

Credit card and Loyalty Reward Points

Frequently Asked Questions

We've prepared some information that should address most of your questions, however if you shall require any further information please do get in touch by contacting us.

Questions

Answers

Do I need to activate my new card upon receipt?

Yes, all new cards will need to be activated before you can start using them.

You can activate your cards by:

1. effecting a transaction on an HSBC Bank Malta p.l.c. ATM, such as a cash withdrawal or balance enquiry; or by
2. effecting a transaction on an epos machine.

You will need to use your PIN to activate your card.

How is the interest on credit card debit balances calculated?

Until further notice, the way we charge interest on any debit balances on your card account will remain unchanged.

Please refer to Section 2.2 on our Cards Conditions of Use for more details.

Kindly be advised that interest rates changes will come into effect as from 2021. Further information to follow in due course.

What other charges are applicable if I use my card?

Fees on cards remain unchanged. Please refer to our Card Account Fee leaflet and the Bank's General Tariff for full details of charges applicable on Cards.

What do I need to do to redeem my points?

We've made it really simple and you don't need to do anything.

With effect from the 5 of September 2020, each time you earn 5000 loyalty points we will redeem these points on your behalf and give you €20 cash back in your credit card account.

Do I still need to make the request through an HSBC branch or Contact Centre or by Online Banking message to redeem my bonus points?

No, as mentioned above, you do not need to do anything. We will handle everything ourselves by redeeming points on your behalf and giving you €20 cash back in your credit card account each time you earn 5000 points.

Will I continue to be able to redeem my points for vouchers?

The voucher option will no longer be offered.

What has happened to my previous points?

As outlined in the communication we sent in June 2020, you had the possibility to redeem any accumulated points by not later than 4 September 2020. Any unredeemed points were cancelled following this date.



Questions

How many loyalty points do I earn when using my credit card?

When will the loyalty points expire?

My account has been credited with €20 from loyalty rewards programme, does this contribute to my monthly repayment?

Where can I see the new Terms and Conditions?

Answers

We are not changing the way you earn your points which means that Advance customers will earn 1 point for every €2 spent while Premier customers will continue to earn 1 point for every €1 spent.

Points are redeemed in batches of 5000. If these points are not accumulated in 24 months, any unredeemed points will expire after two years from the date the points were earned and shown on your credit card statements.

If the cash back is paid by us within the period indicated in your credit card statement, then the €20 cashback in your account will contribute towards offsetting the minimum amount due.

This also means that, if the minimum amount due indicated on the statement is over €20, then you would need to pay off the difference and this difference will still need to be repaid by the date indicated on the card account statement.

- You can visit the following link to see the changes that we have applied; <https://www.hsbc.com.mt/rates-and-tariffs/changes/>;
- You can also find our new Propositions T&Cs available on our public website <https://www.hsbc.com.mt/premier/> or <https://www.hsbc.com.mt/advance/>;
- Our General Terms and Conditions can be found on – <https://cdn.hsbc.com.mt/content/dam/hsbc/hbmt/docs/general-terms-and-conditions.pdf>;
- And our Cards Conditions of Use on – <https://cdn.hsbc.com.mt/content/dam/hsbc/hbmt/docs/hsbc-card-conditions-of-use.pdf>.