

HSBC's Credit Card Rewards Program

Terms and Conditions –
HSBC Classic Credit Card and
HSBC Platinum Credit Card

Effective 19 February 2020



Rewards Plus Program

The meaning of words printed *like this* and some other key words is explained at the end of these terms and conditions.

1 Eligibility for membership

- 1.1 *You* are a member of the *program* if *you* have an *account* and we link that *account* to the *program*.
- 1.2 *Additional cardholders* are not eligible for membership in their own right but subject to clause 1.3, may accumulate and redeem *points* on your *program account*.
- 1.3 Unless *you* advise *us* in writing that *you* do not want the *additional cardholder* to have access to your *program account* an *additional cardholder* may, subject to any restrictions we impose upon them, utilise your *program account* as if they were *you*.
- 1.4 In respect of each *additional cardholder* and unless *you* make the election in clause 1.3 above, *you* warrant to *us* that *you* have provided to any additional cardholder a copy of these terms and conditions.
- 1.5 Unless *you* or an *additional cardholder* makes the election in clause 1.3 above, an additional cardholder's participation in the *program* will be conclusive evidence of their agreement to be bound by these terms and conditions. Should an *additional cardholder* not agree to be so bound *you* are to notify *us* immediately in writing, in which case that *additional cardholder's* participation in the *program* will be limited

to the accumulation of *points* for your benefit.

- 1.6 We may cancel your membership of the *program* at any time.
- 1.7 Your membership of the *program* is automatically cancelled if your *account* is closed.
- 1.8 We reserve the right to charge an annual fee for your membership and participation in the *program*.
- 1.9 Subject to clause 1.7 your membership of the *program* shall be continuous notwithstanding a permitted change to your *account* (for example where *you* change from one HSBC credit card type to another).
- 1.10 Where a change in your *account* would necessitate a change in your *points cap*:
 - (a) that entitlement will be effective from the date of the change to your *account*;
 - (b) where your entitlement to accrue *points* to a particular *points cap* is reduced *you* will be entitled to retain those existing *points* that may cause *you* to exceed your *points cap* but will not be entitled to earn *ordinary points* in excess of the *points cap*.
- 1.11 *You* cannot transfer your membership of the *program* to any other person.
- 1.12 We reserve the right to suspend or terminate the *program* at any time without prior notice to *you*.

2 Other terms and conditions

- 2.1 These terms and conditions are in addition to and do not replace the terms and conditions for your *account*.

3 Points

- 3.1 *Points* do not constitute your property. You cannot transfer your *points* to any other person or entity.
- 3.2 *Points* you accrue have no cash or monetary value and are only redeemable for *rewards*, unless you elect to redeem points in line with clause 10.4.

4 Earning points using a card

- 4.1 A card may only earn *points* for one *program account*.
- 4.2 We will award *points* from the start of the first statement period for your *account* in the circumstances set out in clause 5.
- 4.3 *Points* will not be earned on *ineligible transactions*.
- 4.4 The number of ordinary points and bonus points that can be earned in any statement period in respect of:
HSBC's Classic Credit Card 10,000 points.
HSBC's Platinum Credit Card 10,000 points.
- 4.5 Reward points will no longer accrue within a statement period when the relevant points cap is reached.

5 Points allocation

- 5.1 If you have an HSBC Classic Credit Card we allocate one *ordinary point* for each whole AUD1.00 of the total value of an *eligible transaction* (rounded up or down to the nearest whole dollar value of the *eligible transaction*) in a statement period for your *account*. Where you have an HSBC Platinum Credit Card we will allocate one *ordinary point* for each whole AUD1.00 of the total value of an *eligible transaction* that is spending in Australian Dollars and two *ordinary points* for each whole AUD1.00 of the total value of an *eligible transaction* that is spending in a currency that is not Australian Dollars (rounded up or down to the nearest whole unit value of the currency of the *eligible transaction*) in a statement period for your *account*.
- 5.2 We may allocate *bonus points* and promotional points at our absolute discretion.
- 5.3 *Bonus points* and *promotional points* will be awarded in response to transactions occurring within Australia unless otherwise specified.
- 5.4 Any disputes for missing *rewards points* will only be considered if notified to us within 4 months of the date of the relevant transaction and supporting evidence is provided.

6 Deduction of points

- 6.1 Any deduction of *points* is at our discretion, including where *you* or any *additional cardholder* request *us* or any of our agents or contractors who may be appointed from time to time, to do anything in connection with a *reward*, a redemption of *points*, your *program account* or otherwise.
- 6.2 When *you* obtain a refund or reimbursement of an *eligible transaction* (for example when *you* return goods or cancel bookings made and paid for and a credit is issued to your *account*) your *points* will be reduced accordingly.
- 6.3 Any *points* not redeemed 36 months after the end of the month in which the *points* were recorded will expire and be deducted from the *points* balance appearing on your statement for your *program account*.
- 6.4 If your *account* is closed, your membership of the *program* is automatically cancelled and any *points* not redeemed are forfeited.
- 6.5 If the *program* is suspended or terminated, any points must be redeemed within three months of the date the relevant event occurs.
- 6.6 If we cancel your membership, any points not redeemed are forfeited.

7 Redemption of points

- 7.1 The number of *points* required to be redeemed to claim a *reward* is set out in the *rewards* catalogue or other promotional material current as at the date of your request for the *reward*.

- 7.2 *Points* may not be redeemed until they have been allocated by *us* to your *program account*.
- 7.3 *You* or (subject to notification to the contrary) any *additional cardholder* may authorise the redemption of your *points*:
- (a) through one of the redemption channels provided by HSBC directly; or
 - (b) any third party (including but not limited to the *travel service provider*) who may be authorised from time to time by HSBC to redeem *points*.
- 7.4 *Points* you or any *additional cardholder* redeem will be deducted from your *program account* at the time of the request:
- (a) for a *reward* and/or;
 - (b) if *you* or any *additional cardholder* makes a request as outlined in clause 6.1, any later time that we determine. The oldest *points* will be deducted first in processing your request for a *reward*.

8 Requesting a reward

- 8.1 All *rewards* are subject to availability, the continuing participation of *rewards providers* in the *program* and any changes imposed by *us* or a *rewards provider* even though such changes may affect *points* *you* have already earned or the *points* needed to claim a reward.
- 8.2 A request for a *reward* is an unchangeable instruction to *us* (including where that request is made to our appointed agents

or contractors) unless *we* agree otherwise. Where you have not provided us with an email address, you will only be able to redeem your rewards as cash back rewards.

8.3 *You and any additional cardholder* may only request a *reward* if:

- (a) *you* are not in default of your *account* at the date of your request;
- (b) the request has been received by *us* in a form, and in a manner, satisfactory to *us*;
- (c) *you* have accrued the number of *points* set out in the *rewards* catalogue or other promotional material current at the date of your request for that *reward*.

8.4 *We* are not responsible for:

- (a) any *reward* *you* or any *additional cardholder* receives under the *program*;
- (b) whether or not caused to *you* or an *additional cardholder*, any death or injury or consequential loss or damage from a *reward*;
- (c) any non-receipt, loss, theft or destruction of a *reward* or a voucher;
- (d) any supplier's refusal to accept a *reward*.

8.5 With respect to a *reward*, no warranty is given (whether express or implied), particularly with respect to the quality of a *reward* or its suitability for any purpose.

8.6 Subject to clause 1.3 *you* or any *additional*

cardholder may use the Credit Cards Phone Banking and Credit Cards Online services to:

- (a) obtain information about your available *rewards points*; and
- (b) perform any other functions authorised by *us*.

8.7 Subject to clause 1.3 where you or the *additional cardholder* use the Credit Cards Phone Banking or Credit Cards Online services provided by us, *you* agree that *you* are governed and bound by:

- (a) certain provisions set out in your Credit Card Conditions of Use that apply to your use of the Credit Cards Phone Banking and Credit Cards Online services;
- (b) certain provisions set out in your “Banking Electronically Terms and Conditions” that apply to your use of the Credit Cards Phone Banking and Credit Cards Online services;
- (c) HSBC’s:
 - (i) Privacy and Security Statement;
 - (ii) Website Terms of Use
 - (iii) Hyperlink Policy; and
 - (iv) General Advice Warning

each of which are displayed on our website www.hsbc.com.au

8.8 You and any *additional cardholder* authorised by *you* and to whom an *identification reference* has been issued must:

- (a) ensure that your *identification reference* is protected, stored and used in the same manner as provided in Condition 8 of your Credit Card Conditions of Use; and
 - (b) notify *us* immediately if your *identification reference* is lost, stolen or misused or if they are known to someone else.
- 8.9 If *you* fail to follow the safeguards detailed in clause 8.8(a) and 8.8(b) *you* may incur increased liability caused by unauthorised access and use.
- 8.10 Where a *reward* constitutes an entitlement to goods or services from a *rewards provider*, then *we* will issue *you* or any *additional cardholder* (depending on who has made the request) with a gift card, voucher or certificate. A gift card, voucher or certificate is:
- (a) valid until the date stated as the “expiry date” on it;
 - (b) not transferable to any other person, and
 - (c) subject to the terms and conditions of the supplier of the gift card or voucher.
- 8.11 If the value of a gift card or voucher issued under clause 8.10 is less than the price of the goods or services *you* wish to purchase, then you must pay the difference to the *rewards provider*. If the value of a gift card or voucher is higher than the value of the goods and services you wish to purchase, *you* forfeit the difference unless the *rewards provider* expressly permits otherwise.

- 8.12 In order to fulfil the request for a *reward*, *you* and any *additional cardholder* who has made a request to us for a *reward*, authorise *us* to disclose any relevant personal information *we* hold about *you* or the *additional cardholder* and that is necessary to facilitate the request for a *reward*, to the *rewards provider* or such other third party if those parties are:
- (a) the ultimate providers of the *reward*; or
 - (b) the facilitators appointed by HSBC in order for *you* to obtain the *reward* (for example the *travel service provider*).
- 8.13 The issue of a *reward* does not constitute a reservation in respect of any *reward* requiring a reservation. *You* or the person *you* have nominated are responsible for making all reservations.
- You* or your nominee will be liable to pay any cancellation fee in respect to a reservation.
- 8.14 Redemptions will be sent to *you* or the *additional cardholder* (whomever makes the requested redemption) by post to the address which appears on your last statement, or to your email address where you have redeemed an eGift Gard. Allow 28 days for processing and delivery.
- 8.15 In the event that a *reward* is unavailable, *we* reserve the right to withdraw or substitute a *reward* of comparable value and functionality. *You* or any *additional cardholder* will be advised of such a change at the time of processing your redemption.
- 8.16 Redemptions for financial *reward rebates* or *cashback rewards* will be credited to

your *account* within 28 days. The amount will appear as a payment against the outstanding balance of your account on your statement.

- 8.17 *We* are not responsible for resolving any dispute *you* may have with a *rewards provider* or for the dispute itself.

9 Statements of program accounts

We will provide *you* with a statement of the *points* in your *program account* with your statement for your *account* or if *you* are registered online to use our Credit Cards Online Service, *you* may check your available *rewards points* online.

10 General

- 10.1 Your first or continued use of your card or *account* will be deemed to be acceptance of these terms and conditions as amended.
- 10.2 *We* may change these terms and conditions at any time. A change will either be advertised in the local or national press or be provided to ***you*** in writing no later than the day on which the change takes effect, unless any applicable law or code of conduct requires *us* to do something different.
- 10.3 All complaints regarding eligibility of *rewards*, the availability of *rewards* or *points*, the terms and conditions for the *program* or a voucher will be resolved by *us* in accordance with our complaints handling processes.

- 10.4 *You* are responsible for any taxation liability or other government charge or reporting requirement arising from the *program* or the redemption of *points* or the payment of any consideration for *rewards*. *Cash Back redemption rewards credited to your HSBC credit card account may have income tax implications for you depending on your individual circumstances and we recommend that you seek independent tax advice on this matter.*
- 10.5 Where a goods and services tax or any similar tax (GST) is applicable on any supply made under or in connection with HSBC's Credit Cards Rewards Program, the price quoted is inclusive of GST.
- 10.6 If *you* receive a merchandise *reward* in a damaged condition, please notify the Customer Service Centre within 3 business days, giving full details of the damage including the carrier.
- 10.7 Certain *rewards* are covered by a manufacturers warranty. Should a *reward* be faulty or require service *you* should direct your enquiry directly to the manufacturer.
- 10.8 Batteries are not included with battery operated items. Installation and/or servicing of goods are not included unless stated.
- 10.9 The failure of the *rewards provider* to enforce a particular term or condition does not constitute a waiver of that term or condition by *us*.
- 10.10 Offers promoted in this catalogue are available from the time of publication until superseded by another catalogue or as notified in writing by *us*.

11 Interpretation

- 11.1 All references to dollars are to Australian dollars unless otherwise stated and where an *eligible transaction* is initially recorded in your *account* in a foreign currency the relevant amount of *points* will be allocated by reference to the Australian dollar value of that *eligible transaction*.
- 11.2 The use of examples is for illustration purposes only and the operative effect of those provisions is not to be limited by the examples given.

12 Meaning of words

account means an *account you* have with *us* which *we* determine may be linked to the *program*.

additional cardholder means a person to whom a card is issued under condition 5 of your HSBC Credit Card Conditions of Use.

BPAY[®] means the electronic payment service provided by BPAY[®] Pty Ltd (ABN 69 079 137 518).

bonus points means the *points* allocated to your *rewards account* in addition to the *ordinary points* and based upon your expenditure at selected *bonus points* providers as communicated to *you* from time to time.

business expenses means expenses which are wholly or predominately the ordinary and necessary expenses incurred in the cardholder's business or trade.

cash advance means:

- (a) each amount of cash supplied by use of a card on your *account* or by any other operation of your *account*;
- (b) each payment made by a **user** to a person who does not accept or is not entitled to accept credit payments from your **account** or states that any payment to them will be processed as a **cash advance** or if **you** are using your card for gambling purposes or to purchase a cash substitute; and
- (c) each amount transferred from your *account* to any other *account* you have with *us* or any other person (for instance, to effect a balance transfer).
- (d) cash advance usage charge.

cashback rewards means points redeemed as a credit that is posted to your account upon or after your elected redemption of *reward points* in this manner.

eligible transaction means a transaction which is debited to your *account* other than an *ineligible transaction*.

ineligible transaction means a transaction which is debited to your *account* and takes the form of one or any of the following:

- (a) balance transfer;
- (b) *cash advances*;
- (c) interest free transactions and HSBC's Credit Card special promotions;
- (d) business expenses;

- (e) a fee or charge, including a government fee or charge;
- (f) any value charged to your card in association with a *points + \$* redemption under this scheme;
- (g) any expenditure incurred as part of a *points + \$* transaction;
- (h) a transaction which *we* decide is fraudulent or involves the abuse of a card;
- (i) a disputed debit transaction;
- (j) BPAY®
- (k) cash transfer

identification reference means a personal identification number or word which is used in conjunction with the Credit Cards Phone Banking or Credit Cards Online services provided by *us* or such other services as *we* may advise *you* from time to time.

ordinary points means the *points* allocated to your *rewards account* based upon the value of an *eligible transaction*.

points means *ordinary points*, *bonus points* and *promotional points* and any or all combinations of them together constituting and being known as HSBC's Credit Card *rewards points*.

points cap means the maximum number of *ordinary points* and *bonus points* that can be earned in any 12 month period in respect of your *account*.

promotional points means the *points* allocated to your *rewards account* at

HSBC's discretion and in response to special promotional or marketing activities that may be communicated to *you* from time to time.

points + \$ means the process by which a cardholder redeems a reward using a combination of *points* and credit card payment.

program means HSBC's Credit Card *Rewards Program* by which you can earn *points* for *rewards*.

program account means the *account* we establish in your name for recording *points* for the purposes of these terms and conditions.

purchase means each amount charged by the supplier for the supply of goods or services purchased by the use of a card issued to *you* or an *additional cardholder* on your *account*.

rebate means a credit to your *account*.

reward means any goods or services or any entitlement to goods or services described in the rewards catalogue or other promotional material current at the date of a request for such goods, services or entitlement.

rewards provider means a person who provides *rewards*.

travel service means the service that allows the redemption of *rewards* directly with HSBC's *travel service provider* for flights, accommodation, holiday packages and other travel related services.

we or **us** means HSBC Bank Australia

Limited ABN 48 006 434 162 and any related body corporate (as that term is defined in the Corporations Act 2001 (Cth))

you means a person who has an *account* with *us*.

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