

Bank One Visa Infinite Credit Card

Privileged Benefits

- Medical & Legal Referral
- Purchase Protection & Extended Warranty Guarantees
- Cardholder emergency assistance
- Concierge service
- Full Multi-Trip Travel Insurance

Cardholder Enquiry, Mauritius

Contact numbers when dialing within Mauritius:

Insurances 802 044 0031

Cardholder offers 802 044 0032

Contact numbers when dialing from outside Mauritius

Insurances: +44 208 762 8002

Cardholder offers: +97 143 214374

Concierge service: +44 207 479 3526

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 Infinite card or Bank Cheque with funds from your Infinite account.

Duration of Provision of Services

The Services are automatically provided unless notified by Bank One.

Purchase protection and extended warranty guarantees

Purchase protection provides short-term protection against theft and accidental damage for purchases you've made with your Visa Infinite card. So should the unexpected happen, you can enjoy extra peace of mind.

Significant Features and Benefits

- Cover if the purchase is Stolen or damaged
- Cover if the purchase ceases to operate satisfactorily and requires repair;
- Registration of the item is not necessary
- Coverage is provided which doubles the original manufacturer's warranty period, if applicable, to a period of not exceeding twenty-four (24) months
- **Infinite Card - benefit limits** - Up to \$5,000 per item, \$7,500 per incident & \$20,000 max per year.

Significant and/or limitations

- An excess of \$50 is applicable to each and every claim
- Loss must occur within 90 days
- Boats
- Motorised vehicles
- Land or Buildings
- Consumables, perishables or services

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 Infinite 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 Infinite 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.

Concierge service

With the Visa Infinite Concierge Service you can rest assured you're in good hands. Developed exclusively for our discerning Visa Infinite cardholders, this complimentary service provides everything you need for both your personal and business life and is available in several different languages.

The Concierge Service saves you precious time and is at your disposal 24 hours a days, 365 days a year. By employing a network of world-class resources to meet your needs, it can offer truly tailored solutions and make welcome recommendations. And the service also keeps track of your individual profile, ensuring that your individual requirements and preferences are fully understood.

It includes a whole host of features. Some are listed below:

- Air travel reservations and information service
- Hotel reservation and information service
- International apartment reservation service
- Chauffeur driven car service
- Airport transfers
- Car hire reservation and information service
- Package holiday information service
- Rail and ferry information service
- Travel and health advice
- Insurance queries
- Currency advice
- International dining
- Golf course information service
- Yacht charter
- Hospitality and event ticketing service
- Domestic services
- Flower delivery
- Gift delivery
- News service
- Courier service
- Wedding and Life Event Management
- Emergency services

The Concierge Service provides a range of business services such as reservation, interpretation and messaging services, as well as account banking enquiries and transfers.

Full Multi-Trip Travel Insurance

Significant Features and Benefits

- **Medical Emergency Evacuation and Repatriation Service up to US\$1,000,000** - payment of expenses if an Evacuation/Repatriation is deemed necessary on medical grounds if you suffer an Illness, Accident or Bodily Injury whilst on a Journey.
- **Medical Emergency Expenses up to US\$2,000,000** - payment of expenses for emergency medical treatment outside your Principle Country of Residence following accidental injury or illness.
- **Personal Accident up to US\$1,000,000** - a benefit is paid for death or loss of limbs/sight or permanent physical disability following an accident during your journey. Reduced benefits apply for persons under 16 years of age.
- **Hospital Daily Indemnity up to US\$100** - a benefit for each day spent in Hospital following an Accident, Injury or Illness.
- **Personal Liability up to US\$1,000,000** - cover against an incident, which results in you becoming legally liable to pay damages or costs in respect of accidental death or Bodily Injury and/or accidental loss of or damage to material property belonging to any third party.
- **Loss of Baggage up to US\$3,000** - a benefit is paid for loss or damage to Baggage during your journey.
- **Loss of Money up to US\$1,500** - a benefit is paid for loss or damage to Money during your journey.
- **Cancellation up to US\$5,000** - cover against expenses incurred as the direct and necessary result of the cancellation, curtailment or re-arrangement of any part of the original plan for the Journey.
- **Travel Delay up to US\$900** - a cash benefit of US\$75 per hour is paid as compensation if the ship, aircraft or train in which you are booked to travel is delayed.
- **Delayed Baggage up to US\$1,440** - a cash benefit of US\$120 per hour is paid as compensation if your baggage is temporarily lost or misplaced by the ship, aircraft or train in which you are booked to travel.

- **Document Replacement up to US\$1,500** - cover for costs necessarily incurred for replacing essential documents
Hijack up to US\$1,050 - a benefit for each day of your trip that you are subject to a hijack.
- **Legal Expenses up to US\$7,500** - cover for legal costs incurred following your personal injury or death caused by a third party while you are on holiday.

Significant and Unusual Exclusions or Limitations

Your policy excludes some situations. These generally involve anything you already know about or that is caused by war, fraud or criminal or deliberate acts on your part. Full details may be obtained on www.visainfinitecard.com/inf/infiniteBenefits/fullMultiTrip.asp but the most significant ones are outlined below.

This coverage is only valid for which any part of a trip up to 90 days away from your Principle Country of Residence which has been or will be paid for using your Visa Infinite card or bank Cheque with funds from your Infinite account.

Cover may also be restricted by age, pre existing medical condition (including pregnancy) or hazardous activity. You are also required to pay the first part of any claim where applicable, known as the 'excess'.

You must always take reasonable care to prevent loss, damage, Accident, Bodily Injury or Illness