

Credit Card Rewards Programme Terms and Conditions

1. The Rewards programme is open to Visa and Master Card credit cardholders of HSBC with valid account status. Corporate cardholders are not eligible to the programme and the pooling of points from corporate / company card(s) to his/her personal card(s) is not allowed.
2. By using his/her credit card(s) to benefit from the privileges of the programme, the cardholder accepts the terms of the programme contained herein, and agrees to abide by them.
3. From 1 January 2016, one Rewards point is allocated for every Re1 spent on HSBC credit card(s). Rewards points are awarded on purchase transactions only, therefore excluding cash advances, casino payments, charges, interests and fees (annual cards fees, card replacement fee, cash advance fee, over limit fee, late payment fee). Rewards Points will not be earned for any transaction declared as void (in case of cancelled transactions resulting from wrong posting or in case of dispute). Rewards points balance will appear in monthly credit card statements.
4. Rewards Points are valid for a period of 2 years as from month of purchase. For e.g. Rewards points awarded in February 2016, will be valid until end of February 2018. However, the Rewards points, not redeemed before the two years period will expire on the first of the following month. In the above example, Rewards points, which have not been redeemed before end of February 2018, will expire on 1st March 2018. Redemption requests will not be accepted by HSBC if the Rewards points have already expired.

The example below shows how Rewards points earned will expire and be deducted from Rewards points balance.

Amount and date purchase transaction posted /Rewards points credited	Total Rewards points available for redemption on same date	Expiry of available Rewards points
Rs.10,000 on 1 January 2016	10,000	10,000 on 1 February 2018
Rs.5,000 on 15 May 2016	10,000+5,000= 15,000	10,000 on 1 February 2018 5,000 on 1 June 2018
Rs.7,000 on 31 December 2017	10,000+5,000+7,000 =22,000	10,000 on 1 February 2018 5,000 on 1 June 2018 7,000 on 1 January 2020
Rs.3,000 on 1 February 2018	5,000+7,000+ 3,000 =15,000 (10,000 Rewards points, earned on 1 January 2016, have expired)	5,000 on 1 June 2018 7,000 on 1 January 2019 3,000 on 1 March 2020

5. Only primary cardholders are eligible for the redemption of Rewards points. The spending by the supplementary cardholder(s) will be added to the spending of the primary cardholder to calculate Rewards points earned. Rewards points are not transferable but can be pooled from the same cardholder's various personal credit cards with the Bank.
6. At time of redemption, credit card accounts should be valid and in good standing condition. All redemptions are subject to the accumulation (and purchase where applicable) of sufficient Rewards points and the Bank's final acceptance. Redemption request will be cancelled automatically in the event of insufficient Rewards points. The bank reserves the right to decline any redemption request for accounts not fulfilling the above conditions.
7. Rewards points accumulated can be redeemed against proposed cash back, gift vouchers or donated to selected charities at any time. Cardholder should provide a written request using a redemption form available on the bank website or by sending a secure email through Internet Banking. Once a redemption order has been accepted by the Bank, it cannot be changed, cancelled or refunded under any circumstances.

8. For gift vouchers:

- a) Gift vouchers are not redeemable for cash and the use of gift vouchers will be bound by the terms and conditions of the respective supplying companies. Gift vouchers will be mailed to customer statement address through registered mail. The Bank does not commit on a specific delivery time for the gift vouchers.
- b) Cardholders will also not be entitled to discounts when using gift vouchers of respective partners and will have to abide to any terms and conditions mentioned on the gift vouchers without any exception.
- c) The Bank is not a supplier of the merchandise, or the products and services redeemed under the gift vouchers, and will accept no liability for services and products provided by gift voucher partners.
- d) All gift vouchers are valid for the period specified on the gift vouchers and their validity shall not be extended beyond the specified period.
- e) The Bank is not responsible for lost, damaged, expired or stolen gift vouchers redeemed through the Rewards Programme.

9. For cash back option:

- a) There is no limit as to number of times cash back can be redeemed for.
- b) Cash back redemption can be combined with any donation and/or gift voucher redemption if eligibility criteria are met.
- c) Cash back will be credited to cardholder's own designated card account and will appear in the credit card statement as: **Rewards Cash Back**. The Bank will not accept customer's request to credit cash back in any other forms, other than as per mentioned above, and in other than the cardholder's own credit card account.

10. For purchase of Rewards Points:

- a) Rewards points can be purchased at the rate of Rs. 40 for 10,000 Rewards points by multiples of 10,000 only (i.e. 10,000, 20,000 etc...) and there is no limit as to number of multiples of 10,000 Rewards points that can be purchased.

E.g.: You have 1,992,000 Rewards points. Therefore you can redeem for the following options:

	Option – Redeem current available points	Option – purchase 2 multiples of 10,000 Rewards points
Redemption thresholds redeemed & value of redemption	1, 000,000 - Rs.4000 voucher 500,000 - Rs.1750 voucher 300,000 - Rs. 900 voucher 100,000 - Rs.250 voucher 75,000 - Rs.150 donation	Total points for redemption: 2,002,000 1,000,000 - Rs.4000 voucher 1,000,000 - Rs.4000 voucher
Total redemption value that can be redeemed	Rs7,050	Rs.8,000
Rewards Points left which can be redeemed before its expiration(i.e. these are valid for 2 years from month of purchase)	7,000	2,000

- b) Rewards points, purchased over and above accumulated points and which are not redeemed, will not be refunded and will be available for redemption for a period of 2 years after purchase. Rewards points purchased can be used for any combination of cash back, donation and/or gift voucher redemption, if eligibility criteria are met.

c) Cost for purchase of Rewards Points will be debited from credit card account as designated by the cardholder and will appear in the next statement as item: **Rewards Points Purchase**. This transaction will be treated accordingly as a card transaction. The Bank will not accept customer's request to debit purchase of Rewards points in any other forms, other than as per mentioned above, and in the specified credit card account only.

11. Redemption against entries in the lucky draw of the 'Greek islands cruise' card promotion

- a) Redemption of Rewards points against entries into the lucky draw is open to customers holding a valid Visa and/or MasterCard credit card.
- b) Rewards points purchased as per above clause 10 cannot be used to redeem for entries in the lucky draw.
- c) Redemption form to redeem against entries in the lucky draw must reach HSBC by latest on 4 February 2019.
- d) Terms and conditions of the 'Greek island cruise' credit card promotion apply for this redemption option.

12. Notwithstanding all the clauses above, the Bank reserves the right to amend part or whole, or completely withdraw the programme at any time without prior notice, at its sole discretion and without incurring any responsibility or liability for resulting consequences to customers, merchants or others. The Bank also does not commit to communicate changes to the programme individually to each cardholder.

13. Fraud and abuse relating to the earning of Rewards points on redemption orders may result in forfeiture of accrued Rewards points as well as cancellation of the cardholder's credit card(s).

14. For any complaint or dispute on Rewards points being allocated, customers are required to log a complaint through the bank's usual channel. ([Visit the banks' website for more details](#)). Any dispute relating to the programme per se will be resolved by the Bank, and its decision will be final and irrevocable.