

The word "Elite" is written in a stylized, cursive font. A thick, dark grey swoosh underline starts under the 'E', goes under the 'l', and then curves upwards and to the right, ending under the 'e'.

Cardholder Emergency Services

Lost and stolen card reporting service

The second that you report the theft or loss of your Platinum card, we'll block the account. All we need is your account number and you can be certain there will be no further transactions on your card. As always, we're here to take the headache out of any unexpected circumstances.

Report it and we'll deal with it

Lost and stolen card reporting is one of the 24 hour emergency services provided by Visa's Call Centre Service. An international network of 550 toll-free telephone numbers will put you through to an experienced Customer Service Associate who will be able to assist in one of nine different languages. All Visa Customer Service Associates will also have immediate access to an international translation service if they cannot speak your language.

What next?

For a list of toll-free emergency telephone numbers, please visit <http://www.visacemea.com>

The VISA logo consists of the word "VISA" in a bold, blue, sans-serif font. A yellow and orange swoosh underline is positioned under the 'V' and extends to the right.



Emergency card replacement

Visa's Call Centre Service provides global emergency services to Visa Platinum cardholders around the world, 24 hours a day, seven days a week, 365 days a year.

Simply pick up the phone and you'll have access to an international network of 550 toll-free telephone numbers to put you straight through to emergency services.

As a Visa Platinum cardholder, you can expect a replacement card within 24 hours or one business day anywhere in the world. We're here to take the hassle and stress out of a situation like a lost or stolen card, so that you can get on with your life.

Here for you

Customer Service Associates will be able to assist in one of nine languages. Further, they will also have immediate access to an international translation service if they cannot speak your language.

What next?

For a list of toll-free emergency telephone numbers, please visit <http://www.visacemea.com>



Emergency cash disbursement

Our 24 hour emergency cash disbursement service enables you to access up to USD 2000 (or the equivalent in local currency) in emergencies.

Offering real peace of mind, this service is available worldwide and the emergency cash will usually be with you in just a few hours depending on the time of your call.

A comprehensive service with you in mind

The service is easily accessible at any time of day and from anywhere in the world, through our international network of toll-free telephone numbers that put you straight through to emergency services. All Customer Service Associates will also have immediate access to an international translation service if they cannot speak your language.

Emergency cash disbursements will usually be sent out within a few hours for Visa Platinum cardholders traveling internationally.

What next?

For a list of toll-free emergency telephone numbers, please visit <http://www.visacemea.com>



Medical and legal referral

Visa's international medical and legal assistance service supports you and any immediate family when you are traveling together, to a location outside of your principal country of residence for up to 90 days.

Complimentary medical services include medical telephone advice, referral to a local medical service provider and the monitoring of a medical condition both during and after hospitalization.

Other travel and general services include information on inoculation and visa requirements, and legal & interpreter referral. We've considered all of the details for you, leaving you and your family free to enjoy your time away from home.

A summary of benefits

- **Telephone medical advice**
If you can't see a doctor whilst you are traveling, this service can arrange for medical advice to be given over the phone.
- **Medical service provider referral**
The assistance service will refer you to physicians, hospitals, clinics and dentists, wherever you are.
- **Monitoring of a medical condition during**
On request, the assistance service will observe your medical condition during & after hospitalization.
- **Delivery of essential medicine or equipment ****
Any medicine and medical equipment can be arranged to be delivered to you if it's not available locally.
- **Despatch of physician ****
Should you be taken ill suddenly and cannot be moved, we'll send a medical specialist to you if no suitable specialist is available locally.
- **Guarantee of hospital admittance deposit ****
If you need to go into hospital, but do not have the funds to pay the deposit required, we'll pay up to USD 2,500 (or the equivalent in local currency) to ensure you receive treatment. This is subject to our first securing payment from you, either through your credit card or from your family.

- **Arrangement of emergency medical evacuation ****
Should you fall ill or have an accident and require emergency treatment, we'll take you to the most suitable local hospital, a hospital in a nearby country or back to your home country where appropriate medical care is available.
- **Arrangement of emergency medical repatriation ****
We'll arrange for your return to your principal country of residence following an emergency medical evacuation and subsequent hospitalization.
- **Arrangement of transportation of mortal remains ****
In the event of your death, we'll deal with official procedures and arrange transportation of your body to the place chosen by your personal representatives.
- **Arrangement of transportation to join cardholder ****
We'll organize round trip transportation for the person of your choice to join you if you've been hospitalized abroad.
- **Arrangement of return of children ****
Should your dependant children be left
alone because of your illness or accident, we'll arrange for them to return home. If necessary, we'll also provide qualified people to accompany them.
- **Inoculation and visa requirement information**
For information about your journey regarding vaccinations, visas, taxes and customs information, simply call the assistance service for straightforward advice.
- **Legal referral**
We can refer you to lawyers and legal practitioners. However, you will be responsible for covering legal fees and related charges.
- **Interpreter referral**
We can refer you to interpreters worldwide. You will have to pay any interpreting fees or related charges.

What next?

Should you need any of the services detailed, simply call the appropriate Visa medical and legal assistance services line.

** The medical and legal assistance service is available only on travel outside the cardholders' normal country of residence and where at least 50% of the cost of the travel tickets has been paid for on a Visa Platinum card.*

*** Indicates service is chargeable to the cardholder*