

## FAQs for 1H2010 Credit Card Acqui Promo- Ipod Promo

- Q: What are the participating redemptions outlets for this promo?**  
A: The following Power Mac Center store locations have been designated as redemption centers: Greenbelt 3, The Annex SM City North Edsa, Trinoma, SM City Marikina, SM Megamall, Power Plant Mall, SM Mall of Asia, Festival Supermall. Please refer to your claim voucher for details or updates.
- Q: How do I avail of this promo?**  
A: Apply now for an HSBC credit card. Once approved, a claim voucher will be sent together with your new credit card.
- Q: What are the available colors of the iPod nano that I can redeem?**  
A: The available colors are Black, Silver, Blue, Green, Pink, Orange and Purple. Please note that colors are subject to availability at the time of redemption.
- Q: What if I don't want to purchase the iPod under the Promo?**  
A: HSBC's Promo offers credit cardholders the opportunity to purchase the iPod nano at very affordable terms using the Claim Voucher sent with the card welcome pack; however it is the cardholder's choice if he/she wishes to redeem the item or not. You have until 30Sept2010 to redeem should you change your mind.
- Q: Can I purchase the iPod nano on straight transaction?**  
A: No. For this promo, iPod purchases must be on 0% installment for 24 months.
- Q: I redeemed the iPod already, but would like to return or exchange it. Is this allowed?**  
A: Apologies, but under the promo mechanics, returns or exchanges are not allowed once you have redeemed the item.
- Q: How long is the delivery time for the iPod?**  
A: Per the promo mechanics, please allow for a maximum of 30 working days from the date of transaction approval for delivery. (30 working days already includes 2 delivery attempts in case first attempt is not successful due to reasons other than incorrect cardholder address).



The world's local bank

**Q: What happens if I cancel my HSBC credit card before I have finished the 24-month installment term?**

**A:** If you or the Bank cancels your credit card within this period, the entire remaining balance outstanding under HIP will become due and must be settled immediately.

Please note that an administration fee of P1,000 will be charged to your HSBC credit card .

- Please also note that in the event of delinquency or default, HSBC shall have the right to report and/or include the Promo Cardholder's name in the negative listings of any credit bureau or institution.