



Frequently Asked Questions for HSBC Visa Infinite Complimentary Travel Services

1. How do I qualify for complimentary travel services?

You will need to spend a minimum of S\$2,000 worth of Eligible Purchases in any calendar month to receive 1 complimentary usage of airport limousine service and 1 complimentary usage of expedited immigration clearance.

Upon fulfilling the spend requirement, the complimentary travel services will be available for booking in the next calendar month.

At the start of each calendar year, we will avail 2 sets of travel services (4 for HSBC Premier customers) for your usage in appreciation of your support, with no minimum spend required.

2. What are the transactions that qualify as “Eligible purchases”?

“Eligible Purchases” shall mean retail purchases made locally or overseas by a Cardholder, and recurring payments charged to a Card (including but not limited to monthly charges under the interest free installment payment plan of any merchant. including but not limited to monthly charges under the interest free installment payment plan of any merchant. In the case of HSBC Spend Instalment, only the total purchase amount will qualify as a Qualifying Transaction in the month of purchase) and shall exclude transactions as stated in [the Visa Infinite terms and conditions](#).

3. When can I start using the complimentary travel services and when do they expire?

You can use the services immediately following the month in which the minimum spend criteria was met. All travel services must be utilised within the same calendar year.

Update as of Nov 2020: In view of the exceptional COVID situation, unutilised travel services in 2020 will be extended for usage till 31 December 2021.

4. I have made a transaction on 29 March, why is it not considered as spend made in March?

All Eligible Purchases will have to be posted into HSBC's credit card systems before the end of each qualifying month. In this instance, the spend made will be counted into April's spending. HSBC bears no liability for any late submission of any purchase by any merchant for whatever reason.

5. How do I make a travel service booking?

In order to request for any of the Service (i.e. limousine or expedited immigration), please contact HSBC at 1800-227 8811 (in Singapore), 6227 8811 (outside Singapore) and our HSBC Infinite Butler team would be happy to assist.

For limousine service it must be booked at least twenty-four (24) hours prior to the agreed pickup time and expedited immigration booking needs to be made at least three (3) days in advance. Other travel services terms and conditions apply.

6. How many limousine or expedited immigration clearance service can I use in a year?

You can use up to 24 limousine services and 24 expedited immigration clearance services per calendar year, depending on your spend using HSBC Visa Infinite card.

Update as of Nov 2020: In view of the exceptional COVID situation, unutilised travel services in 2020 will be extended for usage till 31 December 2021, which can be added to the usual cap of 24 limousine services and 24 expedited immigration clearance services for calendar year 2021.

Example: For a HSBC Visa Infinite credit cardholder with 5 unutilised limousine services and 6 unutilised expedited immigration clearance services in 2020, he/she will be able to use up to 29 limousine services and 30 immigration clearance services in 2021.

7. How do I check the number of complimentary travel services I have been awarded and redeemed?

You can call our Infinite Travel and Lifestyle Butlers at 1800-227 8811 to enquire on the number of complimentary travel services you are eligible to redeem.

8. Can I bring forward any unutilised services to the next calendar year?

Travel services earned cannot be accumulated and brought forward to the following calendar year, with the exception for spend made in December. If you meet the spend criteria in December, the travel services will be made available to you in the following month (ie. January) and you have up to the end of that calendar year to utilise them.

Update as of Nov 2020: In view of the exceptional COVID situation, unutilised travel services in 2020 will be extended for usage till 31 December 2021.

9. Can Supplementary Cardholders use these services?

These complimentary travel services are exclusive to for Primary Cardholders up to 3 accompanying guests (3 accompanying guests for Limousine and 1 accompanying guest for expedited immigration service) for each utilisation.