month 1: 1 November - 30 November 2026
- Month 2: 1 December - 31 December 2026
- Month 3: 1 January - 31 January 2027

3. How do I participate in the Campaign?

Log in to the AmOnline App and perform a prepaid top-up of at least RM20 in a single transaction during the Campaign Period. Continue making eligible top-ups to increase your cumulative eligible top-up value and improve your ranking.

4. How much do I need to top up to qualify?

You must perform a minimum top-up of RM20 in a single transaction via the AmOnline App.

- RM20 in one transaction: Eligible
- RM50 in one transaction: Eligible
- RM10 and RM15 in separate transactions: Not eligible, because neither transaction meets the RM20 minimum

5. What types of prepaid top-ups are eligible?

Eligible transactions include prepaid top-up categories available through the AmOnline App, including telco prepaid reloads, internet plan reloads and gaming credit purchases. Each transaction must be at least RM20 to count.

6. How are the monthly winners selected?

At the end of each Campaign Month, eligible customers will be ranked according to their total cumulative value of eligible prepaid top-ups for that month. The Top 100 eligible customers will win a Monthly Prize based on their ranking. In the event of a tie in cumulative eligible top-up value, the customer who achieves the qualifying amount earlier based on transaction timestamp will rank higher.

7. What prizes can I win?

Monthly Ranking	Prize	Number of Winners
Rank 1 - 2	Samsung Galaxy Buds	2
Rank 3 - 4	RM100 Cashback	2
Rank 5 - 6	RM50 Cashback	2
Rank 7 - 100	RM10 Cashback	94

Grand Prize: Samsung Galaxy Tab S11 256GB for 1 winner.

8. How is the Grand Prize winner selected?

At the end of the Campaign Period, the eligible customer with the highest cumulative value of eligible prepaid top-ups throughout the entire Campaign Period will win the Samsung Galaxy Tab S11 256GB.

9. Can I win a Monthly Prize more than once?

No. Once you have won a Monthly Prize, you will not be eligible to win another Monthly Prize in a subsequent Campaign Month.

10. If I win a Monthly Prize, can I still win the Grand Prize?

Yes. Winning a Monthly Prize does not disqualify you from winning the Grand Prize. You may continue making eligible prepaid top-ups throughout the Campaign Period.

An eligible customer can potentially win one Monthly Prize and the Grand Prize.

11. How will I know if I have won?

Campaign winners may be notified by the Bank via phone call, SMS, email, AmOnline Push Notification or any other communication channel deemed appropriate by the Bank.

12. How will I receive my cashback prize?

Cashback will be credited to the winner's eligible Current/Savings Account/-i, or Credit Card/-i, as applicable.

If eligible transactions were made using both CASA/CASA-i and Credit Card/Credit Card-i, the cashback will be credited to the account first used to perform an eligible transaction during the Campaign Period. Only one crediting attempt will be made.

13. How will I receive a physical prize?

Physical prizes will be delivered to the AmBank/AmBank Islamic branch selected by the winner for collection within 90 days from the end of the relevant Campaign Month.