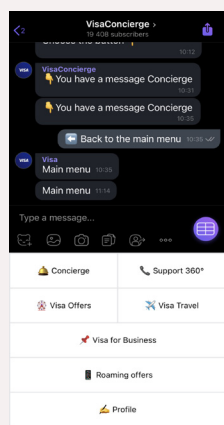


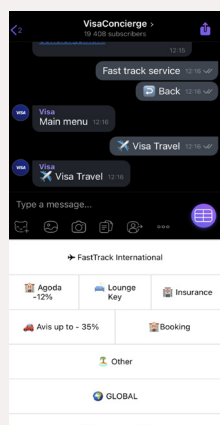
## Visa Concierge Service

The Visa Concierge Service enables holders of Visa Infinite and Visa Platinum cards to familiarize themselves with the card's benefits in a single place.

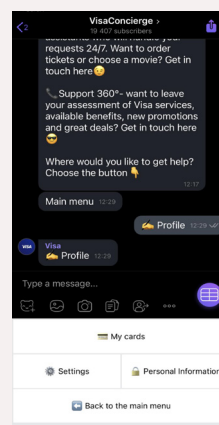
By connecting the Visa Concierge chatbot to any messenger the card holders get a virtual assistant which enables them to:



Receive information about special offers of premium cards,



Connect to the Concierge Service to give a quick and easy solution to everyday problems,



Receive general information about benefits available during travel such as free access to lounges as part of the Lounge Key program, travel insurance, international medical insurance, information support, etc.

## Registration on Visa Concierge chatbot

To register on the **Visa Concierge** chatbot, holders of Visa Infinite and Visa Platinum cards have to take the following steps:

1. Find Visa Chatbot on any messenger, then click Start and Choose Language,
2. Enter the phone number or click Send Phone Number,
3. Enter the validation code received via a text message,
4. Choose Name. You can change it on your personal page as much as you wish,
5. Familiarize themselves with the privacy policy, accept the policy. The policy is always available on the personal page,
6. Choose the Visa Premium card type. If the customer has 2 and more cards, it is recommended choosing a higher class card. The card type may be changed on the personal page.

## The Visa Concierge chatbot service includes:

1. Information and consultation,
2. Organizational services,
  - Booking, orders and shopping all over the world,
  - Personal reminders about all important events – birthdays, meetings, sporting events, medical visits, etc. (Alarm Clock Service)
3. Fast Track

## Fast Track Service

Holders of Visa Infinite and Visa Platinum cards can use the Fast Track Service at international airports which makes the long-awaited trip more convenient and unforgettable. The card holder can register at the airport by priority principle and save time for more pleasant activities.

### How to use Fast Track Service

- Register on Visa Concierge chatbot,
- On the main menu, choose Visa Travel, then choose Fast Track International,
- Choose the country and the airport,
- Click on one of the suggested options – Departure, International Departure or International Arrival,
- Submit the required data to get a PDF file containing QR for the Fast Track Service.

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You can access the **Visa Concierge** chatbot by scanning the following QR code



You can find more information on

<http://cis.visa.com/Visa Concierge>