

# HSBC UK Premier Credit Card, Premier World Elite™ Mastercard®, Platinum Credit Card and Gold Mastercard Reward Programme

## Additional terms applicable to vouchers

### **1. When do these terms apply?**

These terms apply in addition to and should be read together with the Reward Programme Rules (the Rules) when you select to redeem Reward Points (Points) for vouchers. If there's any conflict between these terms and the Rules, these terms will apply.

### **2. How do you redeem Points for vouchers?**

If you're a member of the Programme holding an eligible Card account (the Account), you'll be able to redeem Points for the specific voucher options you can view and select via the Loyalty Portal. These may change from time to time.

All vouchers are subject to the retailer's terms and conditions, which you'll be able to find on their website. Please check these before making your redemption request.

Once your voucher redemption request has been made, it can't be cancelled or vouchers returned.

### **3. Who are vouchers issued by?**

Vouchers are issued by Edenred (UK Group) Ltd, 50 Vauxhall Bridge Road, London, SW1V 2RS (Edenred). Edenred aren't our agents; we make no representation about and won't be responsible for the provision or quality of their service.

The system for redeeming Points is managed by Mastercard, who will share your information with Edenred for the purposes of fulfilling your voucher redemption request. Further details on how we process your personal information, who we share it with and your data privacy rights can be found in our Privacy Notice at [hsbc.co.uk/privacy-notice/](https://www.hsbc.co.uk/privacy-notice/).

### **4. How and when will you receive your vouchers?**

Voucher redemption options may be available for either electronic (eVoucher) or postal (Physical Voucher) delivery at our discretion.

You should allow 2 days from ordering an eVoucher for electronic delivery. eVouchers will normally be delivered to your (the primary cardholder's) email address registered to the Account. It's your responsibility to ensure we hold your up to date email address.

You should allow 15 days from ordering a Physical Voucher for postal delivery. Vouchers are despatched by Royal Mail and will normally be sent to your main UK address as appears on your monthly credit card statement.

### **5. What if you don't receive your vouchers as expected?**

If you don't receive your voucher within the specified time, please contact us on 03457 404 404, or 03457 70 70 70 if you're a Premier customer.

All voucher redemption options are subject to availability. If your redemption request can't be fulfilled within a reasonable timeframe, this may be cancelled and your Points credited back to your Account. You'll be able to see the credit and the adjustment to your Points balance within the Loyalty Portal.

## 6. How should you treat vouchers you receive?

Vouchers can't be transferred, sold or exchanged, and no cash alternative is available. However, vouchers you receive may be given as gifts.

You should treat vouchers as securely as cash. We're unable to offer replacements for any lost, stolen or damaged vouchers, or for vouchers you don't receive due to any failure to provide us with your correct contact details.

## Accessibility

If you need any of this information in a different format, please let us know. **This includes large print, braille, or audio.** You can speak to us using the live chat on our website, visiting one of our branches, or by giving us a call.

There are also lots of other options available to help you communicate with us. Some of these are provided by third parties who are responsible for the service. These include a Text Relay Service and a British Sign Language (BSL) Video Relay Service, to find out more please get in touch. You can also visit [hsbc.co.uk/accessibility](https://www.hsbc.co.uk/accessibility) or [hsbc.co.uk/contact](https://www.hsbc.co.uk/contact).

## hsbc.co.uk

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