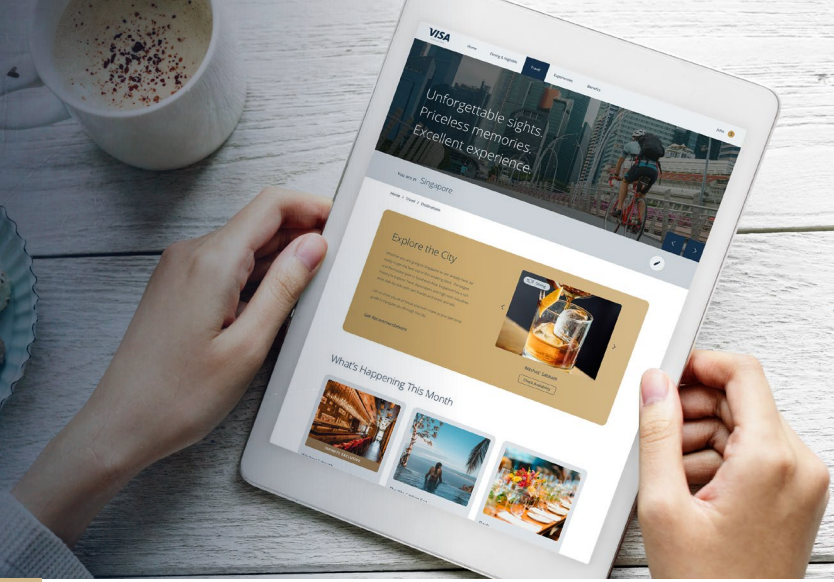


Fact Sheet

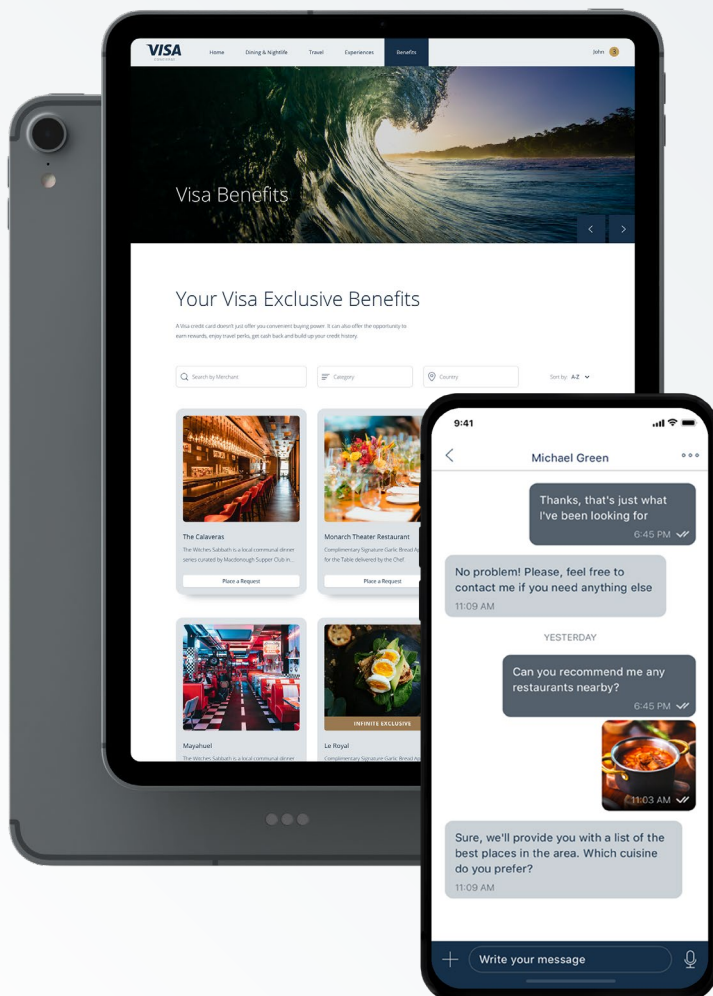
Welcome to Visa Concierge



Visa Concierge is a 24/7 digital personal assistant and lifestyle guide, allowing your customers to access extraordinary experiences each and everyday.

Customers can now make the most of:

- Seamless reservations for dining and staycations
- Recommendations for local activities and attractions
- Virtual events and outdoor experiences
- Assistance across healthcare, business and lifestyle services and much more



Designed with simplicity in mind – to put control of the extraordinary back in the hands of your customers.

1. 24/7 multichannel self-booking access via website, email, phone, live chat and Third-party chat apps*
2. Exclusive privileges, benefits and access to unique experiences
3. Recommendations, insider knowledge and 'off the beaten track' guides
4. Medical, lifestyle and business assistance

Social media chat supported via WhatsApp, LINE, and KakaoTalk in selected markets.



Features & benefits

Introduce your customers to a world of extraordinary experiences, with Visa Concierge.

Customers are in full control as they curate their own experiences, using the support of our expert team.



Dining

- Recommendations and preferential seating
- Get immediate confirmation for reservations via the self-booking platform
- Exclusive seasonal dining offers and privileges



Health & Medical Services*

- Dispatch of physicians
- Medical consultations and evaluations
- Emergency cash assistance and delivery
- Evacuation and repatriation
- Interpretation assistance



Entertainment & Experiences

- Boutique spa and wellness experiences
- Local tours, virtual tastings and demonstrations
- Priority online access to special events and shows
- Access to sporting events and experiences



Explore

- Recommendations and self-booking of local activities
- Self-book staycations
 - Visa Luxury Hotel Collection
 - Over 500,000 top hotels with Virtuoso and Expedia
- Chauffeured limo services for special occasions



Gifts & Shopping

- Special offers at favourite shopping sites
- Recommendations for gift ideas
- Virtual shopping assistant



Special Services

Business assistance:

- Source and book conference or meeting rooms

Home assistance:

- Deep cleaning and home sanitisation
- Pest control, electrical or plumbing maintenance

Roadside assistance:

- Roadside repairs
- Emergency towing

*Travel & Medical Services applicable when a customer travels more than 150km from their residence within their home country, or country of residence for periods not exceeding 90 consecutive days per trip. Please contact a Visa Concierge consultant for more information.

If you have more questions, please contact your Visa representative today.

We look forward to supporting you and your customers through this exciting new journey, making everyday extraordinary.

