

**SERVICE INFINITE**

The world looks different when you see it as Infinite. As a UOB Visa Infinite Cardmember, you'll enjoy a level of personal service that others can only envy. In everything that we do, your personal needs and preferences are our first priority. Your world, your way. That is the Infinite way.





**CONCIERGE SERVICES**

The UOB Visa Infinite Concierge Services is available only to the selected few UOB Visa Infinite Cardmembers to assist you with your lifestyle needs anytime you should require it.

Allow us to assist you with anything and everything you desire. It is our privilege to make everything more convenient for you.

Here is a list of our services:

**AIR TRAVEL ASSISTANCE**

**Information Service**

This service provides Cardmembers with available flight information to any travel destinations worldwide. Once request details are gathered from the Cardmember, the Concierge Services customer service personnel, known as a Customer Service Associate (“CSA”), may access predetermined public Internet web sites by Visa International (“public Internet web sites”) and/or local travel agencies to obtain and supply the information either verbally via the telephone, by fax or e-mail directly to the Cardmember.

**Reservation Ticketing**

The CSA assists Cardmembers in making flight reservations and arrangements for the issuance of tickets for travel. All associated costs for tickets purchased, are charged to the Cardmember’s eligible UOB Visa Infinite Card. Once the reservation is confirmed, the CSA notifies the Cardmember using the Cardmember’s selected communication method (i.e. phone, fax, e-mail, etc.).

**HOTEL ASSISTANCE**

This service provides Cardmembers with hotel contact and detailed amenity information. CSAs also can make hotel bookings for the Cardmember, using the Cardmember’s eligible Visa card as the payment tool, when appropriate.

**Information Service**

The CSA obtains location, preferences, price, and date requirements from the Cardmember. Once the information is gathered, the CSA accesses information on predetermined Internet web sites, hotel directories or through local travel agencies, to obtain and supply the relevant information either verbally via the telephone, by fax or e-mail directly to the Cardmember.

**Reservation Service**

The CSA obtains the location, preferences, price and date requirements, then contact the location to arrange the reservation booking on behalf of the Cardmember. Once the reservation is confirmed, the CSA notifies the Cardmember using the Cardmember’s selected communication method (i.e. phone, fax, e-mail, etc.) The notification can occur immediately by the CSA who made the reservation or scheduled for a later time. When required the Cardmember’s UOB Visa Infinite Card will be used to secure the confirmed hotel booking.

**CAR RENTAL ASSISTANCE**

This service provides Cardmembers with worldwide car rental rate information including vehicle availability and may assist in making car reservations for the Cardmember.

**Information Service**

Once the information relevant details are gathered from the Cardmember, the CSA accesses public Internet web sites, car rental directories or through local travel agencies and obtains the details to be supplied to the Cardmember either verbally via the telephone, by fax or e-mail.

**Reservation Service**

The CSA obtains the location, preferences, price, and date requirements, and then contacts the chosen location to arrange the car booking on behalf of the Cardmember, using the Cardmember’s qualifying UOB Visa Infinite Card as the payment tool. Once the reservation is confirmed, the CSA notifies the Cardmember using the Cardmember’s selected communication method (i.e. phone, fax, e-mail, etc.) The notification can occur immediately by the CSA who made the reservation or be scheduled for a later time.

**PRE-TRIP INFORMATION & ASSISTANCE**

The Pre-Trip service provides Cardmembers with pre-trip assistance, information on vaccination, travel visas, currency exchange rate, country specific local weather information, cultural customs, and protocol information as well as risk assessment recommendations for specific travel destinations. Government issued travel advisories are also available. By accessing public Internet web sites, CSAs locate the details needed and provide them to the Cardmember immediately over the telephone, by facsimile or by e-mail.

**EMERGENCY MESSAGE SERVICE**

This service provides Cardmembers in an emergency, the opportunity to send a message to a specific person. This service is available to Cardmembers, and all authorized users of the account. In addition to the initiator’s name and contact number, the CSA obtains and document the body of the message in text format, along with the recipient’s name and contact number. At the completion of the initial call, the CSA attempts to notify the recipient or schedule a notification attempt. When the message is successfully forwarded, the initiator can receive a confirmation that the message was received, if so requested at initiation. If after three attempts the message remains undelivered, one attempt will be made to advise the initiator and no further delivery attempts will be made.

**PASSPORT & VISA ASSISTANCE**

The Passport & Visa Assistance program provides Cardmembers with country specific passport and visa requirements and replacement procedures & policies. By accessing public Internet web sites, CSAs provide content information and contact with the nearest Embassy or Consulate, to travelling Cardmembers. Information is given to the Cardmember immediately over the telephone, by facsimile or e-mailed to the Cardmember. The CSA may also perform a warm transfer directly to an Embassy or Consulate or contact the Embassy on the Cardmember’s behalf.

**GOLF TEE TIME INFORMATION & RESERVATIONS**

This service provides Cardmembers with detailed information about golfing and driving greens worldwide. CSAs provide Cardmembers with details such as tee times, golf course transfers, caddy services, booking requirements, etc. CSAs can also assist Cardmembers in making reservations and other golf travel related bookings.

**RESTAURANT ASSISTANCE**

This service provides Cardmembers with restaurant information and/or assistance in bookings when required. CSAs make reservation bookings for Cardmember, using the Cardmember’s UOB Visa Infinite Card, when required by the restaurant.

**Information Service**

The CSA obtains location, preferences, price, and date requirements from the Cardmember. Once the information is gathered, the CSA accesses public Internet web sites to obtain and supply the information either verbally via the telephone, by fax or e-mail, directly to the Cardmember.

**Reservation Service**

The CSA obtains the location, preferences, price and date requirements and contacts the location to arrange the reservation booking on behalf of the Cardmember. Once the reservation is confirmed, the CSA notifies the Cardmember either via a return telephone call, by fax or e-mail.

**HEALTH, FITNESS & LEISURE SERVICES**

The Health, Fitness & Leisure Services provides location details, appointment availability and prices for health clubs, golf resorts, and leisure tours (sightseeing). Through this service, Cardmembers may also make bookings that may need to be secured using their UOB Visa Infinite Card .

**Information Service**

The CSA ascertains from the Cardmember, a location name, leisure service request type, tentative dates and price range. Once this information is gathered, the CSA will access public Internet web sites to locate the desired information and provide it directly to the Cardmember either verbally via the telephone, by faxing or e-mailing it directly to the Cardmember.

**Reservation Service**

When reservation bookings are requested, the CSA also obtains the UOB Visa Infinite Card details to secure the reservation booking on behalf of the Cardmember. Once the booking is made, the CSA notifies the Cardmember either verbally via the telephone, by faxing or e-mailing it directly to the Cardmember.

**OTHER EVENT TICKETING**

This service assists Cardmembers with the purchasing or reserving of tickets to events (sporting, Broadway shows, local theater, etc.) using the Cardmember’s UOB Visa Infinite Card as the payment tool. The CSA obtains and document from the Cardmember, details on the desired event, location, dates, seating preferences, number of tickets, etc. Once the information is obtained, the CSA contacts the appropriate ticketing agent either via the telephone or through a public Internet web site, to make the booking or reservation using the UOB Visa Infinite Card. If the Cardmember then wishes to proceed with the transaction, the Cardmember is then later conferenced to the ticketing provider to make the purchase.

**COUNTRY & MAJOR CITY INFORMATION**

This service provides Cardmembers with a wealth of information about local events and points of interest in any key travel destination worldwide, including local highlights, shopping excursions, tourist sights, in-country exhibitions, shows, festivals, museums and many other points of popular interest. Information is accessed by the CSAs through public Internet web sites and can be provided to Cardmembers either verbally via the telephone, by faxing or e-mail.

## SERVICE INFINITE

### EMERGENCY INTERPRETATION ASSISTANCE

This service provides real time, or scheduled interpretation assistance in all major languages. The CSA can provide this service either verbally over the telephone or by providing a referral and tie-up with a local third party provider. All services provided through third party vendors are at the expense of the Cardmember.

### BUSINESS SERVICES & ASSISTANCE

The Business Services & Assistance service provides assistance by arranging business equipment rentals, or conference room facilities for Cardmembers in need of such services. The CSA obtains specific information regarding what is needed from the Cardmember; information such as location, equipment needs, price range, and date requirements will be gathered. The CSA coordinates the equipment rental for the Cardmember or forwards the rental information directly to the Cardmember when desired. All expense incurred are the responsibility of the Cardmember and are charged to their UOB Visa Infinite Card.

### GIFT DELIVERY

This service assists Cardmembers in finding merchant providers who can arrange and ship gift items to a recipient nominated by the Cardmember, such as floral bouquets, gourmet baskets and gift hampers. CSAs may also make the purchase for the Cardmember, using the Cardmember's UOB Visa Infinite Card, when requested by the Cardmember.

#### Information Service

The CSA obtains a description of the suggested gift item, the intended delivery location, price range, and other gift specific details from the Cardmember. In-country public Internet web sites are then accessed to locate a provider who can provide what the Cardmember is looking for. Once located, the provider is then usually contacted by phone to confirm that the gift item is available. Once all details have been confirmed, the CSA then recontacts the Cardmember using the Cardmember's specified contact method, and provides all the relevant details.

#### Purchase Service

Often once the details have been relayed to the Cardmember, the CSA will then be requested to make the purchase on behalf of the Cardmember. Any additional details are obtained and the Cardmember is then conferenced to the provider to affect the purchase.

### SEND-IT-HOME SERVICE

This service assists Cardmembers with making arrangements to have their purchases shipped back to their home address. CSAs have access a variety of courier companies in which to obtain quotations for the Cardmember. Once a suitable courier is determined, the CSA will conference the Cardmember directly to the provider to affect the transaction on the UOB Visa Infinite Card.

### SOURCING HARD TO FIND ITEMS

This service attempts to locate specialty or hard to find items on the Cardmembers behalf. Once located, detailed information is provided to the Cardmember indicating from where the specific item may be obtained. Alternatively, the Cardmember may request to be conferenced directly with the merchant provider to make the purchase.

#### Information Service

The CSA obtains and documents a detailed description of the item, including the price range, size, color, etc. Using public Internet web sites, the CSA locates the item and recontacts the Cardmember with the details regarding where the item can be purchased, etc. A hardcopy of the merchant contact information and purchase price can be provided to the Cardmember either by faxing or e-mail if requested.

#### Purchasing Service

In addition to locating the item, the CSA may conference call the Cardmember with the merchant to make the purchase and proceed to arrange for delivery of the item for the Cardmember, at the Cardmember's expense. Additional details such as delivery address may be obtained for these types of requests. Once the delivery is arranged, the CSA will notify the Cardmember either verbally via the telephone, by faxing or by e-mail.

### COURIER SERVICE

This service arranges for the pick-up and delivery of items from/to a destination chosen by the Cardmember. The CSA obtains pick up and delivery addresses, contact names, contact information and relevant details about the item being transported. Once this information is obtained, the CSA will locate and arrange for delivery using an appropriate courier service. All courier expenses incurred in providing this service are the responsibility of the Cardmember.



### PURCHASE PROTECTION PLAN

A protection against accidental loss or damage, this plan covers almost any purchase made with your UOB Visa Infinite Card. The limit is RM25,000 per item and up to a maximum aggregate limit of RM50,000 per year.

Please refer to the Insurance Certificate found in this booklet for more details on the complimentary insurance.