





















CONCIERGE SERVICE

Just one call direct to **GenAssist TPA** in Nicosia on **22 519 211**, will connect **you** personally to the **24 Hour** specialist travel services help-line offered by **Bank of Cyprus** to our eligible **Platinum, Business and Gold Cardholders**. Experienced travel assistance operators will provide **you** with all the advice and direction **you** will need - including where to stay at the best hotels in Europe and at their most attractive available tariffs, or the finest choice restaurants to dine out at, or the latest on in theatre-land and how to get tickets, or star studded concerts, smash-hit musicals and the most popular movies showing in town, stylish night-clubs and *Megaro Musikis*. Our operators will be more than happy to advise **you** upon whatever else there is to do or see, as **Bank of Cyprus** offers a variety of flexible Concierge Services that we consider are vital to guide and protect **you** (our **Cardholder**), when visiting or driving through, a foreign country on business, or as a tourist - maybe not even for the first time – such as the usual precautions to take and the hazards to look out for - before travelling with peace of mind to **your** chosen destination.

Our Concierge Assistance Services apply on a global scale and include the following range of practical advice and premium guidance upon:

-  **Where to Stay, Where to Eat, Where to Go and What to Do in Major Cities all over the European Union**
-  **Country Advice - Passports, Visas, Inoculations and Vaccinations, Taxes and Customs**
-  **Transmission of Urgent Messages for Genuine Emergencies**
-  **Assistance with Arrangements for your:**
 - * **Unexpected Return Home Early in Case of Hospitalization or a Demise of a Relative back Home**
 - * **Your Return Home Early in the Event of Damage to your Place of Residence**
 - * **Your Replacement with a Colleague should you be unable to continue with Scheduled Business Trip Duties following Unexpected Sickness and/or Injury**
 - * **The Dispatch to you of Replacement Personal Items and/or Essential Lost or Stolen Documents**
-  **Assistance with Car Rental Arrangements - all over Europe**
-  **Referral to appropriate Expert Legal Advisors (in the event of genuine legal difficulties)**
-  **Finding Skilled Interpreters in a Genuine Emergency**
-  **Deposit of Bail Bonds**
-  **Arranging for the Delivery of Flowers**
-  **The following relate to the Medical Expenses and Hospitalization Insured Events under your Travel Accident Insurance:**

Assistance with:

 -  **Cash Advances/Deposits for Hospital Admission**
 -  **Medical Evacuation/Transportation**
 -  **Repatriation Home after Treatment Abroad**
 -  **Reasonable Travel Expenses for an Emergency Visit (of a person nominated by you)**
 -  **Medical Monitoring, Referral and Long Distance Medical Advice**
 -  **Emergency Medical Message Service and Transmission of Genuine Urgent Messages (usual maximum of two messages)**
 -  **Dispatch of Medical Specialist/Essential Medicines and/or Equipment**
 -  **Arrangement of Reasonable Hotel Room Accommodation for a Medically Prescribed Convalescence**
 -  **Return Home of Unattended Children/Dependents under 16 years of age (following your sickness and/or injury whilst still Abroad)**
 -  **Transportation of Third Parties/Mortal Remains**

Important Notice:

The **Bank of Cyprus Card** customer will be asked by the person answering the telephone certain qualifying questions to enable verification as one of our exclusively nominated **Cardholders**.

Please note that **GenAssist TPA** are offering a unique customer help-line service and will assist **you** with reservations, (at restaurants, hotels etc), subject to availability, at no less than **3 (three)** working days advance notice. Some of the **Concierge Services** (such as Car Rentals, Translations or the Delivery of Flowers), will generate a fee to be met at **The Cardholder's** own expense.