

HSBC Visa Signature Credit Card 3-1 Promo Airmiles FAQ

1. Why is my redemption rejected?

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 unfortunately you have insufficient points for your current redemption.

2. What do you mean by Eligible Points?

Eligible Points are points earned based on transactions done and posted in 2017 which you may utilize for our 3:1 Air Miles promotion

3. How is it possible that I saw sufficient Eligible Points when I redeemed via my Personal Internet Banking (PIB) account?

As advised, there was a glitch in our system which caused the data mismatch and we sincerely regret the occurrence of this incident. Nevertheless, we have since rectified the matter and your points are in order now. You may read more about it here

http://www.hsbc.com.my/1/PA_ES_Content_Mgmt/content/website/pdf/common/airmiles_notice1.pdf

4. In that case, what is my Eligible Points now?

Click on the link below to log on into your PIB account to view.

https://www.hsbc.com.my//1/2/HUB_IDV2/IDV_EPP?_IWCountry=US&_IWLanding=en&_Destination=HUB_IDV_CUSTOMER_MIGRATION&_menuType=R_EGISTRATION&_registrationType=PIB-Registration

5. My Eligible Points is now 0. What should I do?

Continue spending with your HSBC Visa Signature Credit Card to earn more Eligible Points.