



Pay with Points - Terms and Conditions

(These Terms and Conditions are effective from 21/06/2021)

1. The Pay with Points service (“**The Service**”) is applicable for all HSBC Primary cardholders (“**Cardholders**”) holding valid credit cards: HSBC Visa Classic, HSBC Visa Platinum and HSBC Premier World Mastercard® Credit Card issued by HSBC Bank (Vietnam) Ltd. (“**Credit Card**”)
2. The Service allows Cardholders to redeem the available Reward Points via HSBC Vietnam Mobile App which can be used to settle payment for any outstanding balance due on Card or used for future purchases (“**Statement Credits**”). Notice: The Statement Credits cannot be exchanged for cash.
3. This service only works on the HSBC Mobile Banking app. Cardholders need to register Online Banking Service first before using HSBC Mobile Banking app.
4. The Cardholders should note that the Redemption request will not be processed in the event of insufficient Reward Points.
5. Each redemption is subject to a minimum amount of VND 50,000. The conversion rate is applied at the time of processing the redemption request. HSBC may revise the conversion rate of redemption from time to time at its discretion, please visit <https://www.hsbc.com.vn/en-vn/credit-cards/rewards/> for the latest details of the conversion rate for Pay With Points service.
6. If the redemption is successful, the relevant statement credits will be credited to Cardholders’ credit card account within 1-2 working days from the date of redemption completion. The Cardholders should note that in order to be considered as payment for the current Credit Card statement period, the Cardholders need to submit the redemption request at least 2 working days prior to the payment due date as per HSBC Credit Card Statement.
7. The redemption may be rejected if card is on the process of card closure or card is blocked with any reasons.
8. Once a redemption has been accepted by HSBC, it cannot be cancelled or reversed by the Cardholders.
9. These Terms and Conditions are applied concurrently with:
 - Terms and Conditions of HSBC Credit Card Cardholder Agreement (applied for Visa Card) & Terms and Conditions of HSBC Premier World Mastercard Credit Card Cardholder Agreement (applied for Mastercard Card)
 - Terms and Conditions of HSBC Rewards Program
 - Terms and Conditions of HSBC Mobile Banking app
10. These Terms and Conditions are in Vietnamese and English. In the event of any discrepancy between English and Vietnamese, the Vietnamese version shall prevail.