



Fact Sheet

Business Credit Card

FAQ 's

- 1. What currency is my Business Credit Card denominated in?**
The Business Credit Card is denominated in US dollars.
- 2. What currency is my Business Credit Card payment due in?**
The Business Credit Card payment is due in US dollars. If paying via the ATM, please pay the US dollar amount, as the ATM automatically calculates the Bermuda dollar equivalent. If you choose to pay on the balance in Bermuda dollars, your Business Credit Card statement will reflect the Bermuda dollar equivalent to be paid.
- 3. What is an interest (or finance) charge and when does it occur?**
An interest charge is a fee incurred when you carry over a balance on your Business Credit Card. The interest varies for different transaction types: purchases and cash advances. When your payment is due and you pay less than the full balance then you will pay interest. Interest charges (or finance charges) are calculated based on the average daily balance multiplied by the monthly interest rate. Please refer to your Business Credit Card statement to find out what your average daily balance is.
- 4. How do I make payments on my Business Credit Card?**
The easiest and most convenient way can be through HSBCnet, your online banking solution. Additionally, you can use the ATM or visit any branch.
- 5. When is my Business Credit Card payment due?**
The Business Credit Card payment is due on the 15th of every month.
- 6. Are there any fees if I pay my Business Credit Card late or if I go over my credit limit?** Yes, there are fees associated with both. A \$35 late fee is charged for not making a payment by the payment due date or if the payment made is less than the minimum required payment for that month. You are also charged \$35, per transaction, for going over your credit limit.
- 7. How can I request a credit limit increase?**
Speak with your HSBC Representative or a Relationship Manager to discuss a credit limit increase.
- 8. Can I get a cash advance from my credit card?**
Yes, as long as you have a PIN for your credit card. If you don't have a PIN, you can request one through the call center at +1 441 299 5518.

10. **How can I request a replacement card?**

If your credit card is lost or stolen, you can call us at +1 441 299 5518 or speak with your HSBC Representative or a Relationship Manager, to replace your card.

11. **How do I improve the experience of using my credit card while travelling?**

We recommend that you contact the call center on +1 441 299 5959, to advise us prior to travel with details of the country you are visiting. Please note that the travel notice does not guarantee payment acceptance as certain activity may still trigger fraud alerts. Please be sure to provide a phone number so that we can contact you during your travel.

12. **What additional benefits come with the Business Credit Card?**

Emergency Card Replacement/Emergency Cash, Lost/Stolen Card Reporting, Visa Travel Information Services, Travel Accident Insurance (Up to \$250k) and Auto Rental Insurance "Worldwide". Speak with your HSBC Representative or a Relationship Manager for any additional details.