



## Important Notice

HSBC Bank Australia Limited ("**HSBC**") has made changes to the HSBC Credit Card Balance Transfer Terms and Conditions. The updated HSBC Credit Card Balance Transfer Terms and Conditions is dated 3 November 2023, and applies to any products or services opened on or after 3 November 2023.

For existing customers who held their products or services prior to 3 November 2023, please click on the link below which will direct you to the previous HSBC Credit Card Balance Transfer Terms and Conditions.

<https://www.hsbc.com.au/uct>

These changes may affect one or more products or services you have with HSBC.

# **HSBC Credit Card Balance Transfer**

## Terms and Conditions

Effective 3 November 2023



These are the terms and conditions for HSBC Credit Card Balance Transfers. They supplement the HSBC Credit Card Terms which apply to your HSBC credit card account. You accept these terms and conditions when you request a Balance Transfer.

### **What is a Balance Transfer?**

This Balance Transfer feature allows you to transfer some or all of your credit card balances on non-HSBC credit cards to a HSBC credit card.

### **Are you eligible?**

1. To be eligible to request a Balance Transfer, you must:
  - a. be a new applicant for a HSBC credit card; or
  - b. be an existing primary cardholder of a HSBC credit card;

and we have made a Balance Transfer offer available to you.

### **How do you request a Balance Transfer?**

2. You can request a Balance Transfer:
  - a. if you are a new applicant, in your application for a new HSBC credit card; or
  - b. if you are an existing customer, through Online Banking or Mobile Banking, or any other means that we specify in the Balance Transfer offer.
3. You can request multiple Balance Transfers at a time (although we may not approve all of them – discussed below).
4. Each transfer request is subject to our approval (please see below).
5. If your request is approved:
  - a. for Balance Transfer requests from new credit card customers, we will process the transfer when the application is approved which may be processed before you receive the credit card or activate it; and
  - b. for Balance Transfer requests from existing customers, we will process the transfer in real time (i.e. as soon as the Balance Transfer application is received).

### **What restrictions apply to Balance Transfers?**

6. Where we make a Balance Transfer offer available to you, that offer can only be used once.
7. The minimum amount you can request for a Balance Transfer is \$500.
8. You can only request a Balance Transfer in AUD, we cannot accept a request to transfer a balance in a foreign currency.
9. We process Balance Transfers using BPAY® services. Where the other credit card issuer does not have a valid biller code or is not listed in the HSBC credit card system, we will not be able to accept the request.

### What approval criteria apply?

10. We may reject a Balance Transfer request if it is reasonably necessary to do so to protect you or us.
11. If you are a new applicant and:
  - a. the Balance Transfer exceeds 90% of your approved credit limit, we may reduce the amount of the Balance Transfer to an amount that will result in no more than 90% of your approved credit limit being used; or
  - b. two or more Balance Transfers where the amount of the Balance Transfers combined exceeds 90% of your credit limit, we may, acting reasonably, approve only some of your requested Balance Transfers and not others. We will do this so that the total amount of the Balance Transfers that are processed is no more than 90% of your approved credit limit being used.
12. If you're a new applicant, you can request that we do not proceed with a Balance Transfer you have requested within 4 days from the date we notify you of the approval of your application.

### Do you earn reward points?

13. You will not earn any reward points on Balance Transfers.

### Interest, fees and charges

14. If a promotional rate applies (this will be set out in your Balance Transfer offer), we apply that interest rate (which could be 0%) during the promotional period. Otherwise (including after any promotional period) the cash advance interest rate applies on any outstanding Balance Transfer amount. See your credit card schedule for the cash advance rate and the HSBC Credit Card Terms for how we calculate and charge interest.
15. Other fees and charges may apply and will be set out in the Balance Transfer offer.
16. We are not responsible for any interest, fees and charges that the non-HSBC credit card issuer may charge you in connection with the Balance Transfer.

### When will you not be able to request a Balance Transfer?

17. You cannot request a Balance Transfer where:
  - a. your HSBC credit card account is suspended or cancelled (see the clause 'Suspending and cancelling your credit card account and ending this agreement' of your HSBC Credit Card Terms for when these events are triggered) – it will start again once it is no longer suspended; or
  - b. you are in default under the HSBC Credit Card Terms – it will start again once you fix the default.

### Changes to and termination of this feature

18. We may change this feature (including by removing it) in accordance with the section 'Changes to your agreement' in the HSBC Credit Card Terms.

### Have a query or feedback?

19. Please see the HSBC Credit Card Terms for how to contact us.