



General Promotional Terms and Conditions of HSBC Premier Exclusive Saturday UK Visa Premium Service

1. **"Promotion Period"** is defined as 26 July 2025 – 30 August 2025 (both days inclusive).
2. **"Eligible Customer"** is defined as customers of HSBC Premier, HSBC Premier Elite, and HSBC Global Private Banking customers of the The Hongkong and Shanghai Banking Corporation Limited in the Hong Kong Special Administrative Region.
3. **What is the offer:** During the Promotion Period, Eligible Customer can enjoy exclusive complimentary services (the **"Offer"**) provided by VFS Global Services Hong Kong Pvt Ltd (the **"Partner"**) on Saturday mornings (9:00am-12:00pm) including:
 - a. Premium lounge access at Visa Application Centre
 - b. Document Upload Assistance
 - c. Document Checking Service
 - d. Notification Service
 - e. Courier Return Service (within HK only) including insurance of an additional payout of USD 500 (equivalent) per passport in the event of document damage or loss during transportation.
4. The Offer is transferrable to Eligible Customer's immediate family member (**"Delegates"**)
5. The Offer will be given to the Eligible Customer or the Delegates of the Eligible Customer and can be redeemed at the UK Visa Application Centre in Hong Kong. To redeem the Offer, Eligible Customer must first book appointment themselves on the Partner's website and then send an email to UKVAC_HK@vfsglobal.com to confirm the Saturdays timeslot, after the completion of the online application on the official UK Visas and Immigration website and pay the visa fees. When making appointment, Eligible Customer must follow the standard email format on HSBC Premier website (Visit the HSBC HK Website > "HSBC Premier" page > "See all rewards and offers" page> "Global Education").
6. Eligible Customers are encouraged to make an appointment for the Offer 7 days in advance to ensure availability.
7. All bookings are subject to confirmation. Eligible Customers will receive a confirmation email by the Partner once their booking is successfully processed.
8. The dedicated VFS Global mailbox (UKVAC_HK@vfsglobal.com) is for appointment booking-related enquiries only. Eligible Customer is required to contact UK Visas and Immigration separately in case of other enquiries.
9. The Eligible Customer or the Delegates may be asked to present the HSBC Premier ATM Card or HSBC Premier Credit Card or Mobile Banking App screen at the request of the Partner prior to enjoying the offers.
10. Offer is offered on a first-come-first-served basis and subject to the availability.
11. Each Eligible Customer can enjoy the Offer for a maximum of 2 visa applications during the Promotion Period.
12. The Hongkong and Shanghai Banking Corporation Limited, Hong Kong (and its successors and assigns) (the "Bank" or "HSBC") reserves the right to change these



Promotional Terms and Conditions at any time and the Offer may be withdrawn or terminated by the Bank at its discretion without prior notice. The Bank accepts no liability for any such change, withdrawal and / or termination.

13. The Bank is not responsible for the quality of the Offers, and have no control over the scope of services provided by the Partner to the Eligible Customer, and the Bank is not liable for any costs, losses or damages sued by the Eligible Customer for the use of the services. The use of the Partner's services is subject to the Partner's Terms and Conditions. Eligible Customers should refer to the Partner for details.
14. No person other than the Eligible Customer and the Bank will have any right under the Contracts (Rights of Third Parties) Ordinance to enforce or enjoy the benefit of any of the provisions of these terms and conditions.
15. In the event of any dispute arising out of this promotion, the decision of the Bank shall be final and conclusive.
16. Where there is any discrepancy or inconsistency between the Chinese and English versions of these terms and conditions, the English version shall apply and prevail.
17. The offer under this promotion is provided subject to the prevailing regulatory requirements.
18. These terms and conditions are governed by and construed in accordance with the laws of the Hong Kong Special Administrative Region.