

Travel Assistance Service



The Travel Assistance Service Provided will make a wide range of services available to cardholders who are over 100 miles from their home, except in the case of pre-trip assistance, in which case the administrator will waive the 100 miles-from-home requirement.

This service is provided around the clock, 365 days a year. It can be accessed through their bank or by calling the Assistance Center directly.

Assistance prior to travel

Provide information about destinations, ATM location, exchange rates, passport, visa requirements, health requirements, immunizations.

Assistance during travel

Medical Assistance: Information about and access to physicians, dentists, local hospitals.

Emergency Legal Assistance: referrals to attorneys, embassies and consulates in case cardholder is arrested, involved in a car accident, needs legal counseling.

Urgent Ticket Replacement: arrange for a ticket replacement, delivery of new ticket, refund for ticket lost.

Emergency Message Services: available 24 hours to receive and send urgent messages.

Lost Baggage Assistance: necessary arrangements will be made for immediate delivery of replacement items and cash advance in case the airline loses cardholder's checked baggage.

Emergency Transportation Assistance: In a medical emergency, will assist cardholder in making necessary arrangements for the emergency transportation to his home or the nearest medical center. In case of death, will make arrangements for the return of his remains back to his country. cardholder will be responsible for all costs.

Prescriptions: will assist in the purchase of prescribed medicines.

Delivery of Valuable Documents Assistance: will help replace documents for cardholder at cardholder's expense.

Visa offers Travel Assistance Services at no additional charge to the cardholder.

The cardholder is responsible for any medical, legal and transportation costs, cash advances or other services or items provided.