

## TERMS AND CONDITIONS FOR HSBC REWARDS CREDIT CARD PROGRAMME

### 1.0 Definitions

- 1.1 "Eligible Cardholders/ Cardholders" refers to all new and existing primary and/or supplementary cardholders of HSBC Rewards Credit Card excluding the following categories of persons:
- Cardholder(s) of HSBC Rewards Credit Cards that are not issued in Sri Lanka;
  - Cardholder(s) of invalid or cancelled HSBC Rewards Credit Cards and/or whose credit card accounts are not of good standing;
  - Cardholder(s) of company and/or corporate HSBC Credit Cards.
- 1.2 "HSBC/Bank" refers to The Hongkong and Shanghai Banking Corporation Limited, Sri Lanka Branch.
- 1.3 HSBC Rewards Credit Card/ Credit Card" refers to a HSBC Rewards Credit Card issued in Sri Lanka starting with the Bank Identification Number ("BIN") 4720 76 or 4679 13.
- 1.4 HSBC Reward Multiplier Program 2019(hereinafter referred to as the "Promotion") shall be effective from 15<sup>th</sup> July 2019 until terminated by HSBC (hereinafter referred to as "Promotional Period").
- 1.5 "Programme" refers to HSBC Rewards Credit Card Programme.
- 1.6 Reward Points" or "RP" refers to HSBC Reward Points earned through the use of a HSBC Credit Card for transactions at any merchant outlets both locally and overseas, charged and posted to the Eligible Cardholder's credit card account. This is the base unit of measurement in the Rewards Programme.

### 2.0 Reward Points earning

- 2.1. Reward Points will be awarded for every Rs.200/- transaction charged and posted to the Eligible Cardholder's HSBC Credit Card account excluding below:
- Fees and charges as per Bank's Tariff and Charges and applicable tax, if any; and/or
  - Cash Advance, Balance Transfer, Cash Instalment Plan, Balance Conversion Plan and, and/or
  - Casino, gambling transactions, crypto currency transactions performed locally, overseas or on-line.
- 2.2. In addition to the 1x RP in every other Credit Card spend, Eligible Cardholders stand to receive "Reward Multipliers" for below categories for every Rs.200/- spend using the HSBC Rewards Credit Card (hereinafter referred to as the "Eligible Spend").

| Spend Category | Reward Points | Total Reward Points earned for Rs.200/- | Total Reward Points earned for Rs.2000/- | Total Reward Points earned for Rs.20,000/- |
|----------------|---------------|---|--|--|
| Clothing       | 5 X           | 5                                       | 50                                       | 500  |
| Dining         | 5 X           | 5                                       | 50                                       | 500  |
| E Commerce     | 5 X           | 5                                       | 50                                       | 500  |
| Transport      | 5 X           | 5                                       | 50                                       | 500  |
| Insurance      | 2 X           | 2                                       | 20                                       | 200  |
| Medical        | 2 X           | 2                                       | 20                                       | 200  |
| Education      | 2 X           | 2                                       | 20                                       | 200  |

- 2.3. Rewards multipliers will be applied to the pre-defined Merchant Category Codes ("MCC") based on VISA Worldwide Pte Limited (VISA) /Master Card Incorporated (MasterCard) and HSBC guidelines as below Any transactions not falling under the below specified MCC code, as mentioned in clause 2.4 hereto shall not be awarded rewards multipliers.
- 2.4. Eligible dining transactions shall mean transactions made at all local food and beverage outlets and shall exclude transactions made with merchants with merchant codes not defined as restaurants/dining merchants

(as defined by the Bank and VISA/MasterCard) hotel dining, transactions made in private parties/functions, private room events, private kitchen /supermarkets/department stores, transactions in associations/ club houses or individual merchants with merchant codes not defined by the acquiring banks as appropriate merchant codes of the relevant business or any unauthorized transactions.

| <b>MCC</b>       | <b>MCC code</b> | <b>Reward Multiplier</b> |
|------------------|-----------------|--------------------------|
| <b>Clothing</b>  | 5137            | <b>5 X</b>               |
|                  | 5311            |                          |
|                  | 5331            |                          |
|                  | 5611            |                          |
|                  | 5621            |                          |
|                  | 5631            |                          |
|                  | 5651            |                          |
|                  | 5661            |                          |
|                  | 5691            |                          |
|                  | 5697            |                          |
|                  | 5698            |                          |
|                  | 5699            |                          |
|                  | 5712            |                          |
|                  | 5977            |                          |
|                  | 5999            |                          |
| <b>Dining</b>    | 7296            |                          |
| <b>Dining</b>    | 5462            | <b>5X</b>                |
|                  | 5499            |                          |
|                  | 5811            |                          |
|                  | 5812            |                          |
|                  | 5814            |                          |
| <b>Insurance</b> | 5960            | <b>2X</b>                |
|                  | 6300            |                          |
| <b>Medical</b>   | 4119            | <b>2X</b>                |
|                  | 5912            |                          |
|                  | 5975            |                          |
|                  | 5976            |                          |
|                  | 7298            |                          |
|                  | 8011            |                          |
|                  | 8021            |                          |
|                  | 8031            |                          |

|           |      |    |
|-----------|------|----|
|           | 8041 |    |
|           | 8049 |    |
|           | 8050 |    |
|           | 8062 |    |
|           | 8071 |    |
|           | 8099 |    |
|           | 8042 |    |
|           | 8043 |    |
|           | 3351 |    |
|           | 3355 |    |
|           | 3357 |    |
|           | 3359 |    |
|           | 3366 |    |
|           | 3368 |    |
|           | 3381 |    |
|           | 3387 |    |
|           | 3389 |    |
|           | 3390 |    |
|           | 3393 |    |
|           | 3395 |    |
|           | 3405 |    |
|           | 3409 |    |
|           | 3412 |    |
|           | 3441 |    |
|           | 4111 |    |
|           | 4112 |    |
|           | 4121 |    |
|           | 4131 |    |
|           | 4789 |    |
| Transport | 7512 | 5X |
|           | 7372 |    |
|           | 8211 |    |
|           | 8220 |    |
|           | 8244 |    |
|           | 8249 |    |
|           | 8299 |    |
| Education | 8351 | 2X |

|   |  |           |
|---|--|-----------|
| <b>E commerce define by “TXN TYPE” not by MCC</b> |  | <b>5X</b> |
|---|--|-----------|

- 2.5. In the event a transaction falls under two or more merchant categories Eligible Cardholder will earn RP based on the lower multiplier Ex: cardholder pays insurance payments online – cardholder will earn 2x RP for the said transaction.
- 2.6. HSBC shall determine, from time to time, at its absolute sole discretion, which spend categories are eligible for inclusion in HSBC rewards multipliers and how many Reward multipliers each category will earn, the associated limits on earnings as well as the number of Reward Points required for redemption of Reward Points.
- 2.7. Redemption or conversion of Reward Points can only be made once the Cardholder has accumulated 4000 Reward Points at any given time and single redemption request should qualify a redemption of 4000 Reward Points or more.
- 2.8. Reward Points will be awarded based on transaction posted to the Eligible Cardholder’s credit card account and rounded up to the nearest Rupee.

**For example,**

Cardholder makes a utility bill payment for Rs.9, 556/- with the HSBC Credit Card, and subsequently spends Rs. 15,753/- on school fees. The total Reward Points calculated are illustrated below.

|                                   | <b>Category</b>                | <b>Spend amount</b> | <b>RP eligible</b>      | <b>Total RP</b>                      |
|-----------------------------------|--------------------------------|---------------------|-------------------------|--------------------------------------|
| a.                                | Utility Bill (not paid online) | Rs.9,556/-          | 1X                      | 48 (Rs.47.78 rounded up to Rs.48)    |
| b.                                | School fees                    | Rs.15,753/-         | 2X ( reward multiplier) | 158 (Rs.157.53 rounded up to Rs.158) |
| <b>Total Reward Points Earned</b> |                                |                     |                         | <b>206</b>                           |

- 2.9. Only transactions - billed to the Cardholder during the calendar month will be considered as eligible transactions. The Bank reserves the right to determine the final definition of eligible transactions in the Programme without further notice to the Cardholders. In case of disputes, the decision of the Bank shall be final and conclusive. No Rewards Points shall be awarded for transactions performed prior to 15<sup>th</sup> of July 2019. .
- 2.10. The assignment of Merchant Category Code (MCC) and Merchant Identity Description (MID) for each merchant is performed by the respective merchant’s acquiring bank and it is the responsibility of the particular acquiring bank to assign the correct MCC and MID. In the event that Additional Reward Points are not credited to the Eligible Cardholder’s HSBC Credit Card account due to the incorrect assignment of MCC and MID by the acquiring bank, the Eligible Cardholder agrees that HSBC shall not be held responsible in any manner whatsoever for such discrepancies which are beyond HSBC’s control.
3. The Bank reserves the right to change these Terms and Conditions pertaining to Rewards including any changes to Reward partner establishments and communicate such changes to Cardholders by way of a narrative in or enclosure with the Credit Card Statement/Public website of HSBC /short message service or any other appropriate communication medium the Banks deems fit.
4. This Terms and Conditions, may be amended from time to time, shall prevail over any provisions or representations contained in any other promotional materials advertising this Programme.

5. These Terms and Conditions are in addition to the General Terms and Conditions of HSBC Credit Cards (“GTCs”) for HSBC of which the Cardholder Agreement is a part of and which regulates the provision of credit card facilities by HSBC and the Terms and Conditions for HSBC Rewards Programme. The GTCs and the Terms and Conditions for HSBC Rewards Programme are available on the HSBC public website at [www.hsbc.lk](http://www.hsbc.lk).
6. In the event of inconsistency between these Terms and Conditions, the GTC and the Terms and Conditions for HSBC Rewards Programme, the General Credit Card Terms and Conditions shall prevail insofar as they apply to this Programme.
7. For the avoidance of doubt, cancellation, termination or suspension by HSBC of this Programme shall not entitle the Eligible Cardholder(s) to any claim or compensation against HSBC for any and all losses or damages suffered or incurred by the Eligible Cardholder(s) as a direct or indirect result of the act of cancellation, termination or suspension.
  - 7.1. HSBC's decision on all matters relating to this Programme shall be final and conclusive.
  - 7.2. The Eligible Cardholder shall be personally responsible for all taxes, rates, government fees or any other charges that may be levied against them under applicable laws, if any, in relation to this Programme.
  - 7.3. In the event the Cardholder's Credit Card is lost or stolen, the Cardholder can continue to make purchases with the replacement credit card and all such purchases made will continue to qualify for the Programme
8. Any disputed, reversed/refunded or cancelled/void transactions will not qualify as an eligible transaction for the Programme and any Reward Points earned for these transactions shall be reversed by the Bank.
9. Nothing herein amounts to a commitment or representation by the Bank to conduct similar Programmes in the future.
10. HSBC is not the supplier of the products and/or service/s offered by the merchant and shall not accept any liability in relation thereto.
11. This Programme is not applicable to any other HSBC credit cards unless otherwise stated.
12. All written communications with regard to the Promotion should be addressed to The Manager, Credit Cards Usage & Partnerships, The Hongkong and Shanghai Banking Corporation Ltd, No 163, Union Place, Colombo 02. Enquiries could also be made at the Bank's Call Centre number 4 4722 00 or via e-mail address [personalbanking@hsbc.com.lk](mailto:personalbanking@hsbc.com.lk)
13. These Terms and Conditions shall be governed and constructed by the laws of Sri Lanka and shall be subject to the exclusive jurisdiction of the Courts of Sri Lanka.