

## Delivery Delays during Movement Control Order

1 June 2021

Dear Valued Customers,

Following the Prime Minister's Announcement in regards to the Movement Control Order (MCO), Online redemption made via HSBC Rewards Catalogue (<https://www.hsbc.com.my/rewards>) remains accessible.

Redemption for Air Miles and Rewards Cash/Premier Junior Cash Back processing timeline remains the same but redemption for items/products and vouchers will, as things stand, be delivered once the Movement Control Order ends, subject to availability of stocks and no changes to MCO. Should there be any further changes, we will endeavour to keep you updated.

For redemptions made before **1 June 2021**, cardholders will be notified for any delays in fulfilment.

We thank you for your kind understanding and continued support.

