

Visa Concierge Services – Cardholder FAQs

1. Who can access Visa Concierge services?

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

2. How do I access the Visa Concierge?

A. For New Users:

Step 1: Sign up for a Visa Concierge account at www.concierge-asia.visa.com

Step 2: Click Join Now. Enter your Visa Platinum Card number

Step 3: Enter your email address. Create a password

Step 4: Confirm your personal details

Step 5: Verify your account via email

B. For Existing Users:

- Visa Concierge website: www.concierge-asia.visa.com
- Local toll-free hotlines: 1800 8908 6598 (Globe/ Landline)
1800 1441 0081 (Smart, Sun & PLDT)
- Visa Concierge third-party chat* channels:
 - WhatsApp (for Australia, Hong Kong, India, Malaysia, Singapore)
 - LINE (for Japan, Taiwan)
 - KakaoTalk (for South Korea)

**in selected markets*

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. Why am I asked for my full card details upon signing up to Visa Concierge? Is it safe?

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 services to you and for processing of Visa Concierge-related transactions.

Your card details are safe and securely encrypted with Visa. Your card will not be charged.

5. The Visa Concierge is asking me to create an account. Do I have to?

Yes, you will be prompted to create an account by entering a few details – the 16-digit card number, country the card was issued in, name, phone number, email, and location. 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 Visa Concierge. Please note that the card number will not be stored, only on the secured backend.

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6. Why is the Visa 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.

7. How does Visa use the Cardholder data?

Visa will never share this data with third 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.

8. What content does the Visa Concierge feature?

All BDO Visa Platinum Cardholders 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.

9. I see offers from other countries / cities on the website. Can I avail of these as well?

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

10. How can I avail of these offers?

Cardholders can access these offers by making a request using the Visa Concierge website, via the third-party chat channels or calling the Visa Concierge hotline.

11. How long are these offers valid?

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