



Premier is Changing

Frequently Asked Questions

Hereunder you can find some questions which can help you answer your queries. However, if your query has not been answered, do not hesitate to get in touch with us.

Question

Answer

How will the Proposition change? We are launching a revamped Premier Proposition by featuring new enhancements and additional benefits to make it even better for our Premier customers.

What are the new benefits and the enhancements? These can be found in the communication which was sent to you on the 12th of October. Our enhancements revolve around the possibility of benefits extended to Premier children, further peace of mind with our new Life Cover on your Premier Credit Card, a revamped and easier Rewards Scheme and an extension of our eligibility criteria. For further information, you may visit our public website on www.hsbc.com.mt/premier where you can find all the Premier benefits related to our proposition.

If I already hold a mortgage with you, can I apply for Premier? Whether you will be taking a new mortgage, or have an existing mortgage with HSBC Bank Malta p.l.c which balance is over €300,000 on sole basis or €400,000 jointly with another person, you can apply for HSBC Premier. The Premier Proposition Terms & Conditions will apply.

How will the life cover insurance work? Premier customers will be eligible for the life cover insurance as long as they are the main credit cardholder, are between 18-66 years of age (policy will cease upon cardholder's 66th birthday), and the **debit** balance on their Premier Credit Mastercard does not exceed €7,500. The Policy Terms & Conditions will apply.

Do I need to apply for these new benefits? No, if you're already a Premier customer, they will automatically apply to you and your family. Terms and Conditions apply.

Do these benefits come at an extra cost? All Premier benefits are part of the Proposition which is free of charge.

Premier for the Next Generation

- a. One of the new benefits is the Premier for the Next Generation. Does this mean that our Premier children will automatically be upgraded to Premier once they reach 18 years of age?**
- If you wish to extend your Premier status to your children once they reach the age of 18 years, you have to get in touch with us to set an appointment to upgrade your child to the Premier status. You can apply for an extension of premier benefits to your children until they reach 28 years of age.
- b. If my children have a Head Start account, does this mean that you will close it for them once they have reached 18 years and then you will upgrade them to Premier?**
- Your Premier children can continue benefiting from the Head Start account until 25 years of age and still apply for the Premier status through the Next Generation benefit, subject to your confirmation that you want the Premier benefit to be extended to your children. This can be done by requesting an appointment at one of our branches to complete the necessary forms or visiting our public website page www.hsbc.com.mt/premier.
- c. Can our Premier children be upgraded to Premier without the parents' consent?**
- No. The Premier status can only be extended to your child if the parent qualifying for Premier signs the relative application form. Once the application form is signed by the Premier parent, the parent cannot revoke the child's Premier status. The Premier status which has been extended to your child will be terminated once the Premier parent ceases to qualify for the Premier Proposition or when child reaches 28 years of age.
- d. Do both parents have to sign the application form to extend their Premier status to their child?**
- No. The application form has to be signed by the Premier parent who is qualifying for Premier on his/her own merits.
- e. From where can I find the Premier for the Next Generation application form?**
- If your child is already an HSBC customer, you can call our Contact Centre on +356 2148 9100, visit one of our branches, or visit our public website www.hsbc.com.mt/premier to request an appointment. Both qualifying parent and child have to be present to fill in and sign the application form.
- If your child is not an HSBC customer, first, he/she should apply to become a customer of HSBC by visiting our public website <https://www.hsbc.com.mt/accounts/products/become-an-hsbc-customer/> and fill in the application form. Our central team will contact you to set up your account.
- Once the account is open and set up, one of our dedicated staff members will contact you to set up an appointment at any one of our operating branches, where then you will be assisted accordingly.
- f. If I extend the Premier status to my child, does this allow them to know/access my bank information?**
- We will not give any bank details or information to your Premier children even if you have extended your Premier status to them. You will both have separate accounts in separate names unless you wish to open any joint accounts.
- g. What type of benefits is the Premier child granted when they have obtained the Premier status?**
- All the same Premier benefits that you currently enjoy will apply to your child, except that the Premier child will not have the option of offering additional cards to immediate family members.



Where can I find more information about these new benefits and enhancements?

More details about HSBC Premier benefits, terms and conditions and up-to-date information can be found on our public website www.hsbc.com.mt/premier.