



FAQs

1. What benefits have been upgraded?

Effective from June 2, 2018, all American Express Platinum Credit Card members have the option to redeem Frequent Traveler Program Rewards and will now earn more points with the same spending.

Enhanced Membership Rewards earn rate: HK\$1 = up to 3 points

2. Where can I enroll for the enhanced earn rate?

There is no enrollment needed. Keep using your American Express® Platinum Credit Card to enjoy the enhanced earn rate.

3. I have already enrolled in the Membership Rewards® Turbo program. Will my fee be refunded?

If you have not reached the spending cap (i.e. HK\$160,000) of your current year's *Turbo* program, the fee paid for your current year's *Turbo* program will be refunded on a pro rata basis within 8 – 12 weeks after the new earn rate's effective date. If you have reached the spending cap (i.e. HK\$160,000) of your current year's *Turbo* program, the fee paid for your *Turbo* program will not be refunded.

4. Is the Turbo program still applicable to the American Express Platinum Credit Card?

No. With a better earn rate for the American Express Platinum Credit Card, the Turbo program will no longer be applicable to the American Express Platinum Credit Card from June 2, 2018 onwards.

5. When can I start enjoying the enhanced earn rate?

The enhanced earn rate will take effect from June 2, 2018.

6. I have another Basic Card in my Membership Rewards Program Account, what is the earn rate of that Card?

The other Basic Card(s) linked to your Membership Rewards Program Account will enjoy the Basic Program earn rate (i.e. HK\$1 = 1 point), or the earn rate of the specific Rewards Program of that Card(s), if applicable.

