

Bank One Visa Gold Card

Privileged Benefits

- Medical & Legal Referral
- Cardholder emergency assistance

Cardholder Enquiry, Mauritius

Contact numbers when dialing within Mauritius:

T: 802 044 0031

Contact numbers when dialing from outside Mauritius:

T: 27 21 527 0370

Medical & Legal Referral

Travel with confidence

Visa's medical & legal referral service supports you and your immediate family when you are travelling together to a location outside of your principal country of residence for up to 90 days. Complimentary medical services include medical telephone advice, referral to a local medical service provider and the monitoring of a medical condition both during and after hospitalisation.

1. Telephone medical advice
2. Medical service provider referral
3. Monitoring of a medical condition during and after hospitalisation
4. Delivery of essential medicine or equipment
5. Dispatch of physician
6. Guarantee of hospital admittance deposit
7. Arrangement of emergency medical evacuation
8. Arrangement of emergency medical repatriation
9. Arrangement of transportation of mortal remains
10. Arrangement of transportation to join a cardholder
11. Arrangement of return of children
12. Inoculation and visa requirement information
13. Legal referral
14. Interpreter referral

Note: Items 4. to 11. are charged on a case by case basis.

Significant Limitations

This coverage is only valid for travel outside your Principle Country of Residence undertaken on tickets, for which at least 50% of the cost is purchased using your Visa Gold card or Bank Cheque with funds from your Visa Gold account.

Duration of Provision of Services

The Services are automatically provided unless notified by Bank One

Cardholder emergency assistance

Lost and stolen card reporting

Lost and stolen card reporting is one of the 24 hour emergency services provided by the Visa Call Centre Service which also answers general enquiries and offers product and service information. As soon as you report your card as lost or stolen, Visa will block the account. They'll also notify your card issuer and you can rest assured that they'll carry out both tasks within just 30 minutes.

It's a service that's able to deal with the situation, even if your card issuer is closed, and that is easily accessible at any time of day and from anywhere in the world. The toll-free telephone number for this service is 01-120--866-654-0165.

Emergency card replacement

If your Visa Gold card is lost or stolen, you'll want it to be replaced as soon as possible. With our emergency card replacement service you can be sure you're in good hands and that a new Visa Gold card will be with you in no time at all, wherever you are.

Emergency cash disbursement

Sometimes unforeseen circumstances can leave you in the most difficult positions, such as not being able to access cash. It's good to know we're here to help if the unexpected does happen. And that we'll pull out every stop to get funds to you quickly, easily and with as little hassle as possible.