Stay Assisted with the very best

Concierge Services :

VPCC is a one-stop shop for your Visa Platinum Credit Card needs. VPCC is staffed by highly trained professionals who provide a wide range of travel and entertainment Concierge Services, Emergency lost / Stolen Card services and Telephone Translation services for Visa Platinum Cardholders in Asia- Pacific.

The VPCC is operational 24 hours a day and 7 days a week, and is easily accessible by Platinum Cardmembers via a comprehensive network of international Toll-free numbers. Besides English, the VPCC also supports all key Asian languages.

VPCC Toll-Free Numbers

Cardholder calling from	English speaking service	Mandarin speaking service	Japanese speaking service	Korean speaking service	Cantonese speaking service	Malay speaking service	Thai speaking service
Australia	1800 639 607	1800 555647	1800 555649	1800 555651	1800 555652	-	1800 555653
Austria	0800 293 083	-	0800 281 689	-	-	-	-
Belgium	0800 78464	-	0800 71029	-	-	-	-
Brunei	8001 111 then 8667 659 643	-	-	-	-	800 1111 then 8667 753 708	-
Canada	18666391910	-	-	-	-	-	-
China	10800 440 0083	10800 440 0026	10800 440 0085	10800 440 0086	10800 440 0087	-	10800 440 0088
Denmark	808 83 413	-	808 84 348	-	-	-	-
France	0800 908 852	-	0800 919 553	-	-	-	-
Germany	0800 182 2809	-	0800 182 2148	-	-	-	-
Greece	00800 4412 1091	-	00800 4412 1222	-	-	-	-
Hong Kong	800 901 869	800 901 870	800 901 872	800 901 873	800 900 781	800 901 874	800 901 875
Hungary	068 001 4351	-	068 001 4855	-	-	-	-
India	000 117, then 866 765 9643	000 117 then 866 765 9643	000 117 then 866 670 0974	000 117 then 866 670 0975	000 117 then 866 670 0976	-	000 117 then 866 670 0943
Indonesia	001 803 441 568	001 803 441 226	001 803 441 235	001 803 441 238	001 803 441 239	001 803 441 242	001 803 441 243
Italy	800 781 767	-	800 784 252	-	-	-	-
Japan	00531 44 0023	00531 44 0024	006633 800554	00531 44 0025	00531 44 0028	-	00531 44 0027
Macau	0800 111 then 866 775 3685	0800 111 then 866 670 0943	0800 111 then 866 670 0974	0800 111 then 866 670 0975	00852 300 28560	-	0800 111 then 866 670 0977
Malaysia	1800 803 006	1800 805 571	1800 805 572	1800 805 573	1800 805 574	1800 805 575	1800 805 576
Netherlands	0800 023 2963	-	0800 022 9478	-	-	-	-
New Zealand	0508 600 100	0800 103 291	0800 103 298	0800 103 406	0800 103 407	-	0800 103 412
Philippines	1800 1441 0014	1800 1441 0078	1800 1441 0080	1800 1441 0081	1800 1441 0082	-	1800 1441 0083
Portugal	800 84 4035	-	800 844 082	-	-	-	-
Singapore	800 448 1249	800 448 1292	800 448 1294	800 448 1295	800 448 1296	800 448 1297	800 448 1298
South Korea	00368 440 0072	00368 440 0073	00368 440 0075	00308 440 051	00368 440 0076	-	00368 440 0077
Spain	900 94 8965	-	900 99 8948	-	-	-	-
Sweden	020 790941	-	0200 285 386	-	-	-	-
Switzerland	0800 835 270	-	0800 564 962	-	-	-	-
Taiwan	0080 1444 189	0080 1444 124	0080 1444 191	0080 1444 192	0080 1444 193	-	0080 1444 194
Thailand	001 800 441 1248	001 800 441 1252	001 800 441 1259	001 800 441 1260	001 800 441 1268	-	001 800 441 3327
UK	0800 169 5187	-	0800 587 0552	-	-	-	-
USA	1866 765 9643	1866 670 0943	1866 670 0974	1866 670 0975	1866 670 0976	-	1866 670 0977

Where international toll-free access to VPCC is not available, Cardholders may call collect to Sydney, Australia using (61 2) 9235 0260.

Global Customer Assistance Service GCAS

GCAS is a comprehensive Customer Services program made available to all Visa Platinum Cardholders when they travel overseas, either for business or leisure. With multilingual support. Visa Cardholders can access GCAS from practically anywhere in the world, any time of the day, throughout the year. GCAS

Customer Service executives are familiar with local country requirements, government rules and regulation, telecommunication infrastructure and language familiarity, all of which can be a huge challenge for the Platinum Member. The extensive network of service providers and delivery system that GCAS has at its disposal ensures seamless implementation of the services to the satisfaction of your needs.

The following are GCAS core services available to Visa Platinum Cardholders :

- Lost / Stolen Card Reporting

  This service allows a Cardholder to report the theft or loss of his Visa Platinum Credit Card. The account number, if ava ilable, can be immediately blocked thus reducing further losses on the Card

- Emergency Card Replacement

  This service allows a Cardholder to receive a temporary replacement Card to cover his / her traveling needs.

- Emergency Cash Disbursement

  This service advances cash to Cardholder to cover his / her traveling needs

- Cardholder Inquiry Service

  This service allows a Cardholder to acquire information on Visa products, as well as get connected to their Issuing Bank when they travel

The following are GCAS enhancement services available only to Visa Platinum Cardholders. Only incidental expenses in the fulfillment of the services will be borne by the Cardholder:

- Travel Assistance

  This service covers general travel assistance services like pre-departure travel information details of consulates and embassies, visa and inoculation requirements and the location of nearest ATMs

- Emergency Translation Assistance

  This service allows a Cardholder to request for on-site translation assistance through a telephonic interpreter

- Lost Luggage Assistance

  When the Cardholder's luggage is lost while traveling, tracking advice and / or shipment of replacement items can be arranged

- Emergency Ticket Replacement Assistance

  This service allows a Cardholder to book emergency replacement tickets for all common carriers. It also monitors the delivery of such tickets to the Cardholder or to a ticket sales location for pick-up

- Emergency Medical Assistance

  This is referral service that provides the Cardholder with contact details of physicians, hospitals, clinics, dentists and dental clinics

- Emergency Legal Assistance

  This is a referral service that provides the Cardholder with the contact details of legal service providers. It also provides assistance for the arrangement of bail bonds

- Prescription Assistance

  This service allows the Cardholder to arrange for prescription medication to be delivered to him during an emergency

- Emergency Message Service

  This service allows the Cardholder to record and receive emergency messages while traveling, through a toll-free telephone message service available 24 hours a day, 7 days a week

- Valuable Document Delivery Assistance

  This service allows the Cardholder to arrange for important documents to be delivered to him