

Rewards Redemption Journey on the HSBC Singapore App

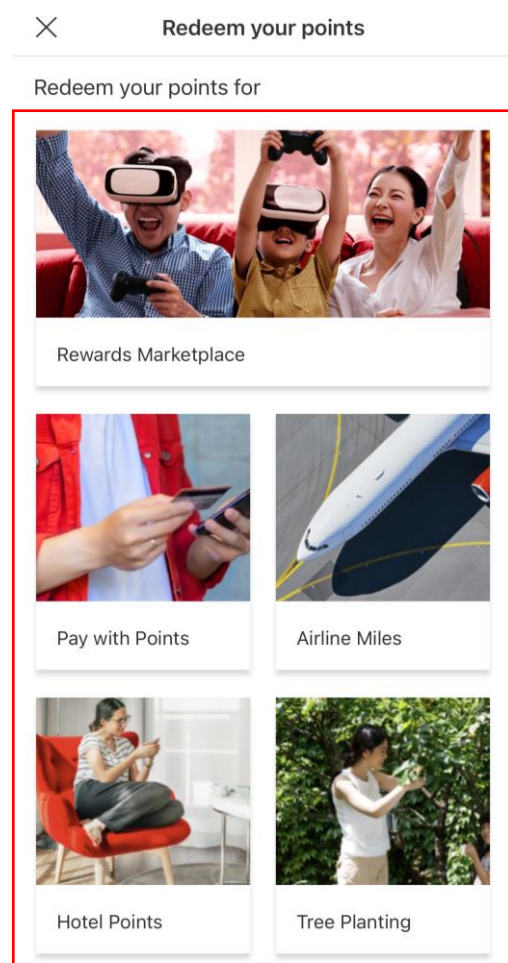
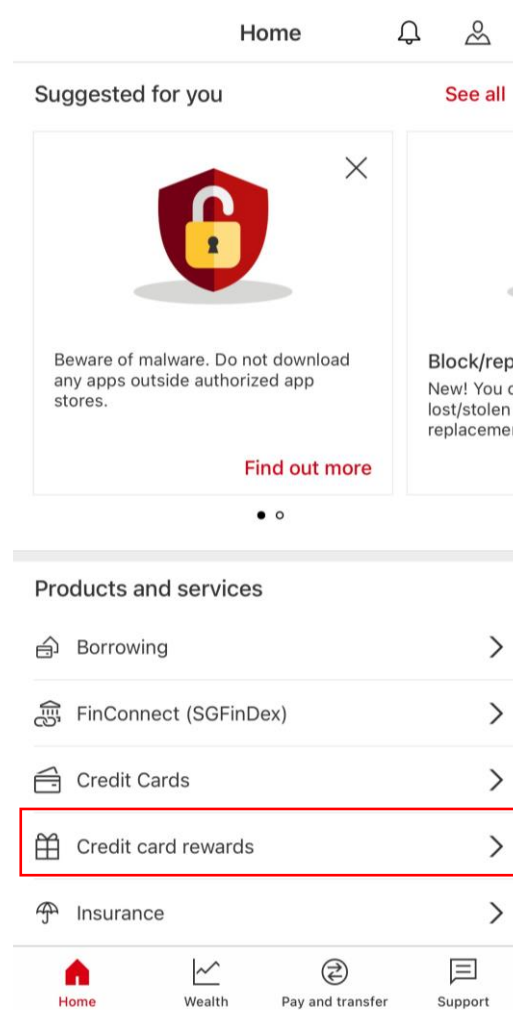
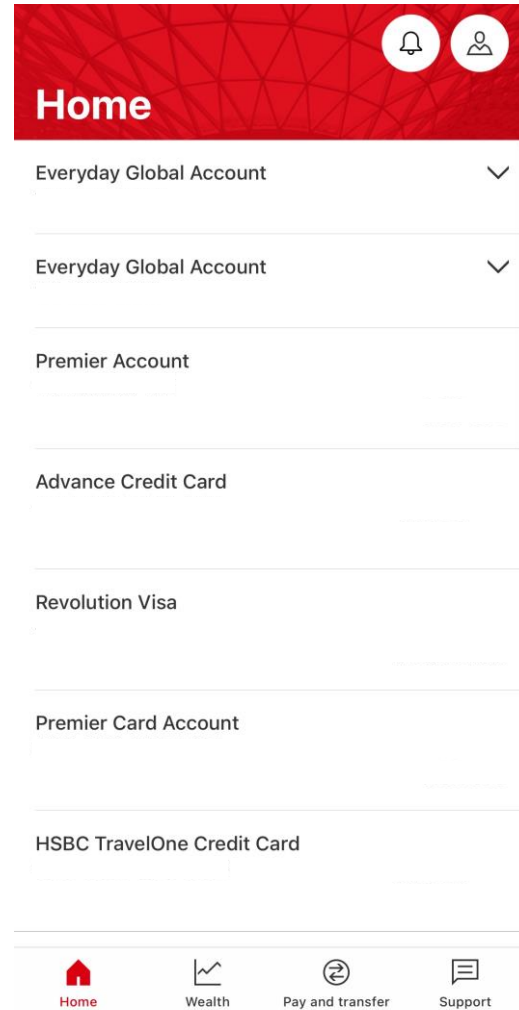
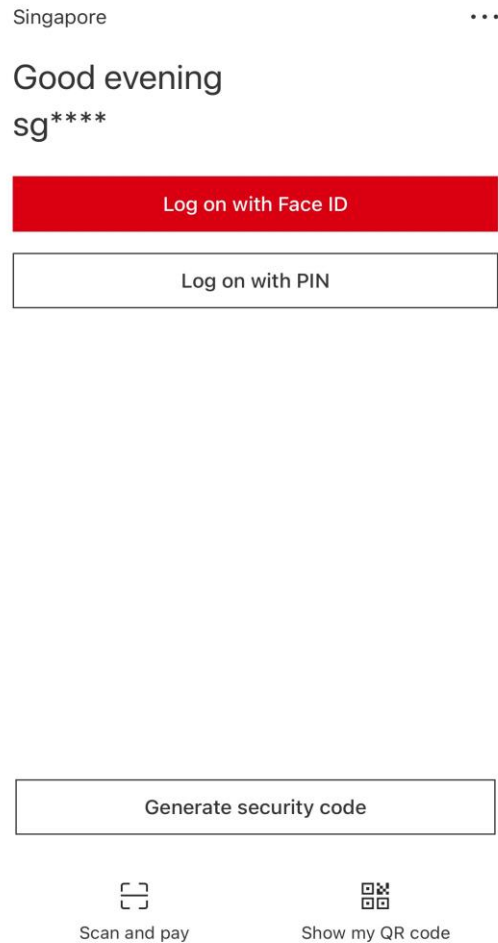
Navigating the Rewards Redemption Portal

Log on to HSBC Singapore App

Scroll down the 'Home' tab to 'Products and services'

Select 'Credit card rewards'

- Conveniently redeem your Reward Points for the following services:
- 1) Rewards Marketplace (Gift cards/ Merchandise)
 - 2) Pay with Points (Cash credits)
 - 3) Airline Miles
 - 4) Hotel Points
 - 5) Tree planting



New Features on the Rewards Redemption Portal

Select 'Show points history'

View your total Reward points available pooled across all cards!


View all your Reward points for each card at a glance

✕ Redeem your points


Your points
253,308

Show points history ▶


Redeem your points for




Rewards Marketplace



Airline Miles



Hotel Points



< Your rewards activity

Total points
253,308

No points expiring over next 6 months

View points per card >

Earned	Redeemed
May 2024 ^	
Points earned this month	+3,781
FOLFSGPETS7440 Fri 10 May	+39
SOI THAI SOI NICE - JE7440 Thu 09 May	+107
I'M IN - FUNAN MALL7440 Tue 07 May	+86
RAFFLES CITY CAFE MEAL7440 Tue 07 May	+23
KIN TECK TONG - SPH17440	+2,399

Don't let your rewards slip away!
Keep track of them and use it before it expires

✕ Points per card

Total points
253,308

HSBC TravelOne Credit Card0649	103,664 points
HSBC ADVANCE CREDIT CARD4787	0 points
REVOLUTION VISA7440	149,636 points
HSBC PREMIER5685	8 points

Questions about any of the cards? ▶

Redeem points now

New Features on the Rewards Redemption Portal

< Your rewards activity

Total points
253,308

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View points per card >

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KIN TECK TONG - SPH17440	+2,399

View the Reward points you have earned on your transactions for the last 12 months

< Your rewards activity

Total points
253,308

No points expiring over next 6 months

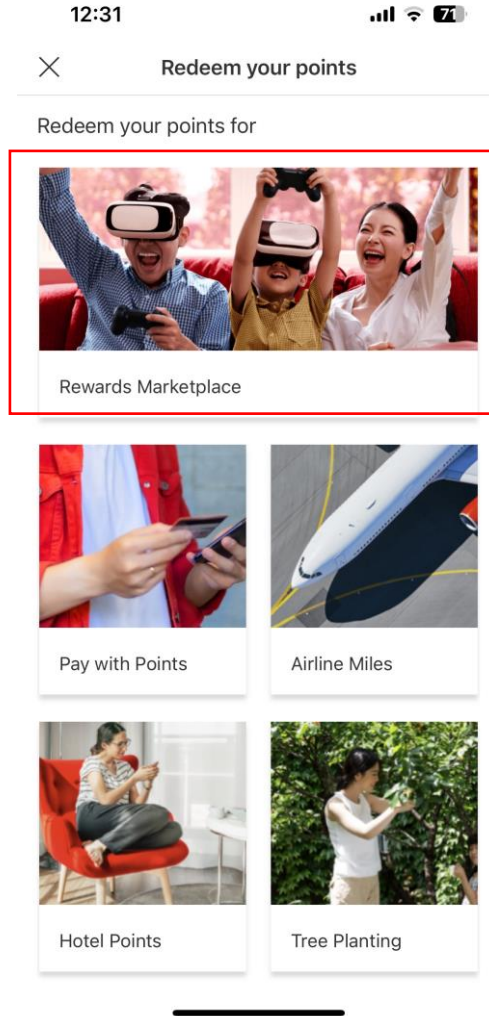
View points per card >

Earned	Redeemed
May 2024 ^	
Points redeemed this month	-4,653
Marriott Bonvoy - cancelled Reference ID 848858570 Fri 10 May	+25,000
Marriott Bonvoy Reference ID 848857502 Fri 10 May	-25,000
Singapore Airlines KrisFlyer - cancelled Reference ID 848857490 Fri 10 May	+25,000
Singapore Airlines KrisFlyer Reference ID 848857487 Fri 10 May	-25,000
Bullz PVC Jump Rope Reference ID 848735706	-4,157

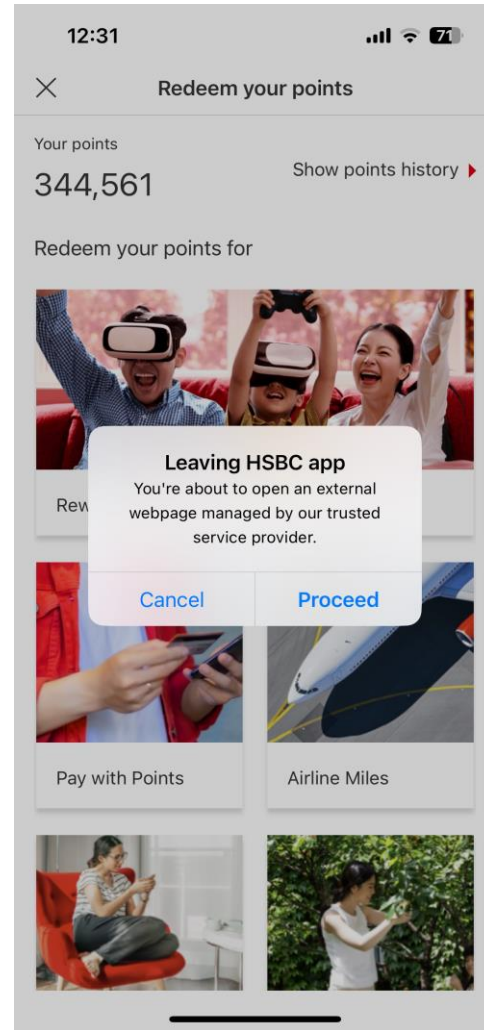
View your redemption history for the last 12 months

Rewards Marketplace

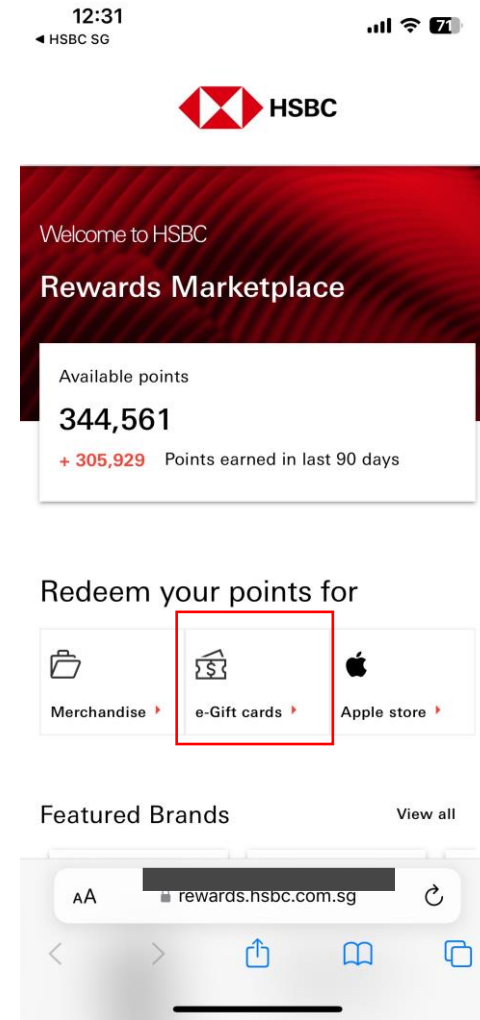
Rewards Redemption – Gift Cards



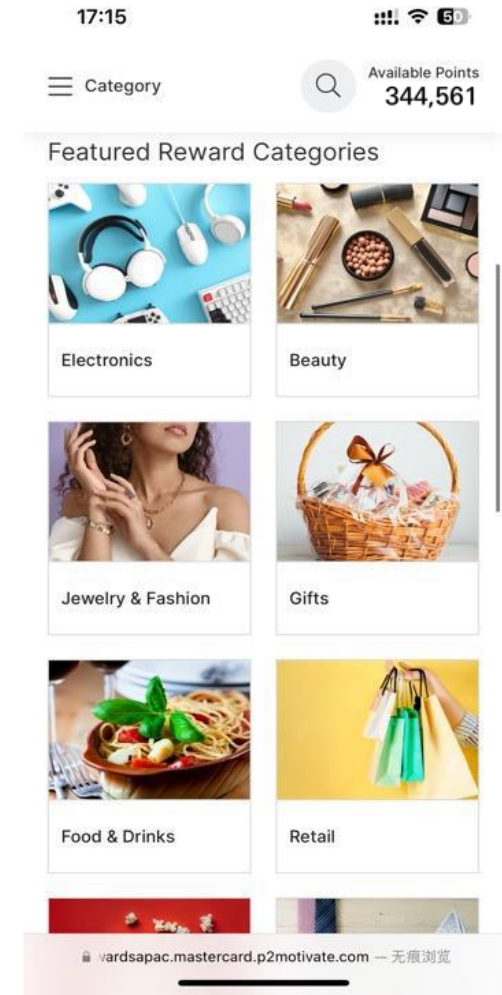
Select 'Rewards Marketplace'



Proceed to leave the HSBC App



Select e-Gift cards



Shop for the gift card of your choice

Rewards Redemption – Gift Cards

Category Available Points 16,493

Club Street Wine Room
From 19,944 Points

COLD STORAGE
Cold Storage
From 496 Points

COURTS
From 8,284 Points

hsbcrewardsapac-prod.mastercard.p2motivate.com

HSBC

Category Available Points 16,493

S\$1 Cold Storage
Brand: Cold Storage
Item #: 64500613
496 Available points

Delivery: Virtual

Denomination: \$1.00

Qty: 1

Add to Cart Add to DreamTracker

Details:

Choose your denomination for the gift card and select 'Add to Cart'

Category Available Points 16,493

COLD STORAGE

S\$1 Cold Storage
Gift Cards
Value: 496 Points

1

Total: 496 Points

Continue

Review your order and proceed

HSBC

Delivery address

Item Overview (Points) Edit

S\$1 Cold Storage x1 = 496 Points

Subtotal: 496 Points

Total: 496 Points

Contact Info

The following details won't change your personal data stored in our system.

First Name *
First name

Last Name *
Last name

Email address *
Email address

Key in the details required.

Rewards Redemption – Gift Cards



☰ Category



Available Points
257,133

Great, we've got your order!

Order #: 194742

Please keep this number for your records

Hello,

Thank you for your purchase.

We'll send all the merchandise items to the address shown in this screen.

Your virtual items will be delivered to your email. All your items and order updates will be provided by our service provider: CarltonOne.

Payment info

Points used: 496

Delivery address

Order Completed!



Dear Shirleen,

Thank you for making the redemption! We've shipped the items you've ordered.

Order #:
Redemption ID:

Follow the steps below to redeem your digital gift card.

1. Log on to your HSBC Singapore App, select 'Credit Card Rewards' under 'Products & services' category.
2. Select 'Rewards Marketplace' and follow the link to our partner's website.

3. In the Rewards Marketplace, select 'Gift cards'.
4. Select 'My orders' icon at the top right-hand corner to view all your redemption orders.
5. On the orders list, find Order # 194742 and select 'Details'.
6. There you'll find instructions on how to redeem the gift card you've ordered.

Should you have any questions or concerns regarding the order, please feel free to contact HSBC Contact Centre at 1800 4722 669.

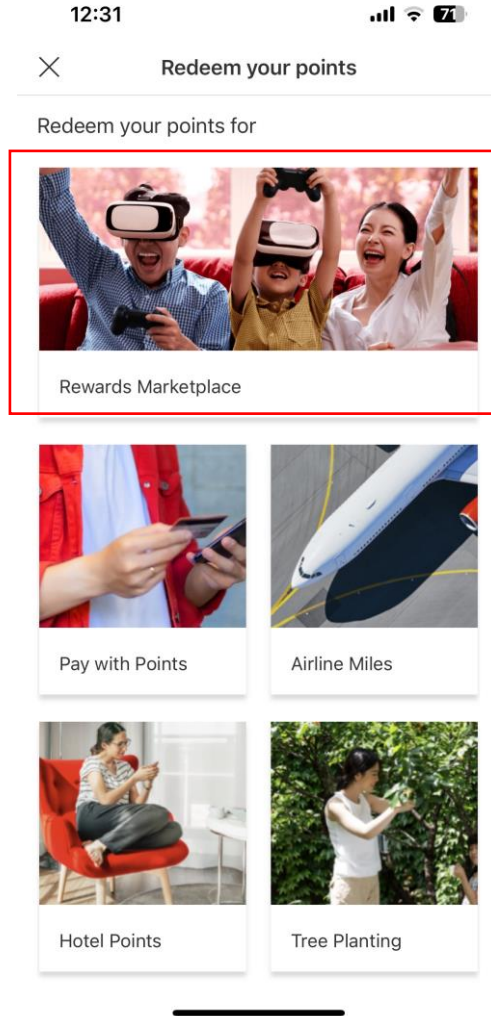
This email is sent by Carlton One Engagement Corporation, which is a trusted service provider of HSBC.

This is an auto-generated email. Please do not reply to this email

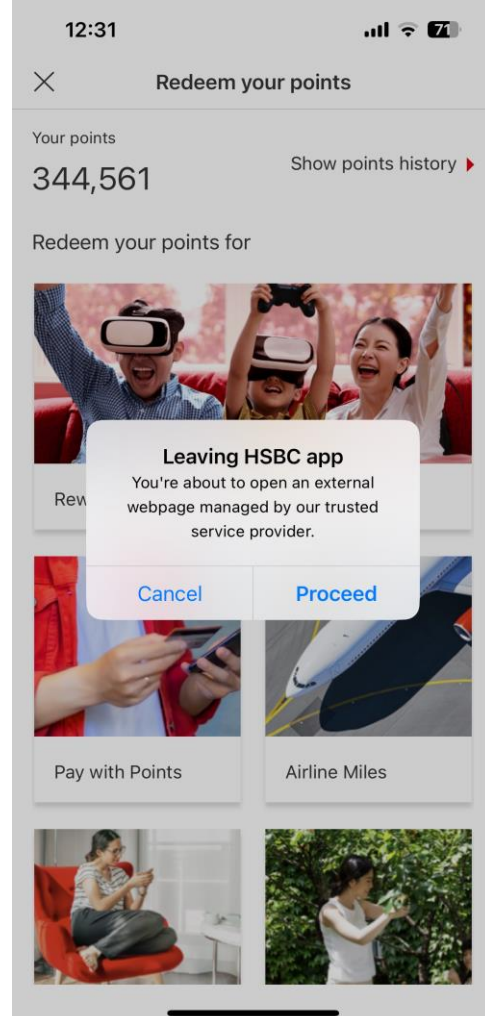
Thank you

You will receive an email when the order is fulfilled.

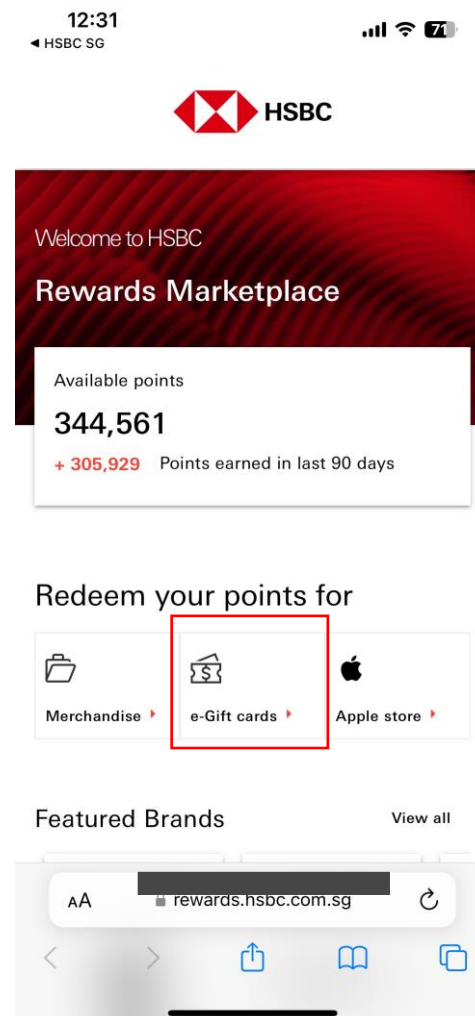
Rewards Redemption – Retrieval of Gift Cards



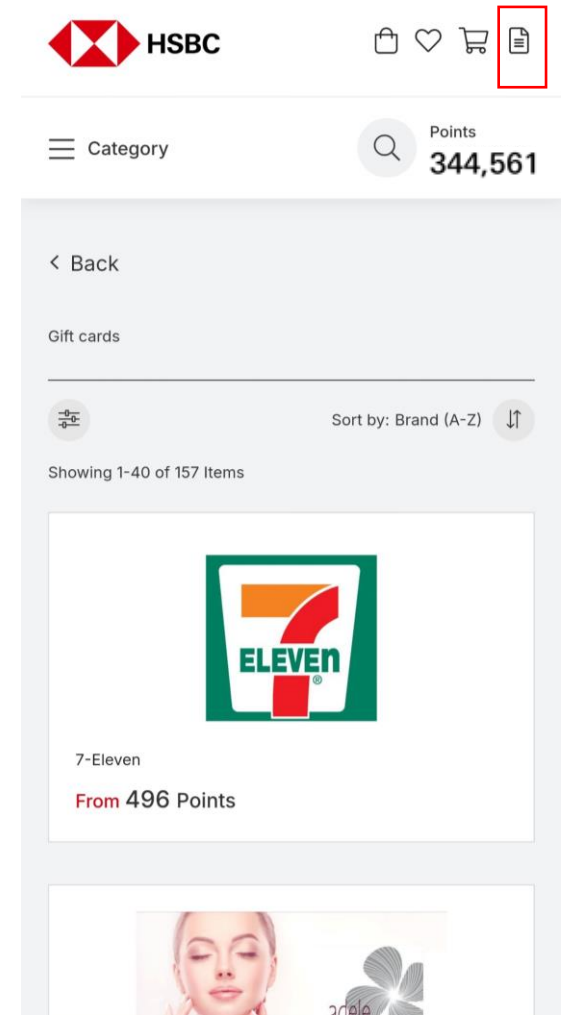
Select 'Rewards Marketplace'



Proceed to leave the HSBC App

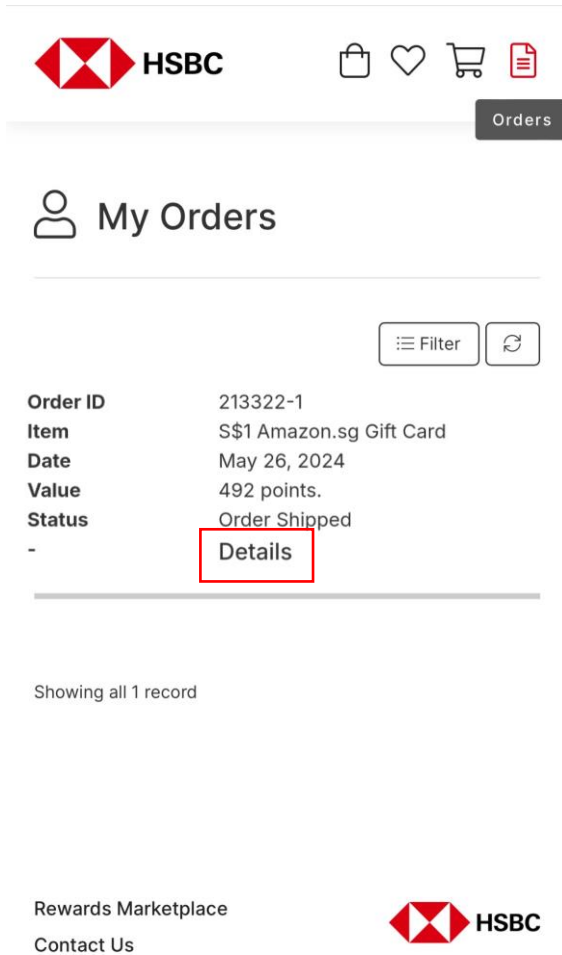


Select e-Gift cards



Select the 'Order' icon

Rewards Redemption – Retrieval of Gift Cards

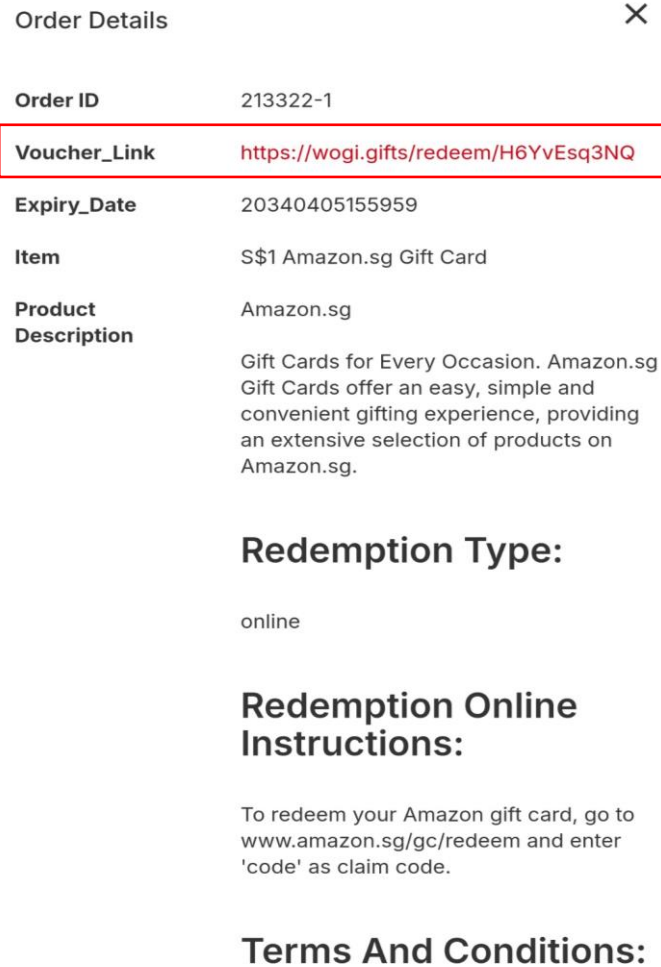


HSBC Rewards Marketplace interface showing 'My Orders' section. The 'Orders' tab is active. A table lists one order with details: Order ID 213322-1, Item S\$1 Amazon.sg Gift Card, Date May 26, 2024, Value 492 points, Status Order Shipped. A 'Details' button is highlighted in red. Navigation icons for Home, Heart, Cart, and Document are visible at the top. Filter and Refresh buttons are also present.

Order ID	213322-1
Item	S\$1 Amazon.sg Gift Card
Date	May 26, 2024
Value	492 points.
Status	Order Shipped

Details

Showing all 1 record



Order Details modal window showing information for Order ID 213322-1. The 'Voucher_Link' is highlighted in red: <https://wogi.gifts/redeem/H6YvEsq3NQ>. Other details include Expiry Date 20340405155959, Item S\$1 Amazon.sg Gift Card, and Product Description Amazon.sg. A 'Redemption Type:' section shows 'online'. 'Redemption Online Instructions:' state to go to www.amazon.sg/gc/redeem and enter 'code' as claim code. 'Terms And Conditions:' are also listed.

Order ID: 213322-1

Voucher_Link: <https://wogi.gifts/redeem/H6YvEsq3NQ>

Expiry_Date: 20340405155959

Item: S\$1 Amazon.sg Gift Card

Product Description: Amazon.sg

Gift Cards for Every Occasion. Amazon.sg Gift Cards offer an easy, simple and convenient gifting experience, providing an extensive selection of products on Amazon.sg.

Redemption Type: online

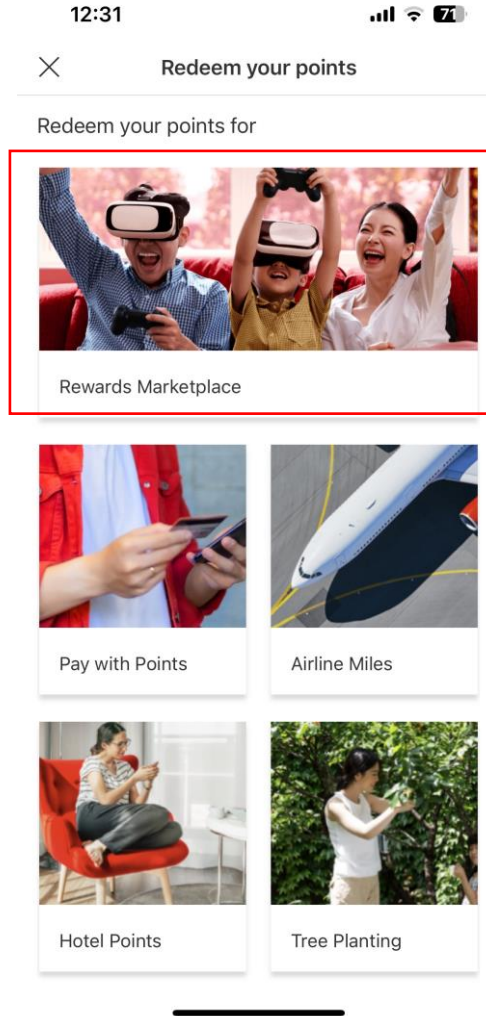
Redemption Online Instructions: To redeem your Amazon gift card, go to www.amazon.sg/gc/redeem and enter 'code' as claim code.

Terms And Conditions:

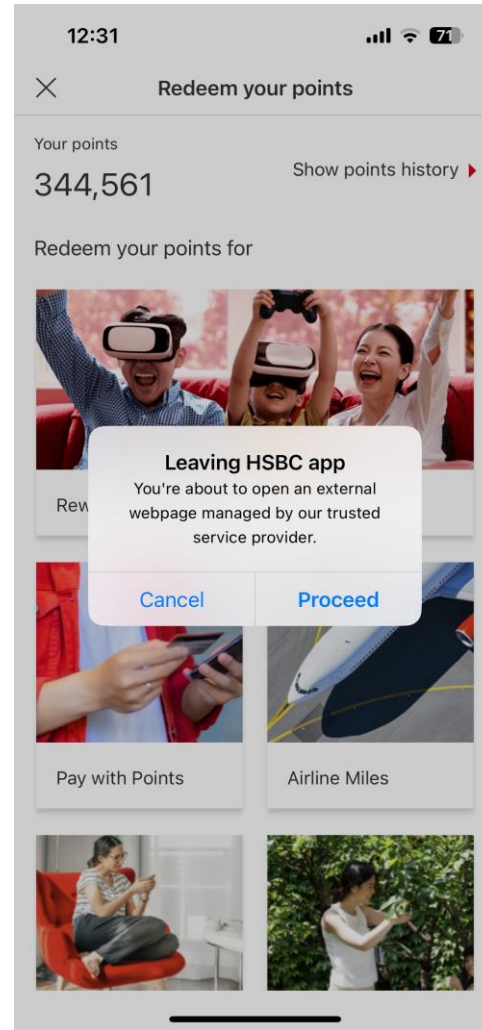
Proceed to 'Details' for retrieval

Select 'Voucher_Link' to use your gift card

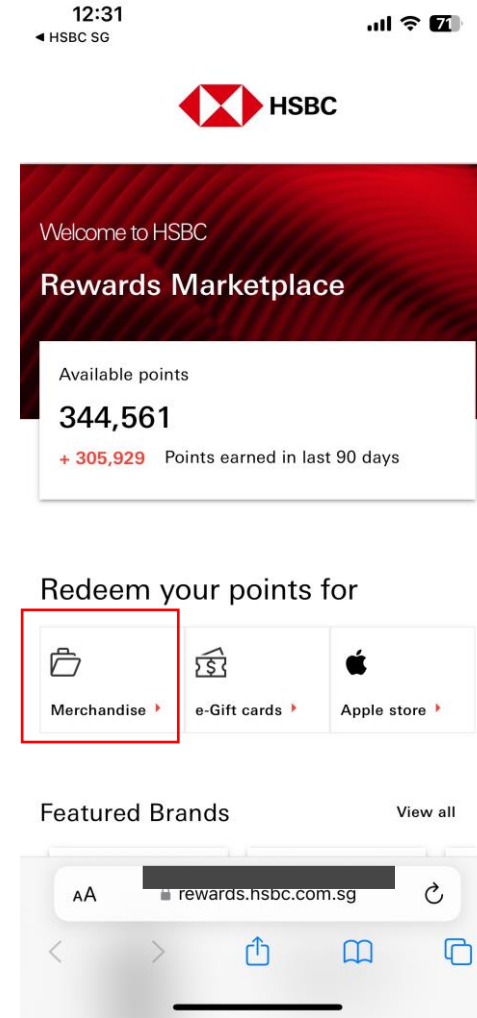
Rewards Redemption – Merchandise



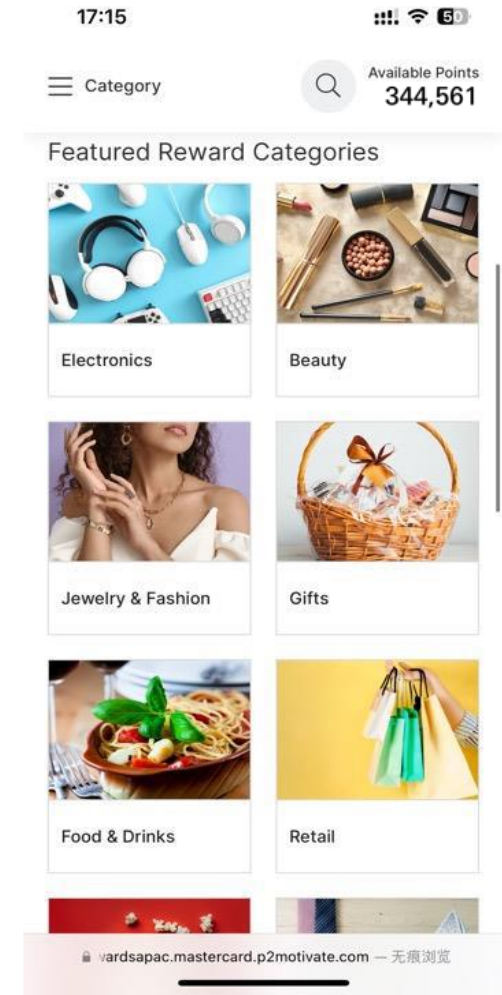
Select 'Rewards Marketplace'



Proceed to leave the HSBC App

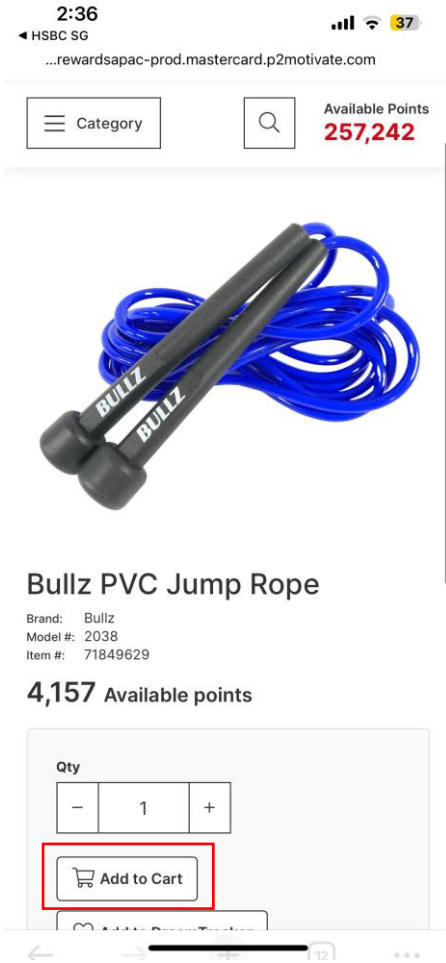


Select Merchandise

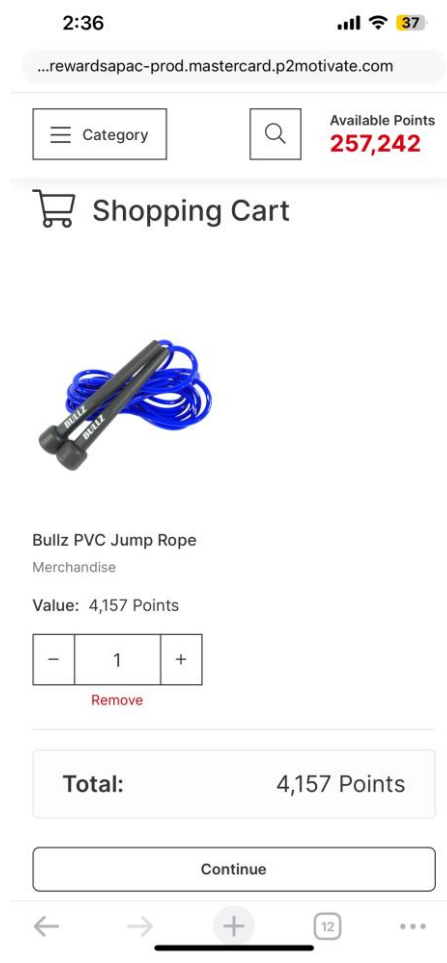


Shop for the merchandise of your choice

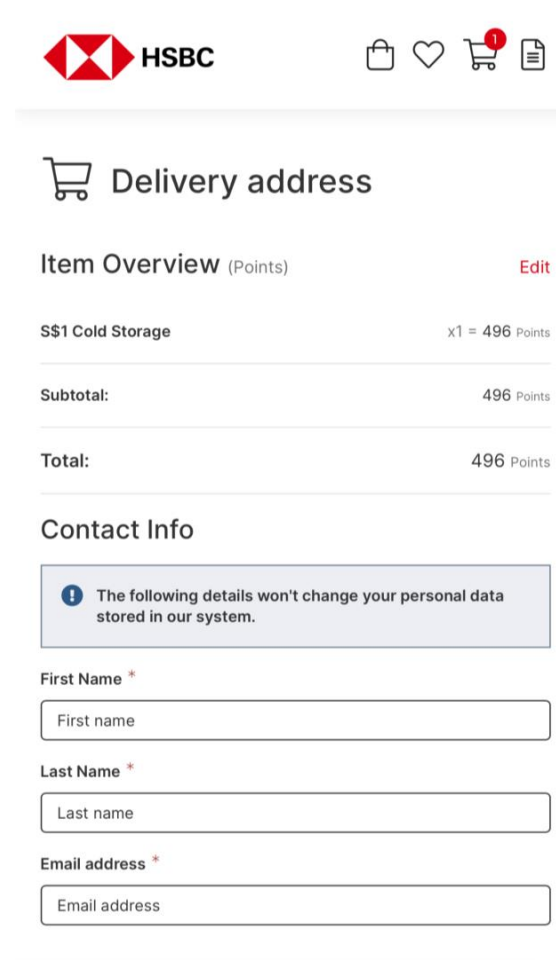
Rewards Redemption – Merchandise



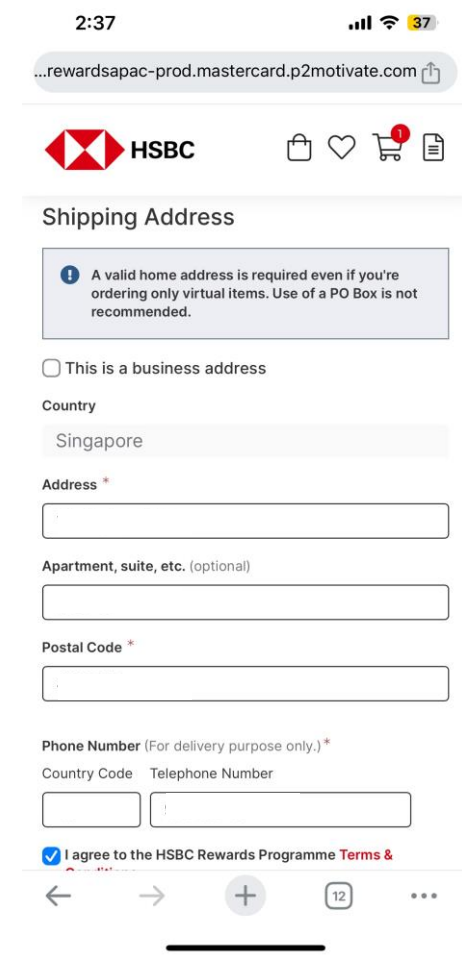
Select your reward option and select 'Add to Cart'



Review your order and proceed








Key in the details required.




Key in your address. Your merchandises will be delivered to this address

Rewards Redemption – Merchandise

2:38 ...rewardsapac-prod.mastercard.p2motivate.com

Category Available Points **253,085**

 Great, we've got your order!

Order #: 196456

Please keep this number for your records


Hello,
Thank you for your purchase.
We'll send all the merchandise items to the address shown in this screen.
Your virtual items will be delivered to your email.
All your items and order updates will be provided by our service provider: CarltonOne.


Payment info

Points used: 4,157

Delivery address

Order Completed!






Dear Shirleen,

Thanks for your order! We've received your reward request and are working on it now. We will email you shortly with more updates.

Our goal is to ship within a week, although some of our more popular items may take longer. In the rare event that you don't receive a confirmation email from us within 5 days, or have any other question about your order, simply connect with our Contact Center Team.

As a reminder, here's what you ordered:

Order #: 196456
Redemption ID: 848735706

	Bulz PVC Jump Rope
Order ID	196456-1
Quantity	1
Points	4,157
Subtotal	4,157
Total : 4,157	

You will receive an email with the delivery updates on the merchandise you have redeemed.