

## HSBC's Rewards Program General Terms and Conditions

### 1. DEFINITION

As use herein, the following terms shall have the following meaning/s:

- a. **"HSBC's Rewards Program"** refers to the rewards program (hereinafter the Program) of The Hongkong and Shanghai Banking Corporation Limited - Philippines Branch (hereinafter HSBC) that may be participated in by Primary Cardholders and which are subject to these terms and conditions
- b. **"Card"** refers to the credit card issued by HSBC to the Cardholder
- c. **"Cardholder"** refers to the person to whom or for whose use a Card was issued by HSBC
- d. **"Primary Cardholder"** refers to the Cardholder in whose name the credit card account is maintained; For purposes of these terms and conditions, unless otherwise indicated, reference to Cardholder shall pertain to the Primary Cardholder
- e. **"Supplementary Cardholder"** refers to the Cardholder to whom a Card was issued as an extension of the Primary Cardholder
- f. **"Bonus Points"** refers to the points earned by the Primary and Supplementary Cardholder through the use of the Card as specified in these Terms and Conditions
- g. **"Rewards"** means the goods and services, including airline mileage, listed and described in the Rewards Catalogue
- h. **"Rewards Catalogue"** refers to the catalogue of Rewards that may be found in the HSBC website

### 2. ELIGIBILITY

- a. Only Primary Cardholders and Supplementary Cardholders of personal Cards issued by HSBC are eligible to earn Bonus Points under the Program
- b. Corporate/Company cardholders are not eligible to join the Program

### 3. BONUS POINTS EARNED IN THE PROGRAMME

- a. All eligible Cards earn Bonus Points for all transactions made on the Card except cash advances, charges and fees. Bonus Points will not be offered for any unposted or cancelled card transaction or any card transaction posted but subsequently reversed or refunded in whole or in part, including but not limited to tax refunds on overseas purchases.
- b. Cardholders of HSBC Premier Mastercard, HSBC Platinum Visa, HSBC Gold Mastercard and HSBC Red Mastercard will earn one (1) Bonus Point for every qualified Twenty Philippines Pesos (Php20.00) spent with these Cards. Cardholders of HSBC Advance Visa will earn one (1) Bonus Point for every Fifteen Philippine Pesos (Php15.00) spend on these cards. Cardholders of HSBC Classic Visa and HSBC Classic Mastercard will earn one (1) Bonus Point for every Ten Philippine Pesos (Php10.00) spent on these cards.

- c. Bonus Points generated by spending of Supplementary Cardholders shall automatically accrue to the Primary Cardholder's account.
- d. Accelerated Rewards – Accelerated Rewards is a special feature under the Program that allow select HSBC Credit Card types to earn additional Bonus Points for pre-defined credit card transactions and/or spending. The mechanics of which will be communicated to Cardholders from time to time via its normal communication channels such as HSBC's website, statement of account among others.
- e. If no error is reported by the Cardholder within thirty (30) days from receipt of a statement, the Cardholder shall be deemed to have accepted the Bonus Points reported on the statement. However, this shall not prejudice the right of HSBC to correct at any time any computation or posting of Bonus Points which it has deemed to be erroneous.
- f. Bonus Points can be used to redeem Rewards offered under the Program. Only Primary cardholders, whose cards are valid (i.e. card must not be delinquent, suspended or cancelled) and in good standing may redeem their Bonus Points for Rewards. Supplementary Cardholders cannot redeem Rewards unless authorized in writing by the Primary Cardholder.
- g. HSBC reserves the right to change the Bonus Points earning rate and restrict or limit the number of Bonus Points earned on each transaction in connection with special programs, facilities and promotional activities.

#### **4. VALIDITY OF REWARDS POINTS**

- a. For Cardholders of HSBC Classic Visa and HSBC Classic Mastercard, Bonus Points are valid up to two (2) years, at the end of the relevant month, from cardholder's Account Open Date.
- b. For Cardholders of HSBC Premier Mastercard, HSBC Platinum Visa, HSBC Gold Mastercard, HSBC Red Mastercard, and HSBC Advance Visa, Bonus Points earned will be valid up to three (3) years, at the end of the relevant month, from cardholder's Account Open Date.
- c. Expired Bonus Points will no longer be reflected on statements issued in the following Rewards cycle
- d. Expired Bonus Points will no longer be reinstated to Cardholder's account.

#### **5. REWARDS REDEMPTION**

- a. Redemption of Rewards can only be made by the Cardholder via the HSBC website by logging on to [www.hsbc.com.ph](http://www.hsbc.com.ph) and submission of a duly-filled up Online Redemption Form.
- b. Redemption of Rewards featured in the Rewards Catalogue is subject to the accumulation of sufficient Bonus Points, available credit limit at the time of redemption and the final acceptance by HSBC. Any redemption made will be cancelled automatically in case of insufficient Bonus Points or violation of the Terms and Conditions of the Program.
- c. Cardholder shall be responsible for checking the status of his redemption by calling HSBC Hotline.
- d. Bonus Points are not transferable to any other person.

- e. Cardholder is not allowed to pool or combine Bonus Points earned through all of his valid Cards.
- f. Once an Online Redemption Form is submitted to HSBC, the said order cannot be changed, transferred, cancelled or refunded.
- g. In case the Rewards Item Code and Rewards Item Name indicated in the Redemption Form does not match the Rewards Item Code and Item Name in the Rewards Catalogue, redemption shall be rejected. Primary Cardholder may expect an SMS notification to be sent to his/her mobile number based on HSBC's records.
- h. All Rewards Redemption with insufficient details in the Online Redemption Form shall be rejected. The latter may submit anew another Online Redemption Form.
- i. Should the Cardholder make multiple redemptions on the same day but is found to have insufficient points for the Rewards being redeemed or insufficient details in the Redemption Form, all redemptions shall be deemed invalid. Primary Cardholder may expect an SMS notification to be sent to his/her mobile number based on HSBC's records.
- j. In case the Cardholder fails to specify the Redemption Center Code for Rewards Items tagged "For Pick Up", Rewards Redemption shall be deemed invalid.
- k. Cardholders who wish to redeem miles must first call HSBC Hotline to enroll in the Mileage Program even if they are already a member of the frequent flyer program(s) of the participating airline(s).
- l. Cardholders must redeem the following minimum number of miles each time they request to convert their bonus points to miles.

Frequent Flyer Program	Minimum no. of miles for redemption
Asia Miles	1,000 Asia Miles
KrisFlyer	1,000 KrisFlyer
Mabuhay Miles	1,500 Mabuhay Miles

- m. Mabuhay Miles should be redeemed in increments of 1,500 miles.
- n. Asia Miles and Kris Flyer should be redeemed in increments of 1,000 miles.
- o. Once transferred, Bonus Points cannot be transferred back to the Cardholder's account or re-transferred to another participating airline's frequent flyer program account.
- p. Bonus Points can only be transferred to the enrolled Mileage Programme under the Cardholder's name.
- q. Bonus Points must be transferred to a participating airline's frequent flyer program account prior to their expiry date.
- r. HSBC's Travel Insurance and benefits for HSBC Premier MasterCard and HSBC Platinum Visa will not apply to flights taken with award tickets issued under a participating airline's frequent flyer program.
- s. HSBC assumes no responsibility for Bonus Points transferred from a Cardholder's account into any frequent flyer program account or for the actions of any participating airline in connection with its frequent flyer program or otherwise.
- t. Cardholders are subject to and must comply with the rules of the frequent flyer program(s) of the participating airline(s) in which they are enrolled.

- u. A participating airline may change its Program rules including regulations, policies, benefits, conditions of participation or mileage levels, in whole or in part, at any time with or without notice, even though the changes may affect the value of the free mileage already accumulated.
- v. Airline participation in the program is subject to change upon notice.

## **6. REWARDS CATALOGUE**

- a. HSBC has the right to assign varying Bonus Points required for Rewards items depending on the credit card type.
- b. The Program covering the featured Rewards in the Rewards Catalogue may be redeemed using Pure Points or Fast Track modes of redemption.
- c. Under Fast Track redemption, Cardholders will be eligible to claim the Rewards at lower Bonus Points and charge the cash portion to his/her HSBC Credit Card, whether through straight payment or installment payment, subject to HSBC's Installment Payment (HIP) Terms and Conditions. The use of the HSBC Credit Card to pay the cash portion under Fast Track redemption will generate additional Bonus Points for the Cardholder.
- d. Only selected Rewards as identified in the Rewards Catalogue may be redeemed using the Fast Track option. Payment of the cash portion on installment basis may only be made in the tenors assigned to the Rewards chosen as specifically indicated in the Rewards Catalogue.
- e. All Rewards featured in the Rewards Catalogue are subject to availability and the merchants/suppliers' restrictions; and are offered only while stocks last. HSBC shall send a notice of cancellation via SMS to Primary Cardholder's mobile number based on HSBC's records in such instance. Additionally, Cardholder shall be responsible for checking the status of his redemption by calling HSBC Hotline.
- f. Unless otherwise stated, installation costs and/or eventual servicing of Rewards Items claimed through the Program, including but not limited to electronic equipment and household appliances, shall be for the account of the Cardholder. In some cases, certain Rewards may be covered by a manufacturer's warranty and Cardholders should direct their inquiries to the manufacturer of the Rewards in accordance with the warranty information.
- g. HSBC has taken and will take all reasonable care to ensure that any information it publishes in relation to the Rewards in the Program is accurate. The description of Rewards in the Rewards Catalogue are based solely on information provided by third party suppliers. Photographs of Rewards Items appearing in the Rewards Catalogue may slightly differ from the actual items.
- h. Any changes in the number of bonus points required for redemption shall be communicated to the customers via the following channels:
  - Statement of Account (SOA) inserts for both paper and electronic statements
  - The updates will also be published in the public website under the Service Advisory banner.

## 7. DELIVERY/PICK-UP OF REWARDS

- a. The Rewards Catalogue will indicate whether Reward shall be redeemed by the Cardholder thru a Redemption Center or will be delivered free of charge to the Cardholder
- b. Delivery
  1. For Rewards indicated as "Free delivery", this will be delivered to Cardholder's billing address. No delivery of items will be made to a PO Box address or to an address outside of the Philippines. HSBC will not accept requests for delivery to another address.
  2. The delivery of Rewards will be made within three (3) weeks from the date of receipt by HSBC of the Redemption Confirmation for Metro Manila addresses, and four (4) weeks for Provincial addresses.
  3. There will only be three (3) delivery attempts for a Reward. If the Reward remains undelivered after the third attempt for any reason not caused by HSBC, the courier or the merchant, HSBC shall advise the Cardholder regarding the failed delivery attempts.
    - i. Should Cardholder request another attempt to deliver the Reward, a minimum of Php300.00 or the actual cost incurred by HSBC for the re-delivery, whichever is higher shall be charged to the Cardholder's Card account. Cardholder shall have fifteen (15) days from his receipt of the said notice to make such request for re-delivery.
    - ii. Cardholder may also opt to claim the Reward from the Redemption Center, if available. Should the Cardholder fail to claim the Reward within the fifteen (15) day period from the day of request, the unclaimed Reward and the corresponding Bonus Points will be forfeited; provided, however, that any cash payment that may have been made for a Fast Track redemption will be credited back to the Cardholder's account.
  4. If, upon delivery to Cardholder, Reward is defective or damaged, Cardholder may request for a replacement of the same Reward within forty-eight (48) hours from receipt of the defective Reward by calling HSBC Hotline. In order to claim the replacement, Cardholder must surrender the defective Reward in its original manufacturer's packaging together with any and all instructions and warranty certificates. Notwithstanding failure of the Cardholder to request a replacement of the Rewards within the 48-hour period referred to herein, the supplier's warranty shall remain valid and the Cardholder may make a claim against said supplier on the basis of said warranty.
- c. Redemption Center for Pick Up
  1. Via Claim Advice
    - i. Claim Advice will be delivered via courier to the Cardholder within two (2) - three (3) weeks from date of submission of the Redemption Form.
    - ii. Cardholder must claim the Rewards at the Redemption Center specified in the Claim Advice within sixty (60) days from the Claiming Start Date indicated on the Claim Advice.
    - iii. Expired claim advice will no longer be extended and accepted.
    - iv. Lost, stolen, damaged or expired Claim Advice will not be replaced.

- v. Cardholder must present the original Claim Advice together with his/her Card and a valid ID (with Cardholder's photograph and signature) upon redemption of Rewards from the specified Redemption Center in the Claim Advice.
2. Via SMS
- i. Primary Cardholder may expect an SMS to be sent to his/her mobile number based on HSBC's records within one (1) week from date of submission of the Redemption Form.
  - ii. The SMS will contain the Claim Code/s which will be presented at the Redemption Center specified in the SMS. Cardholder must claim the Rewards Item/s at the Redemption Center specified in the SMS within sixty (60) days as indicated in the SMS.
  - iii. Expired Claim Code/s will no longer be extended and accepted.
  - iv. Primary Cardholder must present the following at the Redemption Center:
    - a. Present the SMS indicating the Claim Code/s
    - b. Present the HSBC Credit Card used to make the redemption
    - c. Present a valid government-issued Identification Card
  - v. Once redeemed, each Claim Code/s may no longer be used to redeem the Rewards Item/s.
  - vi. Only the Primary Cardholder is allowed to redeem the Reward Item/s within the Redemption Period.
  - vii. Authorized representatives must provide the following at the Redemption Center:
    - a. Present the SMS indicating the Claim Code/s
    - b. Present a copy of the HSBC Credit Card used to make the redemption
    - c. Present a copy of the Primary Cardholder's valid government-issued Identification Card
    - d. Submit an authorization letter, authorizing the representative to redeem the Rewards Item/s.
- d. Redemption at Merchant's Website
1. Via SMS
- i. Primary Cardholder may expect an SMS to be sent to his/her mobile number based on HSBC's records within one (1) week from date of submission of the Redemption Form.
  - ii. The SMS will contain the Claim Code/s which will be used online at the merchant's website specified in the SMS. Cardholder must use the Claim Code/s within sixty (60) days as indicated in the SMS.
  - iii. Only one (1) Claim Code can be used at a time or for every payment checkout.
    - a. In case the merchant is capable of storing credits (i.e. Wallet), Claim Code/s must be used within the validity date prescribed by HSBC and stored as credits for future use. Claim codes successfully stored as credits has no expiry.
  - iv. Expired Claim Code/s will no longer be extended and accepted.
  - v. Once redeemed, Claim Code/s may no longer be reused.

- vi. Only an HSBC Cardholder is allowed to use the Claim Code/s in the merchant's website.
- e. HSBC shall not be obliged to recognize or replace any Rewards redeemed through the Program that is lost or stolen as a result of Cardholder's own fault or negligence

## **8. TAX TREATMENT**

- a. Cardholders are ultimately responsible for the tax treatment, if any, of Rewards redeemed and HSBC gives no warranty and accepts no responsibility as to the ultimate treatment of any potential tax on Rewards redemption. In the event any Rewards redeemed should result to an income tax liability to a Cardholder, said income tax liability, if any, shall be shouldered by the Cardholder.
- b. Cardholders shall solely be liable for any tax consequences of or in connection with their participation in the Program.

## **9. GENERAL**

- a. All questions or disputes regarding eligibility for joining the Program or transferring Bonus Points under the Program will be decided by HSBC at its sole discretion.
- b. Any changes in these Terms and Conditions, the number of Bonus Points required to redeem Rewards, as well as the conditions for making the redemptions shall be communicated to the customers via the following channels:
  - Statement of Account (SOA) inserts for both paper and electronic statements
  - The updates will also be published in the public website under the Service Advisory banner.
- c. Fraud and abuse relating to the earning and transfer of Bonus Points in the Program may result in the forfeiture of accumulated Bonus Points as well as the cancellation of a Cardholder's credit card(s).
- d. The Program is subject to the Terms and Conditions of HSBC's Credit Card Products.
- e. The use of the HSBC's internet banking facility and website is governed by the terms of use and privacy and security policies of said facility and services and as such Cardholders should familiarize themselves with these policies at [www.hsbc.com.ph](http://www.hsbc.com.ph).

*HSBC Philippines is regulated by BSP. To contact HSBC for inquiries or complaints, call (02) 85-800 from Metro Manila, 1-800-1-888-0000 PLDT domestic toll-free (outside of Metro Manila), email [hsbc@hsbc.com.ph](mailto:hsbc@hsbc.com.ph), or visit [hsbc.com.ph/feedback](http://hsbc.com.ph/feedback). Contact BSP at (02) 708-7087 or [consumeraffairs@bsp.gov.ph](mailto:consumeraffairs@bsp.gov.ph). Note: Do not provide your account or credit card numbers or disclose any other confidential information or banking instructions through email.*

*HSBC has an Employee Handbook, which mandates all its officers and employees to treat clients with a high degree of professionalism, efficiency, accuracy, care and courtesy. Officers and employees are enjoined to always be conscious of promoting HSBC's good image and protecting its reputation whether they are within or outside Bank premises.*