

# Travel Assistance Services



Travelling is a pleasure, but there is so much to plan... so many details that need to be addressed. No need to worry. You can rest easy with the exceptional information and assistance services provided by your Visa® Platinum Card.

Your Visa® Platinum Card provides free travel assistance services so you can travel with increased safety and save time and money. As a Visa® Platinum Cardholder, you, your spouse and dependent children under 23 years of age can receive free information and assistance 24 hours a day, 7 days a week, simply by calling the telephone number on the reverse of your Card. You may also contact the Visa® Platinum Assistance Centre directly.

## ASSISTANCE WITH TRIP PLANNING

Simply call the Visa® Platinum Assistance Centre to get information about the destinations you want to visit, passport and Visa requirements, health precautions and immunizations, currency exchange rates and ATM locations. You can also get information about the climate, tourist attractions and special events at your destination. And if you have any special medical needs, the Visa® Platinum Customer Assistance Centre can help you make the necessary arrangements in advance.

## ASSISTANCE WITH MEDICAL EMERGENCIES

In the event of an emergency due to an illness or injury during your trip, the Visa® Platinum Assistance Centre is ready to provide you with names of local physicians, dentists and hospitals that speak your language. The Centre can also assign a physician who will consult with the local physician or hospital and monitor your condition as needed. The Centre will also stay in touch with your family and assist with arrangements to pay for your medical care using your available credit, insurance or other form of payment.

## ASSISTANCE WITH LEGAL EMERGENCIES

If you are detained or arrested, involved in a traffic accident, or require legal assistance for any reason, the Visa® Platinum Customer Service Centre can refer you to an attorney and help you contact your country's embassy or consulate. The Centre will also make all necessary arrangements to contact your family and/or business associates. If necessary, the Visa® Platinum Assistance Centre can coordinate bail payments through a funds transfer from your personal account or Visa® Platinum Card.

## EMERGENCY TICKET REPLACEMENT

If you lose your ticket(s), the Visa® Platinum Assistance Centre can arrange for a replacement and assist with the process to claim reimbursement for the lost ticket(s).

## DELIVERY OF URGENT MESSAGES

The Visa® Platinum Assistance Centre provides you with a 24-hour telephone service to hold and deliver emergency messages to travellers, family members and business associates.

## ASSISTANCE WITH LOST BAGGAGE

If the airline loses your checked baggage, the Visa® Platinum Assistance Centre will make the necessary arrangements to immediately send you essential items and an emergency cash advance. It will also assist with the process to submit a lost baggage claim to the airline. You will be responsible for all costs incurred.

## ASSISTANCE WITH EMERGENCY MEDICAL EVACUATION

If necessary due to a medical emergency, the Visa® Platinum Assistance Centre will coordinate emergency transportation to your home or to the nearest medical facility that can provide the required medical care. This service includes the necessary arrangements to send your children back home and keep in touch with your family, friends and/or business associates.

## ASSISTANCE WITH PRESCRIPTIONS AND VALUABLE DOCUMENT DELIVERY

The Visa® Platinum Assistance Centre will provide assistance to get prescription medications at local or nearby pharmacies. You will be responsible for the cost of all medications. The Visa® Platinum Assistance Centre can also coordinate the delivery of valuable documents you may have left behind during your trip. In this case, you will be responsible for shipping costs.

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TO CONTACT US, PLEASE CALL:  
First Citizens Card Services (246) 431 4553

Visa® Platinum Assistance Centre:  
Toll Free (USA & Canada) 1 (800) 396 9665  
Visa® - Collect (from other countries) 1 (410) 902 8022

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431-4500 | [www.firstcitizensbb.com](http://www.firstcitizensbb.com)

IMPORTANT: Visa® offers the Travel Assistance Services at no additional charge to you and as part of the benefits provided by your Visa® Platinum Card. The Travel Assistance Services provide only assistance and recommendations. You are responsible for all medical, legal and transportation costs and for any cash advance, service or item that is provided. Due to certain rare problems, including distance, location and hours, Visa®, its providers or contractors are not responsible for the availability, use, cost or outcome of any medical, legal or transportation service rendered.