



## MasterCard Pay with Rewards™ Frequently Asked Questions (FAQs)

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### What is it?

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#### **Q. What is Pay with Rewards?**

**Answer:** Pay with Rewards™ is an innovative solution that allows HSBC Mastercard credit cardholders to use their reward points to reimburse purchases at millions of participating locations worldwide.

#### **Q: How does it work?**

**Answer:** Pay with Rewards™ is a simple and effective way that enables registered MasterCard credit card holders to redeem points at the point of sale (POS) at any merchant. Prior to the purchase, a cardholder must configure the Pay with Rewards™ functionality via the HSBC Rewards programme website (<https://redeem.hsbc.bm/rewards/>) or the mobile application (which can be downloaded onto your mobile device from Google Play or the App Store) to indicate when points should be used for a qualifying transaction. Your original purchase and corresponding Pay with Rewards credit will appear on your reward statement, under the “My Points” tab within 10 business days.

#### **Q. How will you benefit from Pay with Rewards™?**

**Answer:** Pay with Rewards™ expands your rewards catalog and allows you to build flexibility and choice by providing an alternative payment option and enhanced customer experience.

#### **Q. How soon will I see Pay with Rewards transactions hit my credit card account?**

**Answer:** Pay with Rewards credit transactions will appear on credit card account within 2 business days. However, your original purchase and corresponding Pay with Rewards credit will appear on your HSBC Rewards statement, under the “My Points” tab within 10 business days.

#### **Q. Under Pay with Rewards, my Current Status for Pay with Rewards is Disabled. What does this mean?**

**Answer:** Before you can make a purchase using Pay with Rewards, you must first enable your card to be used for Pay with Rewards™. To do this, you can Enable Next Transaction, which will allow you to use your points for your next transaction only. You can also Enable All Transactions, which will allow you to use your points for all future transactions. You will need to disable “Enable All Transactions” once you no longer want to use your points using Pay with Rewards™.

#### **Q. What does My Preferred Minimum Cash Amount mean?**

**Answer:** You have the ability to set your own Cash Amount threshold when using Pay with Rewards. Any purchases you wish to pay for using Pay with Rewards, must be equal to or exceed the \$ Amount you specify under **My Preferred Minimum Cash Amount**. There is a programme level minimum of \$10 per Pay with Rewards transaction and a maximum threshold of \$1,000 per transaction.

#### **Q. What are the benefits of paying with Pay with Rewards™?**

**Answer:** With Pay with Rewards™, you have endless opportunities for using points to purchase any goods or services. As a customer, you are no longer limited to use points for pre-selected catalogue items or electronic gift cards. Simply turn on the application, and your future purchase/purchases, will be paid for using your Reward Points.

**Q. Will the Pay with Rewards™ product be available to Visa Credit Card Holders?**

**Answer:** Unfortunately, Pay with Rewards™, is a registered trademark of Mastercard and is only available to HSBC Mastercard credit card holders.

**Q. Can Pay with Rewards be used at any merchant?**

**Answer:** Yes, Pay with Rewards™ can be used for any credit card transaction at millions of eligible locations. This applies to internet transactions, in person payments and both local and overseas payments.

**Getting Started is Easy**

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**Q. How do I get started?**

**Answer:** Connecting your HSBC Mastercard credit card to the Pay with Rewards™ application is simple and secure:

- Simply log into the HSBC Rewards platform at <https://redeem.hsbc.bm/rewards/> or download the application onto your mobile device from Google Play or the App Store.
- Enter any one of your participating HSBC MasterCard card numbers and establish a four digit PIN (Personal Identification Number). The PIN you select will be used by the app to protect your personal settings and information.
- Answer your security questions. Your questions are based on information we have on file at HSBC. Select any one question from the list, and provide the corresponding answer. If you have questions, please contact our Rewards hotline at +1 800 799 1615.
- The home screen will show your rewards balance, the cash equivalent of your rewards balance, and your current Pay with Rewards™ status. Simply tap “turn on” (or “turn off”) to configure Pay with Rewards™. Alternately, you can select “settings” in the lower menu to get started.

**Q. Will Merchants need to make upgrades?**

**Answer:** No merchant changes on the Point of Sale (POS) device are required. Merchants do not need to build custom terminal interfaces or billing mechanisms, nor undergo any extra training.

**More Information**

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**Q. Why is Pay with Rewards enabled on credit Point of Sale (POS) transactions only?**

**Answer:** Currently, reward points are only earned on POS transactions. As such, customers cannot earn points on point redemption transactions; only credit POS transactions will be eligible for Pay with Rewards™. Note that withdrawal of cash at ATMs cannot leverage Pay with Rewards.

**Q. How are chargebacks/returns handled in a Pay with Rewards programme?**

**Answer:** Points are not returned if a chargeback/return occurs at a merchant from a previous Pay with Rewards™ transaction. For example, if a \$100 purchase at merchant X was made using 12,000 points from the cardholder’s point bank account, a \$100 statement credit would be issued. If the cardholder makes a \$100 return, the 12,000 point redemption remains intact.

**Q. What should a merchant do if a cardholder asks about their rewards balance?**

**Answer:** The merchant should refer the cardholder to HSBC Bank Bermuda. Messaging and instructions to cardholders on how to use the Pay with Rewards™ feature is available on our HSBC website and via the mobile application.

## Cardholder Experience

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### **Q. Can the cardholder turn Pay with Rewards™ on through the call center?**

**Answer:** Yes. A cardholder may call the Rewards call center at +1 800 799 1615, to have the customer service representative enable/disable Pay with Rewards for their HSBC Mastercard credit card account.

### **Q. What configuration options are available to Cardholders?**

**Answer:** Upon enabling Pay with Rewards™ for an account, a cardholder can opt to turn Pay with Rewards™ on for the “Next Qualifying Transaction Only”, or leave Pay with Rewards™ on indefinitely. In addition to this “only once” or “always on” capability, the cardholder can set a transaction minimum purchase transaction. This threshold allows for the cardholder to personalize their experience to their own spending habits.

### **Q. How will Cardholders manage their rewards balance?**

**Answer:** Another innovative feature of the Pay with Rewards solution is the ability for cardholders to leverage common digital channels, such as the HSBC Rewards website and the HSBC Pay with Rewards™ mobile application, to manage their balance in points. Additionally, cardholders can opt to receive their loyalty-based receipt via email or application notification immediately after each Pay with Reward redemption at the POS terminal.

### **Q. Can a cardholder use their Pay with Rewards enabled HSBC Mastercard credit card outside of their home country/region?**

**Answer:** Yes, all international or overseas transactions processed, that meet the minimum Pay with Rewards threshold of \$10, are eligible for using Pay with Rewards™; as will all local, domestic transactions.

### **Q. What happens if a cardholder does not have enough points to cover the cost of the transaction? Is there an impact to the transaction at the Merchant?**

**Answer:** If a customer does not have enough points to cover the cost of the transaction, that purchase will not be eligible to pay using reward points (Pay with Rewards). There is no impact to the merchant if a cardholder has an insufficient number of points to cover the full transaction cost. The transaction will be charged to the customer’s credit card as normal.

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