



VISA INFINITE CONCIERGE SERVICES

Visa Infinite concierge is available 24 hours a day, 7 days a week to help you with your lifestyle needs. Wherever you are, at home or overseas, you have access to not only a host of lifestyle services, but also emergency assistance such as Card replacement, cash disbursement, and medical assistance.

- **Travel assistance**
Flight and hotel information, reservations and ticketing
- **Car rental and limousine service**
Information, referrals and reservations
- **Sports and entertainment assistance**
Information, referrals, and reservations for restaurants, health clubs, sporting events, golf, shopping and more
- **Pre-trip assistance**
Information on visas / passports, customs duties and foreign destinations relating to weather, currency exchange rates, language, time, ATM locations and more
- **Business services assistance**
Information on foreign protocol and assistance with services such as rental of conference rooms, computers, fax machines, translators and more
- **Flowers and gift assistance**
Information and assistance with various gift baskets and floral arrangements

Visa Infinite Concierge Toll-Free Contacts

Country	Toll-free Number
Austria	0800 293 083
Belgium	0800 784 64
Canada	1 866 639 1910
China	1 0800 440 0083 (South) / 10800 744 0083 (North)
France	0800 908 852
Germany	0800 1822 809
Hong Kong	800 901 869
Italy	800 781 767
Malaysia	1800 803 006
Netherlands	0800 023 2963
New Zealand	0508 600 100
Singapore	1800 823 2049
Spain	900 948 965
Switzerland	0800 835270
Thailand	001 800 441 1248
United Kingdom	0800 169 5187
United States of America	1866 765 9643

You can also get in touch with the Visa Infinite Concierge by placing a collect call to Tel: 612 9221 0422 through an international call operator

Global Card Assistance Service (GCAS)

This comprehensive customer services program with multilingual support is available to all Visa Infinite Cardmembers when you are overseas. GCAS Customer Service Executives, who are familiar with local country requirements, government rules and regulations, telecommunication infrastructure & language, offer a seamless implementation of services with their extensive network of service providers and delivery systems.

GCAS core services are:

Lost / Stolen Card reporting

When you report the theft or loss of your Visa Infinite Card, your account number (if available) will be immediately blocked, and a notification will be sent to your bank for further action.

Emergency Card replacement

Receive a temporary replacement Card to cover your travel needs.

Emergency cash disbursement

Receive advance cash to cover your travel needs.

For additional information, visit www.visainfinite-asia.com