



HSBC Bank Egypt S.A.E

HSBC Visa Platinum Cashback Credit Card - Terms And Conditions

- ▶ The HSBC Personal Banking General Terms and Conditions and the HSBC Credit Cards terms and conditions, any separate terms and conditions, Tariff of Charges (as amended from time to time and available on www.hsbc.com.eg), and the related credit policies & limits will continue to apply to your HSBC Cashback Credit Card unless otherwise specified.
- ▶ My Rewards Points Terms and Conditions do not apply to the HSBC Cashback Credit Card. This means that you will not earn any Rewards Points for any spends on your HSBC Cashback Credit Card.
- ▶ These terms and conditions ("**HSBC Cashback Credit Card terms and conditions**") apply to the HSBC Cashback Credit Card and will apply in addition to the general terms and conditions. In the event of any conflict, the terms contained in the HSBC Cashback Credit Card Terms and Conditions will prevail.
- ▶ We reserve the right to refuse any application (without providing an explanation for such refusal) for the HSBC Cashback Credit Card or any service relating to it.
- ▶ The HSBC Cashback Credit Card terms and conditions apply to the HSBC Cashback Primary and Supplementary Credit Cards.

What is the Cashback offer?

Cashback Categories	Cashback %
Fuel spends in Egypt	6%
Hypermarkets (Supermarkets) spends in Egypt	3%
Clothing spends in Egypt	2%
Utilities spends in Egypt	1%
All other Domestic retail spend in Egypt	0.5%

* Cashback/ month is capped at EGP 500 on all the above spend categories.

You cannot earn Cashback in more than one Cashback category for the same transaction.

Please find below an illustration:

Transaction Type	Cashback Category	Amount Spend (EGP)	Cashback earn %	Cashback earned amount (EGP)	Cashback received %
Gas Station	Fuel	2,000	6%	120	120
Groceries	Hypermarket	4,000	3%	120	120
Family Clothing Stores	Clothing	2,000	2%	40	40
Electric or Gas Bill	Utilities	2,000	1%	20	20
School Fees (EGP)	Other Domestic	20,000	0.5%	100	100
Foreign currency transactions	N/A	30,000	0%	-	-
Online (foreign merchant)	N/A	30,000	0%	-	-
Online (local merchant)	Other Domestic	5,000	0.5%	25	25
Online @ local Hypermarket	Hypermarket	2,500	3%	75	75
Fashion outlet	Clothing	2,500	2%	50	0
Total		100,000		550	500

Which spends qualify for Cashback?

- ▶ If you make an eligible spend on any of the above Cashback categories on your HSBC Cashback Credit Card you will be entitled to earn the relevant Cashback as specified in the table above. Please note that the maximum Cashback on all spend categories is EGP 500 per statement cycle. ("**Cashback**").
- ▶ The maximum Cashback specified above that you can earn in each statement cycle will apply to each card account irrespective of the number of primary or supplementary cards you hold.
- ▶ Cashback accrued for transactions by a shared supplementary cardholder shall be credited to the HSBC Cashback Credit Card account ("**Account**") of the primary cardholder. Whereas a supplementary cardholder has a separate limit the Cashback will be earned on transactions done on the separate supplementary card and will be credited to the separate supplementary card.
- ▶ Cashback cannot be exchanged for any other rewards, and is not refundable, replaceable, or transferable under any circumstances, and cannot be re-converted back to Cashback accrued. Only retail purchases made on the eligible Cashback categories by you using your HSBC Cashback Credit Card qualify for the Cashback.
- ▶ The following transactions will not be eligible for earning Cashback:
 - ▶ Any foreign currency / overseas transactions.
 - ▶ Any Balance Transfer (BT)
 - ▶ Cash Instalment Plan.
 - ▶ Quasi cash transactions (including but not limited to currency exchange);
 - ▶ All cash advance Transactions.
 - ▶ Finance and other fees and charges, including premiums for Credit Cover (if any);
 - ▶ Credit card repayments.
 - ▶ Any credit transaction including but not limited to refunds, refund of disputed transactions.
 - ▶ Any unauthorized or fraudulent retail transaction; or
 - ▶ Any other transactions determined by us from time to time.
- ▶ Unless expressly stated in these HSBC Cashback Credit Card Terms and Conditions, or otherwise notified to you, you are not entitled to earn Cashback from any other categories of transactions.
- ▶ We may at our discretion change the types of transactions, Cashback percentage and or Cashback categories which are eligible for Cashback, and you will be notified of the same prior to the change.
- ▶ Only retail purchases that have been posted to your account within your statement cycle period will be eligible for Cashback in that month. Please note the date your transaction is posted to your account may be later than the actual transaction date. For example, if your statement cycle (i.e. when your statement is generated) is on the 30th of the month and a purchase made on the 29th of the month is posted to your account on the 1st of the following month, the Cashback will only be accrued for this particular transaction in the next statement cycle.
- ▶ If spend has been made at a merchant located in Egypt, we will apply the Cashback category according to the spend classification as determined by Visa.
- ▶ Pre-authorizations on your HSBC Cashback Credit Card will not qualify for the purposes of your eligibility towards the Cashback unless the transaction is authorized and posted to your account.
- ▶ If your HSBC Cashback Credit Card is lost or stolen and you dispute any purchases; and/or purchases made on your HSBC Cashback Credit Card are declined by the merchant or refunded; such purchases will not qualify as spends and will not be considered for Cashback. In the event that your HSBC Cashback Credit Card is lost or stolen, you can continue making purchases with your replacement HSBC Cashback Credit Card when you receive it and all such purchases made will continue to qualify for Cashback.
- ▶ Any decision on how spends are classified for each Cashback category is according to the classification as determined by Visa. Any decision about whether spends on purchases qualify as spends for the purposes of Cashback shall be resolved by us in our sole discretion and our decision is final.

- ▶ Cashback will be earned on domestic spend only based on the location of the acquirer as per the below:
 - ▶ Local Currency transaction done in domestic acquirer = award cashback
 - ▶ Local Currency transaction done in foreign acquirer = not to award cashback
 - ▶ Foreign currency transaction done in domestic acquirer = award cashback
 - ▶ Foreign currency transaction done in foreign acquirer = not to award cashback

What is a statement cycle period?

- ▶ This is the period which starts the date your statement is issued and continues until the next statement.

When will the Cashback be credited?

- ▶ If you fulfill the General Terms and these HSBC Cashback Credit Card Terms and Conditions, the eligible Cashback amount will be automatically credited to your account by the next statement. We may adjust your account to correct any errors.
- ▶ It is your responsibility to ensure that your account is open, active and in good standing when you start using your HSBC Cashback Credit Card. Failure to do so may mean that you are no longer eligible to earn Cashback.
- ▶ The Cashback amount will be credited after being rounded off up to 2 decimal places.
- ▶ Any Cashback amount credited to your card account will offset against your outstanding balance as per the existing payment allocation method outlined in the HSBC Credit Card Agreement Terms. If the Cashback amount is higher than your outstanding balance, the surplus amount will remain on your HSBC Cashback Credit Card as a credit balance that you can use for subsequent transactions.
- ▶ Customers are recommended to check their monthly statements for the outstanding amount before making the payment.

What will happen to my Cashback accrued if I close the card mid-cycle?

- ▶ Any Cashback accrued for transactions posted to your HSBC Cashback Credit Card from the last statement date up to the date of closure will be credited to your account within the next cycle and will be treated as a payment towards your outstanding balance. You will then have to clear any remaining balance before the HSBC Cashback Credit Card can be closed.

Example:

- ▶ In case of card closure on 20 December, then transactions posted from 1 December till 20 December will have some cashback that will be posted to the card account within the next cycle of 1 January.
- ▶ In case you choose to transfer Cashback card to any other type of credit card then any Spend done after the last statement cycle will not be eligible for Cashback.

How will any reversal or refunds to purchases be handled for Cashback?

- ▶ In case of reversal, the negative cashback can be adjusted out of the accumulated cashback pool earned but not disbursed to you due to being above the cashback monthly cap of EGP 500 (if any)
- ▶ Cashback accrued or credited for any retail transaction that is subsequently reversed or refunded ("**Reversed Cashback**") will automatically be reversed from the total Cashback amount eligible in the statement cycle when the refund or reversal has been received
- ▶ For example – If you have earned cashback of EGP 550 in a month and maximum cashback allowed is EGP 500 then at the time of auto-disbursement only EGP 500 will be disbursed as cashback to your card. The remaining 50 EGP will get saved in a separate pool for future reversals. This pool will accumulate the cashback earned by you that is above the capping amount of EGP 500 & hence was not provided to you.

Example – 1 If the cashback earned on the reversed transaction is EGP 5 and the accumulated pool has remaining cashback balance of EGP 20 then an adjustment will reduce the pool by EGP 5 thus making the pool balance EGP 15 (EGP 20 - EGP 5 = EGP 15).

Example – 2 If the cashback earned on the reversed transaction is EGP 25 and the accumulated pool has the remaining cashback balance of EGP 20 then an adjustment will reduce the pool by EGP 25 thus making the pool balance EGP -5 (EGP 20 - EGP 25 = EGP -5). For any future cashback, customer needs to earn more than EGP 5 cashback in order to cancel this accumulated negative cashback.

Is there an annual fee?

- ▶ The annual fee can be found in our Schedule of Services and Tariffs on our website. From time to time we may publish an offer on our website.

What else do I need to know?

- ▶ You are eligible for only one primary HSBC Cashback Credit Card.
- ▶ You must be up to date on all your payments on your HSBC Cashback Credit Card and not exceed the credit limit at all times in order to be eligible for Cashback. If any payments are overdue on your HSBC Cashback Credit Card, or at any stage you are in breach of any of the General Terms or these HSBC Cashback Credit Card Terms and Conditions, or if your HSBC Cashback Credit Card has been suspended, blocked or cancelled by us, your spends will not qualify for the purpose of Cashback.
- ▶ Each of the terms and conditions set out in these HSBC Cashback Terms and Conditions needs to be met.
- ▶ These cashback card Terms and Conditions only apply in the Arab Republic of Egypt. HSBC decision on all matters relating to the cashback shall be final and conclusive.