

HSBC £110 & Reward Choice CASS Switcher Offer September 2021

Terms and Conditions

1. These terms and conditions (the “**Offer Terms**”) govern our £110 and Reward Choice offer in relation to the HSBC Jade, HSBC Premier and HSBC Advance bank accounts in the UK (each an “**eligible current account**”). The offer lasts for the period set out in these Offer Terms. These Offer Terms apply in addition to and should be read together with the Current Account Switch Agreement and our UK Personal Banking Terms and Conditions and Charges.

2. Eligibility criteria for Offer Payment

You will qualify for the switcher offer described in these Offer Terms if you:

- a. apply for an eligible current account on or after 13 September 2021 and before the offer is withdrawn (see term 5 below), and subsequently open that account;
- b. are not an HSBC current account holder on the date of application and have not been on or after 1 January 2018. Where your eligible current account is a joint account, at least one of the joint account holders must complete the switch from either a sole account in their own name or another joint account in the same names;
- c. have not opened a first direct current account on or after 1 January 2018. You may hold a **first direct** current account and still qualify for this offer as long as the current account was opened before 1 January 2018;
- d. instruct us to start a full switch of a current account, including at least two Direct Debits or Standing Orders, to your eligible current account using the Current Account Switch Service*1 (“**CASS**”) to start within 30 days of the date of your eligible current account being opened;
- e. successfully switch your bank account using the CASS from an account of another UK bank or building society that participates in the CASS (not all banks participate in CASS; if you are unsure, speak to us or your own bank for details); and

f. continue to hold an eligible current account on the date we make the Offer Payment.

3. The Offer Payment

If you meet the criteria set out in the clause:

- a. we’ll make a payment of £110 to you within 20 days of the switch completion date for the eligible current account. Payment of £110 under this offer will be made by a direct credit into the eligible current account that you open.
- b. Our partner the Marketing Lounge Partnership (MLP) will send your reward choice email containing details of how to redeem your chosen reward electronically within 20 days of the switch completion date for the eligible current account.
- c. You must claim your reward choice within 30 days of receiving the email, and redemption will be subject to the terms and conditions outlined below.
- d. Each valid customer will be entitled to choose from one of the following:
 1. a £30 Uber Eats voucher; or
 2. a £30 The Dining Out Gift Card
- e. If you open an eligible current account in joint names, and you and/or the other joint account holder meet the eligibility criteria set out in these Offer Terms, we will make one £110 payment into that account and provide one £30 Uber Eats voucher or The Dining Out Gift Card. We will not make any additional payment or provide an additional Uber Eats voucher or The Dining Out Card for any other joint account holder, and you and your joint account holder will not be entitled to more than one £110 payment or one Uber Eats voucher or The Dining Out Card between you.

General terms

4. This offer is not transferable and is only available to UK residents.

5. We may withdraw, alter or replace this offer at any time without notice.

6. This offer is made by HSBC UK Bank plc and “we” and “our” refers to HSBC UK Bank plc. The “Promoter” of this whole offer is **HSBC UK Bank plc of 1 Centenary Square, Birmingham B1 1HQ**. The “Supplier” is **The Marketing Lounge Partnership of The Cow Shed, Walnut Tree Farm, Lower Stretton, Cheshire, WA4 4PG**.

7. Neither The Marketing Lounge Partnership nor HSBC UK Bank plc undertake responsibility or liability for any goods sold or offered for sale or any works carried out by any third parties’ suppliers and provide absolutely no direct or implied warranties for the services provided.

8. These terms and conditions and any disputes arising from these terms and conditions are governed by the laws of England and Wales and the exclusive jurisdiction of the Courts of England and Wales.

9. Uber Eats Voucher Terms

Redemption

- Uber Eats deliveries are not available in all geographic locations.
- You have 30 days from the receipt of your ‘Uber Eats’ email to claim your reward. After you have claimed your reward you have a further **6** months to use it.
- HSBC reserves the right to cancel, suspend, or amend this offer where it becomes necessary to do so.
- The offer is limited to one code per person and is for one-time use only.
- The Uber Eats Voucher offers a maximum discount of £30 per redemption including delivery charge and a maximum of 1 order per account.
- The Uber Eats Voucher can only be used by the first person who redeems the code and is non-transferrable.
- The Uber Eats Voucher has no cash value.
- The Uber Voucher is only valid for orders placed using the applicable Uber Eats app.
- Taxes and other fees will be covered provided that the value of the Uber Voucher is greater than the total order amount.

10. The Dining Out Card Terms

Redemption

- The Gift Card may not be exchanged for cash.
- The Gift Card is not a cheque guarantee, credit, debit or charge card.
- The Dining out Gift Card will not be held liable for lost or stolen cards – protect this as you would cash.
- To check the balance of your Gift Card, please visit **showmybalance.com** and follow the simple instructions.
- A Gift Card is valid for 6 months from the later of the date that any value was last loaded onto the Gift Card, or the date that any value on the Gift Card was last redeemed.
- The Gift Card is valid at any Mitchells & Butlers venue in the UK. You can search all available venues at **thediningoutgiftcard.co.uk**. The Gift Card cannot be used (i) to make any online purchase, (ii) at any Moto or other Mitchells & Butlers franchise or (iii) at any site not managed by Mitchells & Butlers; please check with your server that the Gift Card can be used at the particular site before ordering.
- SMS and email Gift Cards should be treated as cash. If deleted, they will not be resent.
- Digital Gift Cards are valid either presented on a smart phone or printed out.
- Gift cards can be used multiple times until all of the remaining balance is spent. No change will be given.
- Full The Dining Out Gift Card terms and conditions apply and can be found at **thediningoutgiftcard.co.uk/terms-and-conditions/**

How to Redeem

- All instructions will be provided within the reward email sent by our partner, MLP.
- If you have any queries regarding your Uber Eats Voucher or this redemption process, you can contact The Marketing Lounge Partnership support team on behalf of HSBC UK by telephone on **01565 831126**.

Accessibility

If you need any of this information in a different format, please let us know. This includes large print, braille, or audio. You can speak to us using the live chat on our website, visiting one of our branches, or by giving us a call.

There are also lots of other options available to help you communicate with us. Some of these are provided by third parties who are responsible for the service.

These include a Text Relay Service and a British Sign Language (BSL) Video Relay Service. To find out more please get in touch. You can also visit: [hsbc.co.uk/accessibility](https://www.hsbc.co.uk/accessibility) or: [hsbc.co.uk/contact](https://www.hsbc.co.uk/contact)

hsbc.co.uk

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