

Some commonly asked questions:

Q: How can I participate in the HSBC-Shell Escape Programme?

A: Step 1: If you're not a Shell Escape member yet, visit any Shell station to get your Shell Escape Card instantly.
Step 2: Complete this Enrolment Form, and mail/fax it back to us.

Q: Does this mean I no longer earn HSBC Rewards points after enrolment in the HSBC-Shell Escape Programme?

A: Yes, upon successful enrolment onto the HSBC-Shell Escape Programme, you will no longer earn HSBC Rewards points on all your HSBC credit card accounts, including any Supplementary card account(s). You will instead earn 1 Shell Escape point for every S\$5 retail spend.

Q: I am a HSBC Advance credit cardholder. Can I enroll in the HSBC-Shell Escape Programme?

A: This Programme is not applicable to HSBC Advance credit cards as it offers Cash Back on spend at Shell stations. If you hold other eligible HSBC credit card(s), you may apply for this Programme by registering any one of your eligible HSBC credit cards. Once enrolled to the Programme, all your eligible HSBC credit cards will earn Shell Escape points. Please refer to the terms and conditions for this Programme for the list of eligible credit cards.

Q: I have some existing HSBC Rewards Points, will these Rewards points be converted automatically to Shell Escape points upon successful enrolment?

A: No, you are required to fully redeem all available HSBC Rewards points before enrolling in the HSBC Shell Escape Programme. You may wish to redeem your existing Rewards Points for Shell fuel vouchers at 3,000 points for a S\$10 Shell fuel voucher. Visit www.hsbc.com.sg/rewards for details.

Q: When will I get my Shell Escape points?

A: Shell Escape points will be awarded based on your total card spend excluding cash advances, bank fees and charges and any adjustments at the end of every month. These points shall be automatically transferred to your Shell Escape account by the 20th of the following month. For example, Shell Escape points awarded for total spend made in January, shall be credited into your Shell Escape account by 20th of February. Where a crediting date falls on a weekend/public holiday, the crediting will be made the next working day.

Visit www.hsbc.com.sg/shell for more details.

In partnership with:



HSBC Bank (Singapore) Limited
Cards Services Centre – HSBC Shell Escape Programme
Robinson Road P.O. Box 896
Singapore 901746



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