

# Credit Card revised services and support during Covid-19 outbreak

24 April 2020

The current sanitary curfew situation, the suspension of mailing services by the Mauritius Post Office and the closure of branches have impacted a number of credit card services. We have implemented some measures and recommendations below to assist you during this period.

## Expired / Expiring Credit Cards

To enable you to continue paying for your purchases in store or online, we have extended the validity of all our credit cards expiring in March, April and May 2020 for a further 2 months. So even if the expiry date on the card has passed, you will still be able to use them as before except for cash advances on ATMs.

## Credit Card and PINs

In case of emergency or absolute necessity, you may request to collect your new or renewed credit card and PIN at any of the following branches: Curepipe, Rose Hill, Flacq and Place d'Armes, Port Louis from 10 a.m. to 1p.m. during weekdays. We kindly request you contact us 2 working days in advance to make the necessary arrangements for the card to be available.

## Credit Card upgrade

We will resume upgrade of Visa Gold credit card to Visa Platinum credit card as soon as the situation gets back to normal.

## Credit Card repayment

If you do not use direct debit to [repay your credit card](#), you may settle balance due as follows:

- ◆ transfer funds from any other bank account through Internet Banking/Mobile Banking (as available) or at their counters. Your credit card will be credited on the next working day.
- ◆ deposit cash at any of the following branches: Curepipe, Rose Hill, Flacq and Place d'Armes, Port Louis from 10 a.m. to 1p.m. during weekdays.

## Balance and statement enquiries

If you are registered to [HSBC Personal Internet Banking](#), you can access your statement online or alternatively you can call us for assistance. Balance enquiries can also be made on HSBC ATMs.

## Card fees

There will be no credit card late payment and overlimit fee applied till 30 June 2020.

## Credit Card Rewards Programme

We are unfortunately unable to process Rewards programme redemption and provide vouchers until further notice.



## **We are here to help**

For any queries, please contact us from 8.00a.m till 4.00 p.m. by:

- ◆ Calling on 800 1234 (local) or +230 403 0750 (international)
- ◆ Email on [hsbcmauritius@hsbc.co.mu](mailto:hsbcmauritius@hsbc.co.mu)

Whilst we endeavour to resume with mailing of credit card, PINs and statements as soon as the postal services restart, please note that there may be delays given the current circumstances. As the situation evolves, we will make further announcements through our [website](#).