

2) Important Provisions

- (a) The **CDBBANK** Cardholder will be asked by the **GenAssist** operators answering the telephone certain qualifying questions to verify the authenticity of the caller. **GenAssist** are providing a customer help-line service to assist valid (and/or eligible) **CDBBANK** Cardholder(s), in accordance with the **1st Article. (Object of the Agreement)** in the Customer Services Agreement Concierge Assistance Services
- (b) The *Concierge Assistance* service will include customer help on reservations, (e.g.; restaurants, hotels, theatre's etc), subject to availability at no less than **3** (three) **working days** advance notice.
- (c) Some **Concierge** Services, (car rentals, translations or delivery of flowers etc), will generate fees to be met at the **CDBBANK** Cardholder(s) expense.