

## FAQs

Key changes are:

- HSBC Jade Centres will be changed to HSBC Wealth Centres.
- HSBC Jade website will be replaced with HSBC Premier website.
- HSBC Jade statement and mobile app will be changed to HSBC brand for Global Private Banking Singapore customers.
- HSBC Jade hotline will retain the same hotline number (1800 227 8880/+65 6227 8880) and be greeted with new voice recording.
- Jade Account will be renamed to Current Account. The rename will take place progressively on HSBC Mobile Application and Personal Internet Banking. Your account number will remain the same, and you can continue using your account as normal.
- Your HSBC Jade debit card will be replaced with a HSBC branded Visa Infinite debit card.
  - o If you have an existing HSBC Jade debit card, you will be able to use the card until it expires or is lost. You will then receive a replacement HSBC branded Visa Infinite debit card.
  - o If you do not have an HSBC Jade debit card, you will receive an HSBC branded Visa Infinite debit card if you apply for one during or after HSBC Jade brand removal.
  - o For more information on debit card, kindly refer to FAQ.
- HSBC Jade Concierge will be renamed to HSBC Concierge Service.
- Your banking relationship will be governed by HSBC Premier terms and conditions instead of HSBC Jade terms and conditions. Visit [www.hsbc.com.sg/premier](http://www.hsbc.com.sg/premier) for Premier terms and conditions.

### 1. What will happen to my HSBC Jade status given the change?

You will continue to retain all your current levels of pricing, products (with exception of HSBC Jade Debit card) and services.

### 2. What else should I expect?

#### Debit Card

If you are currently holding an HSBC Jade debit card, upon expiry, card loss or at your request, a new HSBC branded Visa Infinite debit card will be sent to you. Please activate your new debit card immediately after receiving it. With a new debit card, your debit card number will change, hence please kindly update your service providers with your new debit card details, if you have any recurring bill payments arrangements on your existing HSBC Jade debit card.

Once the HSBC Jade debit card is replaced (upon expiry, card loss or at your request), its benefits will no longer be applicable and be replaced with benefits of HSBC branded Visa Infinite debit card as follows:

<p>HSBC Jade</p>	<p>HSBC branded Visa Infinite debit card for Global Private Banking Singapore customers</p>
<ul style="list-style-type: none"> <li>• Complimentary access twice yearly to over 1,000 global airport lounges when you download the "Airport Companion" mobile application and register with your HSBC Jade Debit Card*</li> <li>• Making purchases with Apple Pay by adding your debit card number into the wallet of your eligible iPhone, Apple Watch, iPad, and Mac</li> <li>• Get cash from over 800 locations like 7-Eleven, Cold Storage, Guardian, HSBC ATMs, atm5 network in Singapore and over a million ATMs on the HSBC and PLUS networks worldwide</li> <li>• Contactless payments with Visa payWave at over a million merchants globally, and NETS Contactless in Singapore</li> <li>• Convenience of paying for your public transport, parking, and ERP with NETS Contactless</li> <li>• SGD0 fee on overseas cash withdrawal at HSBC ATMs.</li> <li>• Maximum daily allowable limit of S\$25,000 for purchases via VISA/NETS</li> <li>• 0.7% rebate on all Visa spend globally^</li> <li>• Up to USD2 million travel accident insurance coverage and emergency travel medical assistance^</li> </ul> <p><i>^benefit will discontinue in 2023</i>  <i>*complimentary access will increase to four times yearly in 2023 for HSBC Jade debit card (until card expiry or loss) and HSBC branded Visa Infinite debit card for Global Private Banking Singapore customers</i></p>	<p>Continue to enjoy all benefits with HSBC branded Visa Infinite debit card (except for benefits marked with X)</p> <p>X</p> <p>X</p>

**Existing Wealth Product Holdings**

Any existing wealth products you are holding now will not be impacted. Any new purchases or new transactions, prevailing preferential pricing you are enjoying now under HSBC Jade will continue to apply.

**Existing Loans Product Holdings**

There will be no change and impact to your existing loan holdings. New applications will be subjected to prevailing preferential interest rates of HSBC Premier with Premier Elite service.

**Existing Credit Cards (HSBC Visa Infinite / HSBC Premier Mastercard®)**

If you are holding an HSBC Visa Infinite card and/or HSBC Premier Mastercard, there will be no change to card benefits. There will be no change to other credit cards.

**No change to Tariffs**

Please visit [www.hsbc.com.sg/fees](http://www.hsbc.com.sg/fees) for fees and charges.

**HSBC Concierge Service, Passport and Partners Benefits**

Current benefits that will continue to be offered includes access to HSBC Concierge Service, global and local partners privileges and benefits, Passport status in HSBC Hong Kong and HSBC China.

**Family Banking**

You can sponsor your spouse and up to three children (12 to 30 years old) for HSBC Premier. They will enjoy HSBC Premier benefits and privileges, including an account in their sole name, wealth management solutions and a dedicated family Relationship Director without having to maintain any minimum Total Relationship Balance.

Children aged between 12 to 17 years old may only apply for a joint HSBC Everyday Global Account/ HSBC Statement Savings Account with their parent or legal guardian and will not be able to enjoy Premier status in another country/region.

All information is correct at the time of printing.