

Visa Concierge

Customer FAQs



Existing Users:

What is going to happen to my existing Visa Concierge account? Will I need to sign up as a new user?

Your current Visa Concierge account will still exist – open the app and follow the prompts to update. Once you have the new app downloaded:

1. Open the new Visa Concierge app
2. Enter your Visa Card number
3. Create a new password
4. Confirm your personal details
5. Verify your account via SMS or email

What will happen to my profile and request history?

Your profile will still exist, but you will need to register upon first login. Only pending or future requests will be moved to the new Visa Concierge. Please contact a Visa Concierge consultant for assistance.

What will happen to my existing booked requests?

Your existing booked requests will be moved to the new Visa Concierge. If you wish to make changes to your pending requests, please contact a Visa Concierge consultant for assistance.

What will happen to my requests that are currently pending?

Pending requests will be moved to the new Visa Concierge and will continue to be managed by a Visa Concierge consultant.

New Users:

How do I sign up for a Visa Concierge account?

You can sign up for a new Visa Concierge account via:

- Visa Concierge app ([iOS](#) and [Android](#))
- Visa Concierge [website](#)

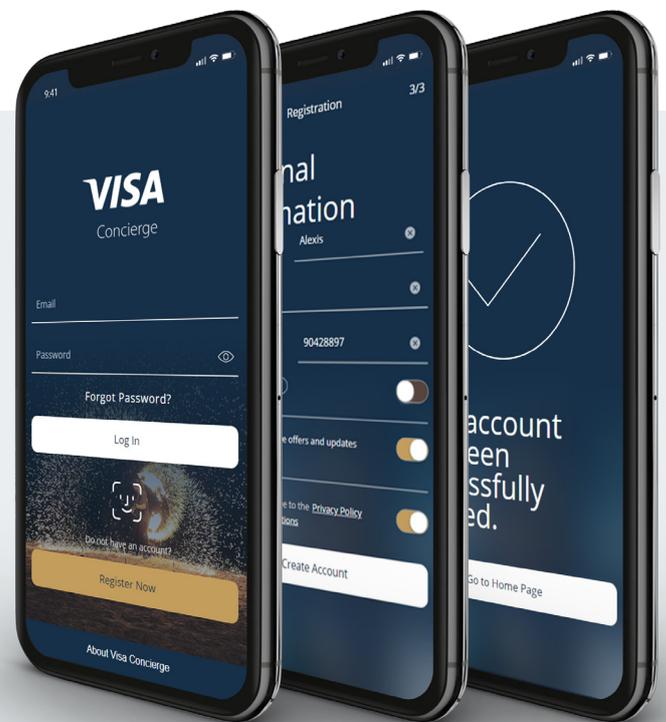


Are there any additional charges associated with signing up for a Visa Concierge account?

Visa Concierge is a complimentary benefit and there are no charges associated with signing up for a Visa Concierge account.

I am unable to register for a Visa Concierge account. What do I do?

If you have tried to register for a Visa Concierge account via the website or app listed above, and still cannot access Visa Concierge, please contact a Visa Concierge consultant via the [website](#) or your local [toll free-hotline](#).



Visa Concierge General FAQs

What is Visa Concierge?

Visa Concierge is a 24/7 digital personal assistant and lifestyle guide, 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 staycations
- Recommendations for local activities and attractions
- Virtual events and outdoor experiences
- Assistance across healthcare, business and lifestyle services and much more

Doesn't this already exist? What's new?

Yes, Visa Concierge already exists. However, we've upgraded the platform to enable the best digital experience. We've introduced a series of functionalities to support you in navigating and making the most of the new normal.

The new Visa Concierge is:

- Built with domestic use in mind
- Device agnostic – accessible via web and all connected devices
- Supported in multiple languages
- Inclusive of a new self-booking function for:
 - Restaurants and staycations
 - Tickets for local attractions, domestic and international flights
 - Limousines, with exclusive Visa discounts off retail rate

Is Visa Concierge for travel purposes only?

The new Visa Concierge is designed to be your companion and guide no matter where you are in the world. Our local experts in over 500 cities can advise on local hidden gems and recommendations to help you rediscover and make the most of your homeland.

You will also find personalised content, offers, special privileges and the full list of services available on the Visa Concierge [website](#).

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

You are required to provide full card details to ensure we provide the right benefits and services to you and for processing of Visa Concierge-related transactions. Yes, your card details are safe and securely encrypted with Visa.

In which countries/regions is Visa Concierge available?

Australia	India	Mongolia	South Korea
Bangladesh	Indonesia	Myanmar	Sri Lanka
Brunei	Japan	New Zealand	Taiwan
China	Macau	Philippines	Thailand
Hong Kong	Malaysia	Singapore	Vietnam

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

Yes, you will need to create a new, or update your existing Visa Concierge account to access the privileges and services.

How does Visa use my data?

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

More information on Visa's Privacy Policy are available [here](#).

Will I have access to the offers and benefits from other countries/regions?

Validity of offers may vary. Please refer to the Terms & Conditions of the offers for validity.

Can my family and friends access these offers too?

Visa Concierge services and offers are available for all eligible Visa Infinite, Visa Signature and selected Visa Platinum cardholders. To access Visa Concierge please sign up for a Visa Concierge account.

How long are these offers valid?

Validity of offers may vary. Please refer to the Terms & Conditions of the offers for validity period.

You can contact a Visa Concierge consultant by downloading the app or visiting the website.

[Go to website](#)

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