

## Visa Concierge Services – Cardholder FAQs

### Visa Concierge Services

#### **1. Who can access Visa Concierge services?**

The Visa Concierge service is accessible to BDO Visa Platinum Cardholders.

#### **2. How can I access the Visa Concierge?**

There are 4 ways to access the concierge:

- Through the Visa Digital Concierge App
- Through the website: [www.concierge-asia.visa.com](http://www.concierge-asia.visa.com)
- Through e-mail: [PHPlatinum@concierge-asia.visa.com](mailto:PHPlatinum@concierge-asia.visa.com)
- Through phone from the Philippines\*: 1800 8908 6598 (Globe and Touch Mobile)  
1800 1441 0081 (PLDT, Smart and Sun)

*\*Please note that connection charges may apply if you use your mobile phone.*

#### **3. What can I do with / through the Visa concierge?**

Through the Visa concierge, you can have access to an “assistant” who can make reservations or inquiries, among other concierge services for you or on your behalf.

The Visa concierge, however, does not make any transactions on your behalf. Any charges that need to be billed/paid must be done by you / settled by you.

Also, the Visa concierge cannot provide you with information or assistance on your account (e.g. balance, payments, handle lost cards, etc). For these requests or requirements, you will need to call your bank / issuer.

#### **4. What about the Visa Digital Concierge App -- where/how will I get a Visa Digital Concierge App?**

A BDO Visa Platinum Cardholder can get the Visa Digital Concierge App FREE OF CHARGE from the AppStore (for iPhone users) or Play Store (for Android Phone users). Just be sure to look for this logo:



#### **5. How does the Visa Digital Concierge application work?**

All BDO Visa Platinum Cardholders have the opportunity to freely access a large range of benefits, deals, discounts and personalized privileges based on your preferences and location. From flight reservations to restaurant recommendations, the Visa Digital Concierge offers a 24/7/365 service with direct access to the concierge through multiple channels.

The Visa Digital Concierge app is available in English only.

#### **6. I downloaded the Visa Digital Concierge app / I called the Concierge number. They're asking for my card number. Is it safe to provide?**

The Visa Concierge service is only available for Elite Cardholders and as such, we need the card number to ensure we provide the right benefits and service to the Cardholders.

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This card number is not stored and is used in the secure backend to ensure we provide you the right content and service level based on the card type.

### **7. The Visa Digital Concierge is asking me to create an account. Do I have to?**

Yes, once you download the app, you will be prompted to create an account by entering a few details – country the card was issued in, name, phone number, email, location and the 16-digit card number. Once the 16-digit card number is validated to ensure that the card is eligible, the user will be prompted to set a password before proceeding.

You can use the email and its corresponding password each time you need to access the digital concierge.

Please note that the card number will not be stored on the app, only on the secure backend.

### **8. Why is the Visa Digital Concierge asking for user's preferences?**

These preferences help the concierge to tailor the content and recommendations shown to the user. These can be modified by using the My Preferences link on the main menu on the top left of the screen.

### **9. How does Visa use the cardholder data?**

Visa will never share this data with 3rd parties except to facilitate the provision of the requested service. We use your data to provide you with a personalized and seamless experience through our channels.

### **10. What content does the Visa Digital Concierge app feature?**

All BDO Visa Platinum Cardholders can have the opportunity to access a large range of benefits and privileges based on their preferences and location. These range from priority bookings at fine dining restaurants to hotel upgrades at several luxury properties in Asia Pacific and beyond.

### **11. I see offers from other countries / cities on the app. Can I avail of these as well?**

Certainly – it would be best to check with the concierge what the requirements are / make reservations, to be sure.

### **12. How can I avail these offers?**

Cardholders can access these offers by making a request using the Visa Digital Concierge app, via the chat function or calling the Visa concierge hotline.

### **13. How long are these offers valid?**

Validity of offers may vary. Kindly refer to the offers validity period stated in the 'Conditions' portion of the offer pages in the Visa Digital Concierge app.