FAQ

1. **What is Stock Loyalty Pricing program?**
The HSBC Stock Loyalty Pricing program is a discount program where we offer you the opportunity to benefit from volume-based brokerage fees. The program includes trades in Hong Kong Stocks, US Stocks and Singapore Stocks. As you trade more equities each month and move up Trading Tiers, you will enjoy discounts on brokerage fees on your future trades in these stocks.

2. How do I participate in the Stock Loyalty Pricing program? Do I need to pay to join?
All clients will automatically be opted into the program for free.

3. Will my investments in SG and US stocks be accumulated and reflected in my "Accumulated Trading Amount"?
Yes, all your equity trades in the 3 markets (HK, US and Singapore) will be accumulated and, where applicable, converted to SGD at the prevailing FX rate for purposes of determining your Trading Tier.

4. **What are the Trading Tiers?**

The Trading Tiers determine the benefits you're eligible to receive and are based on your accumulated trading volume in the prevailing 90 days period for tiers 1 to 5 and over a 180 days period for the top tier. Please refer to the table below for more details on the Trading Tiers and the corresponding discounted brokerage fees applicable for each Trading Tier.

Tiers	**Accumulated Equity Transaction Amount** **(traded in prior 90 days plus current day) (SGD)**	**Entitled Discounted Brokerage Rate**
Standard Rate	Below 500,000	0.15%
Tier 1	500,000 to 999,999.99	0.14%
Tier 2	1,000,000 to 2,999,999.99	0.13%

Tier 3	3,000,000 to 4,999,999.99	0.12%
Tier 4	5,000,000 to 14,999,999.99	0.10%
Tier 5	15,000,000 and above	0.08%

Tier	**Accumulated Equity Transaction Amount (traded in prior 180 days plus current day) (SGD)**	**Entitled Discounted Brokerage Rate**
Top Tier	30,000,000 and above	0.08% (only for subsequent 180 days)

5. How will I know what Trading Tier I am in?

When you log on to the HSBC SG mobile app and select 'Loyalty Pricing', you'll be able to see what Trading Tier you're in via the trade meter and also the trading amount you'll need to reach the next Trading Tier.

6. How are the Trading Tiers calculated?

Trading Tiers are calculated based on the cumulative value of equity orders in the 3 markets (HK, US and Singapore) which you have executed in the prevailing 90 days for tiers 1 to 5 and over a 180 days period for the top tier. Discounted brokerage fees are calculated and applied based on the latest trade meter which corresponds to the highest Trading Tier achieved at the time of execution. The trade meter and Trading Tier will be refreshed every 15 minutes.

7. I've reached a new Trading Tier, will my brokerage fee discount apply to all of my historical equity trades, or will it just apply to equity trades executed after I reach the new Trading Tier?

The relevant discounted brokerage fee only applies to equity trades within the Trading Tier you're currently trading in. For instance, if you reach Tier 4, you'll enjoy 0.10% brokerage fees on all equity trades after reaching Tier 4. The 0.10% brokerage fees does not apply to the equity trades which you have previously executed whilst you move through Tiers 1, 2 and 3.

8. How does the discount apply if I hold a joint equity investment account?
The relevant discounted brokerage fee for the applicable Trading Tier will apply to the joint accountholder on an account level basis.

9. I traded on the last day of the trading period used for calculation of the Trading Tier and the equity trade hasn't settled until T+2. Which month will that trade count towards?
That trade will be included in the accumulated trading volume for the Trading Tier at the time of execution of that trade.

10. How long will it take for my trading amount to be reflected on the HSBC SG mobile app?
The trading amount is calculated at the time of execution of the equity trade. However, the trade meter and Trading Tier will only be refreshed every 15 minutes.

11. What are the eligible investments which will be included in my accumulated trading amount?
Listed stocks (HK, US and Singapore markets) and ETFs which are traded on our equity trading platform on both web portal and HSBC SG mobile app.

12. If my equity trade moves me into a new Trading Tier, what brokerage fee discount will I enjoy?

The brokerage fee discount which you are entitled is calculated and applied based on the latest Trading Tier at the time of execution of your equity trade. For example, if you have placed an equity trade and such trade is executed when you're currently in Tier 3, a brokerage fee of 0.12% will apply to such trade. After executing that trade, when the trade meter and Trading Tier are refreshed to reflect Tier 4, you'll be able to enjoy the benefits of Tier 4, and the applicable brokerage fee for all your subsequent equity trades will be 0.10%. In other words, you will only start to enjoy the benefit from the next Tier once the trade which moves you to the next Tier has been executed and accordingly, the Trading Tier page has reflected the change in Tier. You can also double check your Trading Tier and applicable brokerage fee discount which you are entitled under that Trading Tier on the "Stock Order Review" page.