

## **HSBC Visa Signature Credit Card Eligible Points Adjustment FAQ**

**1. Why is my Eligible Points different from when I last checked?**

We have recently detected a glitch in our system where we did not deduct your eligible points on your previous 3:1 promo air mile redemption. We have since updated our records and your eligible points is in order now.

**2. Will my Eligible Points be deducted when I make a new 3:1 promo Air Miles redemptions now?**

Yes. This is an isolated incident and therefore all eligible points on your subsequent redemption will be deducted accordingly.

**3. Why is my Eligible Points a negative number now?  
What does this mean to me?**

This is because you have redeemed more 3:1 promo airmiles than allowed for 2017 due to the system glitch.

You will not be able to make 3:1 promo airmiles redemptions until you have accumulated sufficient Eligible Points.

**4. How do I zerorise / make my Eligible Points positive again?**

Continue spending with your HSBC Visa Signature Credit Card.

**5. Will the airmiles I redeemed be withdrawn from my frequent flyer account with the respective airline?**

No. We will not withdraw the air miles that has already been credited into your frequent flyer account.

**6. Since it is your system glitch, I want my Eligible Points back.**

Unfortunately, we are unable to do that as we have already awarded the air miles redemption for the portion of points which was 'over-redeemed'. Please continue spending on your card to accumulate more eligible points for your next redemption.