

18 March 2020

HSBC Rewards Redemptions Delivery Notice

Dear Valued Cardholders,

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 from 15 April 2020 onwards, 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 18 March 2020, cardholders will be notified for any delays in fulfilment.

We thank you for your kind understanding and continued support.