

FAQ'S REGISTRATION & LOGIN

1. How can I download /register the Mobile app?

Visa Platinum, Visa Signature and Visa Infinite cardholders can now register and access a world of privileges and personalised service via the Visa Concierge mobile app -simply download the Visa Concierge mobile app via the Apple store and Google Play store.

To register, customers will need the following details.

- ✓ Full Name of the cardholder
- ✓ 16 digit Visa card number
- ✓ Email address
- ✓ Mobile telephone number

Customer is to follow the prompts of the registration process, which once completed provides instant access to the mobile app features and functions.

2. Why am I asked to share my preferences?

As part of the registration process, we request for the customer to share what they enjoy from a number of categories such as; Fashion, Theatre, dining, fitness, hidden gems and many more.

The selected preferences define the offers shown on their homepage in order to provide the most relevant offers and privileges to the customer.

Customers can change their preferences at any time in the 'My Preferences' section of the main menu.

3. How do 'My Special Dates' work?

Creating alerts allows us to remind customers of their special dates with family and friends. Customers can add 'My special dates' under Anniversary, Birthday and Other. Any special dates can also be edited and deleted. Ensure to turn on your notification settings via 'Settings' located on the main menu.

4. I have more than one Visa card, will I need to register both cards? And does it matter which one I do register?

Only one card is required to access the service. We do recommend to use the highest level card that you have, for example if you have a Platinum and Infinite, register your Infinite card for further benefits.

5. How secure is it for me to enter my full 16 digit card number?

Visa uses firewalls and Secure Socket Layers to help protect Personal Information when it is being communicated to us. Our policies restrict access to Personal Information to those employees and service providers who need to know the information to provide you this Service. We maintain physical, electronic and procedural safeguards that comply with applicable privacy and data security laws and regulations.

6. I forgot my password, how do I reset my password and how long does it take to reset? (I.e. password reset function).

Simply click on the 'Forget' function, this will generate an email to your registered email address within 10 minutes. Once received, simply click on the email link and follow the steps to reset your password.

7. Can I register 2 different cards using the same email address?

An email address can only be linked to the one account and/or one card number. If you wish to create multiple accounts, you will be required to use a different email account.

MOBILE APP FEATURES

1. Where can I access my privileges?

Personalised content, offers and special privileges appear on your homepage. Customers can find more under the Privileges tab.

Privileges tab provide all the Visa privileges on offer based on the selected location. I.e. Sydney, etc. which can be simple changed at any time as required. The privileges can also be viewed by category of Dining, Travel and Golf within this tab.

If you can't find what they are looking for within this tab, simply select the 'Ask your Concierge' option which takes you to a page to make a request specific to your requirements. Categories include the following.

- ✓ Travel –flights, trains, coaches, transfers and taxis
- ✓ Hotel –accommodation
- ✓ Dining –Fine dining, local cuisine, bars and pubs, nightlife
- ✓ Culture –Museums and exhibitions, concerts and tourist attractions
- ✓ Shopping –tailored 'bespoke' requests option
- ✓ Others –for anything else, tailored 'bespoke' requests.

2. The Cities tab doesn't include my required destination, where can I see privileges or make requests related to my choice of destination?

The Cities tab lists the most popular 15 destinations identified by the Visa Concierge service. Within each listed city, customers will find city cultural guides and the top privileges, offers and recommendations for both hotel and restaurant partners.

For cities outside of the listed destinations, customers can simply touch to select the 'Ask your Concierge' option which will take them through to a page to make a request specific to their requirements.

3. How long do my privileges last?

All Visa Platinum, Signature or Infinite cardholders can enjoy their benefits by using their card. The latest and most relevant of these will appear on their homepage and will include the validity details as outlined in the conditions.

By enabling notifications, the Visa concierge program can inform customers when any new and exciting promotions arise. To do this, customers can simply go to the 'My Settings' section of the main menu.

MY REQUESTS

1. What can I request as a service? And what is the turnaround time?

Visa Concierge Services is a program designed to provide Visa Platinum, Visa Signature and Visa Infinite cardholders with access to exclusive offers from some of the world's greatest brands and vendors. We can service requests for a vast range of options, from Dining, Travel, Cultural, shopping, golf and any Bespoke –tailored requests you may need.

You can also benefit from exclusive Visa privileges and offers by simply selecting a location and service category listed within the app. These privileges include discounts, special deals and complimentary offers. Mobile app requests have a response turnaround time of 4 hours, with golf requests requiring a 2 working day response turn around time.

2. I submitted my request for a dinner reservation and the status of my request is 'In progress' what does this mean?

The Status bar is set against 4 stages.

Submitted –means that the request has been successfully received by the Concierge team.

In progress –means that a Concierge agent is currently working on your request and will be in touch with you soon.

Booked –means that your booking has been confirmed with the vendor. I.e. flights have been booked, dinner reservation has been made, etc.

Completed –this will appear once the date and time of the service has passed. I.e. if the flight is for the 20th December, this will change to completed once this date has passed.

3. I made a request for a dinner reservation but I need to make a change to the time, how can I make this change?

Yes, of course. You can edit/ amend your request on the mobile app by going to 'My Requests' –simply click on the request to edit. Or you can simply call your concierge 24/7 to request the change. Please also note that amendment and/or cancellation fees may apply. Please see the terms and conditions provided.

4. I made a request for a dinner reservation but I would like to cancel, how can I cancel this?

Yes, of course. You can edit/ amend your request on the mobile app, by going to 'My Requests' –simply click on the request to edit. Or you can simply call your concierge 24/7 to request the change. Please also note that amendment and/or cancellation fees may apply. Please see the terms and conditions provided.

5. If I cancel my service request, will I still be charged?

The Concierge 24/7 Service is a complimentary service offered to you as a part of the Visa card product from your issuing bank. You can edit/amend your request on the mobile app, by going to 'My Requests' – simply click on the request to edit. Or you can simply call your concierge 24/7 to request the change. Amendment and/or cancellation fees may apply to booked/reserved services. Please refer to the terms and conditions provided.

6. What happens if I have to make a last-minute cancellation or change? Do I need to notify the Concierge service team?

You can edit/ amend your request on the mobile app, by going to 'My Requests' –simply click on the request to edit. Or you can simply call your concierge 24/7 to request the change. Amendment and/or cancellation fees may apply to booked/reserved services. Please refer to the terms and conditions provided.

7. Do I receive any email notifications for my requests?

Yes –you will receive an email notification once we have successfully received your request. You will also receive email correspondence from us -Concierge Service agent assigned to your request.

PRIVACY POLICY, TERMS & CONDITIONS AND UNSUBSCRIPTION PROCESS

1. I don't want to use the Concierge Mobile app anymore? (deactivate mobile app)

Sure, simply delete the app from your mobile devices. Deleting the app from your device will not change your eligibility to the Concierge service, and you will still be able to make a service request via phone, email or online 24/7.

2. How Can I unsubscribe from the Concierge service?

You can also unsubscribe by simply clicking on the link found on any email you have received from the Concierge service. You can also unsubscribe at any time by calling our Concierge service team 24/7.

3. I would like additional information about the terms and conditions?

The terms and conditions are outlined within the Mobile app main menu, and also located on the Sign In page of the mobile app. For any additional information you require,

4. How secure is my personal information?

Our Privacy policy is outlined within the Mobile app main menu and also located on the Sign In page. This outlines how your information is collected, used and protected.

If you have any further questions or concerns about this Privacy Policy, the practices of Visa Concierge or your experiences with the Platform please contact us at:

concierge@visainfinite-asia.com

concierge@visasignature-asia.com

concierge@visaplatinum.com

Alternatively, you can write to us/phone us at:

Address: Visa Worldwide Pte Limited, 71 Robinson Road #08-01, Singapore 068895

Attention: Legal Officer

Phone contact: +65 6671 5800

Contact person: Legal Officer

5. How can I update my Visa concierge account if my credit/Debit card is lost/stolen? Do I need to create a new account with my new credit card number? Or will my account still be valid with my old credit card number?

If your card number changes due to being lost or stolen, you will need to contact Concierge Services 24/7 once your card has been replaced and provide us with your new card number. Currently this cannot be updated via the mobile app.

6. How can I update my credit card concierge account if my credit card has been upgraded? Do I need to create a new account with my new credit card number?

Currently this cannot be done on the mobile app. The Concierge team will manage this action.

COMPLAINTS AND FEEDBACK

1. Can I submit a complaint/ Feedback on the mobile app?

Feedback and/or complaints related to your experiences with the mobile app platform can be sent via email, please contact us at:

concierge@visainfinite-asia.com
concierge@visasignature-asia.com
concierge@visaplatinum.com

Alternatively, you can contact the Concierge team over the phone 24/7. The contact number is located within the Service bell icon –Call your Concierge option. Once you select this option the contact number will be displayed.

2. How long will it take for my complaint to be resolved?

This is dependent on the nature of the complaint and investigation process, however the general turnaround time for a response (acknowledgement) is 1 business day.

MOBILE CHAT FUNCTION

1. What can I use the Chat function for?

Mobile live chat offers a real-time service with a member of the Concierge team. Chat is initiated by the customer for the purpose of any assistance, enquiries and/or to make a bespoke concierge service request. In this way, the in-app live chat works to assist customers by providing efficient, simple and accessible support 24/7.

2. Where can I find the Chat function?

The Chat function is located within the Service Bell Icon on the home page. Simply select the ‘Chat with your concierge’ option to commence the chat. See screenshot on page