

# **Concierge services**

### Formal Concierge Provisions of the Customer Services Agreement

Concierge Services are offered through GenAssist TPA Ltd. cdbbank's cardholders can call at +357 22 519 211 to claim the benefits offered.

## 1) <u>Concierge Services</u>

Except where specifically stated to be otherwise, the Concierge Assistance service provisions referred to apply worldwide and include the following:

## TRAVEL

#### **Pre-Travel Information:**

- V Where to Stay, Where to Eat, Where to Go and What to Do in Major Cities all over the European Union
- V Country Advice Passports, Visas, Inoculations and Vaccinations
- Country Advice Taxes and Customs

#### During the trip - Assistance With:

- ✓ Arrangements for Unexpected Early Return to Country of Residence in case of Hospitalization or the Demise of a Relative
- ✓ Arrangements to Return Customer Home Early in the Event of Damage to Place of Residence
- Replacement of the CDBBANK Cardholder with a Colleague if unable to continue with Scheduled Business Trip Duties (following Unexpected Sickness and/or Injury)
- ✓ Dispatch of Replacement Personal Items and Essential Lost or Stolen Documents
- ✓ Car Rental Arrangements all over Europe
- ✓ Transmission of Urgent Messages for Genuine Emergencies

#### MEDICAL

- ✓ Cash Advances/Deposits for Hospital Admission
- ✓ Medical Evacuation/Transportation
- ✓ Repatriation Home after Treatment Abroad
- ✓ Arrangements for Reasonable Travel Expenses for an Emergency Visit of a Nominated Person
- ✓ Medical Monitoring, Referral and Long-Distance Medical Advice
- Emergency Medical Message Service (usual maximum of two messages)
- ✓ Dispatch of Medical Specialist/Essential Medicines and/or Equipment
- ✓ Arrangement of Hotel Room Accommodation for a Medically Prescribed Convalescence
- Return Home of Unattended Dependents under 16 years of age following Sickness and/or Injury to the CDBBANK Cardholder whilst Abroad
- ✓ Transportation of Third Parties/Mortal Remains

#### MISCELLANEOUS

- V Referral to appropriate Expert Legal Advisors (in the event of genuine legal difficulties)
- ✓ Finding Skilled Interpreters (in a genuine emergency)
- ✓ Deposit of Bail Bonds
- ✓ Arranging for the Delivery of Flowers

#### IMPORTANT:

In the event of a dispute between **CDBBANK** or a valid (and/or eligible) **CDBBANK** Cardholder of a **Card** and **GenAssist** as to the interpretation of these *Concierge Assistance* service descriptions, the English interpretation and words used shall prevail, should the words contained in this Customer Services Agreement be translated into any other language other than the English language. Further, in the event of a dispute, reference should be made to this Agreement alone and no other document and to the English meaning of the words used. Words importing a gender shall be construed as including any gender, male and/or female.



## 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 1<sup>st</sup> 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.