

DoorDash and Spotify Promotional Offers November 15, 2020 – February 15, 2021

Frequently Asked Questions

1. Who is eligible for this offer?

Customers who have the following credit cards issued by HSBC Bank Canada will qualify for this offer:

- HSBC Jade World Elite Mastercard
- HSBC Premier World Elite Mastercard
- HSBC World Elite Mastercard
- HSBC Premier World Mastercard
- HSBC Premier Mastercard

2. What is the promotion and which merchants are participating?

HSBC Bank Canada (HSBC) is offering customers who have any of the above mentioned qualifying credit cards the following promotional offers from November 15, 2020 to February 15, 2021:

- Order from [DoorDash](#) and get 30% of the purchase amount back as statement credit. The value of statement credit per month cannot exceed \$10.50.
- Get reimbursed for the equivalent of up to 3 months' [Spotify](#) subscription as statement credit(s), up to a maximum of \$9.99 per month.

For detailed Terms and Conditions click [here](#).

3. What are the qualifying criteria?

To be eligible to receive statement credits, you have to meet one of the following requirements:

1. Be a **new Spotify or DoorDash user**, and use any of the qualifying credit cards listed above **or**
2. If you're using another financial institution's card when paying these merchants, you **switch** to one of the qualifying HSBC credit cards **or**
3. You're an existing Spotify or DoorDash user, and the last time you made a Spotify or DoorDash transaction using one of the qualifying HSBC credit cards was:
 - On or before August 14, 2020 — then you will be eligible to receive statement credits if you use your Qualifying Card to make your next Spotify or DoorDash transaction between November 15, 2020 and February 15, 2021.
 - Between August 15, 2020 and September 14, 2020 — then you will be eligible to receive statement credits if you make your next Spotify or DoorDash transaction between December 15, 2020 and February 15, 2021.
 - Between September 15, 2020 and October 14, 2020 — then you will be eligible to receive Statement Credits if you make your next Spotify or DoorDash transaction between January 15, 2021 and February 15, 2021.

You will not be eligible to receive statement credits if the last time you used a qualifying HSBC credit card to make a Spotify or DoorDash transaction was less than or equal to 90 days before February 15, 2021. For detailed Terms and Conditions click [here](#).

4. For example, would I be eligible to receive statement credits if the last time I used my qualifying HSBC credit card for Spotify or DoorDash was on October 14, 2020?

Yes, you would be eligible to receive the following statement credits:

- for the transactions you make between January 15, 2021 and February 15, 2021
- for the transactions you make between February 15, 2021 and March 15, 2021, and
- for the transactions you make between March 15, 2021 and April 15, 2021.

The statement credits would be posted to your account within 60 days after you made the applicable Spotify or DoorDash transaction.

5. What do I need to do to benefit from this offer?

- Visit spotify.com/ca or doordash.com to select subscription plans or delivery options.
- Use your qualifying HSBC credit card to pay for any purchases at either or both of these merchants.

6. How will I receive the statement credits?

The statement credits will be automatically credited to your credit card account within 60 days from the date of you made the eligible DoorDash or Spotify transaction.

7. I met the criteria but I didn't receive the Statement Credit.

Visit the [Contact Us](#) page for ways to reach us and one of our HSBC Canada customer service representatives would be happy to help.

8. Can I purchase multiple Spotify subscriptions using my qualifying HSBC card and get multiple statement credits?

The statement credits are limited to a monthly maximum amount of \$9.99 for all Spotify subscriptions. You won't receive any additional statement credits if you have a subscription that costs more than \$9.99 per month or if you have multiple Spotify accounts. The maximum statement credit amount you can receive will be \$9.99 per month.

9. Do I have to use a particular website/application to purchase any of these subscriptions to be eligible for the cashback offer?

No, you can make purchases with both DoorDash and Spotify using their websites or mobile apps. Just make sure to use your qualifying HSBC credit card for the purchases so you receive statement credits. For detailed Terms and Conditions click [here](#).