

FINAL

Under embargo until 00:01am on 16 June 2021

## **M&S CLUB REWARDS NOW AVAILABLE**

- Customers will benefit from free unlimited next-day delivery on M&S.com shopping
  - Reward points on M&S shopping and overseas spend
- M&S vouchers - including £45 clothing & home vouchers, £20 Christmas voucher, and an M&S foodhall voucher to buy a birthday treat or meal
- £30 M&S voucher welcome offer available for new M&S Credit Card Reward Offer customers

M&S Club Rewards, the new rewards membership for M&S Credit Card customers, is now available to new customers. Developed based on customer feedback, M&S Club Rewards offers a range of new and more digitally-focused benefits and rewards, which reflect changes in the way customers are choosing to shop and spend, with more opportunities to earn points, and greater flexibility to use the rewards received.

### **Making M&S shopping more rewarding:**

M&S Club Rewards benefits include free next-day online delivery on M&S.com shopping\*, as well as reward points on M&S shopping - three points for every £1 spent in M&S (in-store and online)\*\* – equivalent to three per cent cashback. Customers will also receive £45 in M&S clothing and home vouchers – sent as three £15 Clothing & Home vouchers – with a £20 clothing and home voucher to use at Christmas, plus a £12 M&S food voucher to buy a birthday meal or treat. M&S Club Rewards customers can also enjoy 32 hot drinks vouchers for use in the M&S café throughout the year – with no value limit per voucher.

### **Reward points for spend abroad:**

Existing customers said they like to use their M&S Credit Card when making purchases abroad, and plan to do so again as soon as they're ready to travel internationally. With this in mind, M&S Club Rewards has been developed to also reward customers for international spend, with three points awarded for every £1 spent abroad on purchases made in the local currency using the M&S Credit Card, equivalent to three per cent cash back in reward points (the same value as a non-sterling transaction fee).

### **Reward points for spend elsewhere:**

In addition to earning reward points on M&S spend, and purchases abroad, M&S Club Rewards customers will also earn 1 point for every £5 spent outside of M&S.

100 reward points is worth £1 in M&S vouchers – points are automatically converted in to M&S vouchers and sent out to customers each quarter.

### **Evolving the reward card offering:**

M&S Club Rewards is an evolution of M&S Bank's previous Premium Club reward credit card offering and has been developed based on insight from hundreds of M&S customers. The M&S shopping vouchers (worth almost £80) and M&S hot drinks vouchers (worth c. £88 per year) provide customers with a combined £168 to spend in M&S – plus free next-day online delivery for M&S purchases - and three M&S points for every £1 spent on M&S shopping and on overseas spend using the M&S Credit Card - all for a fee of £10 per month.

### **Accessible Cards:**

New M&S Club Rewards customers will receive a newly-designed credit card, which incorporates braille markings for ease of identification for blind and partially sighted customers, as well as a notch cut out on the right hand side to help customers insert them into ATMs and PIN pads the right way. These features are also included on the card for the M&S Rewards Credit Card Offer.

## **Welcome offer for new customers:**

From today, M&S will be launching a new 'This is not Just' campaign across its stores to support the transformation of its credit card offer that is now 'bursting with rewards'. With the first M&S credit card launched 18 years ago, its unique reward offer has resulted in millions of cardholders across the UK. As part of the campaign, new customers will receive a £30 M&S voucher when they take out and use the M&S Credit Card Reward Offer. Customers can sign up in store direct from their mobile via a QR code.

Paul Spencer, CEO, M&S Bank, said: "In developing M&S Club Rewards, we've been listening to our customer's feedback over the last year and we've refreshed our reward card offering to reflect changes in the way customers are choosing to shop, with a range of new benefits, including free online delivery on M&S purchases and reward points for overseas spend. These changes will provide customers with more opportunities to enjoy even more of M&S and with greater flexibility to enjoy the vouchers they receive."

Kirsty Ward, Director of Bank and Services, M&S, said: "This is not just a credit card – it's a 'bursting with rewards' M&S credit card. Our M&S Credit Card program is unique and enjoyed by millions of customers and M&S Club Rewards offers even more for those who love M&S. This marks the latest step in our transformation to deliver truly rewarding payment experiences for our customers."

Existing Premium Club customers had early access to M&S Club Rewards, after the product transferred to M&S Club Rewards in May.

For more information, visit the M&S [Club Rewards page](#).

**-ENDS-**

## **Notes to editor**

\*M&S.com delivery is usually charged at £4.99 each order. This will not apply to food, hampers, wine, flowers, furniture and items described as on sale or as part of any offer.

\*\*M&S Credit Card customers receive 1 point for every £1 spent in M&S, with M&S Club Rewards customers receiving an additional 2 points per £1 spent in M&S. As a result, M&S Club Rewards customers receive a total of 3 points per £1 spent in M&S.

M&S Credit Card Rewards Offer customers receive 2 points for every £1 spent in M&S for the first 12 months. As a result, M&S Club Rewards customers who have the M&S Credit Card Rewards offer will receive a total of 4 points for the first 12 months.

## **For £10 a month, M&S Club Rewards customers receive:**

- 3 points per £1 spent in M&S – in-store and online using the M&S Credit Card (or 4 points per £1 spent for the first 12 months if using the M&S Credit Card Rewards Offer)
- 3 points per £1 spent abroad on purchases made in the local currency using the M&S Credit Card
- Unlimited free next day delivery on M&S.com (exclusions apply)
- 3 x £15 Clothing & Home vouchers

- 32 hot drink vouchers – worth c.£88
- £20 Christmas Clothing & Home voucher
- Birthday Treat (£12 M&S food voucher)

M&S Club Rewards is exclusively available to any M&S Credit Cardholder. If customers do not hold an M&S Credit Card, they will need to successfully apply for one before they open M&S Club Rewards.

#### **M&S Credit Cards:**

- **M&S Credit Card Rewards Offer** – Double M&S points on all M&S shopping for the first 12 months (2 points per £1 for first 12 months, then 1 point per £1 thereafter), 0% on shopping for 12 months and 0% on balance transfers for 12 months, available for 90 days from account opening (2.9% fee applies, minimum £5). Representative APR 19.9% variable.
- **M&S Credit Card Transfer Plus Offer** – 0% on balance transfers for 29 months, available for 90 days from account opening (2.75% fee applies, minimum £5) and 0% on shopping for three months. Representative APR 21.9% variable.
- **M&S Credit Card Shopping Plus Offer** – 0% on purchases for 20 months and 0% on balance transfers for 20 months, available for 90 days from account opening (2.9% fee applies, minimum £5). Representative APR 21.9% variable.

#### **For more information about M&S Bank, please contact:**

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#### **About M&S Bank**

M&S Bank (the trading name of Marks & Spencer Financial Services plc) launched in 2012 on the foundations of M&S Money, which was established in 1985 as the financial services division of Marks and Spencer plc. In November 2004, HSBC bought 100 per cent of the share capital of Marks and Spencer Retail Financial Services Holdings Limited.

Today, M&S Bank operates as a joint venture arrangement between HSBC and Marks & Spencer, however, M&S Bank has its own banking licence and its own Board.

M&S Bank offers a broad range of financial products, including the M&S Credit Card, and a range of loans, savings and general insurance products, while its travel money offering boasts one of the widest ranges of currencies available on the high street.

#### **HSBC UK**

HSBC UK serves around 14.5 million customers in the UK and employs approximately 32,000 people. HSBC UK offers a complete range of personal, premier and private banking services including bank accounts and mortgages. It also provides commercial banking for small to medium businesses and large corporates. HSBC UK is a wholly owned subsidiary of HSBC Holdings plc.