



Terms and Conditions for the HSBC Live+ Credit Card Quarterly Cashback Programme

1. This HSBC Live+ Credit Card Quarterly Cashback Programme ("Programme") is offered by HSBC Bank (Singapore) Limited ("HSBC") to Eligible Cardholders (as defined in Clause 2 below) from 21 June 2024 until terminated by HSBC ("Programme Period").
2. This Programme is open to primary HSBC cardholders holding a valid and existing HSBC Live+ Credit Card ("Card") during the Programme Period (each, an "Eligible Cardholder").
3. Eligible Purchases (as defined in Clause 4 below) made by both Eligible Cardholders and their corresponding supplementary cardholders under the same Card account will be consolidated under the primary Card account.
4. Eligible Cardholders that meet the relevant minimum spend requirements under Clause 5 shall be eligible to receive:
 - (i) 5% Cashback on Eligible Purchases made with Dining Merchants, Shopping Merchants, Entertainment Merchants and/or Petrol Merchants; and
 - (ii) an additional 3% Cashback on Eligible Purchases made with Dining Merchants, Shopping Merchants and/or Entertainment Merchants from 21 June 2024 to 31 March 2025.

"Cashback" shall refer to the cashback credited to the Eligible Cardholder's relevant Card account in accordance with the terms of this Programme which may be used to offset the Eligible Cardholder's future Card account debits and cannot be transferred, withdrawn as cash or used to offset payments such as fund transfers, tax payments, financial charges, late charges, fees and other outstanding balances.

"Eligible Purchases" refers to posted retail purchases (in the case of HSBC Spend Instalment, only the total purchase amount will qualify as an Eligible Purchase 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 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 skril.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 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 all card instalment plan (including HSBC 0% Card Instalment Payment Plan, HSBC PayLater Instalment Plan and HSBC Spend Instalment);
- Total purchase amount under HSBC 0% Instalment Payment Plan and HSBC PayLater Instalment Plan;
- 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.

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 Cashback. The following list of MCCs may be updated by HSBC from time to time.

	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

"Dining Merchants" refer to all merchants tagged with the following MCCs, excluding hotel dining.

	Merchant Category (MCC)	Code	Description
1	5811		Caterers
2	5812		Eating Places and Restaurants
3	5462		Bakeries
4	5814		Fast Food Restaurants

"Shopping Merchants" refer to all merchants tagged with the following MCCs.

	Merchant Category (MCC)	Code	Description
1	5262		Marketplaces
2	5309		Duty Free Stores
3	5310		Discount Stores
4	5311		Departmental Stores
5	5331		Variety Stores
6	5611		Men's and Boys' Clothing and Accessories Stores
7	5621		Women's Ready to Wear Stores
8	5631		Women's Accessory and Specialty Stores
9	5641		Children's and Infants' Wear Stores
10	5651		Family Clothing Stores
11	5655		Sports and Riding Apparel Stores
12	5661		Shoe Stores
13	5691		Men's and Women's Clothing Stores
14	5699		Miscellaneous Apparel and Accessory Shops
15	5941		Sporting Goods Stores
16	5948		Luggage or Leather Goods Stores

"Entertainment Merchants" refer to all merchants tagged with the following MCCs.

	Merchant Category (MCC)	Code	Description
1	4899		Cable, Satellite and Other Pay Television/Radio/Streaming Services
2	5735		Record Stores
3	5815		Digital Goods Media – Books, Movies, Digital artwork/images, Music
4	7832		Motion Picture Theaters

"Petrol Merchants" refer to Caltex and Shell service stations tagged with MCC 5541 (Service Stations) or MCC 5542 (Automated Fuel Dispensers) in Singapore.

5. Subject to Clause 8 below, to be eligible to receive the Cashback under Clause 4:
 - (i) Each Eligible Cardholder will need to charge a minimum amount of SGD600 in Eligible Purchases per month for all 3 months in any given Quarter (as defined in Clause 8 below) on his/her Card, excluding any transactions that are subsequently cancelled, voided, disputed or reversed for any reason.
 - (ii) If an Eligible Cardholder was issued with a Card during any Quarter which falls within the Programme Period, the minimum spend requirements set out under Clause 5(i) above would not apply in respect of that Quarter. To be eligible to receive the Cashback under Clause 4 for that Quarter, such Eligible Cardholder will need to charge a minimum amount of SGD1,000 in Eligible Purchases for that Quarter on his/her Card, excluding any transactions that are subsequently cancelled, voided, disputed or reversed for any reason. For the avoidance of doubt, the minimum spend requirements set out under Clause 5(i) above would apply in respect of any subsequent Quarters.

6. Eligible Cardholders that do not meet the relevant minimum spend requirements under Clause 5 shall be eligible to receive 0.3% Cashback on Eligible Purchases made with Dining Merchants, Shopping Merchants, Entertainment Merchants and/or Petrol Merchants. For the avoidance of doubt, Eligible Cardholders that qualify for the Cashback under Clause 4 shall not be eligible to receive the Cashback under this Clause 6.
7. Eligible Cardholders shall be eligible to receive 0.3% Cashback on Eligible Purchases which are not made with Dining Merchants, Shopping Merchants, Entertainment Merchants or Petrol Merchants.
8. The relevant qualifying quarters under this Programme ("Quarters") are as follows:

Quarter	Qualifying period per Quarter
1st Quarter	Between 1 January and 31 March, both dates inclusive
2nd Quarter	Between 1 April and 30 June, both dates inclusive
3rd Quarter	Between 1 July and 30 September, both dates inclusive
4th Quarter	Between 1 October and 31 December, both dates inclusive

9. The amount of the Cashback (as the case may be) will be calculated based on each qualifying Eligible Cardholder's total Eligible Purchases posted into HSBC's credit card systems by the last day of each calendar month, and will be rounded up to the nearest cent. The relevant Cashback will be credited into each qualifying Eligible Cardholder's Card account within two months after the end of each Quarter.
10. HSBC accepts no liability for any late submission of Eligible Purchases by any merchant or for any reason whatsoever.
11. Any Cashback credited under this Programme will be subject to a maximum cap of SGD250 per Quarter per Card account.
12. Each Eligible Cardholder's Card account must be in good standing and conducted in a proper and satisfactory manner as determined by HSBC in its discretion at the time of crediting the Cashback. In the event that the relevant Card account is delinquent, voluntarily or involuntarily closed, terminated or suspended for any reason before the Cashback is credited into the said Card account, HSBC reserves the right not to credit the Cashback.
13. Changes to these terms
 - 13.1 We live in a rapidly changing world. Sometimes this means we need to update these terms and conditions. These updates include amendments to:
 - (i) fees and charges (if any); and
 - (ii) the terms, duration and features of the Programme.
 - 13.2 We may amend or supplement these terms and conditions, if it is reasonably necessary to:
 - (i) reflect changes to our operational costs, business operations or systems and processes, or our arrangements with third parties;
 - (ii) give effect to:
 - (a) applicable law, rule, regulation;
 - (b) a change, recommendation, order, requirement, notice, direction, code, circular or guidance issued by any regulatory, supervisory, governmental, statutory authority, stock exchange, self-regulatory, or resolution body having jurisdiction over us or a court of competent jurisdiction;
 - (iii) reflect changes to industry or market conditions or practice;
 - (iv) align with standards or expectations including in respect of:
 - (a) banking and financial services practices;
 - (b) environmental, social and governance practices;



- (c) consumer and investor protection practices;
- (d) cyber, digital, technology (including financial technology (FinTech)) practices e.g., those relating to crypto-assets, digital assets, virtual assets, asset tokenisation and artificial intelligence (including generative artificial intelligence and machine learning);
- (e) operational resilience and data management practices; or
- (f) taxation and transfer pricing practices; or
- (g) otherwise protect our legitimate interests.

13.3 To the extent reasonably practicable, we'll give you reasonable notice of any changes to these terms and conditions before such terms and conditions take effect.

13.4 We can choose how to give this notice to you. This may include:

- (i) contacting you directly (through mail, email, post or via mobile);
- (ii) placing signs or notices at our branches;
- (iii) publishing the change on our website; and/or
- (iv) using any other method we think is reasonably appropriate.

13.5 If you don't agree with a change, you can cancel your existing credit card, after paying all amounts you may owe us.

14. These 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.

15. All information is correct at the time of publishing or posting online.