



EXTRAORDINARY EVERYDAY

Visa Concierge

August 2022



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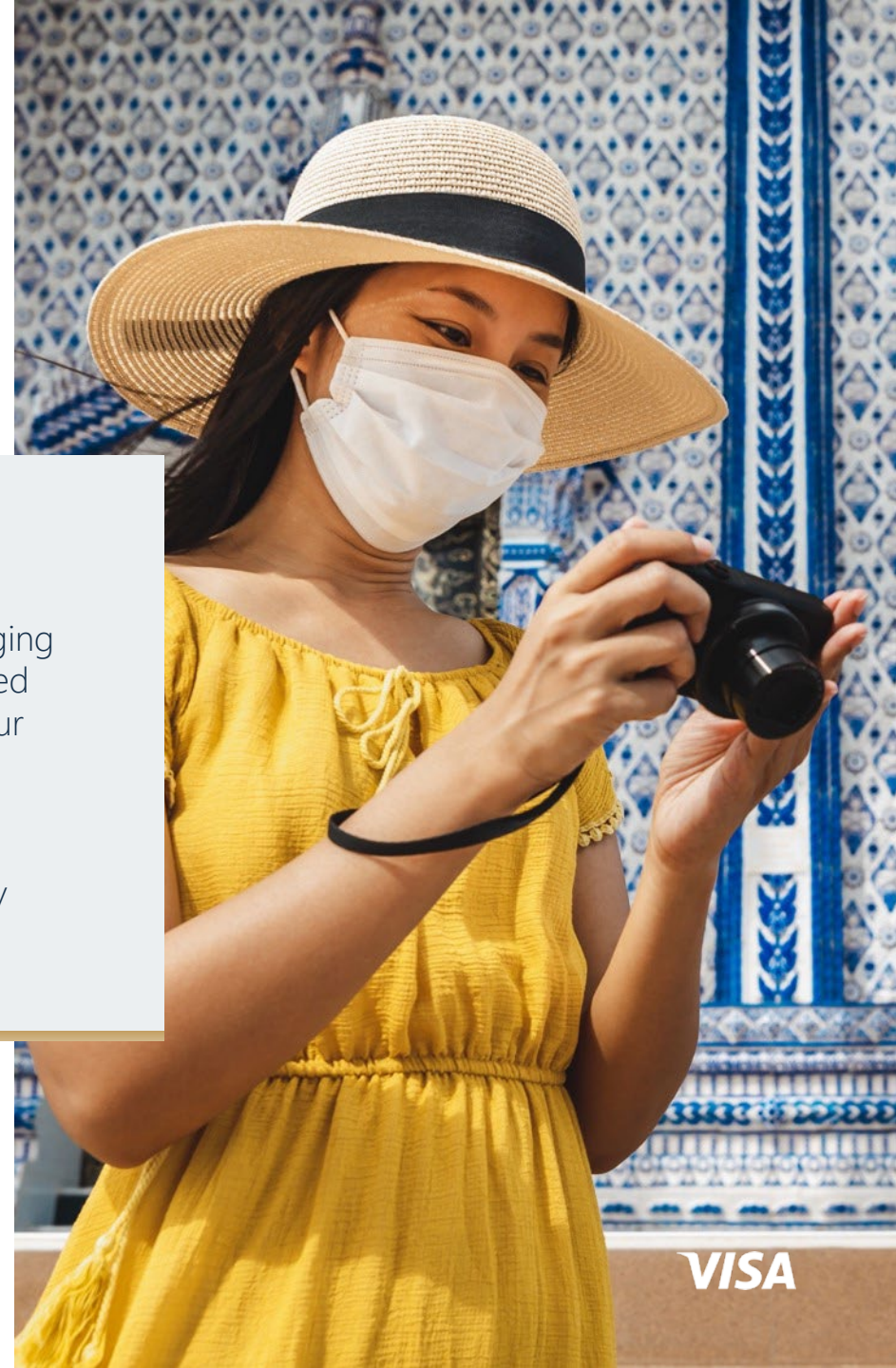
Meeting the new travel demands

The world around us is constantly changing. While the countries and territories have adapted to the new normal, we are also observing our customers are returning to travel with a change in priorities.

The shift in travel priorities meaning that there is a new set of values that need to be met before they feel confident to explore once again.

Customers are prioritizing flexibility, protection, contactless services and access to medical support. To support these emerging needs and realities, we've recently introduced new capabilities and services to support your customers in returning to travel.

No matter what the new travel demands are, Visa Concierge is here to help everyday feel extraordinary.



Welcome to Visa Concierge

Visa Concierge is a 24/7 digital personal assistant and lifestyle guide, giving your customers access to extraordinary experiences each and everyday through a curated range of services, amenities and exclusive privileges. 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

BOOK & PLAN

Curate adventures from the palm of your hand.

- Dining reservations
- Staycations
- Relaxing spa treatments
- Golf days

CITY GUIDES

Explore the wonders of your homeland.

- 'Off the beaten track' guides
- Activity recommendations
- For solos, couples, and families

EMERGENCY SUPPORT

Medical services and helplines across the world. *

- Accident assistance
- Medical emergencies
- Helpline support

GLOBAL ACCESS

Extraordinary experiences in 500 cities.

- Virtual events
- Outdoor experiences
- Cultural and sporting events

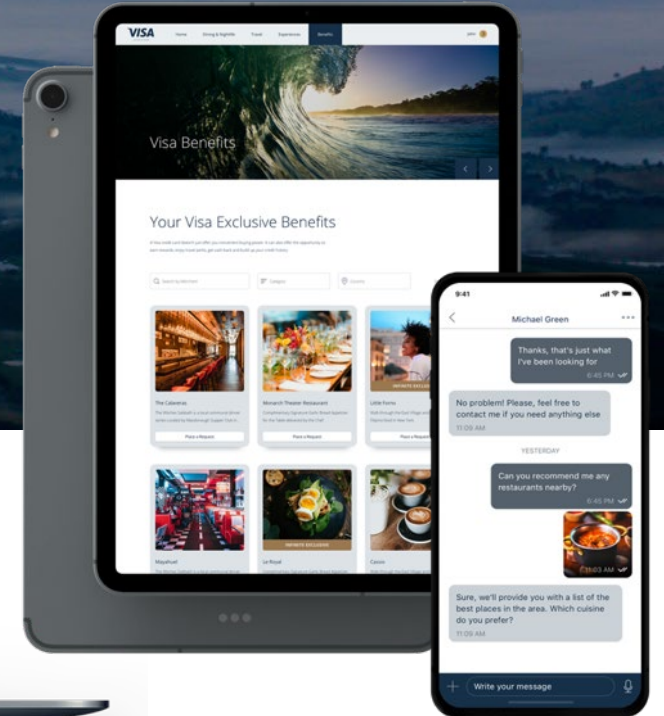
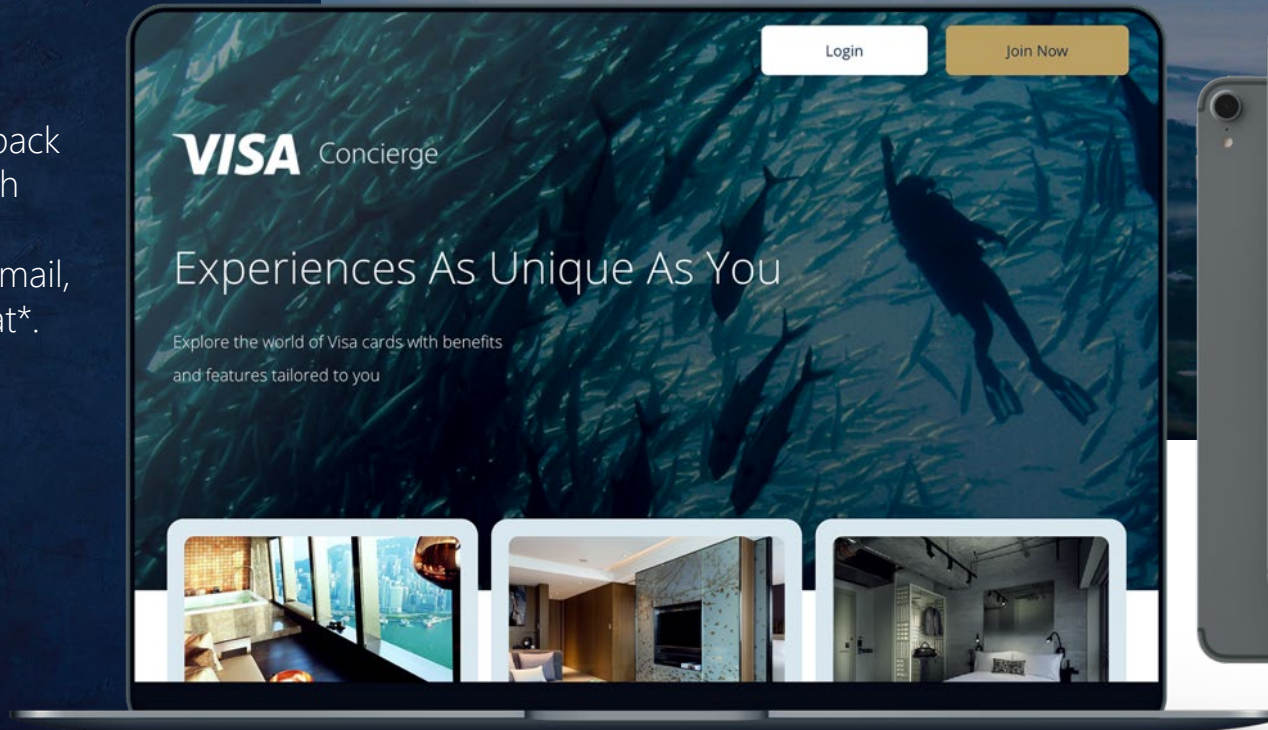
*Travel & Medical Services applicable when a customer travels more than 150km from their residence within their home country, or country of residence for periods not exceeding 90 consecutive days per trip. Please contact a Visa Concierge consultant for more information.



A multichannel experience

Designed with simplicity in mind – to put control of the extraordinary back in the hands of your customers. With 24/7 multichannel self-booking and access to support via the website, email, phone, live chat and third-party chat*.

Third-party chat* available in selected markets. Please refer to the next page for full list.



Introducing the new Third-Party Chat on Visa Concierge

As part of our commitment to providing you with a better and more efficient experience - we're please to introduce the newly launch third-party chat functionality across 4 instant messaging apps: WhatsApp, LINE, KakaoTalk and Viber, in 12 key markets*.

*Some markets will be launched in end 2022.



WHATSAPP

Available market(s):

- Australia
- Hong Kong
- Malaysia
- Singapore
- India
- Indonesia*



LINE

Available market(s):

- Japan
- Taiwan
- Thailand*



KAKAOTALK

Available market(s):

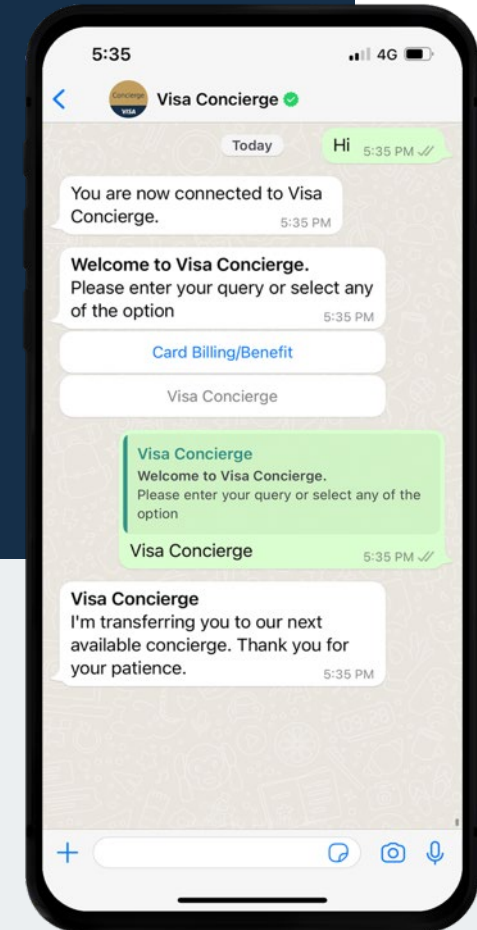
- South Korea



VIBER

Available market(s):

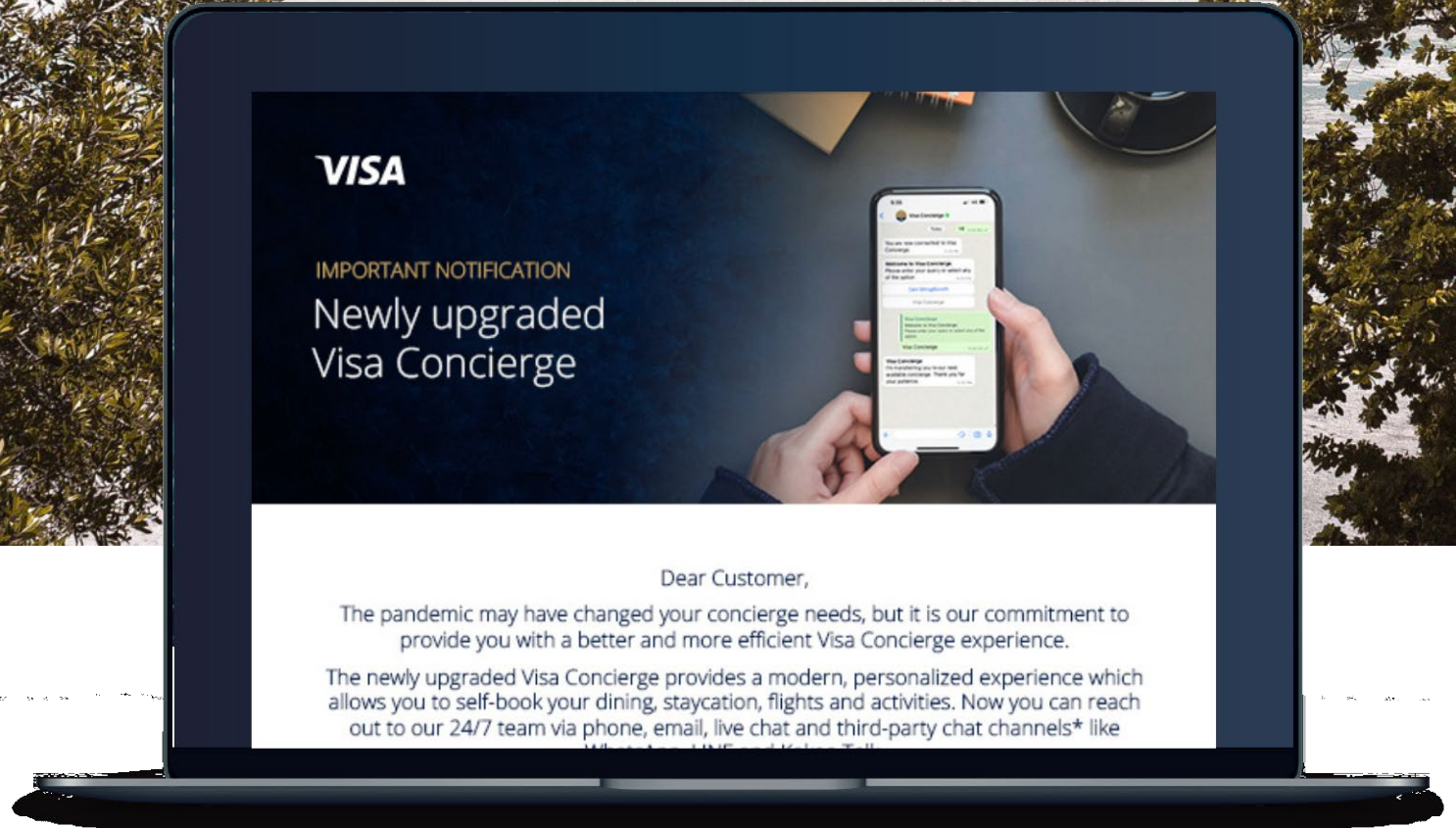
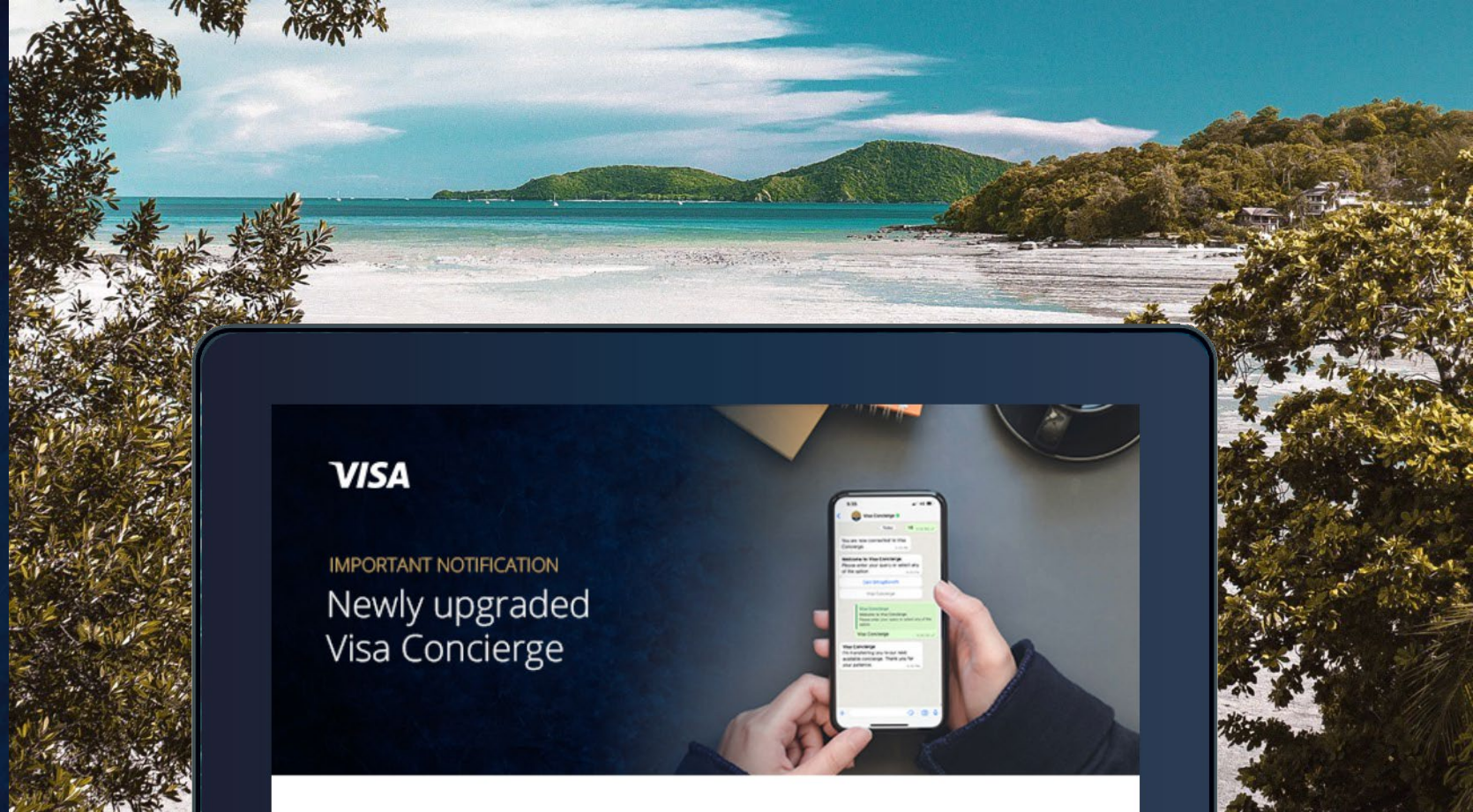
- Philippines*
- Vietnam*



Ongoing Cardholder engagement

We are blasting out Visa Concierge newsletter to our subscriber base on a regular basis to update our cardholders with the latest privileges. We will handpick a few more relevant and attractive benefits for your customers each round. Local versions available*.

*For selected key markets only.

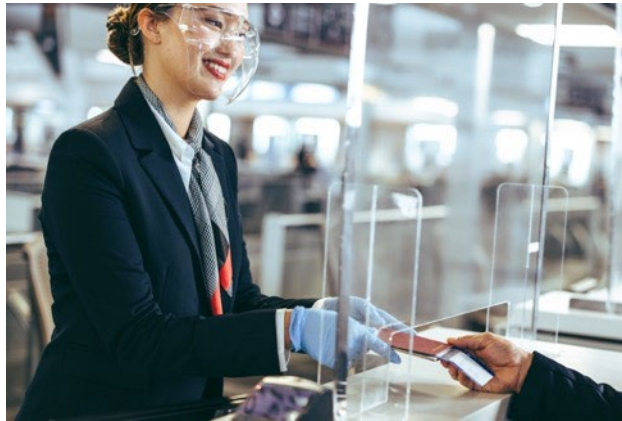


We understand the shifting travel priorities and are here to assist

Consumer priorities for travel have shifted, meaning that there is a new set of values that need to be met before they feel confident to explore once again. Thanks to our Concierge Travel experts in 20 regions across Asia Pacific, Visa Concierge is poised to be your customer's guide for travel advices to meet the new travel demands.



Known & trusted



Health & hygiene



Privileges and cultural proficiency



Digital assistance

Global partnerships that deliver extraordinary experiences

Through our network of luxury global partners, we're able to put some of the most extraordinary experiences in the hands of your customers, giving them the power to plan and book their own adventures.

Hotels

Make the most of exclusive benefits in over 2,200 properties

- Late check out
- Room upgrades
- Dining and spa offers

Experiences

Broaden your horizons by tapping into over 2,000 stimulating experiences

- Sommelier-hosted virtual wine tasting
- Private hot air balloon tours
- Art exhibition previews



BVLGARI
HOTELS & RESORTS



GRAND | HYATT



CONRAD
HOTELS & RESORTS™

KIMPTON®
HOTELS & RESTAURANTS



AUTOGRAPH
COLLECTION™

ST REGIS



THE PENINSULA
HOTELS

EDITION™



TRIBUTE
PORTFOLIO

RENAISSANCE®
HOTELS

ANdAZ.

WESTIN®
HOTELS & RESORTS

Regent
HOTELS & RESORTS

LeMERIDIEN

RITZ-CARLTON RESERVE
RESIDENCE



PARK HYATT®



Elevate your meals with exclusive privileges

Through our network of Asia's 50 Best and other affluent dining groups, your customers can enjoy privileges at celebrity chef restaurants. Benefits include complimentary welcome drinks, menu upgrade and priority booking. Check with Visa Concierge to understand more.

Here are some handpicked examples:

RESTAURANT NAME	MARKET	CITY	BENEFITS BOOKED VIA VISA CONCIERGE	2022 RANKING
Mono	HK	Hong Kong	Complimentary welcome drink	No.32
Ode	JP	Tokyo	Welcome drink per person	No.13
La Cime	JP	Osaka	Complimentary glass of aperitif or drink per person	No.6
Nadodi	MY	Kuala Lumpur	Complimentary drink with order of tasting menu	No.62
Zen	SG	Singapore	Priority booking	No.37
Labyrinth	SG	Singapore	Complimentary welcome drink	No.40
Le Du	TH	Bangkok	Complimentary welcome drink	No.4
Nusara	TH	Bangkok	Complimentary welcome drink	No.10
Locavore	ID	Bali	<ul style="list-style-type: none">• First cocktail on the house for every diner• Chef visit to guest table• Dessert on the house for every diner	Ranked in previous years
Gallery by Chele	PH	Manila	Complimentary signature cocktail with min. bill of Php5000.00 (dine-in)	No.69



Enjoy privileges at selected golf courses in AP

We have established partnerships with golf courses in Australia, New Zealand, Philippines, Thailand and Vietnam, from access, priority tee times to preferred rates. No matter your customers are playing golf at home, or doing a golf vacation, they can call Visa Concierge to explore privileges especially to them.

Here are some handpicked examples:

Australia

- The Australian Golf Club
- New South Wales Golf Club

New Zealand

- Cape Kidnappers Golf Club
- Millbrook Golf Club

Philippines

- Splendido Taal Golf Club
- Forrest Hills and Country Clubs

Thailand

- Angsana Laguna Phuket
- Canyon Country Club

Vietnam

- BRG Legend Hill Resort
- BRG Da Nang Golf Resort



Features & benefits

Whether they're at home, exploring locally, or heading out of town, with Visa Concierge, you can introduce your customers to a world of extraordinary experiences.



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

Features & benefits continued



Explore

- Recommendations and self-booking of local and overseas 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
- Translation, security and legal services

Home assistance:

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

Roadside assistance:

- Roadside repairs
- Emergency towing
- Vehicle repatriation

Pricing

Visa Concierge service fees are included as part of the product fee for Visa Infinite and Visa Signature products. Issuers that have enrolled for Visa Concierge service for their Visa Platinum cardholders will be billed at the following tiered rates:

Issuer portfolio size (number of Visa Platinum cards)	Fees per card per quarter (applicable to total portfolio)
0 – 100,000	US\$0.25
100,001 – 250,000	US\$0.20
250,001 – 1,000,000	US\$0.10
1,000,001 – 2,000,000	US\$0.075
2,000,001 and over	US\$0.050

FAQs

What is Visa Concierge?

Visa Concierge is a 24/7 digital personal assistant and lifestyle guide, allowing your customers to access extraordinary experiences each and everyday through a curated range of services, amenities and exclusive privileges.

Customers can now make the most of:

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

Doesn't this already exist?

What's new?

Yes, Visa Concierge already exists. However, we've upgraded the platform to enable the best digital customer experience. We've introduced a series of functionalities to support customers in navigating and making the most of the new normal.

The new Visa Concierge is:

- Focus in helping our cardholders to return to travel in the new environment
- Built with domestic use in mind
- Device agnostic – accessible via web and all connected devices
- Supported in multiple languages
- Inclusive of a new self-booking function for:
 - Restaurants and staycations
 - Tickets for local attractions, domestic and international flights
 - Limousines, with exclusive Visa discounts off retail rate

Who can access Visa Concierge services?

- Visa Infinite Cardholders
- Visa Signature Cardholders
- Selected Visa Platinum Cardholders*

*Unless an issuer has indicated that they will provide their own concierge service. Please contact your Visa representative for more information.

How can customers access the Visa Concierge service?

- Visa Concierge [website](#)
- Local [toll-free hotlines](#)
- Third-party [chat apps](#)

In which countries/regions is Visa Concierge available?

Australia	India	Myanmar	Sri Lanka
Bangladesh	Indonesia	New Zealand	Taiwan
Brunei	Japan	Philippines	Thailand
Cambodia	Macau	Singapore	Vietnam
China	Malaysia	South Korea	
Hong Kong	Mongolia	South Pacific	

FAQs

What is Third-Party Chat?

Third Party Chat is a new digital channel launched by Visa Concierge, allowing our customers to reach out to our 24/7 Concierge from WhatsApp, LINE, KakaoTalk, or Viber

In which countries/regions is Third-Party Chat available?



Australia
Hong Kong
Malaysia
Singapore
India
Indonesia



Japan
Taiwan
Thailand



Korea



Philippines
Vietnam

How can customers access to Third-Party Chat?



Market	Program Number
Australia	(+61) 1800 555 652
Hong Kong (Eng)	(+61) 1800 555 652
Hong Kong (Trad Chin)	(+852) 800 901 875
Malaysia	(+60) 1800 805 572
Singapore	(+65) 800 4481 292
India	(+91) 0008 00050 4254
Indonesia	(+62) 0018 0344 1235



Market	Line ID
Japan	@visaconcierge_jp
Taiwan	@visaconcierge_tw
Thailand	@visaconcierge_th



Market	KakaoTalk
South Korea	Visaconciergekr



Market	Viber ID
Philippines	viber://pa?chatURI=visaconcierge_ph
Vietnam	viber://pa?chatURI=visaconcierge_vn

Appendix

Thank you

If you would like some more information on the benefits, features or functions of Visa Concierge – please reach out to your Visa representative.