

HSBC Premier Rewards for Miles Program

Is HSBC Premier Rewards for Miles available to all cardmembers?

HSBC Premier Rewards for Miles is an exclusive benefit to HSBC Premier World MasterCard holders who are enrolled in HSBC Rewards.

This is not available to HSBC Premier World MasterCard holders who are enrolled in HSBC Qantas Rewards.

Can I purchase frequent flyer / travel reward miles?

No, you cannot purchase HSBC Rewards Points or frequent flyer / travel reward / airline miles from HSBC. You can contact your airline or travel reward program directly for their terms and conditions regarding miles purchases.

How can I use the frequent flyer / travel reward miles with the airlines or travel reward program?

Frequent flyer / travel reward program terms and conditions are available directly from partners and on their websites. You can log into the travel partner's website directly through your Internet browser or access the website using the link within the Rewards for Miles page on the HSBC Rewards website.

What information are you sharing with the airlines / travel reward program?

By submitting your Rewards for Miles request, you authorize HSBC to send your name and frequent flyer / travel reward program membership number to the airlines / travel reward program. No other personal information or HSBC credit card account information is shared.

Can you complete my request if I do not want you to share my information with the airline / travel reward program?

HSBC will be unable to complete the Rewards for Miles process on your behalf. HSBC must send your name and frequent flyer / travel reward program membership number to complete your request. By submitting your request, you authorize HSBC to send this information to the airline / travel reward program.

How long does it take to receive frequent flyer / travel rewards miles?

The time between the Rewards Points transfer and miles posting varies by airline / travel reward program. HSBC will process requests weekly. Please check with your airline/ travel reward program for specific timing.

How will I know when the frequent flyer / travel reward miles have been credited?

You can log into your frequent flyer / travel reward program / airline website and access your account to view the recent activity. Miles posted from an HSBC redemption will appear as a distinct entry on their account activity page. HSBC will forward a certificate outlining the numbers of points redeemed.

What happens if the miles don't post to my frequent flyer / travel reward program account within the timeframe identified?

Cardmembers will be contacted and asked to provide the relevant details. If we are unable to transfer these to your frequent flyer / travel reward / airline program Rewards points deducted from card member accounts will be returned to your account.

What airlines / travel reward programs are included in HSBC Rewards for Miles?

Asia Miles™
Singapore Airlines KrisFlyer program

How do I obtain a frequent flyer / travel reward program number?

You can log into the frequent flyer / travel reward program / airline website directly through your Internet browser.

What is the minimum number of frequent flyer / travel reward miles I can redeem?

2,500 miles

If I've already redeemed Premier Rewards Points for frequent flyer / travel reward miles, can I convert them back to Rewards points?

No, once you "Submit" your request you can no longer cancel your order and convert them back to Premier Rewards points.