

Airport VIP Service (Expedited Immigration Clearance) Terms and Conditions

1. Each primary HSBC Privé Cardholder ("Eligible Cardholder") is entitled to eight (8) complimentary Airport VIP Services per card anniversary year under the Airport VIP Service on eligible arrival or departure services from Eligible Airports and is valid till 31 December 2025.
2. HSBC shall procure Third Party Service Provider to provide the Airport VIP Services (as defined below) to Eligible Cardholders. The Airport VIP Service is only available to HSBC Privé primary Cardholder and his accompanying guest(s).
3. Each entitlement is available for Eligible Cardholder and one (1) accompanying guest if any.
4. Eligible Cardholder must contact the HSBC Privé Mastercard Premium Concierge to make a booking 72 hours prior to scheduled booking time.
5. The Eligible Cardholder must be on a valid flight leaving from Changi Airport in Singapore to use the complimentary Airport VIP Services. For avoidance of doubt, if the itinerary shows a one-way ticket with the start destination not in Singapore, cardholder will not be eligible.
6. Eligible Cardholder can only have two (2) outstanding booking for this service at any one time.
7. The Eligible Cardholder will be entitled to book two (2) Airport VIP Services per itinerary. For avoidance of doubt, if the itinerary was booked or ticketed in 2 or more separate bookings but on the same trip- this will be considered as one (1) itinerary.
8. One accompanying guest of the Eligible Cardholder can benefit from the international Airport VIP Service provided that the parties are on the same flight. Additional guest charges are dependent on destination and a primary Eligible Cardholder may contact HSBC Privé Mastercard Premium Concierge for details.
9. The Eligible Cardholder must communicate any changes to the Third Party Service Provider by calling the HSBC Privé Mastercard Premium Concierge hotline at least 48 hours before the anticipated time of arrival at the airport. Cancellation fees apply for a change or cancellation requested less than 48 hours before the anticipated time of arrival at the airport and such fees vary according to airports. Primary Cardholder may call HSBC Privé Mastercard Premium Concierge hotline for details. The following charges (ranging but not limited to US\$65 - US\$389 inclusive of GST) per person depending on location are applicable and payable by the Eligible Cardholder:
 - a. If a change or cancellation is requested by the primary Cardholder between 48 hours and 24 hours before the anticipated time of arrival at the airport, the Primary Cardholder will be charged 50% of the service fee.
 - b. No changes are allowed less than 24 hours before the anticipated time of arrival at the airport.
 - c. The Primary Cardholder will be charged 100% of the service fee if he changes or cancels the service less than 24 hours before the anticipated time of arrival at the airport or if he fails to show up at the airport at the anticipated time of arrival.

10. HSBC and its agents, contractors or representatives shall not be responsible for any late pick up or extended travel time as a result of unforeseen conditions such as bad weather, road and traffic conditions (and similar conditions) that may cause Cardholders to arrive late or miss their flight.

11. Each Eligible Cardholder shall be entitled to receive the following expedited arrival / departure and “meet and assist” services (the “Airport VIP Services”) in accordance with these terms and conditions:

Service Description	Arrival
Arrival Fast Track	<ul style="list-style-type: none"> ▪ The Airport Agent (with the Lead Passenger’s Name Sign) will be waiting for the passenger/s at the designated point (approved by the Airport Authorities), whether it will be at the end of the air-bridge or entrance of the Arrivals hall. ▪ The Airport agent will assist passenger/s with airline check in formalities and expedite through immigration and security check point, where permitted by local custom authorities. ▪ Once the immigration and customs clearance are completed, the Airport Agent will guide the passenger/s to Baggage hall and on through to the public Arrivals area to exit the airport. ▪ The Airport Agent will liaise with the driver prior to the passenger/s’s arrival and arrange a meeting point ensuring a smooth handover and completion of service.
Meet and Assist – Airside prior to Immigration	<ul style="list-style-type: none"> ▪ The Airport Agent (with the Lead Passenger’s Name Sign) will be waiting for the passenger/s at the designated point (approved by the Airport Authorities), whether it will be at the end of the air-bridge or entrance of the Arrival's hall. ▪ The passenger will be assisted through immigration and security check point; the Airport Agent will try to expedite the process however it cannot be guaranteed at all times. ▪ The passenger/s may be assisted through Customs if the local Customs authorities permit it but again cannot be guaranteed. ▪ Once the immigration and customs clearance are completed the Airport Agent will guide the passenger/s to Baggage hall and on through to the public Arrivals area to exit the airport. ▪ The Airport Agent will liaise with the driver prior to the passenger/s’s arrival and arrange a meeting point ensuring a smooth handover and completion of service.
Meet and Assist – Landside after Immigration	<ul style="list-style-type: none"> ▪ The Airport Agent (with the Lead Passenger’s Name Sign) will be waiting for the Lead passenger at the designated point (approved by the Airport Authorities), whether it will be after immigration and customs in the Baggage hall or in the public Arrivals hall. ▪ The Airport Agent will liaise with the driver prior to the passenger/s’s arrival and arrange a meeting point ensuring a smooth handover and completion of service.

Service Description	Departure
Departure Fast Track	<ul style="list-style-type: none"> ▪ The Airport Agent will begin by contacting the contact number provided for the Lead passenger or the driver (if the driver contact details have been provided), prior to the passenger/s's arrival at the airport in order to arrange the time and meeting point. ▪ The Airport Agent (with the Lead Passenger's Name Sign) will be waiting for the Lead passenger at the designated point (approved by the Airport Authorities), whether it will be kerbside directly outside the terminal or the agreed meeting point. ▪ The Airport agent will assist passenger/s with airline check in formalities and expedite through immigration and security check point, where permitted by local custom authorities. ▪ Once the departure formalities are completed, the Airport Agent will either guide the passenger/s to the lounge (if the passenger/s's airline ticket entitles the lounge access or if it has been booked as an additional service) or to the gate to complete the service.
Meet and Assist – Airside up to Departure Gate	<ul style="list-style-type: none"> ▪ The Airport Agent will begin by contacting the contact number provided for the lead passenger or the driver (if the driver contact details have been provided) prior to the passenger's arrival at the airport in order to arrange the time and meeting point. ▪ The Airport Agent (with the Lead Passenger's Name Sign) will be waiting for the Lead passenger/s at the designated point (approved by the Airport Authorities), whether it will be kerbside directly outside the terminal or the agreed meeting point. ▪ The passenger will be assisted with airline check in formalities, immigration and security check point; The passenger/s may be assisted through Customs if the local Customs authorities permit it but again cannot be guaranteed. ▪ Once the departure formalities are completed, the Airport Agent will either guide the passenger/s to the lounge (if the passenger/s's airline ticket entitles the lounge access or if it has been booked as an additional service) or to the gate to complete the service.

Meet and Assist – Landside up to passport control	<ul style="list-style-type: none"> ▪ The Airport Agent will begin by contacting the contact number provided for the lead passenger or the driver (if the driver contact details have been provided) prior to the passenger's arrival at the airport in order to arrange the time and meeting point (approved by the Airport Authorities). ▪ The Airport Agent (with the Lead Passenger's Name Sign) will be waiting for the passenger/s at the designated point, whether it will be kerbside directly outside the terminal or the agreed meeting point. ▪ The Airport agent will assist passenger/s with airline check in formalities and expedite through immigration and security check point, where permitted by local custom authorities.
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12. The participating airports under the Airport VIP Service (each, an "Eligible Airport") are as per below table. The list of airports is subject to change and the services at certain airports may not be available from time to time due to local restrictions at the time of service. All services are subject to final confirmation by the relevant Third Party Service Provider. The Eligible Cardholder may call the HSBC Privé Mastercard Premium Concierge for the latest listing.

Country	Airport Code	Airport	Service Available
Bahrain	BAH	Bahrain	Fast Track
Cambodia	PNH	Phnom Penh	Fast Track
India	BLR	Bangalore	Meet and Assist
	BOM	Mumbai	Meet and Assist
	DEL	New Delhi	Meet and Assist
Indonesia	DPS	Bali	Fast Track
	CGK	Jakarta	Fast Track
Japan	KIX	Osaka	Meet and Assist
	HND	Tokyo	Meet and Assist
	NRT	Tokyo	Meet and Assist
Jordan	AMM	Amman	Fast Track
Kuwait	KWI	Kuwait	Fast Track
Macau	MFM	Macau	Meet and Assist
Mainland China	PEK	Beijing	Meet and Assist
	CAN	Guangzhou	Meet and Assist
	HAN	Hangzhou	Meet and Assist
	SHA	Shanghai	Meet and Assist
	PVG		Meet and Assist
Malaysia	KUL	Kuala Lumpur	Terminal 1- Meet and Assist Terminal 2 - Fast Track
Oman	MCT	Muscat	Fast Track
Philippines	MNL	Manila	This service is suspended by airport authorities until further notice.
Qatar	DOH	Doha	Fast Track

South Africa	CPT	Cape Town	Meet and Assist
	DUR	Durban	Meet and Assist
	GRJ	George	Meet and Assist
	JNB	Johannesburg	Meet and Assist
	PLZ	Port Elizabeth	Meet and Assist
South Korea	ICN	Seoul	Meet and Assist
	GMP		Meet and Assist
Sri Lanka	CMB	Colombo	Meet and Assist
Taiwan	KHH	Kaohsiung	All service in Taiwan we suspended by airport authorities until further notice.
	TSA	Songshan	
	TPE	Taipei	
Thailand	BKK	Bangkok	Meet and Assist, Fact Track
	HKT	Phuket	Fast Track
United Arab Emirates	AUH	Abu Dhabi	Fast Track
	DXB	Dubai	Fast Track
Vietnam	HAN	Hanoi	Fast Track
	SGN	Ho Chi Minh City	Fast Track

13. Changes to these terms

- a. We live in a rapidly changing world. Sometimes this means we need to update this Offer terms and conditions. These updates include amendments to:
 - i. fees and charges (if any); and
 - ii. HSBC Credit Cards benefits and features
- b. We may amend or supplement this Offer terms and conditions, if it is reasonably necessary to:
 - i. reflect changes to our operational costs, business operations or systems and processes, or our arrangements with third parties;
 - ii. give effect to:
 1. applicable law, rule, regulation;
 2. a change, recommendation, order, requirement, notice, direction, code, circular or guidance issued by any regulatory, supervisory, governmental, statutory authority, stock exchange, self-regulatory, or resolution body having jurisdiction over us or a court of competent jurisdiction;
 - iii. reflect changes to industry or market conditions or practice;
 - iv. align with standards or expectations including in respect of:
 1. banking and financial services practices;
 2. environmental, social and governance practices;
 3. consumer and investor protection practices;
 4. cyber, digital, technology (including financial technology (FinTech)) practices e.g., those relating to crypto-assets, digital assets, virtual assets, asset tokenisation and artificial intelligence (including generative artificial intelligence and machine learning);
 5. operational resilience and data management practices; or
 6. taxation and transfer pricing practices; or
 7. otherwise protect our legitimate interests.
- c. To the extent reasonably practicable, we'll give you reasonable notice of any changes to this Offer terms and conditions before such this Offer terms and conditions take effect.

- d. We can choose how to give this notice to you. This may include:
 - i. contacting you directly (through mail, email, post or via mobile);
 - ii. placing signs or notices at our branches;
 - iii. publishing the change on our website; and
 - iv. using any other method we think is reasonably appropriate.
 - e. If you don't agree with a change, you can cancel your existing credit card, after paying all amounts you may owe us.
14. These terms and conditions are governed by Singapore laws and the parties submit to the non-exclusive jurisdiction of the courts of Singapore.
15. All information is correct at the time of publishing or posting online.