

HSBC Qantas Rewards

Terms and Conditions –
HSBC Platinum Qantas Credit Card

Effective 11 April 2024



HSBC Qantas Rewards **terms and conditions**

The meaning of words printed **like this** and some other key words is explained at the end of these **terms and conditions**.

1 Eligibility for membership

- 1.1 **You** are eligible for membership in the **HSBC Qantas Rewards program** if **you** have an **account** with **us** for a **HSBC Platinum Qantas Credit Card** and **we** have made the program available to **you**. Non-individuals (i.e. companies, firms, associations and other organisations) are ineligible for membership in the **HSBC Qantas Rewards program**.
- 1.2 **You** are a member of the **HSBC Qantas Rewards program** if **you** have an **account** with **us** and **we** link that **account** to the **HSBC Qantas Rewards program**.
- 1.3 **Additional cardholders** are not eligible for membership in their own right but **Qantas Points** will accrue to your **program account** and then be automatically credited to your **Qantas Frequent Flyer account** in accordance with these **terms and conditions** for **eligible transactions** effected by **additional cardholders**.
- 1.4 In respect of each **additional cardholder** you must provide to any **additional cardholder** a copy of these **terms and conditions**.
- 1.5 **We** may cancel your membership in the **HSBC Qantas Rewards program** if:
- (a) your **account** is in default, **we've** told **you** about this and **you** haven't fixed it in the timeframe notified to **you**;
 - (b) **we**, acting reasonably, determine that **you** have been abusing your membership in the **HSBC Qantas Rewards program**; or
 - (c) it is reasonably necessary to protect **our** legitimate business interests.
- We** will give **you** at least 30 days' notice before any cancellation unless it is reasonably necessary to give **you** a shorter notice period or no notice to manage material and immediate risks.
- 1.6 **Your** membership in the **HSBC Qantas Rewards program** is automatically cancelled if your **account** is closed.

- 1.7 Subject to clause 1.6 your membership in the **HSBC Qantas Rewards program** shall be continuous notwithstanding a permitted change to your **account** (for example where **you** change from one HSBC credit card type to another).
- 1.8 **You** cannot transfer your membership in the **HSBC Qantas Rewards program** to any other person.
- 1.9 **We** may suspend or terminate the **HSBC Qantas Rewards program** where **we** have a legitimate business interest to do so. Before **we** do this, **we** will give **you** at least 30 days' notice unless it is reasonably necessary to give **you** a shorter notice period or no notice to manage material and immediate risks.
- 1.10 If **we** suspend or terminate the **HSBC Qantas Rewards program**, cancel your participation in the **HSBC Qantas Rewards program** or your **account** is closed, any **Qantas Points** that have not been credited to your **Qantas Frequent Flyer account** at that time are forfeited.

2 Other terms and conditions

- 2.1 These **terms and conditions** are supplemental to, and do not replace the terms and conditions for your **account**.

3 Qantas Points

- 3.1 To earn **Qantas Points**, **you** must be a member of the **Qantas Frequent Flyer Program** and advise **us** of your valid **Qantas Frequent Flyer membership number**. A joining fee usually applies, however HSBC has arranged for this to be waived for HSBC credit card customers opting in to the **HSBC Qantas Rewards program** who are not already members in the **Qantas Frequent Flyer program** - join by visiting qantas.com/hsbcjoin. Membership in the **Qantas Frequent Flyer Program** is subject to the terms and conditions of the **Qantas Frequent Flyer Program**. For details visit qantas.com/terms.
- 3.2 In order for **us** to credit **Qantas Points** to your **Qantas Frequent Flyer account**, **you** authorise **us** to disclose any relevant personal information **we** hold about **you** to **Qantas**.

- 3.3 **Qantas Points** are offered at our discretion and do not constitute your property. **You** cannot transfer your **Qantas Points** to any other person or entity. In the case of your death or bankruptcy, any **Qantas Points** that **you** have earned but which have not been credited to your **Qantas Frequent Flyer account**:
- (a) will automatically be forfeited; and
 - (b) may not be used by any other person or entity.
- 3.4 **Qantas Points you** accrue have no cash or monetary value and once credited to your **Qantas Frequent Flyer account** are subject to the terms and conditions of the **Qantas Frequent Flyer program**.
- #### 4 Earning points using a card
- 4.1 A cardholder may only earn **Qantas Points** for one **HSBC Qantas Rewards program account**.
- 4.2 **We** will calculate and award **you ordinary points** based on the total value of your **net purchases** at the end of each **statement period** for your **account**, as per the circumstances set out in clause 5.1.
- 4.3 The total value of your **net purchases** at the end of each **statement period** for your **account** excludes **ineligible transactions**. Hence, **Qantas Points** will not be awarded on **ineligible transactions**.
- 4.4 The number of **ordinary points** that can be earned in respect of your **account** is capped when the total value of your **net purchases** in each 12-month period reaches 120,000 AUD. The 12-month period is not based on a calendar year but resets on the next anniversary of your **account** opening date, and on every anniversary thereafter.
- 4.5 **Ordinary points** will no longer accrue when the total value of your **net purchases** in each 12-month period reaches 120,000 AUD.
- 4.6 Where a change in your **account** would necessitate a change in your **points cap**:

- (a) that entitlement will be effective from the date of the change to your **account**;
- (b) where your entitlement to accrue points to a particular **points cap** is reduced, **you** will be entitled to retain those existing **Qantas Points** that may cause **you** to exceed your **points cap** but will not be entitled to earn **ordinary points** in excess of the **points cap**.

5 Points allocation

5.1 **We** will award 1 **ordinary point** for each whole 1.00 AUD of the total value of your **net purchases** at the end of each **statement period** (rounded up or down to the nearest dollar).

5.2 In addition to **ordinary points**, **we** will award 1 **bonus point** for each whole 1.00 AUD of total value of spend (rounded up or down to the nearest whole dollar value) made with the following merchants:

- (a) flights booked directly through qantas.com and **Qantas** Contact Centres;
- (b) **Qantas** flights booked through selected travel agents;
- (c) **Qantas Frequent Flyer membership** and **Qantas** Club membership, joining and annual fees;
- (d) **Qantas** Gift Vouchers; and
- (e) purchases from marketplace.qantas.com. **We will not award** bonus points **in relation to** Qantas **Freight**, Qantas **Holidays**, Qantas **Business Travel**, **Jetset Travelworld** or the **Jetstar Group of companies**.

We may from time to time vary the Qantas products and services that are eligible to earn bonus points **at our absolute discretion**.

5.3 **We** may award **bonus points** and **promotional points** at our absolute discretion.

5.4 **Bonus points** and **promotional points** will be awarded in response to transactions occurring within Australia unless otherwise specified.

- 5.5 **Ordinary points** awarded based on the total value of your **net purchases** and any applicable **bonus points** awarded (pursuant to clause 5.2) will be submitted to **Qantas** for crediting to your **Qantas Frequent Flyer account** shortly after the end of the **statement period** as shown on your monthly statement of **account**. Usually your **Qantas Points** will be credited within four weeks of the end of the applicable **statement period**.
- 5.6 **You** should notify **us** of any queries regarding your missing **Qantas Points** as soon as possible.

6 Deduction of points

- 6.1 **We** may deduct Qantas Points where **you** or any **additional cardholder** request **us** or any of our agents or contractors who may be appointed from time to time, to do anything in connection with a reward, a redemption of **Qantas Points**, your **program account** or otherwise.
- 6.2 Where **we** reasonably believe that **we** have incorrectly awarded **you** with **Qantas Points** (for example, where **we** erroneously awarded **you** with **Qantas Points** for an **ineligible transaction**) or your **Qantas Points** balance is otherwise incorrect, **we** may correct and reduce your **Qantas Points** balance in your **program account** accordingly.
- 6.3 When **you** obtain a refund or reimbursement of an **eligible transaction** that formed part of your **net purchases** for which **we** have previously awarded **you Qantas Points** (for example when **you** return goods or cancel bookings made and paid for and a credit is issued to your **account**) your **Qantas Points** balance in your **program account** may be reduced accordingly to reflect the change in your **net purchases** during the relevant **statement period**.
- 6.4 Where a **chargeback** has been applied resulting in a credit to your **account**, the **chargeback** amount will be deducted from the total value of your **net purchases** for a **given statement period** accordingly. Your **Qantas Points** balance in your **program account** may also be reduced accordingly.

6.5 Where the value of your **net purchases** for a given **statement period** is negative, meaning the total dollar amount of any refunds, reimbursements or **chargebacks** of **eligible transactions** which have been credited to your **account** during a given **statement period**, is greater than the total dollar amount **you** have spent on **eligible transactions** during the same **statement period**, the **Qantas Points** balance of your **program account** will reduce accordingly. Where the **Qantas Points** balance of your **program account** is placed in negative as a result of the negative value of your **net purchases** for a given **statement period**, this negative **Qantas Points** balance will be carried forward and offset against any subsequent calculations of your **Qantas Points** balance until such a time that **you** have a positive **Qantas Points** balance in your **program account** once again.

7 Redemption of points

7.1 **Qantas Points** can only be credited to your **Qantas Frequent Flyer account**. **Qantas Points** cannot otherwise be transferred, credited or redeemed.

7.2 **Qantas Points** are redeemable in accordance with the **Qantas Frequent Flyer program** and are subject to the terms and conditions of that program. For details visit qantas.com/terms.

8 Statements of program accounts

8.1 **We** will provide **you** with a statement of the **Qantas Points** in your **program account** with your statement of **account**, or, if **you** are registered online to use our Credit Cards Online Service, **you** may check the number of **Qantas Points** that **you** have earned and are eligible to be credited to your **Qantas Frequent Flyer account** online.

9 General

9.1 Your first or continued use of your card or **account** will be deemed to be acceptance of these **terms and conditions** as amended.

- 9.2 **We** may make changes to these **terms and conditions** in accordance with the clause 'Changes to your agreement' of your HSBC Credit Card Terms.
- 9.3 All complaints regarding **Qantas Points** or these **terms and conditions** will be resolved by **us** in accordance with our complaints handling processes as set out in your HSBC Credit Card Terms.
- 9.4 **You** are responsible for any taxation liability or other government charge or reporting requirement arising from the **HSBC Qantas Rewards program** or the crediting, earning and redeeming of **Qantas Points** under this **HSBC Qantas Rewards program** and the **Qantas Frequent Flyer program**.

10 Interpretation

- 10.1 All references to dollars are to Australian dollars unless otherwise stated and where an **eligible transaction** is initially recorded in your **account** in a foreign currency, the relevant amount of **Qantas Points** will be awarded by reference to the Australian dollar value of that **eligible transaction**.
- 10.2 The use of examples is for illustration purposes only and the operative effect of those provisions is not to be limited by the examples given.

11 Meaning of words

"account" means an **account you** have with **us** which **we** determine may be linked to the **HSBC Qantas Rewards program**.

"additional cardholder" means a person to whom a card is issued under clause 6 of your HSBC Credit Card Terms.

"bonus points" means the **Qantas Points** awarded to your **program account** in addition to **ordinary points** and are based upon your expenditure at selected **bonus points providers** as communicated to **you** from time to time, and includes expenditure as set out in clause 5.2.

"bonus points provider" means any provider who has entered into an agreement to offer additional **Qantas Points** to cardholders as communicated to **you** from time to time.

“**BPAY®**” means the electronic payment service provided by BPAY® Pty Ltd (ABN 69 079 137 518).

“**business expenses**” means expenses which are wholly or predominately the ordinary and necessary expenses incurred in the cardholder’s business or trade.

“**cash advance**” means:

- (a) each amount of cash supplied by use of a card on your **account** or by any other operation of your **account**;
- (b) each payment made by a user to a person who does not accept or is not entitled to accept credit payments from your **account** or states that any payment to them will be processed as a **cash advance** or if **you** are using your card for gambling purposes or to purchase a cash substitute;
- (c) each amount transferred from your **account** to any other **account you** have with **us** or any other person (for instance, to effect a balance transfer); and
- (d) cash advance usage charge.

“**chargeback**” means where **we** reverse all (or part of) the amount of a disputed transaction back to your **account** in accordance with the card scheme rules set by Visa.

“**eligible transaction**” means a transaction which is debited to your **account** other than an **ineligible transaction**.

“**HSBC Qantas Rewards program**” means the **rewards program** offered by HSBC which provides for **you** to earn **Qantas Points** directly, subject to these **terms and conditions**.

“**HSBC Rewards Plus**” means the **rewards program** offered by HSBC which provides for **you** to earn **HSBC Rewards Plus points**, subject to the HSBC Rewards Plus terms and conditions.

“**HSBC Rewards Plus points**” means points earned under HSBC Rewards Plus and are also known as “HSBC’s Credit Card Rewards Plus points”.

“**ineligible transaction**” means a transaction which is debited to your **account** and takes the form of one or any of the following:

- (a) balance transfers;
- (b) **cash advances**;
- (c) interest free transactions and HSBC’s Credit Card special promotions;
- (d) **business expenses**;
- (e) fees or charges, including government fees or charges such as registrations, rates, licences, infringements or Australian Taxation Office payments;
- (f) a transaction which **we** reasonably determine is fraudulent or involves the abuse of a card;
- (g) a disputed debit transaction;
- (h) **BPAY**[®]; and
- (i) cash transfers.

“**net purchases**” means the total dollar amount **you** have spent on **eligible transactions** in AUD in a given **statement period**, *less*, the total dollar amount of any refunds, reimbursements or **chargebacks** of **eligible transactions** in AUD, credited to your **account** during the same **statement period**.

“**ordinary points**” means the **Qantas Points** awarded to your **program account** based upon the value of an **eligible transaction**.

“**points cap**” means the maximum number of **ordinary points** that can be earned in a 12-month period in respect of your **account**. The 12-month period is not based on a calendar year but resets on the next anniversary of your **account** opening date, and on every anniversary thereafter.

“program account” means the **account** we establish in your name for recording **Qantas Points** for the purposes of these **terms and conditions**.

“promotional points” means the **Qantas Points** awarded to your **program account** at HSBC’s discretion and in response to special promotional or marketing activities that may be communicated to **you** from time to time.

“Qantas” means Qantas Airways Limited ABN 16 009 661 901.

“Qantas Frequent Flyer account” means the **Qantas Frequent Flyer program account** held in the name of the primary cardholder.

“Qantas Frequent Flyer membership number” means the **Qantas Frequent Flyer account** number given to **you** by **Qantas** when **you** join the **Qantas Frequent Flyer program**.

“Qantas Frequent Flyer program” means the frequent flyer program operated by **Qantas**.

“Qantas Points” means points in the **Qantas Frequent Flyer program**, and includes **ordinary points, promotional points** and **bonus points** and any or all combinations of them together, which may be earned in accordance with these **terms and conditions**.

“rewards program” means **HSBC Rewards Plus** or the **HSBC Qantas Rewards program**.

“statement period” means the dates shown on each of the statements of **account** that are provided to **you** by **us**.

“terms and conditions” means the terms and conditions for the **HSBC Qantas Rewards program** which are set out in this document.

“we or us” means HSBC Bank Australia Limited ABN 48 006 434 162 and any related body corporate (as that term is defined in the Corporations Act 2001 (Cth))

“you” means a person who has an **account** with **us**.

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