



An Important Message for HSBC Customers

This notice is to advise you of upcoming changes to the HSBC Platinum Qantas Credit Card. We encourage you to read this notice carefully to understand the changes.

What is changing?

From 28 August 2023, the below changes will apply to your [HSBC Qantas Rewards Terms and Conditions – HSBC Platinum Qantas Credit Card](#). Clause 9.2 of the Terms and Conditions allows us to make changes like this to the Terms and Conditions provided we give you notice that we are doing so.

Changes are being made to how you earn points using your card and how your points are allocated and deducted, the meaning of certain words in the Terms and Conditions, as well as other changes. Each of these changes has been set out for you below.

1. Eligibility for membership

Clause	Changes	Changes explained
1.1	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 .	We have made these changes to clarify that you do not need to elect to link your account to the HSBC Qantas Rewards program. If you have an account with us, we will link it to the HSBC Qantas Rewards program.

2. Other terms and conditions

Clause	Changes	Changes explained
2.2	These terms and conditions apply where you have opted to link your account to the HSBC Qantas Rewards program .	We have removed this clause from the Terms & Conditions to clarify that you do not need to opt in to link your account to the HSBC Qantas Rewards program. If you have an account with us, we will link it to the HSBC Qantas Rewards program.

4. Earning points using a card

Clause	Changes	Changes explained
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.	Previously, you earned points for each eligible transaction made on your HSBC Platinum Qantas Credit Card on a running basis up to the points cap. Where you obtained a refund or reimbursement, we also reduced your points allocation on a running basis.

Clause	Changes	Changes explained
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 .	Under the new Terms & Conditions, you will be awarded points at the end of your statement period and we will determine the number of points that you will be awarded by calculating the total dollar amount that you have spent on eligible transactions in the statement period, and deducting the total dollar amount of any refunds, reimbursements, or chargebacks during the same statement period (this is your <i>net purchases</i>).
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.	Previously, the number of ordinary and bonus points that you could earn was capped at 7,500 points per statement period. Under the new Terms & Conditions, the number of ordinary points that you can earn is capped when the 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.	

5. Points allocation

Clause	Changes	Changes explained
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).	Previously, you were awarded 1 ordinary point for each whole 1.00 AUD of an eligible transaction for the first 1,000 AUD spent in a statement period. You were then awarded 0.5 ordinary points for each whole 1.00 AUD of an eligible transaction thereafter in the same period.
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 .	Under the new Terms & Conditions, you will receive 1 ordinary point for each whole 1.00 AUD of your net eligible domestic and international purchases. Your awarded Qantas Points will be submitted to Qantas for crediting to your Qantas Frequent Flyer account shortly after the end of your statement period.

6. Deduction of points

Clause	Changes	Changes explained
6.2	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 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 account for the change in your net purchases during the relevant statement period .	Previously, if you had earned points for a transaction, you would be awarded these at the time of the transaction. If you then obtained a refund or reimbursement, we would deduct these earned points at a later stage. Under the new Terms & Conditions, instead of awarding the points and then taking them back, at the end of the statement period we will look at all your transactions and your refunds and reimbursements and award you your points based on your net transactions.
6.3	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.	However, if you receive a refund, reimbursement or chargeback of an eligible transaction after that statement period, your points for the next statement period may be reduced to account for this.
6.4	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.	This is a new provision. Under the new Terms & Conditions, if in a particular statement period, the total dollar amount of your refunds, reimbursements or chargebacks is greater than the total dollar amount you have spent on eligible transactions in that same period, you will not be credited with points for that statement period. Rather, the negative balance will remain until the points awarded to you for your net purchases in a subsequent statement period brings you back to a positive points balance.

A small number of existing clauses in section 6 (deduction of points) have been renumbered to account for the inclusion of new clauses within this section.

9. General

Clause	Changes	Changes explained
9.2	We may tell you about a change to these terms and conditions in a newspaper, on our website or in writing to you no later than the day on which the change takes effect, unless any applicable law or code of conduct requires us to do something different.	To notify you of a change to the terms and conditions, we may choose to use one of the following notice methods: <ul style="list-style-type: none"> • publishing a notice in a newspaper; • displaying a notice on our website; or • sending you a written notice.

11. Meaning of words

Changes	Changes explained
"additional cardholder" means a person to whom a card is issued under clause 6 of your HSBC Credit Card Terms.	The reference to "condition 5 of your HSBC Credit Card Conditions of Use" has been updated to "Clause 6 of your HSBC Credit Card Terms".
"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.	We have removed transactions related to points + \$ redemptions as these are not permitted transactions under the HSBC Qantas Rewards program.
"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.	This definition has been changed to help explain the new processes that are being introduced, as set out above.
"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.	These new definitions have been added to the new Terms & Conditions. They help explain the new processes that are being introduced, as set out above.
"net purchases" means the total dollar amount you have spent on eligible transactions in AUD in a given statement period , <i>less</i> , the total dollar amount of any refunds, reimbursements or chargebacks of eligible transactions in AUD, credited to your account during the same statement period .	
"statement period" means the dates shown on each of the statements of account that are provided to you by us .	

When do these changes take effect?

The changes to the Rewards program take effect from 28 August 2023.

What do you need to do?

We strongly encourage you to read the new [HSBC Qantas Rewards Terms and Conditions – HSBC Platinum Qantas Credit Card](#) to understand all of the changes being made to the Qantas Rewards program.

If you have any questions regarding the changes to your HSBC Platinum Qantas Credit Card, please contact our Customer Service Centre via the [Contact Us](#) page.