



We're fully committed to support you.

In line with the extension of the community quarantine, we're pleased to tell you that we're also extending the Payment Holiday for your HSBC Credit Card account/s, with due date/s covering **March 16 - May 31, 2020**, where you are covered by any form of ECQ or GCQ.

You'll be given an additional 30 days grace period to make your HSBC Credit Card payment. Late fees and applicable finance charge\* will be waived.

If you're enrolled under HSBC's Auto-Debit Arrangement (ADA), you have the following options to manage your ADA during the ECQ/GCQ period:

- a) You may request for a refund on the amount that was auto-debited from your account during ECQ/GCQ period until June 7, 2020,

and/or

- b) You may also request to suspend your ADA instruction on your succeeding due date that will fall within the ECQ/GCQ period. This means that no amount will be auto-debited from your HSBC savings / checking account. Please give us 5-days advance notice to perform the manual changes to your ADA.

Please follow the instructions below so we can process your request:

1. Send an email to [cards@hsbc.com.ph](mailto:cards@hsbc.com.ph)
2. SUBJECT: CREDIT CARD ADA REQUESTS
3. Please provide the ff. in the email content:
  - a. CARD TYPE (ex. HSBC Platinum, HSBC Gold Visa, HSBC Gold Mastercard, HSBC Advance, etc)
  - b. Last 4 digits of card
  - c. Last Name (declared on your HSBC Credit Card)
  - d. Request for ADA Refund: *Yes or No?*
  - e. Request to suspend ADA during the qualified period: *Yes or No?*

We will put back the ADA instruction on your account after the ECQ/GCQ period (e.g. on your July 2020 due date).

\*The finance charge waiver applicable to your account will be based on your previous payment behavior prior the ECQ period.

Please visit <http://bit.ly/hsphfaq> for more details.

Thank you.