HSBC's Rewards Programme - Terms and Conditions

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(A) Eligibility

1. HSBC's Rewards Programme ("Programme") is open to all principal cardholders ("**Cardholders**") holding valid HSBC Visa and Mastercard credit cards ("**Cards**" or "**HSBC Cards**"), except HSBC Advance credit cards unless otherwise stated issued by HSBC Bank (Singapore) Limited ("**HSBC**" or "**Bank**").
2. Cardholders holding a valid HSBC Live+ Credit Card with card issuance date on and from 21 June 2024 will not be eligible to participate in the HSBC's Rewards Programme.
3. For Cardholders holding a valid HSBC Visa Platinum Credit Card with card number starting with 492160 and card issuance date before 21 June 2024, your HSBC Visa Platinum Credit Card will be known as HSBC Live+ Credit Card from 21 June 2024. Any unutilized Reward points can still be redeemed via the HSBC Singapore App before the points expiry date.
4. A Cardholder's participation in the Programme is subject to a Card account being (in HSBC's sole determination) in good standing during the Programme and at the time of fulfilment. Amongst others, Reward points will be forfeited for cards with status of blocked, delinquent and/or fraud.
5. Corporate/Company Cardholders and supplementary cardholders are not eligible to participate in the Programme. Amounts charged by a supplementary cardholder to the card will be consolidated under the Card account of the corresponding Cardholder for the purposes of the Programme.
6. If a Cardholder voluntarily terminates his Card account or has his Card account terminated by HSBC, at any time for any reason, both the principal and supplementary cardholders will be disqualified from participating in the Programme. On termination of a Card account, any unutilised Reward points shall be automatically cancelled and no longer be available for redemption by the Cardholder. The unutilised Reward points shall not be transferable to any other card account of the Cardholder.
7. If a supplementary cardholder's account is terminated at any time for any reason, the Cardholder can continue to participate in the Programme unless HSBC determines otherwise.
8. Notwithstanding any matters stated in these terms and conditions, HSBC shall have the absolute discretion to determine the Card accounts eligible to participate in the Programme and shall be entitled to disqualify any Card account and/or Cardholder from participating in the Programme without subscribing any reasons therefor.

(B) Issuance of Points

1. Each Cardholder who holds a Singapore dollar denominated Card will earn one Reward point ("**Point**") for every S$1 charged to his HSBC Card on Qualifying Transactions made locally and overseas.
2. Each Cardholder who holds a US dollar denominated Card will earn one Point for every US$0.70 charged to his HBSC Card on Qualifying Transactions made locally and overseas.
3. The earn rate for Points may be accelerated in accordance with the terms and conditions specific to certain Cards. Cardholders should refer to the Card specific terms and conditions for details on the accelerated earn rate for Points (as they may be applicable from time to time).

4. The following definitions apply to the Programme:

"Qualifying Transactions" shall mean posted retail purchases (including but not limited to HSBC Spend Instalment, where only the total purchase amount will qualify as a Qualifying Transaction in the month of purchase), and shall exclude the following transactions (which shall, where applicable, be determined based on the transaction descriptions reflected in HSBC's system and the Merchant Category Codes (MCC) from Visa / Mastercard):

- Foreign exchange transactions (including but not limited to Forex.com);
- Donations and payments to charitable, social organisations and religious organisations;
- Quasi-cash transactions (including but not limited to transactions relating to money orders, traveler's checks, gaming related transactions, lottery tickets and gambling);
- Payments made to financial institutions, securities brokerages or dealers (including but not limited to the trading of securities, investments or crypto-currencies of any kind);
- Payments on money payments/transfers (including but not limited to Paypal, SKR skrill.com, CardUp, SmoovPay, iPayMy);
- Payments to any professional services provider (including but not limited to GOOGLE Ads, Facebook Ads, Amazon Web Services, MEDIA TRAFFIC AGENCY INC);
- Top-ups, money transfers or purchase of credits of prepaid cards, stored-value cards or e-wallets (including but not limited to EZ-Link, Transitlink, NETS Flashpay and Youtrip);
- Payments in connection with any government institutions and/or services (including but not limited to court costs, fines, bail and bond payment);
- Any AXS (including AXS Pay+Earn) and ATM transactions;
- Tax payments (except HSBC Tax Payment Facility);
- Payments for cleaning, maintenance and janitorial services (including property management fees);
- Payments to insurance companies (including but not limited to sales, underwriting, premiums and insurance services);
- Payments to educational institutions;
- Payments on utilities;
- The monthly instalment amounts under the HSBC Spend Instalment;
- Balance transfers, fund transfers, cash advances, finance charges, late charges, HSBC's Cash Instalment Plan, any fees charged by HSBC;
- Any unposted, cancelled, disputed and refunded transactions,
- The monthly instalment amounts under the HSBC 0% Card Instalment Plans

A Merchant Category Code (MCC) is a four-digit number assigned to a merchant/business by the merchant's acquiring bank. The acquiring bank provides the credit card payment facilities used by the merchant and it determines and applies (with respect to the account), the MCC which in its view best describes the merchant activity. HSBC does not determine the merchant's MCC.

For the avoidance of doubt, transactions made at merchants with the following MCCs will not earn Reward points. The following list of MCCs may be updated by HSBC from time to time without prior notice.

	Excluded Merchant Category Code (MCC)	Description
1	4829	Money Transfer
2	4900	Utilities – Electric, Gas, Water and Sanitary
3	5199	Nondurable Good
4	5960	Direct Marketing – Insurance Services
5	6010	Financial Institutions – Manual Cash Disbursements
6	6011	Financial Institutions – Automated Cash Disbursements
7	6012	Financial Institutions – Merchandise, Services, and Debt Repayment
8	6050	Quasi Cash—Customer Financial Institution
9	6051	Non-Financial Institutions – Foreign Currency, Non-Fiat Currency (for example: Cryptocurrency), Money Orders (Not Money Transfer), Travelers Cheques, and Debt Repayment
10	6211	Security Brokers / Dealers
11	6300	Insurance Sales, Underwriting, and Premiums
12	6513	Real Estate Agents & Managers - Rentals
13	6529	Remote Stored Value Load - Member
14	6530	Remote Stored Value Load - Merchant
15	6532	PSP-Member-Payment Transaction
16	6533	PSP-Merchant-Payment Transaction
17	6534	Money Transfer Member
18	6536	Moneysend - Intracountry
19	6537	Moneysend - Intercountry
20	6538	Moneysend Funding
21	6540	Non-Financial Institutions – Stored Value Card Purchase/Load
22	6555	Mastercard Imitated Rebate
23	7299	Other Services–Not Elsewhere Classified
24	7349	CLEAN/MAINT/JANITORIAL SERV
25	7399	Business Services Not Elsewhere Classified
26	7511	Quasi Cash – Truck Stop Trxns
27	7523	Automobile Parking Lots and Garages
28	7801	Government Licensed On-Line Casinos (On-Line Gambling) (US Region only)
29	7995	Betting, including Lottery Tickets, Casino Gaming Chips, Off-Track Betting, and Wagers at Race Tracks
30	8062	Hospitals
31	8211	Elementary and Secondary Schools
32	8220	Colleges, Universities, Professional Schools, and Junior Colleges
33	8241	Correspondence Schools
34	8244	Business and Secretarial Schools
35	8249	Vocational and Trade Schools
36	8299	Schools and Educational Services (Not Elsewhere Classified)
37	8398	Charitable Social Service Organizations
38	8651	Political Organizations
39	8661	Religious Organizations
40	8999	Professional Services (Not Elsewhere Classified)
41	9211	Court Costs, Including Alimony and Child Support
42	9222	Fines
43	9223	Bail and Bond Payments
44	9311	Tax Payments
45	9399	Government Services (Not Elsewhere Classified)
46	9402	Postal Services – Government Only
47	9405	Intra-Government Purchases – Government Only
48	9754	Gambling-Horse Racing Dog Racing State Lotteries

5. The number of Points awarded to and redeemed by a Cardholder will be reflected in the Cardholder's Card account statement and shown in the relevant page of the HSBC Singapore Mobile App, and such number may be corrected or revised by HSBC at any time to correct any computational or recording errors.
6. Where any charge posted to a Card account is reversed or is found to be (in HSBC's opinion) in respect of or related to a corporate or business transaction (whether in whole or in part), the Points awarded in respect of such transaction will be cancelled ("Cancelled Points"). In the event that the Cancelled Points have been redeemed, HSBC reserves the right to charge the equivalent cash value of the redemption to the Card account. The cash value of each Point shall be equivalent to the dollar amount required to redeem such Point under the Pay with Points Programme.
7. The validity period for the Points awarded is as follows:
   - All Points shall expire at the end of a 37-month period (unless otherwise stated) which shall commence from the month subsequent to the month in which such Points were awarded. The following table illustrates the validity period for such Points:

Points Earned in the Period of	**Expiry Date**
1 – 31 August 2023	30 September 2026
1 – 30 September 2023	31 October 2026
1 – 31 October 2023	30 November 2026

   - Points are not transferable to any other person.
8. For new or replacement HSBC Cards, the display of Points information and/or redemption of Points through the HSBC Singapore Mobile App may take up to four (4) working days after the relevant card number is issued. For the avoidance of doubt, this does not apply to Reward points earned from transactions made on the new or replacement card.
9. For every transaction made on HSBC Cards, the details of Points earned will be made available through the HSBC Singapore Mobile App up to seven (7) working days after transaction is posted.

(C) Redemption of Points

1. Only Cardholders whose Card accounts are valid and in good standing (as determined by HSBC) will be eligible to use their Points to make redemptions under the Programme.
2. Redemption of Points are available for airline miles **("Airmiles"),** hotel membership points **("Hotel Points"),** cash credit **("Pay with Points),** giftcards/vouchers and merchandise **("Rewards Marketplace"**) and tree planting redemption for the One Tree Planted programme – an environmental charity that supports reforestation around the world **("OTP").**
3. Airmiles and Hotel Points redemptions are managed and processed by Kaligo Exchange Pte Ltd (trading as Ascenda). Rewards Marketplace redemptions are managed and processed by Carlton One Engagement Corporation and OTP redemptions are processed by Percent Ltd (collectively **"Service Providers"**)
4. Pay with Points redemptions are processed by HSBC.
5. Redemption of Points can only be performed on the HSBC Singapore Mobile App. Details on the number of Points required for redemption for Airmiles, Hotel Points, Pay with Points and OTP are available on the HSBC Singapore Mobile App.

6. Redemption of most Airmiles and Hotel Points to Cardholder's membership number will be completed within one (1) working day (except Club Vistara and Hainan Airlines Fortune Wings Club which will be completed within five (5) working days, and JAL Mileage Bank which will be completed within ten (10) working days) from the day the Cardholder submits the redemption details in the HSBC Singapore Mobile App. By submitting the redemption request in HSBC Singapore Mobile App, Cardholder agrees to HSBC disclosing your personal data to the relevant Service Provider for the purpose of fulfilling the rewards redemption. Cardholder also consents to the relevant Service Provider's collection and use of his/her personal data and/or disclosure to third parties (if necessary), for the purpose of fulfilling the rewards redemption.
7. Redemption for Pay with Points will be completed within two (2) working days from the day the cardholder submits the redemption details in the HSBC Singapore Mobile App.
8. Redemption for giftcards/vouchers on Rewards Marketplace will be completed within seven (7) working days and redemptions for merchandise on Rewards Marketplace will be completed within twenty-one (21) working days, from the day the Cardholder submits his/her redemption request. By submitting the redemption request, Cardholder agrees to disclose his/her personal data to the relevant Service Provider for the purpose of fulfilling the rewards redemption. Cardholder also consents to the relevant Service Provider's collection and use of his/her personal data and/or disclosure to third parties (if necessary), for the purpose of fulfilling the rewards redemption.
    - The giftcards/vouchers will be sent to Cardholders via electronic mail (e-mail). The e-mail will be sent to Cardholder's email address as provided by Cardholder in his/her redemption request submission to the relevant Service Provider. All giftcards/vouchers are subject to the terms and conditions of the respective merchants. No request for extension of the validity of the giftcards/vouchers will be entertained.
    - The merchandise will be delivered to Cardholder via courier service to a local mailing address. The mailing address will be provided by Cardholder in his/her redemption request submission to the relevant Service Provider. Delivery to a PO Box or overseas address is not permitted.
    - In the event that the giftcard/vouchers/merchandise redemption cannot be fulfilled by the relevant Service Provider, the redemption will be cancelled, and the Reward points will be refunded to your card account within two (2) working days.
9. Redemption for OTP will be completed within the following month from the day the Cardholder submits the redemption request in the HSBC Singapore Mobile App, i.e. if a Cardholder submits the redemption for OTP on any day in January, the OTP redemption will be completed by February.
10. All redemptions are subject to the accumulation of sufficient Points and final acceptance by HSBC. Redemptions will be cancelled automatically in the event of insufficient Points.
11. Once a redemption has been accepted by HSBC, it cannot be cancelled or exchanged by the Cardholder. There will be no replacement of lost, or stolen giftcards/vouchers and no replacement of damaged or stolen merchandise.
12. Any unused value of a giftcard/voucher will not be refunded.
13. Charges exceeding the value stated on the giftcards/vouchers must be settled using HSBC credit cards.
14. All giftcards/vouchers and/or merchandise that have been redeemed by the Cardholders are not refundable and shall not be exchangeable for cash, Points or another rewards item.

(D) Pay with Points Programme

1. The Pay with Points service allows Cardholders to redeem their available Points via the HSBC Singapore Mobile App for statement credits which can be used to offset any outstanding payments due on a Card or to settle payment for future purchases made with a Card ("**Statement Credits**"). The Statement Credits cannot be exchanged for cash.
2. All redemptions are subject to the accumulation of sufficient Points and final acceptance by HSBC. Redemptions will not be processed in the event of insufficient Points.

3. Each redemption of Statement Credits is subject to a minimum amount of S$10 and shall be rounded to the nearest whole dollar thereafter. Please refer to HSBC Singapore Mobile App for details of the conversion rate for Points to Statement Credits. HSBC may revise this conversion rate from time to time at its discretion.
4. Once a redemption has been accepted by HSBC, it cannot be cancelled or reversed by the Cardholder.

(E) Miles/Hotel Points Redemption

1. Cardholders must first enroll or already be enrolled with a participating airline's frequent flyer programme or a participating hotel's points programme before they can perform a miles or hotel points redemption.
2. Points must be transferred from the Cardholder's account into their own personal frequent flyer or hotel points membership programme account with a participating airline/hotel. Once the redemption has been accepted by HSBC, it cannot be cancelled, reversed or transferred to another participating airline's frequent flyer programme or hotel points membership programme account.
3. Points must be transferred to a participating airline's frequent flyer or hotel points membership programme account before their expiry date as notified by HSBC from time to time.
4. HSBC's credit card travel insurance and related benefits will not apply to flight award tickets issued under a participating airline's frequent flyer programme where the airline miles utilised for the flight award ticket are generated from the transfer of Points to the participating airline's frequent flyer programme.
5. Strictly no urgent requests for transfers or cancellation will be entertained.
6. For HSBC Credit Cardholders, the redemption fee for miles/hotel points redemptions will be waived up till 31 Jan 2025.
7. HSBC is not responsible for any fraudulent or unsuccessful transfer. In the case of an unsuccessful transfer, the Cardholder's Points will be reinstated to the Cardholder's Card account.
8. Cardholders are subject to and must comply with the terms and conditions of the frequent flyer programme(s)/hotel point programme of the participating airline(s)/hotel(s) in which they are enrolled.
9. All questions or disputes regarding eligibility for redeeming Points to miles/hotel points will be decided by HSBC at its discretion.
10. A participating airline/hotel may change its programme terms and conditions including regulations, policies, benefits, conditions of participating or mileage/hotel points levels, in whole or in part at any time with or without notice, even though such changes may affect the value of the mileage already accumulated.

(F) General Conditions

1. HSBC is not a supplier of the rewards items redeemed and will not accept any liability in relation thereto.
2. HSBC shall not be responsible for injury, pain, loss or damages suffered by any Cardholder in connection with any of the rewards items redeemed through the Programme or the participating airline(s) frequent flyer programme(s) or the participating hotel points membership programme.
3. Fraud and abuse relating to the earning of Points or redemptions may result in the forfeiture of accrued Points as well as the cancellation of the Cardholder's Cards.
4. Cardholders, who redeem any rewards item featured in the Programme, are customers of the Merchants providing the rewards item and shall direct any queries or complaints relating to such rewards items to the relevant Merchant. HSBC shall not in any way be responsible for dealing with such queries or complaints.
5. Without prejudice to any of the Bank's rights and remedies, HSBC is entitled, at any time, in its discretion and without giving any reason or notice, to terminate the Programme or withdraw, cancel or invalidate the availability of any rewards items and/or withdraw, cancel or invalidate any Points that have been awarded.

6. HSBC is not liable if it is unable to perform its obligations under these terms and conditions, due directly or indirectly to the failure of any machine or communication system, industrial dispute, war, Act of God, or anything outside the control of the bank or its servants or agents. HSBC shall not be responsible for any delay in the transmission to the Bank of evidence of retail purchases by the participating merchants or any other third party.
7. HSBC reserves the right to vary, delete or add to these terms and conditions and the Points required for redemption at any time at its discretion without notice. For the latest information of the Rewards Programme, visit www.hsbc.com.sg/rewards
8. HSBC's decision on all matters relating to the Programme is final and binding on Cardholders.
9. All information is accurate at the time of printing or posting online.
10. These terms and conditions are governed by the law of the Republic of Singapore and the parties submit to the non-exclusive jurisdiction of the courts of Singapore.