



Frequently asked questions for the HSBC Advance Credit Card (from 1 October 2020)

A. HSBC Advance Credit Card Cashback Programme for all cardholders

1. Why is there a change in HSBC Advance Credit Card Cashback programme?

From 1 November 2020, we will be integrating HSBC Advance and HSBC Personal Banking to provide our customers with a refreshed HSBC Personal Banking experience, enabled with a suite of privileges and capabilities. With this refresh, HSBC Advance customers will continue to enjoy access to their existing accounts and capabilities, without the fuss of maintaining any HSBC Advance eligibility criteria going forward.

We have taken this opportunity to enhance the HSBC Advance Credit Card Cashback programme (“Programme”) and provide more of our customers the opportunity to enjoy higher cashback as they bank with us.

For more details on the refreshed HSBC Personal Banking experience, visit www.hsbc.com.sg/personal-banking-update.

Under the revised Programme, the criteria to earn 1% additional cashback has been simplified. Refer to question 2 for details on new criteria. Please note that the Base Cashback criteria remains.

New HSBC Advance Credit Card Benefits			
<ul style="list-style-type: none"> For HSBC Advance credit cardholders with Cards approved before 1 October 2020 with effect 1 November 2020. For all HSBC Advance credit cardholders approved on/after 1 October 2020. 			
Category	Total Eligible Purchases per calendar month	Cashback awarded to Eligible HSBC Advance credit cardholders	Maximum Cashback per calendar month (cap)
Base Cashback	SGD2,000 and below	1.5%	SGD70
	Above SGD2,000	2.5%	
1% Bonus Cashback when Qualifying Criteria are met (New)	Above SGD1	1%	SGD300
Current HSBC Advance Credit Card Benefits			
<ul style="list-style-type: none"> For HSBC Advance credit cardholders with Cards approved before 1 October 2020 to enjoy these benefits until 31 October 2020. 			
Cashback to Eligible HSBC Advance credit cardholders with HSBC Advance banking relationship	SGD2,000 and below	2.5%	SGD125
	Above SGD2,000 and up to SGD3,571	3.5%	
	Above SGD3,571	0.03%	No cap
Cashback to Eligible HSBC Advance credit cardholders without HSBC Advance banking relationship	SGD2,000 and below	1.5%	SGD70
	Above SGD2,000 and up to SGD2,800	2.5%	
	Above SGD2,800	0.03%	No cap

Note: Cashback will be rounded up to the nearest cent.



2. How do I qualify for the 1% Bonus Cashback on my HSBC Advance Credit Card?

To qualify, simply fulfill the following 2 criteria within a calendar month to enjoy 1% Bonus Cashback on all Eligible Purchases:

- Make a minimum deposit of SGD2,000 (or foreign currency equivalent) in fresh funds into your HSBC Everyday Global Account; and
- Make a minimum of 5 Qualifying Transactions on your HSBC Advance Credit Card.

Please refer to question 17 on how to open an HSBC Everyday Global Account and questions 4 and 5 on how to fulfill the SGD2,000 deposit criteria.

3. For deposits made in foreign currency, when and how is the exchange rate determined?

The exchange rate for deposits made in foreign currency will be based on the prevailing exchange rates as determined by the bank, on the date when the funds are credited.

4. If I transfer SGD2,000 from my HSBC Premier Account to my HSBC Everyday Global Account, does it fulfill the deposit criteria to qualify for the 1% Bonus Cashback?

The criteria to deposit at least SGD2,000 into your HSBC Everyday Global Account has to be deposit of funds from outside of HSBC into an Eligible HSBC Everyday Global Account. Funds transfers from existing HSBC Banking deposit accounts or via HSBC cheque, cashier's orders or demand drafts will not qualify to meet the deposit criteria for 1% Bonus Cashback.

Please note that a minimum account balance fee will apply on HSBC Everyday Global Account if the account's average daily balance falls below SGD2,000.

5. Can I make multiple transfers to fulfill the SGD2,000 in fresh funds deposit criteria to qualify for the 1% Bonus Cashback?

The SGD2,000 in fresh funds deposit can be split over multiple transactions as long as the total fresh funds deposited to your HSBC Everyday Global Account is at least SGD2,000 within the calendar month.

6. If I have existing recurring fund transfer and salary crediting into my existing HSBC current / savings account how do I make the change in order to meet the qualifying criteria for the 1% Bonus Cashback?

You will need to open an HSBC Everyday Global Account and set it for your recurring fund transfer and salary crediting.

7. What transactions are considered Eligible Purchases for 1% Bonus Cashback?

Please refer to the Terms and Conditions of Programme on definitions of Qualifying Transactions and Eligible Purchases found at www.hsbc.com.sg/advanceTnCs.

Below is an illustration on what are considered as Qualifying Transactions and Eligible Purchases.

A cardholder makes SGD2,000 deposit into the HSBC Everyday Global Account and makes 6 transactions on his HSBC Advance Credit Card, totaling SGD2,100 in the same calendar month.

In this illustration, all the 6 transactions (retail purchases and cash advance) are considered as Qualifying Transactions and meet the minimum 5 transactions criteria for the 1% Bonus Cashback, However, those Qualifying Transactions on cash advance, donation to charity and top-up are not considered as Eligible Purchases and will not be able to earn the Cashback.

S/N	Credit card transactions	Total spend (SGD)	Qualifying Transactions count (minimum 5)	Eligible Purchases for Cashback	Base Cashback – 1.5% cashback (SGD)	1% Bonus Cashback (SGD)
1	Cash Advance	500	√			
2	Donations to giving.sg	100	√			
3	Grab top-up	100	√			
4.	Grocery shopping	650	√	√	9.75	6.50
5.	Dining bill	400	√	√	6	4
6.	Petrol	350	√	√	5.25	5
Total (SGD)		2,100		1,400		36.50

The total cashback earned is SGD36.50.

8. What is the maximum amount of Cashback I can earn in a month?

The maximum amount of Cashback on all Eligible Purchases is SGD370 in a calendar month if you meet the qualifying criteria for the 1% Bonus Cashback.

Illustration 1

A cardholder makes 5 Eligible Purchases totaling SGD1,000 on his HSBC Advance Credit Card and deposit SGD2,000 into his HSBC Everyday Global Account.

Category	Cashback awarded to Eligible HSBC Advance credit cardholders	Cashback earned in a calendar month
Base Cashback (capped at SGD70)	SGD1,000 x 1.5%	SGD15
1% Bonus Cashback when Qualifying Criteria are met (capped at SGD300)	SGD1,000 x 1%	SGD10
Total		SGD25

Illustration 2

A cardholder makes 15 Eligible Purchases, totaling SGD15,000 on his HSBC Advance Credit Card and deposit SGD2,000 into his HSBC Everyday Global Account.

Category	Cashback awarded to Eligible HSBC Advance credit cardholders	Cashback earned in a calendar month
Base Cashback (cap at SGD70)	SGD2,800 x 2.5%	SGD70
1% Bonus Cashback when Qualifying Criteria are met (cap at SGD300)	SGD15,000 x 1%	SGD150
Total		SGD220



9. How will the Base Cashback and 1% Bonus Cashback be credited into my HSBC Advance Credit Card account?

The Base Cashback and 1% Bonus Cashback shall be calculated based on the total amount of Eligible Purchases posted within each calendar month. The Cashback will be credited into your HSBC Advance Credit Card account by the last day of the following calendar month and reflected on your card statement no later than the last day of the second calendar month from the date of such transaction.

10. What happens if my purchases are refunded or returned?

The Cashback credited for purchases that are refunded or returned will be reversed. In the event that the Cashback has been utilised, HSBC reserves the right to charge to the HSBC Advance Credit Card account.

11. Will there be a change of physical card?

No, you can continue to use your existing HSBC Advance Credit Card to enjoy the new benefits.

12. My HSBC Advance Credit Card and my HSBC Everyday Global Account were opened on different dates. How will the Cashback be calculated?

The Cashback rate used for calculation will be determined based on whether the qualifying criteria has been fulfilled on the last day of the calendar month in which the calculation is to be made.

For example, if your HSBC Advance Credit Card was opened on 10 October but your HSBC Everyday Global Account was opened on 10 November, you will enjoy up to 2.5% Base Cashback on Eligible Purchases in October. In November, your Eligible Purchases can earn up to 2.5% Base Cashback and 1% Bonus Cashback when qualifying criteria are met.

13. What would be the cashback benefits applicable to me if I submit HSBC Advance Credit Card application in September 2020 but the card is approved in October 2020?

For HSBC Advance Credit Cards that are approved on or after 1 October 2020, you will earn the Cashback under the new benefits where you can earn up to SGD370 cashback in a calendar month if you fulfill the qualifying criteria for Base Cashback and 1% Bonus Cashback.

14. What happens if I hold an existing HSBC Advance Credit Card and Advance, Premier or Jade banking relationship?

For existing HSBC Advance, Premier and Jade customers with cards approved before 1 October 2020, you earn the Cashback under the current benefits where your Cashback is calculated based on the Eligible Purchases made within the calendar month. Please note that you will enjoy the current benefits till 31 October 2020.

With effect 1 November 2020, you can continue to earn higher cashback when you fulfill the qualifying criteria for Base Cashback and 1% Bonus Cashback under the new benefits.

B. HSBC Advance Credit Card Annual Fee changes

15. What happens to the perpetual annual credit card fee and waiver for HSBC Advance, Premier and Jade banking customers?

Please note that moving forward, the perpetual annual credit card fee waiver will cease for HSBC Advance, Premier and Jade banking customers who have their HSBC Advance Credit Card approved before 1 October 2020. To help ease you through this transition, you will enjoy an extended waiver of your annual credit card fee for the next 2 card anniversaries. Thereafter, annual credit card fee will be charged at SGD192.60 (inclusive GST).

For existing HSBC Premier or Jade banking customers you will need to maintain your banking relationship with us in order to enjoy this waiver. For existing HSBC Advance banking customers, you will need to maintain your banking relationship under the refreshed HSBC Personal Banking experience in order to enjoy this waiver. In the event, you exit your banking relationship with us, the annual credit card fee will be charged.



Alternatively, if you spend a minimum of SGD12,500 per year on your HSBC Advance Credit Card, your annual credit card fee will be waived that year.

For illustration, if your card is opened on November 2019, your annual credit card fee will be waived on the next 2 card anniversaries in November 2020 and November 2021. You will only be charged the annual credit card fee of SGD192.60 in November 2022.

If your card is opened on October 2019, your next annual credit card fee will be waived for the period on the next 2 card anniversaries in October 2021 and October 2022. Thereafter your annual credit card fee will be charged at SGD192.60 on October 2023.

16. What happens to the annual credit card fee for HSBC Advance credit cardholders whose cards are approved on or after 1 October 2020?

HSBC Advance credit cardholders will enjoy first year annual credit card fee waiver. The annual credit card fee will be charged at SGD192.60 subsequently.

If you spend a minimum of SGD12,500 per year on your HSBC Advance Credit Card, your annual credit card fee will be waived on your next card anniversary.

C. HSBC Everyday Global Account

17. How do I open the HSBC Everyday Global Account?

There are 3 ways to open an HSBC Everyday Global Account.

Option 1: Apply online at www.hsbc.com.sg

Option 2: Visit a branch

Option 3: If you are an existing HSBC account holder, login to your HSBC Online Banking and apply for HSBC Everyday Global Account.

18. How long is the processing time for my HSBC Everyday Global Account?

Your HSBC Everyday Global Account will be opened in 2-3 working days, and debit card issuance will follow within a week. Once the account is opened, you can access it immediately by logging in to your HSBC Online Banking and start doing transfers.

19. If I hold more than 1 HSBC Everyday Global Accounts, how do I qualify?

As long as the SGD2,000 in fresh funds is deposited into either one of the accounts, you will enjoy the 1% Bonus Cashback

For illustration, if you make a deposit of SGD1,000 into your sole account and SGD1,000 into your joint account – you will not met the qualifying deposit criteria for the 1% Bonus Cashback. However if you make a deposit of SGD2,000 into your joint account, you will have met the qualifying criteria.

20. Is there a fall below fee for the HSBC Everyday Global Account?

A monthly fall below fee of SGD5 will be charged if the account's average daily balance falls below SGD2,000. This will not be charged for the period of 1 November 2020 to 30 April 2021 to ease you through these changes as part of the integration of HSBC Advance and HSBC Personal Banking.



21. How is the minimum SGD2,000 average daily balance different from the minimum SGD2,000 deposit in fresh funds to HSBC Everyday Global Account under the monthly criteria for the HSBC Advance Credit Card 1% Bonus Cashback?

a) Minimum SGD2,000 average daily balance:

This refers to the average daily balance for that calendar month you will need to maintain in each of your Singapore dollar Current / Savings Accounts held with HSBC Bank (Singapore) Limited in Singapore – this includes but is not just limited to HSBC Everyday Global Account SGD Savings. If your account's average daily balance falls under SGD2,000 in that calendar month, a monthly SGD5 service fee would apply.

For illustration, if your account has SGD1,000 at the start of the month and you transfer in another SGD1,000 by mid-month, the minimum account balance fee is chargeable as your account's average daily balance for the calendar month is below SGD2,000. However, if at the beginning of the month you have a minimum balance of SGD2,000 and your balance is maintained throughout the month, the minimum balance fee is not chargeable.

b) Minimum SGD2,000 deposit in fresh funds:

This is pertaining to the new 1% Bonus Cashback monthly criteria for HSBC Advance Credit Card (see below), and is specifically for HSBC Everyday Global Account only.

- Deposit a minimum of SGD2,000 in fresh funds to your HSBC Everyday Global Account; and
- Make at least 5 qualifying transactions on your HSBC Advance Credit Card.

The SGD2,000 in fresh fund deposit has to be made to your HSBC Everyday Global Account; if it is deposited to another account (e.g. HSBC Current Account), it will not qualify to meet the deposit criteria for the 1% Bonus Cashback. The deposit needs to be fresh funds from outside of HSBC into your HSBC Everyday Global Account. Funds transfers from existing HSBC Banking deposit accounts or via HSBC cheque, cashier's orders or demand drafts will not qualify.