

## HSBC Premier Qualification – Terms and Conditions

### 1. Eligibility and Qualifying criteria

Only Active Premier qualified customers meeting at least one eligibility criteria (TRB, Salary credit or Mortgage) as per last calendar month will be eligible to avail the benefit.

HSBC Premier will communicate the unique code to the qualified customers to avail the Global Concierge Services by the 25th of every subsequent month of qualification. (e.g. If a customer qualifies as of January 2024, the unique code will be shared by 25 February 2024). In case of a holiday, the customer will get the code on the following business day:

### Definitions

**'Active' Premier customer** – Customer is considered as 'active' if they meet the below criteria:

- Perform a customer initiated financial transaction in their account in the last 12 months or
- Have a positive balance in a Term Deposit, Insurance, Investment or Mortgage product
- Total Relationship Balance for last calendar month should be equal to or above ₹40 lakhs OR
- Net monthly salary credit in your HSBC corporate salary account for last 2 calendar months to be equal to or above ₹3 lakhs OR last 12-month salary credit to be equal to or above ₹36 lakhs OR
- Have a Mortgage relationship with disbursal value equal to or above ₹1.15 crore

### 2. Programme period and validity

The concierge services are valid till 30 June 2024.

All active and qualified Premier customers with unique code to avail the service benefits by 30 June 2024.

### Service Terms and Conditions

### Definitions

**'Customer'** shall mean an HSBC Bank customer to whom the Global Concierge program benefits by HSBC Premier have been extended.

**'Participating Merchants'** are those who have agreed to offer special privileges or discounts to the customers of the proposed concierge program.

**'Offer'** shall mean special privileges and discounts provided by various merchant partners.

### Terms and Conditions

- The customer needs to call Global Concierge Services to avail the benefits at the dedicated contacts for HSBC Premier customers
- The benefits as mentioned herein above cannot be used or redeemed in combination with any other discounts or promotions or vouchers or special events and is also not valid on the Blackout Dates, unless otherwise stated by the respective merchant partner
- All offers have validity dates. Please call concierge to know more about the offers and validity dates
- The benefits offered are subject to change/withdrawal without prior notice
- The offer has no monetary value, is not transferable, is not for sale or re-sale nor redeemable for cash
- No two offers can be clubbed together
- The discounts if any will be valid on only the net amount (excluding taxes or any other charges.) Any applicable taxes must be paid by the customer
- Prior to availing the services, the accountholder should refer, read, understand, accept, and agree to the user agreement and terms and conditions of the said services provided by Aspire Lifestyles (service provider), and proceed only if the accountholder agrees to abide by the same. The accountholder will be required to give personal information and other details online. The accountholder should read and understand the privacy policy of the service provider, prior to providing any such information. Any disclosure of information made by the accountholder towards availing or fulfilment of the offer is at the sole discretion of the accountholder and HSBC will not be responsible for the same. The service provider may use the personal information shared by the customer for any other purpose and the Bank shall not be held liable for such usage of personal information by the service provider. The services offered under this offer are subject to availability with the service provider and HSBC will not be liable for non-availability of any of the services

- Individual Merchant Terms and Conditions apply. Please check with concierge on such terms
- HSBC does not assume any responsibility for the products and services offered by participating Merchant partners
- The products are sold, and the services are provided solely by such merchants, under such terms and conditions as determined by such merchants and HSBC accepts no liability whatsoever in connection with such products and services
- All queries, complaints and issues related to the offer should be directed to Aspire Lifestyles that provides concierge services to HSBC customers
- Disputes, if any, arising out of or in connection with or as a result of the above offer or otherwise relating here to shall be subject to the exclusive jurisdiction of the competent courts/tribunals in Mumbai only