



Concierge Services

The mission of our committed team of lifestyle managers is to offer you, our Infinite cardholders, bespoke experiences and lifestyle services. Working in partnership with hundreds of collaborators, this grants you access to the premium brands you prefer and the 'luxury of time' for the things you love to do. And as a provider of Visa's Digital Concierge Platform, our team is available 24/7, serving as the ultimate personal assistant, who will go the extra mile to make your everyday life richer and smoother.

DESCRIPTION OF SERVICES

Below is a list of the main Services available through Visa's Digital Concierge Platform. You can access them all through our app which you'll find on the AppStore as well as on Google Play:

Card Assistance

Any help you might need related to damaged, lost or stolen cards, or even emergency cash requests

Day-to-Day

Special deliveries, flower orders, corporate gift selection, birthday or anniversary gifts, etc. as well as office or home equipment and devices

Travel, Transportation and Accommodation

For your business or family trip from A-Z, including, airport transfers, taxis, chauffeured limos, hire care, hotels / villa rental, cruises, private air or sea travel

Shopping and Beauty

For specific items, personal care, or the professional guidance of a personal shopper to find the right look and outfit for a special occasion

Dining and Entertainment

Inside info and table reservations for the restaurant of your choice, as well as recommendations for special occasions based on your personal preferences

Events Organisation

Perfectly planned birthday, anniversary, or other private romantic, family or business gathering

Leisure and Culture

VIP tickets for openings, premieres, concerts, theatres, events

24/7 Card Assistance

cards@ecommbx.com

+357 22790173

24/7 ECOMMBX Concierge

concierge@ecommbx.com

+357 22274435

24/7 Insurance Assistance

In case of emergency, please contact

Healix International

ZurichAssistance@healix.com

+44 (0)1489 868 888



ADVANTAGES FOR THE CARDHOLDERS

- Gain the ultimate assistant with an unrivalled network of contacts and insider knowledge on a local and global scale
- Personalised recommendations based on your cardholder profile
- Priority Pass membership: All you have to do to enjoy access to over 1,300 airport lounges around the world, with one visit per year free, is activate your Priority Pass membership.



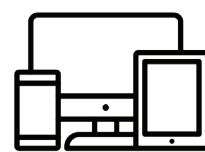
24/7
lifestyle manager



Priority Pass
membership



VISA Benefits
(EU)



Digital Concierge
platform

ACCESS

CONCIERGE

Ready to log in online?

<https://www.visaconcierge.eu/#/login>

Prefer the mobile app?

Visa Concierge EU on the App Store (apple.com)

Visa Concierge - Apps on Google Play

PRIORITY PASS

Ready to download the app?

To activate your Priority Pass membership <https://prioritypass.com/activate-your-account>

Check out the list of lounges you can access <https://prioritypass.com/airport-lounges>

Download the app: <https://prioritypass.com/help/apps>

“A team of qualified, caring and well-connected lifestyle managers that can fulfil your day-to-day and special requests. Giving you time and space to be more focused on the things you want to, rather than small things that take a lot of your time. Building a trusted relationship that makes you feel comfortable while guiding and assisting you with matters that trouble you or you are not able to handle by yourself. Making sure you are satisfied and your expectations are managed well.”

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