

TRAVEL (Pre-Travel Information):

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

ASSISTANCE WITH THE FOLLOWING DURING A TRIP:

- ✓ 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:

- ✓ 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 Notices:

- a) Concierge Services are offered through GenAssist TPA Ltd
- b) **The cardholder can call at +357 22 519 211 to claim the benefits offered.**
- c) 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.
- d) A **CDBBANK** Cardholder shall be identified and verified by **GenAssist** from the Bank Identification Number (**BIN**) - , which the valid (and/or eligible) **CDBBANK** Cardholder will be asked to quote and must quote in all communication or correspondence with **GenAssist** without exception, so to benefit from the Concierge Assistance services. The **CDBBANK** Cardholder shall admit the following:
 - ✓ The type of **Card**;
 - ✓ The **CDBBANK** Cardholder name;
 - ✓ The **CDBBANK** Cardholder address;
 - ✓ The **BIN** (Number) to enable verification;
 - ✓ The period of the validity of the **Card**.
- e) If a Third-Party charge is to be made for the Customer Service provided, the **CDBBANK** Cardholder will be required to give his/her full Card and billing address details.