

IMPORTANT TERMS AND CONDITIONS

To get the complete version, please visit www.hsbc.co.in

1. FEES AND CHARGES

a) Annual Membership fees

Annual Membership fees are applicable on the primary and Add-on credit card(s). These fees may vary depending on the offer under which the HSBC Credit Card has been availed of by the Cardholder. These fees, including fees for any Add-on cardholder(s), as applicable, are charged to the cardholder's credit card account on issuance/renewal and the same would be reflected in the monthly credit card statement of the month in which it is charged. No refund of fees will be available if the credit card is terminated. Current charges are mentioned in the Tariff Sheet given below.

b) Cash Advance fees

The cardholder has access to cash, round the clock, at HSBC/Visa ATMs in India and overseas. A transaction fee of 2.5% of the transaction amount (subject to a minimum of ₹500) would be levied on all such transactions at the time of posting of the cash advance and would be billed to the cardholder in the next monthly statement. The transaction fee is subject to change at the sole discretion of HSBC. Cash advance transactions are also subject to a finance charge at the prevailing rate calculated on daily outstanding balances from the date of withdrawal. The finance charge will be debited to the credit card account on the last day of the billing cycle.

c) Service charges levied for certain transactions

- Fees and charges, as may be applicable from time to time, are payable by cardholders for specific services provided to the cardholder or for defaults committed by the cardholder with reference to his/her card account
- Tariff structure is subject to change from time to time at the sole discretion of HSBC. Such changes will be made with prospective effect giving notice of at least one month
- Please be advised that applicable Indirect Taxes including Goods and Services Tax (GST) would be recovered on all our fees and charges and any other amount liable to tax under prevailing Indirect Tax HSBC Maharashtra GST No. - 27AAACT2786P3ZL Address: 52/60, Mahatma Gandhi Road, Fort, Mumbai - 400 001. HSN (Harmonised System Nomenclature) Code: 9971 - Credit Card services
- Late payment charge will be applicable if minimum payment due is not paid by the payment due date
- Overlimit charges is applicable in the event of total outstandings exceeding the credit limit assigned

Tariff Sheet

Standard joining fees	NIL
Standard annual fees	NIL
Balance transfer charges	Rate of interest: 10.99% p.a. to 15.99% p.a across tenors
	Processing fee: 1.5% subject to a minimum of ₹200
Standard annual fees for Add-on card	NIL
Free credit period	Upto 48 days (effective 01 July 2021). Please note that the free credit period is not valid if any balance of the previous month's bill is outstanding.
Finance charges on extended credit	<p>The interest rate on your card is dynamic and can vary between 1.99%¹ per month (23.88%¹ per annum) to 3.49%¹ per month (41.88%¹ per annum) computed from the date of transaction.</p> <p>¹Rate of interest is subject to the Bank's periodic review and will be decided based on your performance on existing HSBC products and information related to other lending products, received from the credit bureau.</p> <p>Please note:</p> <p>(1) While the upward or downward revision of interest rate will be intimated to the customer in current billing cycle, the new interest rate will be applicable from next billing cycle.</p> <p>(2) In case of a revision in the interest rate as mentioned in Point (1) above, the revised interest rate will be applicable on any outstanding balance which is carried forward from the previous billing cycle.</p>

Finance charges on extended cash advances	3.49% per month (41.88% ² per annum) computed from the date of transaction.
Minimum Payment Due (MPD) on extended credit usage	5% of the total payment due of the statement plus greater of past due or overlimit due (if any), subject to a minimum of ₹100. Interest will be charged on the extended credit as per T&C.
Duplicate statement (older than 3 months)	NIL
Charge in case of cheque bounce, standing instruction dishonoured or unsuccessful payment through NACH	₹500
Cash advance limit (against credit card account)	As communicated to you in your monthly card statement.
Transaction fee for cash advances against your credit card account at branches and ATMs	2.5% of the transaction (subject to a minimum of ₹500) ³ .
Transaction fee for cash withdrawal against your bank account at ATMs overseas	₹100 at ATMs overseas.
Transaction fee for cash withdrawal against your bank account at non-HSBC ATMs in India	NIL
Overlimit fee	₹500 per month
Late payment fee (Charged if minimum amount due does not reach HSBC by payment due date)	100% of the Minimum Payment Due (MPD) - Subject to minimum fees of ₹250 and maximum fees of ₹1,200 per month.
Sales slip retrieval/charge back processing fee	₹225 per month.
Out of town cheque processing/collection charge	₹50 per instrument (upto ₹10,000) ₹100 per instrument (₹10,000 - ₹1 lakh) ₹150 per instrument (greater than ₹1 lakh)
Credit card replacement fee (within India)/(outside India)	NIL
Currency conversion charge for foreign currency transactions	3.5%

Balance enquiry on the credit card at other bank ATMs	NIL
Handling charges for redemption of rewards	NIL
Cash payment charge (HSBC Credit Card bill payment made in cash at HSBC branches and drop-boxes)	₹100
Copy of Credit Information Report (CIR)	NIL

²or as decided by the Bank from time to time.

³Finance charges per month at the prevailing rate will also apply.

The Bank shall provide a prior notice of one month in case of any changes to the above credit card tariff.

- Finance Charge Illustration

- Let's say you purchase a watch for ₹1,200 on 01 March and a necklace for ₹800 on 10 March. The following interest will be charged on your purchases:

	HSBC Smart Value Card (Illustration for finance charge interest rate of 41.88% p.a.)
Outstanding due in the 20 March statement	₹2,000.00
Payment made on the due date of 07 April	₹100.00
Balance carried forward (revolved)	₹1,900.00
Interest calculations per month	3.49%
a) Interest on ₹1,200 for 38 days (from 01 March to 07 April)	₹52.32
b) Interest on ₹800 for 29 days (from 10 March to 07 April)	₹26.62
c) Interest on ₹1,900 for 13 days (from 08 April to 20 April)	₹28.34
Total interest charged in the 20 April statement	₹107.28
GST @ 18.00% on interest	₹19.31
Outstanding due in the 20 April statement	₹2,027.00

As illustrated above, for identical purchase transactions and balance carried forward, the outstanding due in the 20 April statement is ₹2,027.00 for the Smart Value Credit Card (with applicable finance charge interest rate of 41.88% p.a.)

Note:

- (1) Making only the minimum payment every month would result in the repayment stretching till the entire outstanding is settled and consequent payment on your outstanding balance during this extended period.
- (2) No refund of annual fee will be available if the credit card is terminated. Tariff structure is subject to change from time to time at the sole discretion of HSBC. The Bank will notify you of any changes in the terms and conditions of this product with prior notice of one month.
- (3) Please be advised that applicable Indirect Taxes including Goods and Services Tax (GST) would be recovered on all our fees and charges and any other amount liable to tax under prevailing Indirect Tax laws.

d) Interest-free (grace) period

Cardholders can get upto 48 days free credit (effective 01 July 2021) without any finance charge levied to the credit card account. This is applicable provided the credit card outstanding, as shown on monthly credit card statement, is settled fully by the payment due date. However, the free credit period will not be applicable for cash advance transactions.

e) Finance charges

- Cardholders can avail of the 'extended credit facility' by paying the Minimum Payment Due (MPD) indicated in the monthly credit card statement. The MPD is calculated as 5% of the total payment due of the statement plus greater of past due amount or overlimit amount (if any). Interest will be charged on the extended credit as per terms and conditions
- If cardholders avail of the extended credit facility by paying an amount less than the statement closing balance, the entire outstanding amount will attract a finance charge from the respective date of transaction at the prevailing rate. All new transactions will also attract a finance charge from the respective date of transaction
- All cash advance transactions will attract a finance charge at the prevailing rate from the date of withdrawal until the entire amount along with the charges are cleared
- Finance charges are computed from date of transaction at the prevailing rate mentioned in the Tariff Sheet for respective products or at such modified rates as decided by the Bank from time to time

f) Late payment fee:

Late payment fee (Charged if the minimum amount due is not credited in the card by the payment due date) is 100% of the Minimum Payment Due (MPD)- Subject to minimum fees of ₹250 and maximum fees of ₹1,200 per month.

Please note that the Late Payment Fees is levied only if the Minimum Payment Due is not paid by the due date.

Illustrative examples of how Late Payment Charges are calculated -

Assume you receive a statement for the period 16 October - 15 November, with a payment due date of 7 December. Payment of Minimum Payment Due (MPD) is required to be received in the card account by the payment due date (7 December) to ensure that no late payment fees are levied.

Late payment fees will be levied as per the illustration in the table given below:

MPD	Late payment charges	Description
₹100	₹250	100% of MPD i.e. on ₹100 is ₹100. Since the minimum fee is ₹250, the late payment fee levied will be ₹250.
₹250	₹250	100% of MPD i.e. on ₹250 is ₹250, hence the late payment fees levied would be ₹250.
₹500	₹500	100% of MPD, i.e. ₹500 is ₹500, hence the late payment fees levied would be ₹500.
₹1,500	₹1,200	100% of MPD, i.e. on ₹1,500 is ₹1,500. However since maximum fee applicable is ₹1,200, the late payment fee levied would be ₹1,200.

2. CREDIT LIMITS

- The credit limit and cash withdrawal limit (upto 40% or as decided by the Bank from time to time) are communicated to you in your monthly card statement. The available credit limit is provided as part of the monthly statement. The Bank reserves its right to reduce the credit limit. Usage of the card shall be deemed as acceptance of the credit limits granted from time to time.
- Credit limit is the maximum amount, which can be outstanding against the credit card account at any given time.
- The credit limit approved on the account is shared between the primary cardholder and the Add-on cardholders.
- The available credit limit on your credit card account is the applicable credit limit less the 'Total Amount Due'. The Cardholder should refer to the Bank to ascertain the available credit limit at any point in time. The available credit limit is also provided as part of the monthly statement. The Bank reserves its right to reduce the credit limit. Usage of the card shall be deemed as acceptance of the credit

limits granted from time to time.

In case the total outstanding exceeds the credit limit, all purchases/cash transactions initiated beyond this limit will be declined till the credit card account is funded fully or partly.

For certain transactions on the credit card, with an objective to enhance customer experience, accounts will be allowed to transact higher than the credit limit (up-to 145% for Premier credit cards and up-to 130% for non-premier credit cards), considering the bank's internal policy and risk assessment. These additional limits maybe revised from time-to-time and shall be suitably amended in this section.

- e) The cardholder may apply for a review of his assigned credit limit at any time after six months of satisfactory credit card operations.

3. BILLING AND PAYMENTS

- a) Effective 5 August 2013, payments made to the cardholders account will be settled in the following order:
 1. Service charges*,
 2. Interest/finance charges,
 3. Late payment fee,
 4. Annual fee,
 5. Overlimit fee,
 6. Installment handling fee,
 7. Installment processing fee,
 8. Return cheque charges,
 9. Insurance premium and
 10. Principal**

*Service charges include the following:

Cash Advance Fee, GST, Card Replacement Fee, Statement Reprint Fee, Balance Transfer Processing Fee, Standing Instruction (SI) Failed Fee

**Principal - includes purchase amount, Balance Transfer principal amount and cash withdrawn on the credit card.

- b) When the credit card account has an outstanding balance, HSBC will send a monthly itemised statement of account at the mailing address indicating the payments credited and the transactions debited to the cardholder's account since the last statement. Non-receipt of statement would not affect the cardholder's obligations and liabilities. If the due date for payment of outstanding dues of your Card account falls on a Sunday/Public holiday(s), the same shall have to be paid/debited on the next working day. Due and applicable interest will be calculated inclusive of said Sunday/Public holiday(s) and shall be payable by the Cardholder to the Bank.
- c) Cardholders may choose to pay only the minimum payment due, as printed on the statement, and such payment should be sent before the payment due date, which is also printed on the statement. If payment is made

by cheque, the funds must be realised in the card account by the due date. The outstandings carried forward will attract a finance charge at the prevailing rate mentioned in the Tariff Sheet or as decided by the Bank from time to time. Bank may change the classification logic basis the regulatory guideline from time to time.

d) Cardholders can choose from the following modes of payment to settle monthly dues:

- Cheque/draft payment: The cheque/draft should be made payable to

'HSBC A/c No. XXXX XXXX XXXX XXXX'

(mention cardholders' 16-digit credit card number)

Cheque/draft payment can be submitted at:

- Drop-boxes at HSBC branches/ATMs in India (visit www.hsbc.co.in for a complete list of Branches and ATMs)

- Mail to The Hongkong and Shanghai Banking Corporation Limited, Clearing Department, M. G. Road, Fort, Mumbai - 400 001

- Cash Payment: Cash payments can be made at any HSBC branch in India

- Standing Instruction: If the cardholder is an accountholder with HSBC, he/she can issue a standing instruction for transferring funds from the cardholder's HSBC account to credit card account

- Internet Banking: Cardholder can pay bills online conveniently by logging onto HSBC Personal Internet Banking*

*Option available for HSBC accountholders only.

- NACH: Cardholders can make payment directly by authorising HSBC to debit a cardholder's account with any bank. This facility is available only in Mumbai and Delhi

- Electronic Funds Transfer (NEFT): You can make a payment towards your credit card account via NEFT, mentioning the complete 16-digit credit card number

- ATM/PhoneBanking: Cardholder can access their account with HSBC through ATM/PhoneBanking facility for making payments against credit card outstandings

PayU Payment Service

Pay HSBC Bank Credit Card bills online from any bank account through PayU Payment Service. Transfer money from your bank account to your HSBC Credit Card online using the PayU facility, a third party website with the URL <https://securepayments.payu.in/hsbc-credit-card-payment>. Visit www.hsbc.co.in for the terms and conditions of the payment service through PayU.

e) Billing disputes resolution:

- The cardholder is deemed to have received each statement of account for the preceding month, either on actual receipt of the statement of account or 10 days after the dispatch of the statement of account by

the Bank, whichever is earlier (prescribed period). Upon receipt of each statement of account and in any event not more than 30 (thirty) days from the period mentioned above, the cardholder agrees to immediately notify the Bank in writing of any errors, omissions, irregularities, including any fraudulent or unauthorised transactions or any other objections the cardholder has to that statement of account. If the cardholder fails to notify the Bank within 30 (thirty) days, the statement of account and all entries therein, will be conclusive evidence of the correctness of the contents and binding upon the cardholder and/or any person claiming under or through such cardholder without the requirement for any further proof and the Bank will be released from all liability for any transaction (including all charges, damages and losses of any kind whatsoever, taxes, levies, fines, fees or penalties suffered and/or incurred) occurring upto the date of the most recent statement of account except for transactions the cardholder gave notice of in accordance with this section

- For reporting billing discrepancies, cardholders can either call the customer service centre (numbers are provided on the reverse of the monthly statement or at www.hsbc.co.in) or write to HSBC Credit Card Division, Dispute Desk, P. O. Box 5080, Chennai - 600 028
- If at any stage, you feel that our service levels are not upto your expectations, you can e-mail your complaint to info@hsbc.co.in OR you may write to the Manager, Customer Care Centre, The Hongkong and Shanghai Banking Corporation Limited, Rajalakshmi, No. 5 & 7, Cathedral Road, Chennai - 600 086
- OR you may contact our Customer Service Executive by visiting any of our branches OR you may contact our PhoneBanking Service Executives
- All grievance escalations should be marked to the Regional Nodal Officers/Chief Nodal Officer, the contact details of whom can be accessed on the Grievance Redressal Page updated on our website www.hsbc.co.in
- Time-period for reversal of unsuccessful/failed transactions on Credit Card is 15 Days on POS/online/contactless transaction and 5 days for failed ATM transaction on Credit card. The compensation payable for failure to meet the specified timeline in ₹100 per day of delay

4. DEFAULT

- a) In the event of default (if the minimum amount due is not paid by the payment due date or breach of any clause of the cardholder agreement), the cardholder will be sent reminders from time to time for payment of any outstandings on credit card account, by post, fax,

telephone, e-mail, SMS messaging and/or through third parties appointed for collection purposes to remind, follow-up and collect dues. Any third party so appointed, shall adhere to the Indian Banks Association (IBA) code of conduct on debt collection.

- b) Recovery of dues in case of death of cardholder:
- The whole of the outstanding balance (including unbilled transactions) will become immediately due and payable to HSBC.
 - HSBC will become entitled to recover the total outstandings from the estate of the cardholder.
- c) As per Reserve Bank of India guidelines, we provide credit information relating to our credit cardholders to Credit Information Companies (CICs) on a monthly basis. The information provided reflects the status as at the previous month-end and includes information regarding whether the credit card account is regular or delinquent. In the event a credit card account is delinquent as at the date of such reporting and the account is subsequently regularised, the status of the account will only be updated prospectively, at the time of the next monthly reporting. As per CICs, all changes in customer status are updated within a maximum of 30 days. To avoid any adverse credit history with CICs, credit cardholders should ensure that they make timely payment of the amount due on the card account.

Standard Illustration SMA/NPA classification:

Loans in the nature of revolving facilities like cash credit/overdraft	
SMA Sub-categories	Basis for classification - Outstanding balance remains continuously in excess of the sanctioned limit or drawing power, whichever is lower, for a period of:
SMA-1	More than 30 days and upto 60 days
SMA-2	More than 60 days and upto 90 days

Example: If due date of a Credit card account is 31 March 2021, and full dues are not received before the lending institution runs the day-end process for this date, the date of overdue shall be 31 March 2021. If it continues to remain overdue, then this account shall get tagged as SMA-1 upon running day-end process on 30 April 2021 i.e. upon completion of 30 days of being continuously overdue. Accordingly, the date of SMA-1 classification for that account shall be 30 April 2021.

Similarly, if the account continues to remain overdue, it shall get tagged as SMA-2 upon running day-end process on 30 May 2021 and if continues to remain overdue further, it shall get classified as NPA upon running day-end process on 29 June 2021.

5. TERMINATION

- a) You may terminate this Agreement at any time by written notice to HSBC accompanied by the return of the credit card and any additional credit cards cut into several pieces and full clearance of all the outstandings. Where this Agreement relates to the use of an additional credit card, the usage of the additional card may be discontinued by written notice to HSBC by you. Please destroy the additional credit card by cutting it into several pieces through the magnetic strip.
- b) HSBC may at its discretion recall the outstanding amount on your credit card(s)/Add-on card(s) without assigning any reason thereof. In the event of HSBC recalling the entire outstanding amount, HSBC shall give you reasonable notice for paying the entire outstanding amount.
- c) Notwithstanding anything to the contrary stated elsewhere in these terms and conditions, HSBC may in its discretion, cancel the limit granted on your credit card account or credit card/add-on card(s) without assigning any reason therefor. In the event HSBC cancels the limit granted on your credit card account or credit card/Add-on card(s) in terms of this clause, HSBC shall intimate you on such cancellation.
- d) The whole of the outstanding balance on the credit card account, together with the amount of any outstanding credit card transactions effected but not yet charged to the credit card account, will become immediately due and payable in full to HSBC on suspension/termination of the Agreement for whatever reasons or on the insolvency or death of the credit cardholder. HSBC will become entitled to recover the outstanding dues together with all expenses, legal fees, finance charges and interest from the estate of the credit cardholder on his death, without prejudice to its rights to continue to charge the finance charges and other charges at prevailing rates till the dues are settled.
- e) Any intimation given by HSBC hereunder will be deemed to have been received by you within seven days of posting to your address last notified in writing to HSBC
- f) Closure of the credit card may entail withdrawal of all facilities provided through use of the credit card and/or the credit card number.
- g) Any request for closure of a credit card shall be honoured within seven working days by the credit card-issuer, subject to payment of all dues by the cardholder. Subsequent to the closure of credit card, the cardholder shall be immediately notified about the closure through email, SMS, etc. Failure on the part of the card-issuers to complete the process of closure within seven working days shall result in a penalty of ₹500 per day of delay payable to the customer, till the closure of the account provided there is no outstanding in the account.

- h) Procedure for surrender/closure of card by cardholder:
You can exercise any of the following options to initiate closure of your HSBC Credit Card:
- Login to HSBC Internet Banking with your user ID and password and submit your request through secure message
 - You can also call HSBC Phone Banking and register a card closure request
 - Alternatively, can submit a written request at any HSBC branch
 - Please remember to cut your card into pieces across the Chip and magnetic stripe, post-submission of your closure request. For more details please visit [FAQs for Credit Cards | Help and Support - HSBC IN](#)

6. LOSS/THEFT/MISUSE OF THE CARD

- a) If the credit card is lost/stolen, the cardholder should report it to HSBC immediately in writing or by calling Customer Service Centre.
The Bank, is merely acting as a facilitator in taking up the dispute through MasterCard/Visa to the concerning merchant. The Bank is thus not liable for the outcome of the investigation.
- b) The cardholder will not be held liable for any transaction made on the credit card after reporting the loss/theft/misuse to HSBC.
- c) Although loss or theft may be reported as mentioned in (a) above, the cardholder must confirm to HSBC in writing. A copy of the acknowledged FIR must accompany the written confirmation.
- d) Should the cardholder subsequently recover the card, the recovered credit card must not be used. Please destroy the card by cutting it into several pieces through the magnetic strip.
- e) In the event that you lose your credit card, please:
- Report the loss to HSBC PhoneBanking or to the Visa Global Emergency Assistance Helplines immediately
 - Request replacement at HSBC PhoneBanking/Branch/Internet Banking
 - File a police report for the lost/stolen HSBC Credit Card
 - Please confirm the loss in writing to, The Manager, Credit Cards, Post Box Number 5080, Chennai - 600 028
- If you recover your HSBC Credit Card after you have reported its loss, please do not attempt to use it. Instead, please destroy the HSBC Credit Card by cutting it into several pieces and report the same to HSBC. For more details please visit [FAQs for Credit Cards | Help and Support - HSBC IN](#)

7. DISCLOSURES

- a) The cardholder acknowledges the right of HSBC to provide details of his/her account including those of any Add-on

cardholder(s), to third party agencies for the purpose of availing of support services of any nature by the Bank, without any specific consent or authorisation from him/her or any Add-on cardholders.

- b) The cardholder further acknowledges that HSBC is authorised to share information relating to cardholder/Add-on cardholder(s), including information relating to any default committed by the cardholder in discharge of his/her obligation, as HSBC may deem appropriate and necessary, with any existing or future credit bureaus/credit reference agencies as determined by HSBC from time to time. Accordingly, the cardholder gives consent and confirms having obtained consent from Add-on cardholder(s), to disclose information to such credit bureaus/credit reference agencies. Such entities may further make available processed information or data or products thereof to banks/financial institutions and other credit grantors.
- c) HSBC may also provide information relating to credit history/repayment record of the cardholder to a credit information company (specifically authorised by RBI), in terms of the Credit Information Companies (Regulation) Act, 2005 .
- d) Your HSBC Credit Card transactions outside India must be made strictly in accordance with Exchange Control Regulations of the Reserve Bank of India. Kindly note that a cardholder resident in India is notified that collecting and effecting/remitting payments directly/indirectly outside India in any form towards overseas foreign exchange trading through electronic/internet trading portals is prohibited and a cardholder making such transactions would make himself/herself/themselves liable to be proceeded against with for contravention of the Foreign Exchange Management Act (FEMA), 1999 besides being liable for violation of regulations relating to Know Your Customer (KYC) norms/Anti Money Laundering (AML) standards. Any violation of the Exchange Control Regulations arising out of utilisation of this HSBC Credit Card is the responsibility of the individual HSBC Credit Cardholder.

If the Bank comes across any prohibited transaction undertaken by the cardholder vide credit card or online banking, the Bank will immediately close the card and the matter will be reported to the Reserve Bank of India. Cardholder (primary/additional) and he/she would be liable for action under the provisions of the Foreign Exchange Management Act (FEMA), 1999 and any other regulations in force from time to time. Please note that the onus of ensuring compliance with the regulations is with the holder of the international credit card.

HSBC PhoneBanking numbers

- HSBC PhoneBanking numbers in India: 1800 267 3456/1800 121 2208
- For calls from overseas to India: +91-40-61268002 or +91-80-71898002


DO NOT CALL SERVICES

From time to time, HSBC communicates various features/products/promotional offers which offer significant benefits to its cardholders and may use the services of third party agencies to do so. If you do not wish to be informed about such benefits through telephone calls/SMS, you can subscribe for the 'Do not call' service. Please fill up the form given below and mail it to Direct Response Cell, HSBC, P O Box - 631, Mumbai GPO, Mumbai - 400 001. Your request will be implemented within 30 days from the date of receipt.

Name

First

Middle

Last

City

Please enter at least one of the following contact numbers:

Tel. No.

0

(STD Code)

Mobile No.

0

