



### **Terms and Conditions Governing HSBC Global Money Transfers Promotion ("Promotion") – EGA**

1. This Promotion is valid from 1 May 2023 to 30 September 2023, both dates inclusive ("Promotional Period") and is offered by HSBC Bank (Singapore) Limited ("HSBC" or the "Bank") to selected HSBC customers who received the promotional SMS and/or Electronic Direct Mailer (eDM) from HSBC inviting them to participate in the promotion ("Eligible Customer") and is strictly non-transferable.
2. This promotion is limited to the first 1000 Eligible Customers who make Eligible Transaction (defined below) from their HSBC Everyday Global Account ("Eligible Account") using the HSBC Global Money Transfers service through the HSBC Singapore mobile application.
3. During the promotional period, Eligible Customers who send successful remittances with a minimum transfer amount of S\$3,000 (or its equivalent in foreign currencies) per transaction ("Eligible Transaction") from the Eligible Account will be entitled to receive a S\$20 Lazada Voucher ("Voucher").  
For avoidance of doubt, Eligible Customers are entitled to receive a maximum of one S\$20 Lazada Voucher per Eligible Account.  
Any transaction which is unprocessed, reversed or cancelled during the Promotional Period will not be considered an Eligible Transaction. Without prejudice to any terms contained herein, the remitter shall conduct all necessary checks to ensure that the remittance can be accepted by the beneficiary bank.
4. The Voucher will be sent via SMS to the Eligible Customer's registered mobile number in HSBC's records by 15 December 2023 or on such other date(s) as may be notified by HSBC, after HSBC determines in its discretion that the criteria under this Promotion have been met, barring any unforeseen technical delays.
5. HSBC reserves the right to determine at our discretion whether an Eligible Customer has met all the requirements of this Promotion.
6. HSBC reserves the right to revise any of these terms and conditions, or withdraw or alter any part of this Promotion at any time without prior notice and/or assuming any liability to any party, and shall not be liable to pay any compensation or enter into any correspondence in connection with the same.
7. HSBC may, at its discretion, substitute the Voucher with an item of equal or similar value without prior notice.
8. Only Eligible Accounts that are maintained in good standing and conducted in a proper and satisfactory manner as determined by HSBC in its discretion at the time of fulfilment will be eligible for the Voucher. In the event that the Eligible Account is voluntarily or involuntarily closed, terminated or suspended for any reasons whatsoever before a Voucher is accorded to the Eligible Customer, HSBC reserves the right to forfeit the Voucher at its sole discretion.
9. Use of the Voucher is subject to the terms and conditions of the merchant(s) providing the relevant products and/or services; please refer to the respective merchant(s) for details. HSBC is not a supplier of the products and/or services provided by the merchant(s) involved in this Promotion and will not accept any liability in relation thereto. There will be no replacement of lost, damaged or stolen Voucher after they have been issued.
10. All foreign exchange transactions shall be effected at the Bank's prevailing exchange rate. Where the Bank is unable to provide a firm exchange rate quotation, the Bank shall effect the transaction on the basis of a provisional exchange rate which shall be subject to adjustment when the actual exchange rate is ascertained and any resultant difference shall be debited/credited (as the case may be) to the Eligible Customer through the originating account or any account you have with the Bank or by such other means as determined by the

Bank. There may be a gain or loss when you convert foreign currency. Eligible Customers are advised to make independent judgment with respect to any matter contained herein. The Bank shall not be liable for any delay in effecting such conversion, instructions or transactions.

11. The remittance shall be carried out by the Bank, its agent bank or intermediary bank (as the case may be) subject to the rules, regulations and market practices of the country where or through which payment is to be made.
12. In the event that the application is cancelled by the remitter or the intended remittance is not accepted, or is rejected or returned by the Bank, its agent bank, intermediary bank or the beneficiary bank, the Bank will:
  - (i) (where the originating account is denominated in the currency of the remittance) credit the intended remittance into the originating account; or
  - (ii) (where the originating account is not denominated in the currency of the remittance) convert the amount of the intended remittance back to the original currency at the Bank's prevailing exchange rate, or if there is no prevailing exchange rate, at the exchange rate contracted by the Bank with its agent bank or intermediary bank, as the case may be, and credit the resulting sum into the originating account.

The remitter shall be liable for all losses, costs, expenses and charges resulting therefrom.

13. A remittance may be rejected or returned by the intermediary bank, paying bank or agent bank at any time for any reason including but not limited to requirements or restrictions applicable by law or otherwise in the country to which the remittance was being made. The Bank is not responsible for any loss, cost, expense or charges that may arise as a result of or relating to such rejection or return of funds.
14. This Promotion is not valid with other offers or promotions unless otherwise stated.
15. Any fraud and/or abuse of this Promotion by a customer (determined by the Bank at its discretion) will result in forfeiture of the customer's eligibility to participate in this Promotion and/or closure of all or any one or more of the customer's account(s) with the Bank. The Bank reserves the right to take legal action in such instances to recover any outstanding amounts.
16. Governing Law

These Promotional Terms and Conditions are governed by the laws of the Republic of Singapore and the parties submit to the non-exclusive jurisdiction of the courts of Singapore.