



HSBC Terms & Conditions:

1. The HSBC Premier Acquisition and Member-Get-Member Promotion ("Promo") is a new-to-HSBC Premier acquisition and member-get-member program of The Hongkong and Shanghai Banking Corporation Limited ("HSBC") that runs from September 1, 2024 to February 28, 2025 ("Promo Period").
2. The incentives offered under this Promo cannot be availed of jointly with benefits under any other on-going HSBC Premier Acquisition and Member-Get-Member Promo, HSBC Premier Enhanced Member-Get-Member Promo, HSBC Premier Upgrade Promo, HSBC Premier Upgrade Promo via Salary, or HSBC Premier Top Tier Acquisition Promo.
3. For the purposes of this Promo, the following terms shall be defined as follows:
 - a. **"Existing Non-HSBC Premier Customer"** means an HSBC customer with no HSBC Premier relationship in the past 36 months prior to upgrade to Premier.
 - b. **"Non-existing HSBC Customer"** means a customer with no HSBC banking relationship in the past 36 months prior to account opening.
 - c. **"New-to-HSBC Premier Customer"** ("Availer") means a customer who is either an Existing Non-HSBC Premier Customer or a Non-existing HSBC Customer who meets the HSBC Premier Acquisition Promo's Eligibility Requirements.
 - d. **"Referrer"** means all existing HSBC Premier customers who maintain their Premier status and makes a Successful Referral within the Promo Period.
 - e. **"Fresh Funds"** are funds transferred into HSBC and coming from sources outside HSBC. Funds transferred and/or coming from sources in HSBC will not be considered "fresh funds."
 - f. **"Total Relationship Balance"** (TRB) is calculated based on the average total balances in all deposit accounts, plus the market value of all investments and insurance held, within the bundled account package in the accountholder's name in any one calendar month.
4. HSBC Premier Terms and Conditions apply to this Promo. In the event of any inconsistency, the Promo's Terms and Conditions shall prevail. HSBC Premier Terms and Conditions are found at [HSBC Forms and Downloads| Help and Support - HSBC PH](https://www.hsbc.com.ph/content/dam/hsbc/ph/docs/general-terms-and-coditions.pdf) or at <https://www.hsbc.com.ph/content/dam/hsbc/ph/docs/general-terms-and-coditions.pdf>.
5. In the event of a dispute arising out of this Promo, the decision of HSBC shall be final with concurrence of DTI.

A. HSBC Premier Acquisition Promo

1. The HSBC Premier Acquisition Promotion ("Acquisition Promo") is open to all New-to-HSBC Premier Customers ("Availer"). The Acquisition Promo is open to customers opening/upgrading sole or joint accounts. For joint accounts, at least one of the joint accountholders must meet the Eligibility Requirements. In case more than one joint accountholder meets the Eligibility Requirements, only one may redeem the Welcome Rewards.
2. The Acquisition Promo is also open to the following non-TRB-maintaining accounts, subject to the Eligibility Requirements: HSBC Premier children accounts (Premier In-Trust For, Junior Pack, and NextGen accounts), Premier Partner, Premier Parent, Premier via Salary, Premier via Employee Banking Solution, and Premier via Home Loan.



3. Eligibility Requirements.

- a. For Non-existing HSBC Customers:
 - i. opens an HSBC Premier relationship within the Promo Period;
 - ii. brings in Fresh Funds of at least Php3,000,000 by the end of the second month from account opening date; and
 - iii. maintains Php3,000,000 TRB for 12 months from the account opening date.
- b. For Existing Non-HSBC Premier Customers:
 - i. upgrades their account to HSBC Premier within the Promo Period; and
 - ii. brings in Fresh Funds of at least Php3,000,000 by the end of the second month from account upgrade date; and
 - iii. maintains Php3,000,000 TRB for 12 months from the account upgrade date.

4. **Welcome Rewards Options.** Availers may redeem their Welcome Rewards either in the form of Rustan’s Department Store (“Rustan’s”) Gift Certificates (“GCs”) or Philippine Airlines (“PAL”) Mabuhay Miles. They can indicate their choice of Welcome Rewards through the Acquisition Promo Redemption Form, which is available through their Relationship Manager, Premier Business Development Officer, or Premier Relationship Officer. Welcome Rewards are not convertible to cash.

Welcome Rewards Tier	TRB in Fresh Funds Requirement	Welcome Rewards
Tier 1	Php3,000,000 to Php9,999,999.99	Php20,000 worth of Rustan’s GC or 22,000 PAL Mabuhay Miles
Tier 2	Php10,000,000 to Php29,999,999.99	Php80,000 worth of Rustan’s GC or 85,000 Mabuhay Miles
Tier 3	Php30,000,000 and above	Php300,000 worth of Rustan’s GC or 320,000 Mabuhay Miles

5. **Disqualification and Penalty/ies.** In the cases detailed below, Availers shall be disqualified, and HSBC shall automatically have the right to deduct the amount equivalent to the Welcome Rewards received by the Availer from their account without need of prior notice (i.e., Tier 1 – Php20,000, Tier 2 – Php80,000, and Tier 3 – Php300,000).
- a. The Availer’s funds deposited are proven to be transferred and/or coming from other HSBC Bank accounts.
 - b. The Availer closes their HSBC Premier relationship within 12 months from date of account opening or upgrade; or
 - c. The Availer’s TRB falls below the minimum Php3,000,000 TRB requirement at any time within 12 months from date of account opening or upgrade.

For cases where the Availer received Welcome Rewards corresponding to Welcome Rewards Tiers 2 and 3 and the Availer’s TRB falls below their Welcome Rewards Tier requirement, only the difference between the Availer’s initial Welcome Rewards and the lower tier’s Welcome Rewards will be deducted (e.g., Availer receives Tier 2 Php80,000 Welcome Rewards but falls below the Php10,000,000 minimum TRB requirement. The penalty will be the Php60,000 difference between the Welcome Rewards of Tiers 1 and 2).



If the Availer’s account is insufficiently funded, or HSBC is unable to deduct the corresponding amount from the Availer’s account for any reason, HSBC shall have the right to place the corresponding amount on hold and deduct the same once the account is sufficiently funded, without need of prior notice. No penalties will be incurred by the Availer if no Welcome Rewards claims has been made.

6. Availers should notify HSBC up to 6 months after Promo Period End Date for any dispute regarding eligibility to the Promo. Disputes raised after the said period will be considered as invalid disputes.

B. HSBC Premier Member-Get-Member Promo

1. The HSBC Premier Member-Get-Member Promotion (“MGM Promo”) is open to all existing HSBC Premier customers who maintain their Premier status and makes a Successful Referral within the Promo Period (“Referrer”).
2. **Definition of a Successful Referral.** A Successful Referral is defined as the referral of a New-to-HSBC Premier Customer who avails of the Acquisition Promo (“Referral”). For purposes of this MGM Promo, the following will not be considered as Successful Referrals:
 - A Referral who opens an account jointly with the Referrer,
 - A Referral who is acquired through any other on-going HSBC Premier Acquisition and Member-Get-Member Promo, HSBC Premier Enhanced Member-Get-Member Promo, HSBC Premier Upgrade Promo, HSBC Premier Upgrade Promo via Salary, or HSBC Premier Top Tier Acquisition Promo, a walk-in or an unsolicited referral/s (i.e. not referred by an existing Premier customer or HSBC staff),
 - Premier children accounts (Premier In-Trust For, Junior Pack, or NextGen accounts),
 - Premier partner accounts,
 - Premier parent accounts,
 - Premier via Salary,
 - Premier via Employee Banking Solution,
 - Premier via Home Loan, or
 - Premier Staff accounts.
3. The Referral can open a sole or joint account. For joint accounts, regardless of the number of joint accountholders that meet the Acquisition Promo Eligibility Requirements, only one (1) will be counted as a Successful Referral.
4. Officers and employees of HSBC, HSBC Investment and Insurance Brokerage, Philippines Inc., its subsidiaries, and other members of the HSBC Group are disqualified from the MGM Promo.
5. **Referral Rewards Options.** Referrers may redeem their Referral Rewards either in the form of Rustan’s GCs or PAL Mabuhay Miles. They can indicate their choice of Referral Rewards through the Member-Get-Member Promo Redemption Form, which is available through their Relationship Manager, Premier Business Development Officer, or Premier Relationship Officer. Referral Rewards are not convertible to cash.

	Referral Rewards
Every Successful Referral	Php10,000 worth of Rustan’s GC or 10,600 PAL Mabuhay Miles
Every 3 rd Successful Referral	Additional Php10,000 worth of Rustan’s GC or 10,600 PAL Mabuhay Miles



6. **Disqualification and Penalty/ies.** For instances where the Successful Referrals of the Referrer are disqualified from the Acquisition Promo as described in section A under “Disqualification and Penalty/ies,” and the Referrer has already claimed their Referral Rewards, the Referrer agrees that the amount equivalent to the Referral Rewards the Referrer received shall be debited from their account without need of prior notice (i.e., for every Successful Referral that is disqualified – Php10,000, and for every 3rd Successful Referral that is disqualified – additional Php10,000). If the Referrer’s account is insufficiently funded, or HSBC is unable to deduct the corresponding amount from the Referrer’s account for any reason, HSBC shall have the right to place the corresponding amount on hold and deduct the same once the account is sufficiently funded, without need of prior notice. No penalties will be incurred by the Referrer if no Referral Rewards claims has been made.

Sample computations are illustrated below for penalties:

- a. If the Referrer has two (2) Successful Referrals, and out of these, below disqualification/s take/s place:

1 disqualified Successful Referral	Debit Php10,000
2 disqualified Successful Referral	Debit Php20,000

- b. If the Referrer has three (3) Successful Referrals, and out of these, below disqualification/s take/s place:

1 disqualified Successful Referral	Debit Php20,000
2 disqualified Successful Referrals	Debit Php30,000
3 disqualified Successful Referrals	Debit Php40,000

- c. If the Referrer has five (5) Successful Referrals, and out of these, below disqualification/s take/s place:

1 disqualified Successful Referral	Debit Php10,000
2 disqualified Successful Referrals	Debit Php20,000
3 disqualified Successful Referrals	Debit Php40,000
4 disqualified Successful Referrals	Debit Php50,000
5 disqualified Successful Referrals	Debit Php60,000

7. Referrers should notify HSBC up to 6 months after Promo Period End Date for any dispute regarding eligibility to the Promo. Disputes raised after the said period will be considered as invalid disputes.

C. Redemption Guidelines

Rustan’s GCs - Redemption Guidelines

1. **The Rewards.** Eligible customers will receive their Rustan’s GCs in denominations of Php1,000. They may claim their GCs from any of the following Rustan’s branches:
- Ayala Center Makati
 - Shangri-la Plaza
 - Ayala Alabang
 - Gateway
 - Ayala Center Cebu



2. **Rewards Notification.** Availers/Referrers will receive an SMS notification to be sent to their primary Philippine mobile number as registered in HSBC’s records, on the first banking day of the next month after the cut-off date in which their submission of the Acquisition/Member-Get-Member Promo Redemption Form was included. The SMS notification will contain the following:
- A unique Promo code;
 - The amount of GCs redeemable with the unique Promo code;
 - GC claim start date and end date (“Redemption Period”); and
 - Reminder to bring 2 valid IDs upon pickup.

Account opening and upgrade date coverage	Fulfillment of Promo Eligibility Requirements date coverage	Cut-off Dates	SMS Notification Date for Rewards
September 1 – September 30, 2024	September 1 – October 31, 2024	November 15, 2024	December 2, 2024
	September 1 – November 30, 2024	December 16, 2024	January 2, 2025
October 1 – October 31, 2024	October 1 – November 30, 2024	December 16, 2024	January 2, 2025
	October 1 – December 31, 2024	January 15, 2025	February 3, 2025
November 1 – November 30, 2024	November 1 – December 31, 2024	January 15, 2025	February 3, 2025
	November 1 – January 31, 2024	February 17, 2025	March 3, 2025
December 1 – December 31, 2024	December 1 – January 31, 2025	February 17, 2025	March 3, 2025
	December 1 – February 28, 2025	March 17, 2025	April 1, 2025
January 1 – January 31, 2025	January 1 – February 28, 2025	March 17, 2025	April 1, 2025
	January 1 – March 31, 2025	April 15, 2025	May 2, 2025
February 1 – February 28, 2025	February 1 – March 31, 2025	April 15, 2025	May 2, 2025
	February 1 – April 30, 2025	May 15, 2025	June 2, 2025

3. **Redemption period.** Availers/Referrers may claim their Rustan’s GCs **up to 180 days from** receipt of the Rewards Notification. Unclaimed GCs after the Redemption Period shall be deemed forfeited and may no longer be claimed. All redeemed Rustan’s GCs will have no expiry date once claimed by the eligible customer and will be subject to the terms and conditions on the use of the Rustan’s GCs.
4. **Reward Redemption.**
- a. The Availer/Referrer must sign and submit to their Relationship Manager, Premier Business Development Officer, or Premier Relationship Officer the Acquisition/ Member-Get-Member Promo Redemption Form with their correct and updated details on or before their respective cut-off dates to avail of the Welcome/Referral Rewards. Availer/Referrer can get a copy of the Acquisition/ Member-Get-Member Promo Redemption Form from their Relationship Manager, Premier Business Development Officer, or Premier Relationship Officer.
 - b. The Availer/Referrer chooses Rustan’s as their Welcome/Referral Rewards Option.
 - c. The Availer/Referrer will receive an SMS Rewards Notification to be sent to their primary Philippine mobile number as registered in HSBC’s records.
 - d. The Availer/Referrer may claim their GCs in any Rustan’s branch by showing the SMS notification to a Rustan’s customer service representative. This SMS is non-transferrable. The Availer/Referrer must also bring 2 valid IDs to claim the GCs.

In case the Availer/Referrer cannot claim the GCs personally, an authorized person may claim the GCs in the place of the Availer/Referrer, subject to notifying their Relationship Manager. The authorized person must bring an authorization letter from the



- Availer/Referrer. The letter should contain the authorized person’s name. The authorized person must present a copy of the original SMS notification from HSBC PH and copies of 2 valid IDs of the Availer/Referrer and 2 valid IDs of the authorized person.
- e. The Availer/Referrer/authorized person will be subject to Rustan’s process for claiming GCs. After which, Rustan’s will release the GCs to the Availer/Referrer/authorized person.
 - f. Availers/Referrers/authorized persons without the unique Promo code/s will not be allowed to claim the GCs. Availers/Referrers may request to resend the previously issued and unclaimed Promo code/s within the Redemption Period by contacting their Relationship Manager or calling the HSBC Premier Hotline +63 (2) 8858-0800. Further, sender of SMS must be ‘HSBC PH’ else this will not be honored by Rustan’s.
 - g. All questions or disputes regarding the redeemed products and/or services shall be resolved by Rustan’s.
 - h. Rustan’s GC terms and conditions apply.

PAL Mabuhay Miles – Redemption Guidelines

1. **The Rewards.** Availers/Referrers will receive Mabuhay Miles credited to their Mabuhay Miles account. Upon filling out the Acquisition/Member-Get-Member Promo Redemption Form, they will need to give their Mabuhay Miles account number and the name of their Mabuhay Miles account. Availers/Referrers must have a PAL Mabuhay Miles account to receive their Mabuhay Miles. Standard Mabuhay Miles account creation follows.
2. **Rewards Notification.** Availers/Referrers will receive an SMS notification to be sent to their primary Philippine mobile number as registered in HSBC’s records, on the first banking day of the next month after each cut-off date in which their submission of the Acquisition/Member-Get-Member Promo Redemption Form was included. The SMS notification will contain the following:
 - The number of miles credited to the Mabuhay Miles account; and
 - The Mabuhay Miles account number to which the miles were credited.

Account opening and upgrade date coverage	Fulfillment of Promo Eligibility Requirements date coverage	Cut-off Dates	SMS Notification Date for Rewards
September 1 – September 30, 2024	September 1 – October 31, 2024	November 15, 2024	December 2, 2024
	September 1 – November 30, 2024	December 16, 2024	January 2, 2025
October 1 – October 31, 2024	October 1 – November 30, 2024	December 16, 2024	January 2, 2025
	October 1 – December 31, 2024	January 15, 2025	February 3, 2025
November 1 – November 30, 2024	November 1 – December 31, 2024	January 15, 2025	February 3, 2025
	November 1 – January 31, 2025	February 17, 2025	March 3, 2025
December 1 – December 31, 2024	December 1 – January 31, 2025	February 17, 2025	March 3, 2025
	December 1 – February 28, 2025	March 17, 2025	April 1, 2025
January 1 – January 31, 2025	January 1 – February 28, 2025	March 17, 2025	April 1, 2025
	January 1 – March 31, 2025	April 15, 2025	May 2, 2025
February 1 – February 28, 2025	February 1 – March 31, 2025	April 15, 2025	May 2, 2025
	February 1 – April 30, 2025	May 15, 2025	June 2, 2025



3. **Reward Redemption.**

- a. The Availer/Referrer must sign and submit to their Relationship Manager, Premier Business Development Officer, or Premier Relationship Officer the Acquisition/Member-Get-Member Promo Redemption Form with their correct and updated details on or before their respective cut-off dates to avail of the Welcome/Referral Rewards. Availer/Referrer can get a copy of the Acquisition/Member-Get-Member Promo Redemption Form their Relationship Manager, Premier Business Development Officer, or Premier Relationship Officer.
- b. The Availer/Referrer chooses PAL Mabuhay Miles as their Welcome/Referral Rewards Option.
- c. The Availer/Referrer writes their Mabuhay Miles account number and the name of their Mabuhay Miles account.
- d. The Availer/Referrer will receive an SMS Rewards Notification to be sent to their primary Philippine mobile number as registered in HSBC's records.
- e. Availers/Referrers who received no Mabuhay Miles credits to their Mabuhay Miles account after receipt of the SMS notification may contact their Relationship Manager or call the HSBC Premier Hotline +63 (2) 8858-0800.
- f. All questions or disputes regarding the redeemed products and/or services shall be resolved by Philippine Airlines (PAL).
- g. PAL Mabuhay Miles terms and conditions apply.

For inquiries or complaints, please call HSBC's Customer Service at (02) 8858-0000 or (02)7976-8000 from Metro Manila, +1-800-1-888-8555 PLDT domestic toll-free, (International Access Code) + 800-100-85-800 international toll-free for selected countries/regions or talk to us through Chat by clicking on the icon at the bottom right of our homepage. If you want to find out more about HSBC's customer feedback procedures, please visit hsbc.com.ph/feedback.

Deposits are insured by PDIC up to P500,000 per depositor.

The Hongkong and Shanghai Banking Corporation Limited is regulated by the Bangko Sentral ng Pilipinas <http://www.bsp.gov.ph>

Promo runs from September 1, 2024 to February 28, 2025.

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