

Visa Platinum

Services & Benefits

ANDBANK /
Private Bankers



Conditions of the service contract signed between Andbank and Europ Assistance integral management services, SAU (EASIG)

/ **Beneficiary:**

Physical person, holder of an Andbank Platinum card which is communicated to EASIG

/ **Service Provider:**

Europ Assistance integral management services, SAU (EASIG)

/ **Territorial Scope:**

The services will apply worldwide

/ **Purpose of the contract:**

To provide the services defined bellow

/ **Procedures for service delivery:**

The provision of the services described bellow is requested by the beneficiary to EASIG via telephone:

- o 902.646.041
- o 91.536.82.65

Andbank Platinum card holders can enjoy the following services provided by the concierge service:

1. Information services

The information provided will be related to:

/ Health Information: Hospitals, outpatient centers, professional associations, etc.

/ Leisure Information: Billboards shows, television programs, exhibitions and art galleries, museums, festivals, restaurants, etc.

/ Sports Information: Stadiums and sports centers games and championships, associations and federations, state of the ski slopes, golf courses, etc.

/ Travel Information: Institutions and tourism entities, time differences between countries, travel agencies, international hotels information, car rental companies, etc.

/ Automobile related information: workshops and authorized dealers, service stations, insurance companies, MOT centers, toll motorways, etc.

/ Diverse useful information: Phone numbers and addresses of national companies, internet addresses requested by the insured, education, household technical services, luxury shopping addresses, postal codes and phone codes, etc.

2. Travel booking services

/ Europ Assistance will make the reservation

These services are provided from 9 to 18 from Monday to Friday and from 10 to 18 Saturdays, Sundays and holidays.

- / Transportation ticket reservation
- / Hotel reservations
- / Scheduled trips reservations

3. Restaurant booking services

/ Europ Assistance will make the reservation

4. Shipping services

- / Gifts delivery service: Europ Assistance will facilitate the menu subject to local availability with different types of gifts.

5. Car rental reservations

/ Europ Assistance will make the reservation



Andbank's Platinum Cards provide their users with exclusive services enabling them to travel and perform transactions in complete comfort and safety



Visa Luxury Hotels Service

Book at the most prestigious luxury hotels in the world and get discounts.

The best online rates and VIP customer service. The services vary from hotel to hotel.



Air Refund Service

Claims against airlines for flight delays, cancellations and denied boarding.

For flights from a European airport or flights to Europe.



LoungeKey Service

Access to more than 1,000 VIP lounges at airports around the world.

Exclusivity and comfort. The customer just needs to download the LoungeKey app.

The service has a cost for the card's users (contact your manager for details).



Global offers

Discounts and offers at a wide range of establishments around the world in line with the programmes offered by Visa.

Vehicle rental

Hertz - Vehicle rental

Obtain daily discounts of up to 25% on rental rates.

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