

The logo consists of the letters 'HNB' in a bold, black, sans-serif font. The letter 'H' has a yellow square in its upper right quadrant and a blue square in its lower left quadrant. The letter 'N' has a yellow triangle in its upper right quadrant and a blue triangle in its lower left quadrant. The letter 'B' has a yellow rectangle in its upper right quadrant and a blue rectangle in its lower left quadrant.

**HNB**

**YOUR PARTNER IN PROGRESS**

# Visa Concierge 2019

23<sup>rd</sup> January 2019

# Introduction to Visa Concierge

# Visa Concierge - Convenience in a click



- As a valued HNB Visa Signature or Visa Infinite Credit cardholder, you now have the pleasure of enjoying world-class services, at your fingertips.
- HNB is proud to be the first bank in Sri Lanka to launch the Visa Concierge Service through a secure and user-friendly mobile app.
- The new Visa Concierge app offer a real-time channel for cardholders to access services such as overseas hotel, flight and restaurant reservations, event ticket purchases, personalized requests and a host of other privileges.
- Visa Concierge is at your command 24 hours a day, 365 days of the year, to ease every single moment of your day. It opens the doors to the most extraordinary things life has to offer, from travel or dinner reservations to assistance on demand, and much more.

# Supported Services List

General pre-departure travel services	<ul style="list-style-type: none"> <li>Passport, visa and immunization</li> <li>Foreign currency exchange rates</li> </ul>	<ul style="list-style-type: none"> <li>Embassy and Consular referrals</li> <li>General information on local customs</li> </ul>	<ul style="list-style-type: none"> <li>General information on business etiquette</li> <li>Travel advisories and customs information</li> </ul>	<ul style="list-style-type: none"> <li>General information on tax regulations</li> <li>Out of country security requirements</li> </ul>
Travel and Personal Assistance services	<ul style="list-style-type: none"> <li>Emergency cash assistance</li> <li>Emergency cash delivery</li> </ul>	<ul style="list-style-type: none"> <li>Emergency bail assistance</li> <li>Legal referrals</li> </ul>	<ul style="list-style-type: none"> <li>Interpretation assistance</li> <li>Urgent Message Relay</li> </ul>	<ul style="list-style-type: none"> <li>Luggage assistance</li> </ul>
Medical Travel Emergency Services	<ul style="list-style-type: none"> <li>Medical consult, evaluation and travel recommendations</li> <li>Medical referral</li> </ul>	<ul style="list-style-type: none"> <li>Dispatch of physicians</li> <li>Medical repatriation</li> <li>Emergency medical evacuation</li> </ul>	<ul style="list-style-type: none"> <li>Return of mortal remains</li> <li>Transport of family member</li> </ul>	<ul style="list-style-type: none"> <li>Escort of dependent children</li> <li>Prescription transfer/shipping</li> </ul>
Travel Services	<ul style="list-style-type: none"> <li>Weekend Getaways</li> <li>Vacation Planning – flights, cruises, and hotel reservations</li> <li>Customized Itineraries &amp; Access to Exclusive Bookings</li> <li>Transportation Arrangements (domestic and abroad)</li> </ul>	<ul style="list-style-type: none"> <li>Meet &amp; Assist Ground Handling</li> <li>Translators and Tour Guides (Standard &amp; Custom)</li> <li>Tickets to Performing Arts and Events Away from Home</li> </ul>	<ul style="list-style-type: none"> <li>Pre-purchase tickets to museums, art galleries, historical locations where reservations/tickets required, amusement parks, etc.</li> <li>Air travel information and reservation service</li> </ul>	<ul style="list-style-type: none"> <li>Hotel information and reservation service</li> <li>Car hire information and reservation service</li> <li>Destination information, guides, and personalized itineraries</li> <li>Travel and Vacation Planning</li> </ul>
Lifestyle Services	<ul style="list-style-type: none"> <li>Referrals and reservations relating to the following all of these benefits need to be available for the major gateway cities in each region.</li> <li>Culinary and Restaurants</li> <li>Sports and recreation</li> <li>Arts and Culture</li> <li>Entertainment (Party planning and clubs)</li> <li>Live event access (Sports, Theatre and concerts)</li> </ul>	<ul style="list-style-type: none"> <li>Fitness and Lifestyle (Spa, wellness, sports clubs, personal trainers)</li> <li>Shopping (Gifts, personal shopping, floral)</li> <li>Business Support including: <ul style="list-style-type: none"> <li>Conference co-ordination, including but not limited to venue booking and equipment rental</li> </ul> </li> <li>Translators and Local Protocol/Etiquette Information</li> <li>Equipment &amp; office rentals and support services</li> </ul>	<ul style="list-style-type: none"> <li>Special events</li> <li>Event Tickets</li> <li>Access to Sold out Shows/ Exclusive Invitation Only Events</li> <li>Performing Arts Events</li> <li>Backstage Passes</li> <li>Nightclub Reservations</li> <li>Movie Tickets</li> </ul>	<ul style="list-style-type: none"> <li>Amusement Park Passes &amp; Arrangements for Personalized Amusement Park experiences</li> <li>Sports Rental Equipment</li> <li>Traditional Sports (Polo, motorsports, other racquet sports, sailing, etc.)</li> <li>Car Rentals (typical &amp; luxury)</li> <li>Enrollment to airport lounge/ airline/ hotel rewards program</li> </ul>
Personal Services	<ul style="list-style-type: none"> <li>Spa, Gym, Health Club and Salon Appointments</li> <li>Personal Training</li> <li>Automotive Repair</li> <li>Errand Running</li> </ul>	<ul style="list-style-type: none"> <li>Car Washing and Detailing</li> <li>Dry Cleaning and Laundry</li> <li>Cleaning Lady / Maid / Butler services</li> <li>Lunch and Dinner Delivery</li> </ul>	<ul style="list-style-type: none"> <li>Locate Hard-to-Find Items</li> <li>Pet Services (hotel, walking, trainers, groomers, spa services)</li> <li>Personal Organizers</li> </ul>	<ul style="list-style-type: none"> <li>Personal Shoppers</li> <li>Realtors</li> <li>Courier Services</li> <li>Security</li> </ul>
Special Occasions	<ul style="list-style-type: none"> <li>Gift Recommendations, Acquisition &amp; Delivery</li> <li>Flower Delivery</li> <li>Reminder Service</li> </ul>	<ul style="list-style-type: none"> <li>Birthday Parties &amp; Holiday Gatherings</li> <li>Wedding Proposals</li> <li>Anniversary Celebrations</li> </ul>	<ul style="list-style-type: none"> <li>Family and Class Reunions</li> <li>Decorations</li> <li>Bartenders, Servers, Caterers and Chefs</li> </ul>	<ul style="list-style-type: none"> <li>Photographers</li> <li>Guest Transportation</li> <li>Card Design, Creation &amp; Delivery</li> </ul>
Referrals and Appointment Setting	<ul style="list-style-type: none"> <li>Career Services</li> <li>Faxing, Copying Services</li> </ul>	<ul style="list-style-type: none"> <li>Housecleaners</li> <li>Pet Services</li> </ul>	<ul style="list-style-type: none"> <li>Moving and Relocation Services</li> <li>Decorating Services</li> </ul>	<ul style="list-style-type: none"> <li>Landscaping Services</li> <li>Schools / Private Schools</li> </ul>
Other Services	<ul style="list-style-type: none"> <li>Location and delivery of routine items</li> <li>Sourcing of difficult-to-find items</li> <li>Roadside Assistance services including emergency towing and repairs, repatriation of vehicle</li> </ul>	<ul style="list-style-type: none"> <li>Home Assistance services relating to electrical, plumbing, sanitary, locksmith, pest control and air conditioning assistance</li> <li>Knowledge &amp; Accessibility to Office Work Spaces for short term use</li> </ul>	<ul style="list-style-type: none"> <li>Conference Co-ordination, including but not limited to venue booking and equipment rentals</li> <li>Translation Services</li> </ul>	<ul style="list-style-type: none"> <li>Printing Services</li> <li>Etiquette Information/Local Protocol knowledge while traveling</li> <li>Equipment Rentals</li> </ul>

# Customer Journey

# Sign-up (Create an account)



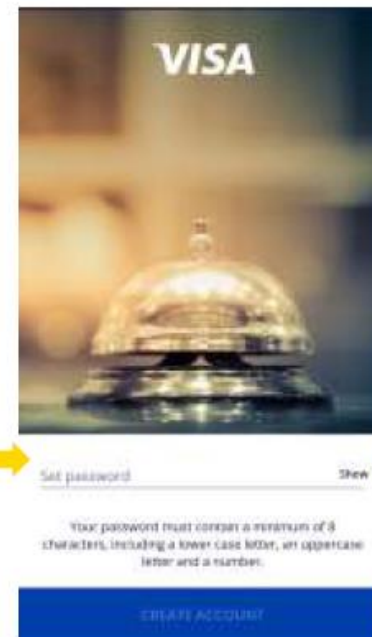
1- Download the Visa Concierge Mobile App



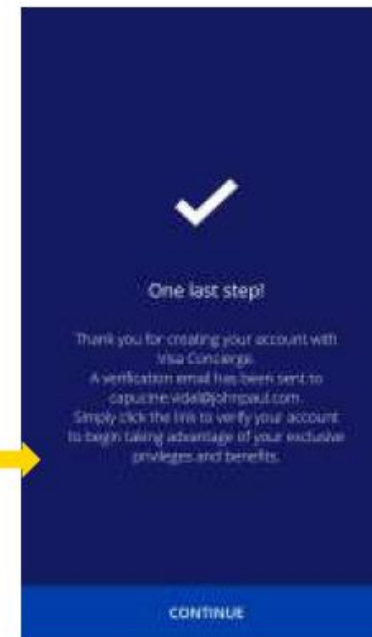
2 - After opening the app, click 'CREATE ACCOUNT'.



3 - Select the country in which your card was issued (Sri Lanka)



4 - Fill out your personal information.



5- Create a password.

6 - Verify your account in the email received. Once verified, you can sign-in to the app.

# Signing in to your new account



1- After opening the app, click 'SIGN IN'.



2- Fill out your email & password.

3- Click on 'SIGN IN'.



4 - You will be redirected to the homepage with an overview of highlighted offers.



# Get to know your Visa Concierge Mobile App

## Navigation menu:

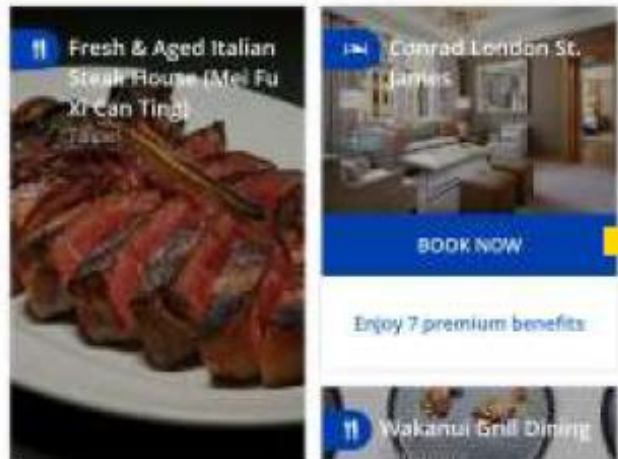
- Homepage
- Privileges
- Cities
- My requests
- ATM Locator
- My preferences
- My special dates
- My profile
- Settings
- How it works
- Terms & conditions
- Privacy Policy
- Sign out



## Recommended for you



## New this month



## Bell menu:

- Email your Concierge
- Chat with your Concierge
- Call your Concierge
- Visa emergency contact

## Context box:

- Exclusive highlight of selected privileges on the main homepage

## New this month:

- Display of new offers added that month

# Get to know your Visa Concierge Mobile App - Privileges



A world of privileges in Tokyo

Change

Discover privileges in different cities

There are 4 categories you can explore:

- Wine & Dine
- Travel
- Golf
- Lifestyle

Wine & Dine Travel Golf Lifestyle



Enjoy 2 exclusive privileges

Click on the merchant to make a booking

Enjoy 2 exclusive privileges

Can't find what you are looking for?  
Ask your Concierge

# Get to know your Visa Concierge Mobile App - Cities



1- Select the city you want to explore.

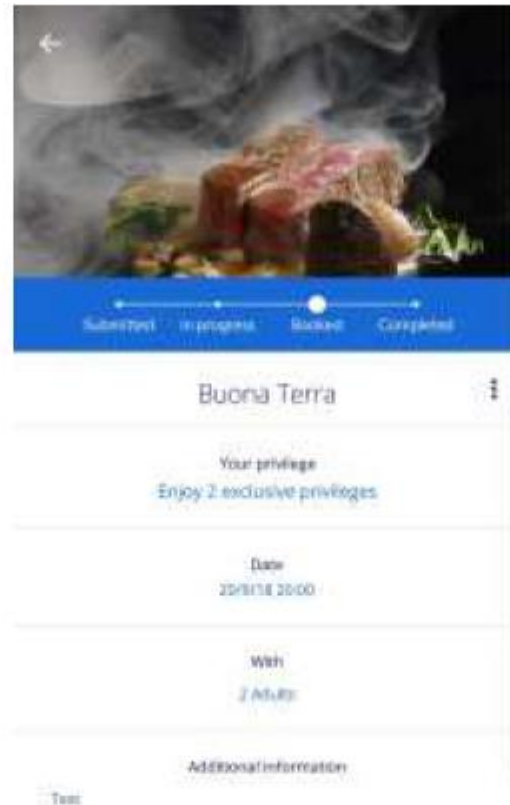


2- Explore the recommendations (Museums/ Restaurants/ Hotels suggestions)

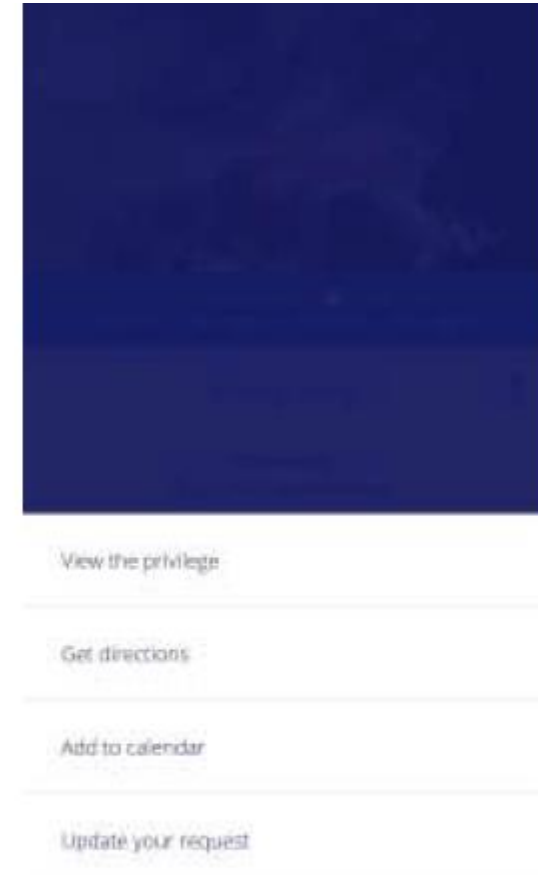
# Get to know your Visa Concierge Mobile App – My Requests



An overview of all your requests and status.  
(Submitted / booked / completed / cancelled)



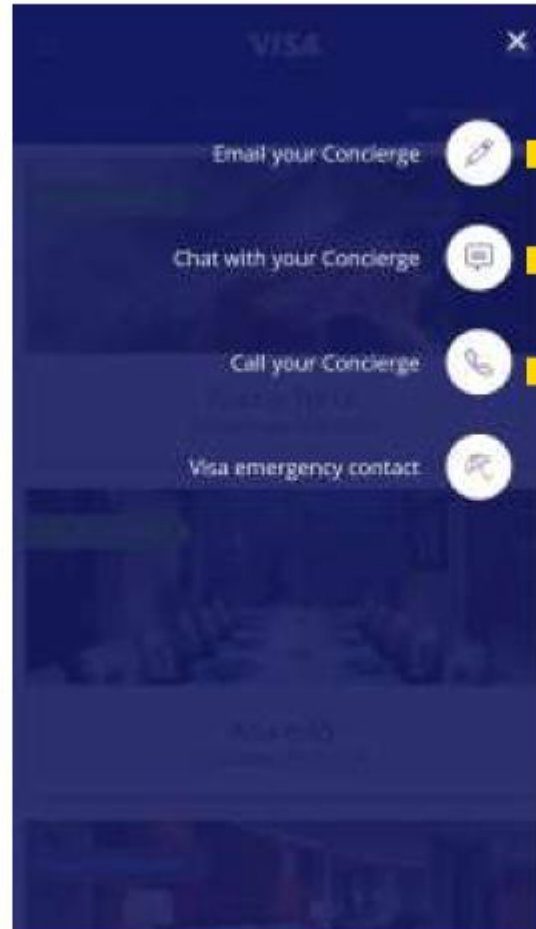
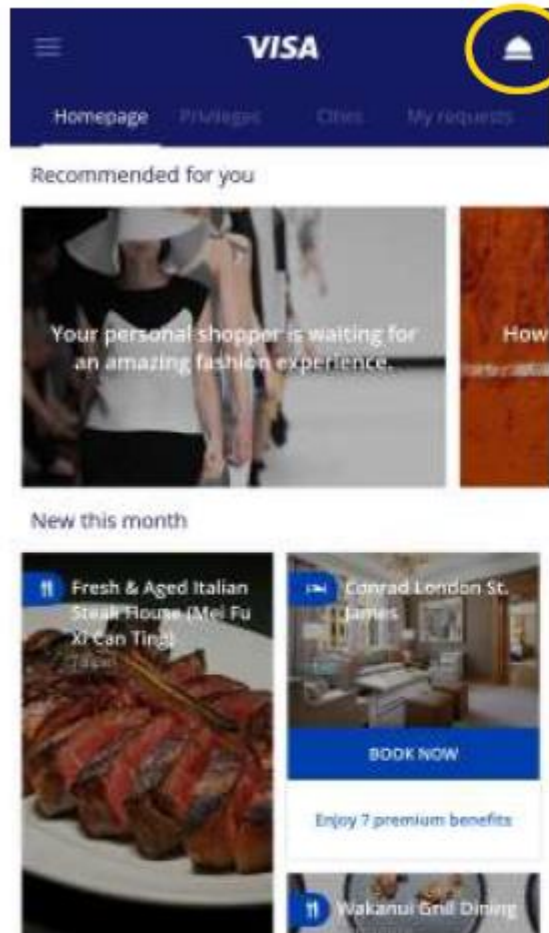
Click on a request to view full details.



Click on the menu displayed to:

- View the privilege
- Get directions
- Add it to your calendar
- Update your request

# Get to know your Visa Concierge Mobile App – Bell Menu



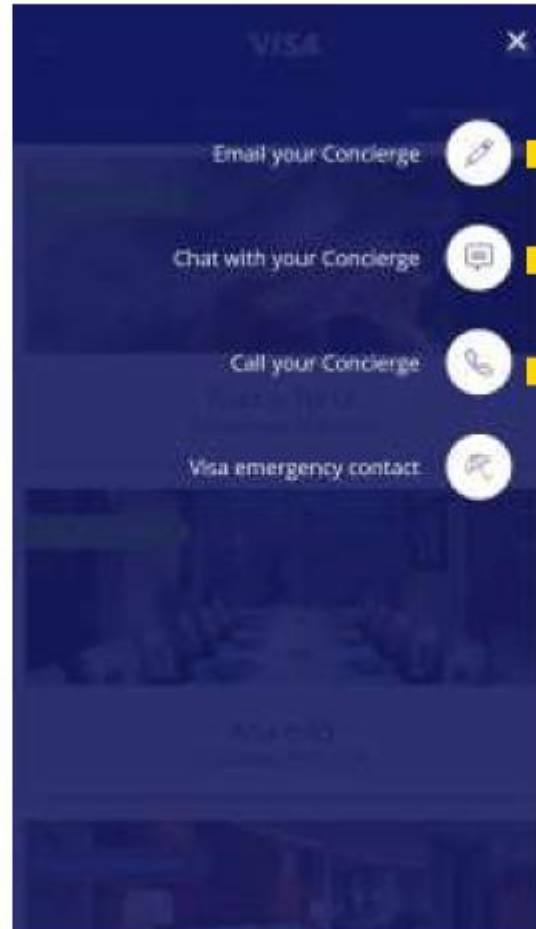
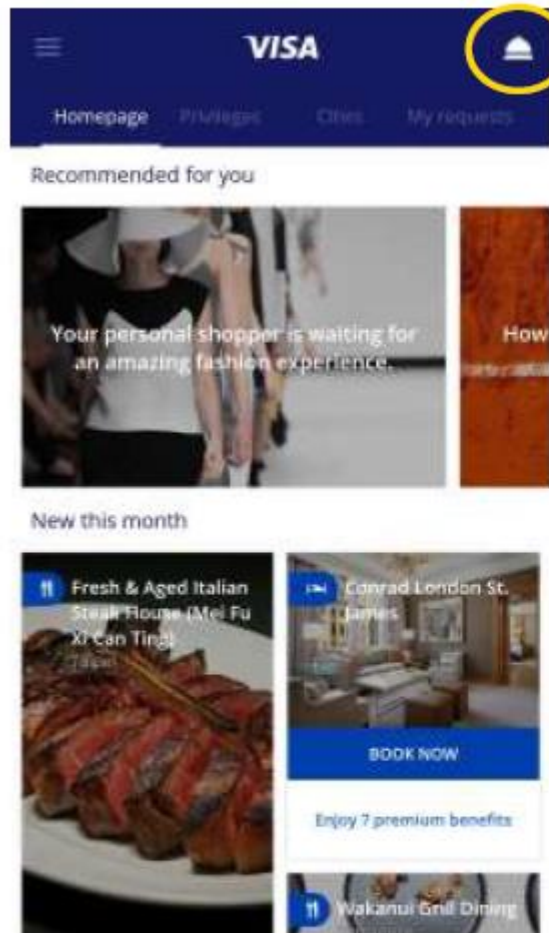
Email a request to your concierge

Chat with your concierge

Call your concierge

If you need assistance, you can click on the bell menu anytime and contact our Concierge.

# Get to know your Visa Concierge Mobile App – Bell Menu



Email a request to your concierge

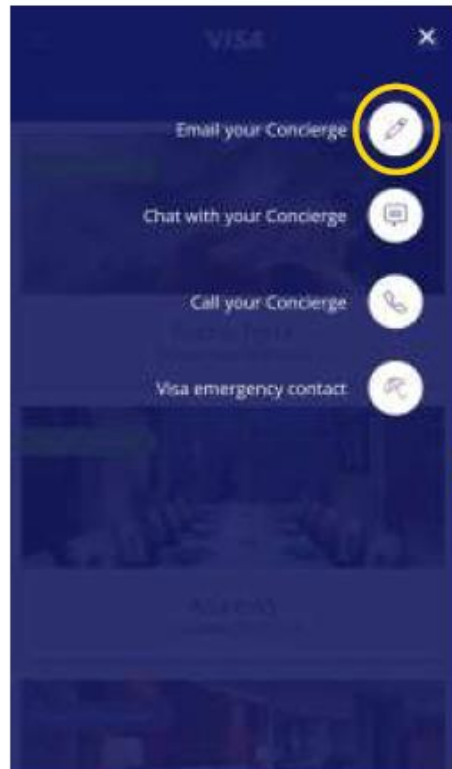
Chat with your concierge

Call your concierge

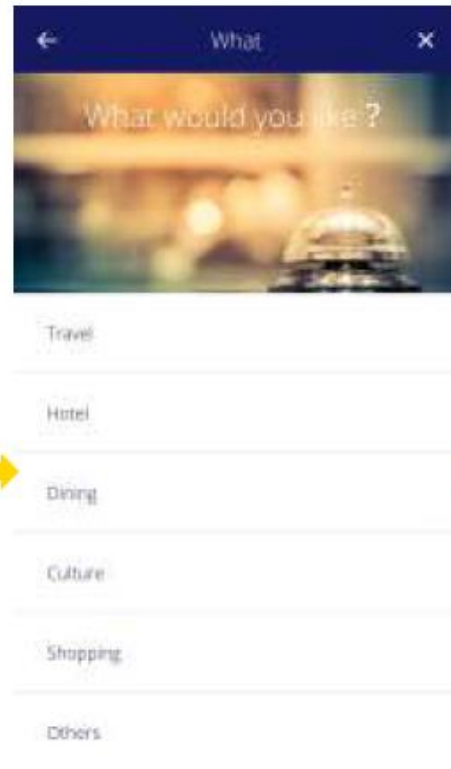
If you need assistance, you can click on the bell menu anytime and contact our Concierge.

# Get to know your Visa Concierge Mobile App – Bell Menu

Make a request (Email your concierge)



1- Click on the bell menu and select 'Email your Concierge'



2- Select the category of your request



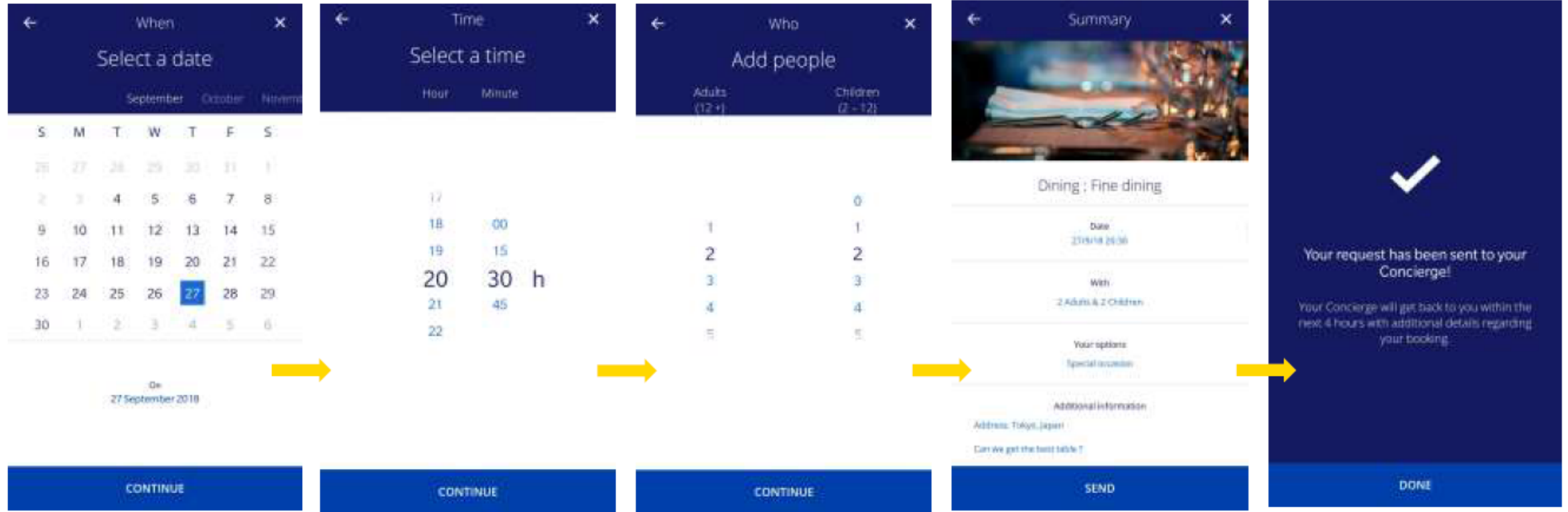
3- Select the subcategory of your request



4- Choose a location/ address

# Get to know your Visa Concierge Mobile App – Bell Menu

Make a request (Email your concierge)



5- Select a date

6- Select a time

7- Select the number of people

8- View the summary of your request

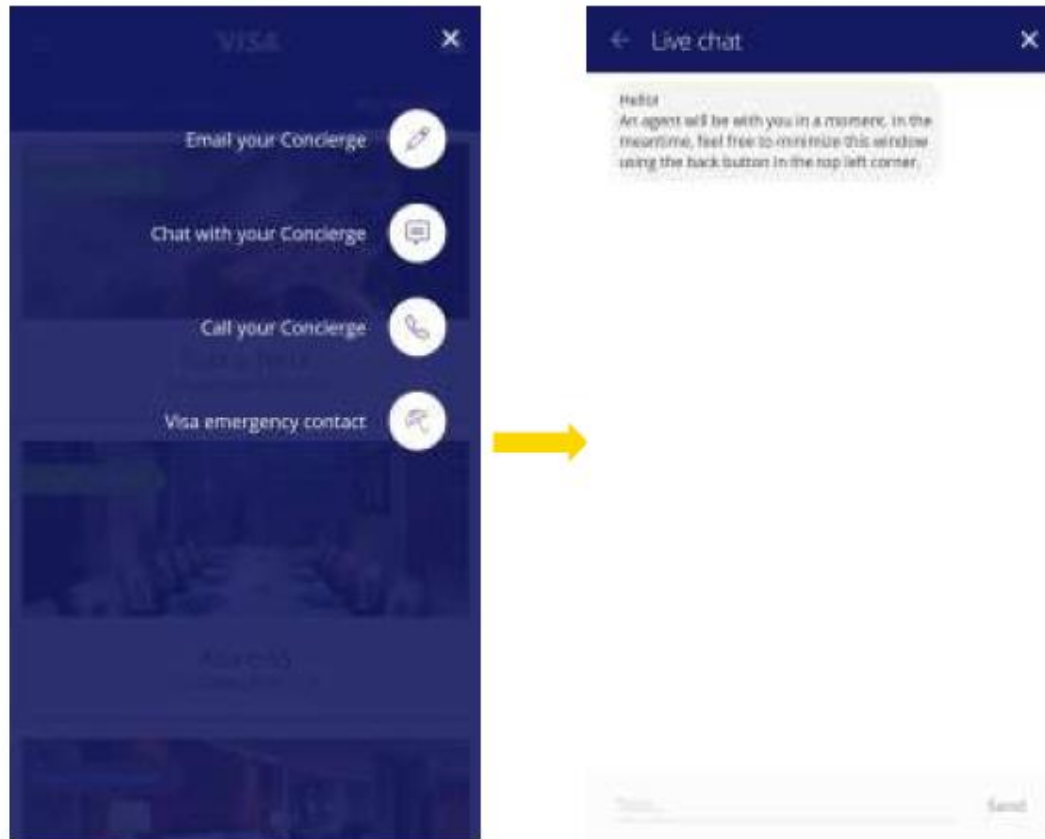
9- Your request is confirmed and will be handled by the Concierge team



# Get to know your Visa Concierge Mobile App – Bell Menu

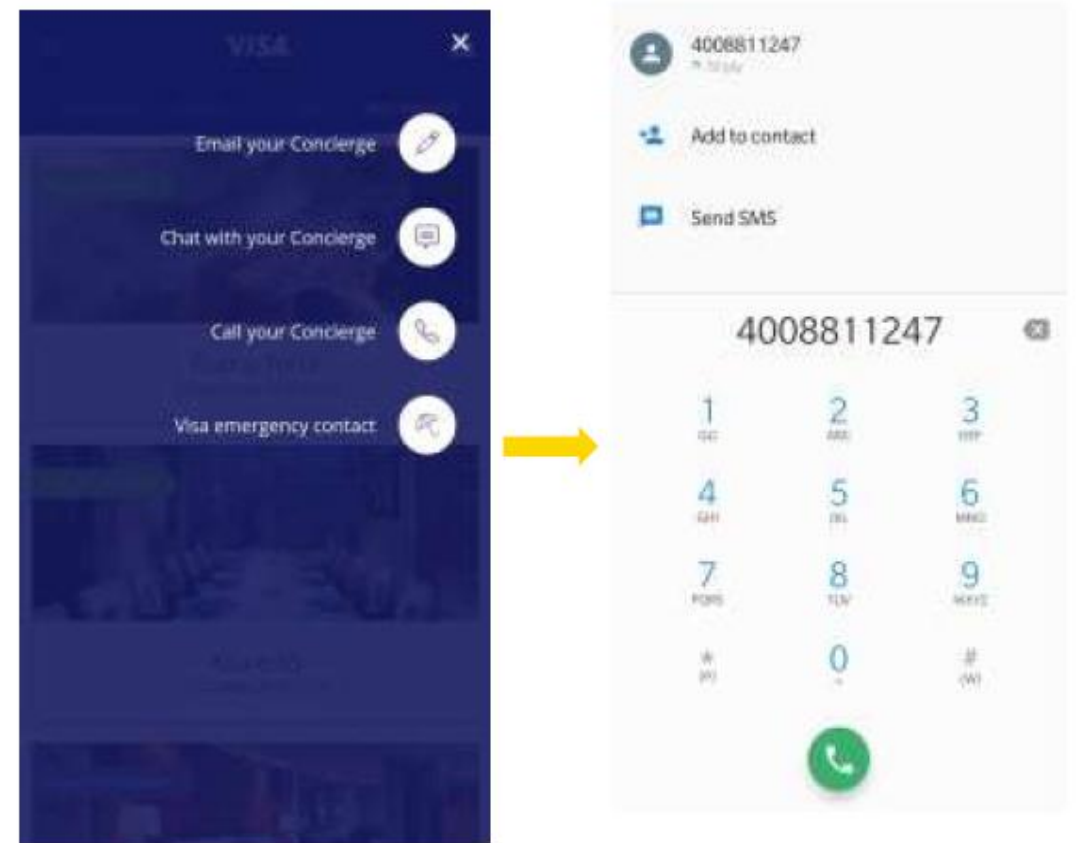
Contact your Concierge

By chat



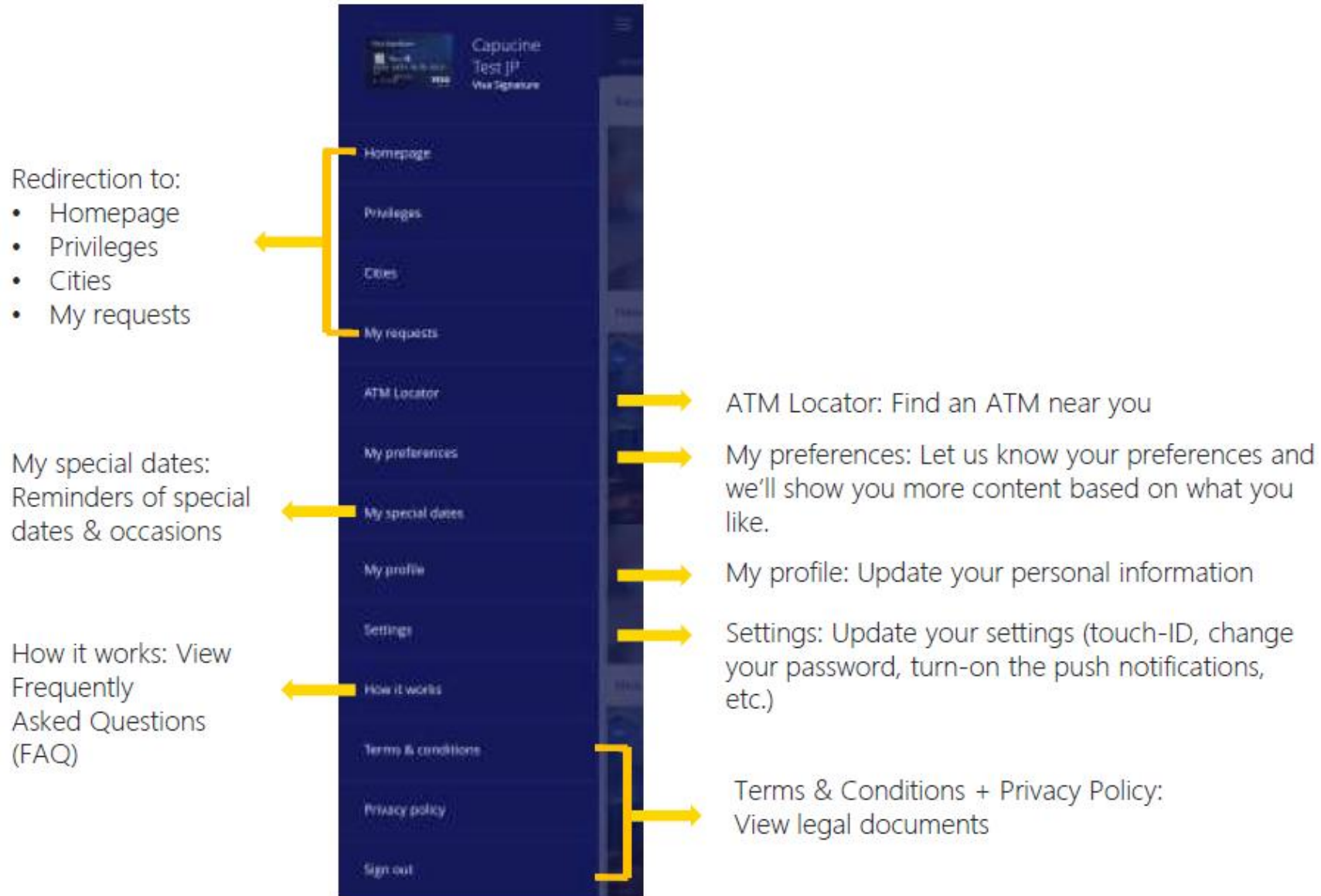
Click on 'Chat with your Concierge' and you can chat with a Concierge in real-time.

By phone



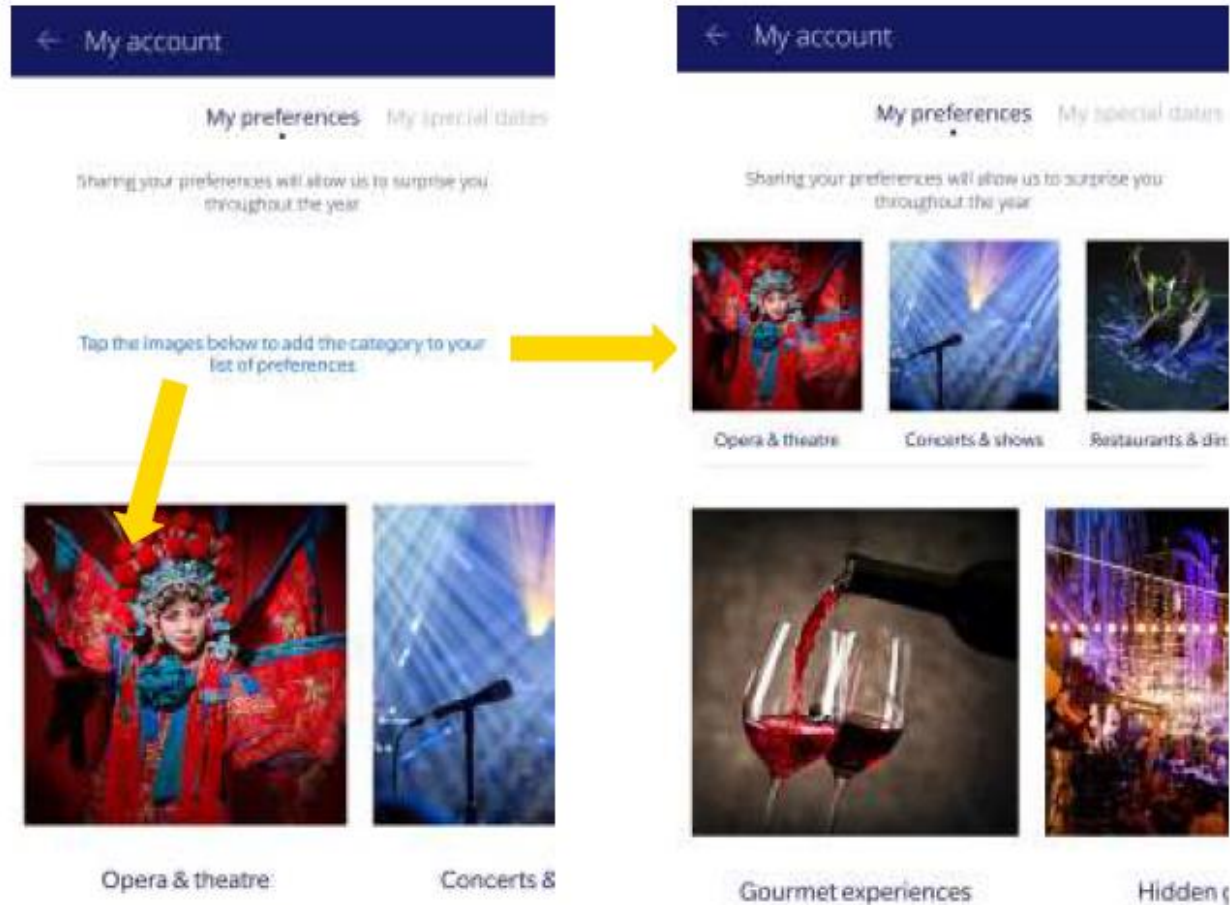
Click on 'Call your Concierge' and you'll be redirected to a phone number based on your phone's language & card type.

# Get to know your Visa Concierge Mobile App – Navigation Bar



# Get to know your Visa Concierge Mobile App – Navigation Bar

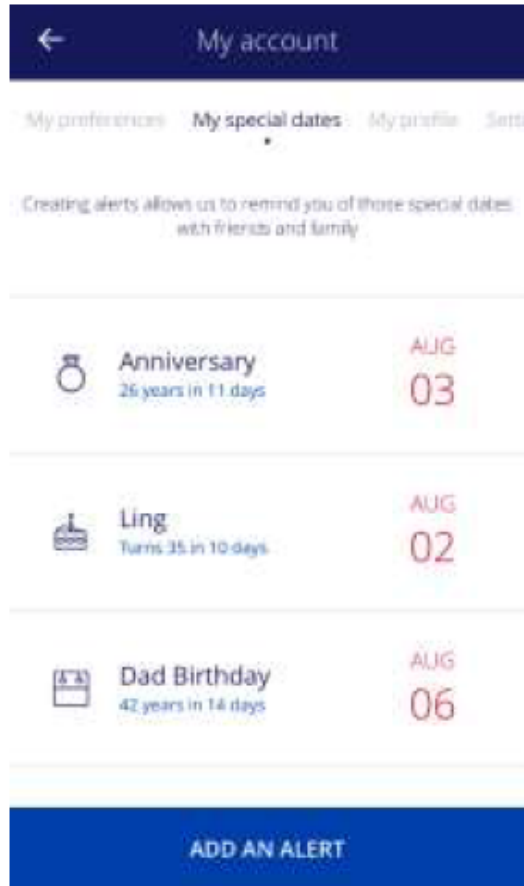
## My Preferences



Select your preferences from the categories suggested (restaurants & dining, gourmet experiences, etc.) and discover exclusive offers all year round.

# Get to know your Visa Concierge Mobile App – Navigation Bar

## My Special Dates

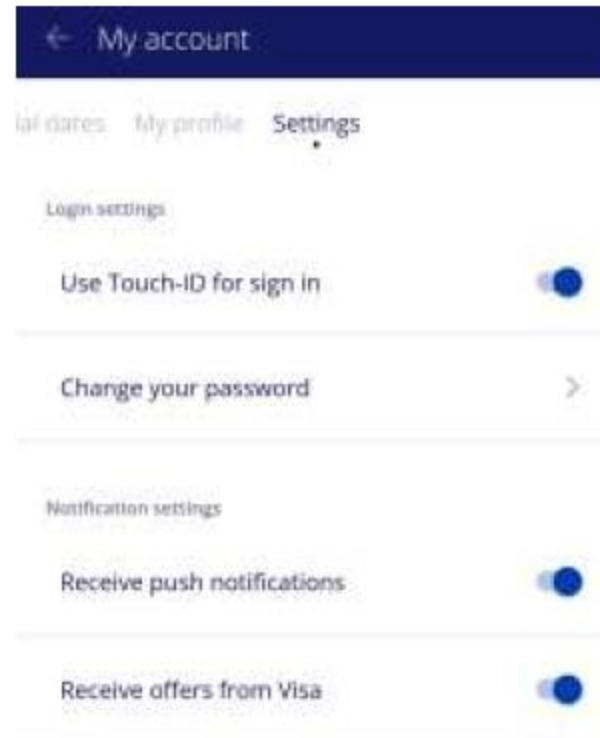


Let us know your special dates during the registration process or by clicking on 'My special dates' in the navigation bar.

If you turn-on the push notifications on your device/app, we'll remind you of these special dates!

# Get to know your Visa Concierge Mobile App – Navigation Bar

## My Profile & Settings



In 'Settings', you can:

- Enable/disable 'Use Touch-ID for sign in'
- Change your password
- Enable/disable push notifications

# FAQs on Visa Concierge

# Frequently Asked Questions

## How does my Visa Digital Concierge application work?

As a HNB Visa Signature / Infinite cardholder you have the opportunity to freely access a large range of **overseas** benefits, deals, discounts and personalized privileges based on your preferences and location. From flight reservations to restaurant recommendations, the Visa Digital Concierge offers a 24/7/365 service with direct access to your Concierge through your channel of choice.

## How and where can I find my privileges?

You will find personalized content, offers and special privileges on the homepage once you log in. You can find more in the Privileges tab on the main navigation bar. If you cannot find what you are looking for, please contact Visa Concierge using the booking request or the live chat. Alternately, if you prefer, you can call Visa Concierge using the applicable toll-free number. (Visa Infinite - +94 11 202 7106 – Option 3, Visa Signature - + 94 11 2027105 – Option 3)

## How long can I continue to benefit from my privileges?

All HNB Visa Signature / Infinite cardholders can enjoy a large range of benefits, deals and discounts using your card. Please check [www.visa.com.lk](http://www.visa.com.lk) for the latest offers and sign up for notifications on and emails under the My Settings section to be notified of new and exciting promotions.

## How can I access my privileges?

You can access your privileges several ways depending on the provider. In many cases, you will be able to submit a request using the app. Further, you may use the chat function or call Visa Concierge using your local toll-free number, as applicable. (Visa Infinite - +94 11 202 7106 – Option 3, Visa Signature - + 94 11 2027105 – Option 3)

# Frequently Asked Questions

## **Are there additional costs or overcharges?**

The reservation service is a complimentary benefit provided by Visa, regardless of the time that your concierge spent answering and completing your reservation. Payment for the service provided has to be made directly to the partner that you have chosen using your HNB Visa Signature / Infinite card.

## **I can no longer see the offer/destination I am looking for?**

Your concierge is still at your disposal to contact the partner, in order to find another solution if the offer is no longer available. Do not hesitate to contact your concierge through the Visa Digital Concierge application.

## **Do my friends and family have the right to benefit from the advantages?**

The only person who can access the application is the cardholder, however depending on the offer terms and conditions you may be able to participate as an accompanied guest. For more details, please check the offer conditions or contact your Concierge directly. However, you can accompany the cardholder in several establishments (depending on the offer's conditions).

## **Can my Concierge satisfy all my needs?**

The Concierge is at your service to assist you with your travel and lifestyle needs. However, we are unable to guarantee that all requests can be fulfilled. This could be due to a variety of reasons such as market legislation and/or is contrary to morals or public order and/or is unavailable at the date/time requested.



# Frequently Asked Questions

## **What happens if my Concierge cannot answer a specific request?**

We do our best to satisfy all your needs. However, if a request can't be realized in due time, your concierge will attempt to recommend alternatives that might meet your needs.

## **Why is the Digital Concierge asking for my preferences?**

Sharing your preferences with Visa Concierge allows them to tailor the content you see on the Visa Digital Concierge, to ensure that you see first the things you enjoy most. You can always change this using the My Preferences link on the main menu on the top left of the screen.

## **How does Visa use my data?**

Visa will never share your data with 3rd parties except to facilitate the provision of the requested service. Visa Concierge uses your data to provide you with a personalized and seamless experience through its channels.

## **Why are you asking for my 16-digit card number?**

The Visa Concierge service is only available for HNB Visa Signature or Visa Infinite cardholders and as such, Visa Concierge needs your card number to ensure that provide the right benefits to you.

# Thank you

Details also available on [www.hnb.net](http://www.hnb.net)