

VISA CONCIERGE FAQs

1. What can Visa Concierge help me with?

Visa Concierge is your 24/7 personal assistant, ready to help with a wide range of requests, from travel and dining reservations to entertainment recommendations and lifestyle assistance.

2. Is Visa Concierge free to use?

Yes. Visa Concierge is a complimentary service as a BDO Visa Signature Cardholder. While the service itself is free, any purchases or reservations made on your behalf, such as hotel bookings, dining expenses, or event tickets, will be charged to your Visa Signature.

3. What are the benefits of using Visa Concierge?

Visa Concierge gives you access to a dedicated lifestyle and travel assistant available 24/7, allowing you to access extraordinary experiences each and everyday through a curated range of services, amenities and exclusive privileges. You can now make the most of:

- Seamless reservations for dining and travel activities
- Recommendations for local activities and attractions
- Virtual events and outdoor experiences
- Assistance across healthcare, business and lifestyle services and much more

4. How do I access Visa Concierge?

Sign up or log in to Visa Concierge via the following contact channels and follow instructions:

- Viber app: search and add Visa Concierge PH
- Email: Signature: PHSignature@concierge-asia.visa.com
- Phone: Globe: 1800 8908 6594 or Smart: 1800 1441 0082
- Online / Digital access Register or request via: "<https://www.concierge-asia.visa.com/contact-concierge>" Visa Concierge portal

5. How long does it take Visa Concierge to respond?

Once you submit a request, you'll immediately receive a confirmation that it has been received. Visa Concierge typically respond within 48 hours, the concierge may contact you for additional details to help complete your request.

6. Is there a limit to the number of requests I can place with the Visa Concierge Team?

No. Visa Concierge is available whenever you need it, with no limit on the number of requests you can submit.

7. Can my family and friends access these offers too?

Visa Concierge is an exclusive benefit available to BDO Visa Signature Cardholders. To access the service, cardholders will be asked to provide their 16-digit card number (PAN) for eligibility verification. Please be assured that this is a standard validation process, and all information provided is handled in accordance with applicable data privacy and security requirements.

8. How does Visa use my data?

Your information is used only to help fulfill your request and provide a personalized experience. Visa does not share your information with third parties unless necessary to arrange the service you've requested.

For more information on Visa Concierge, visit their website at <https://www.concierge-asia.visa.com/contact-concierge>