

Emergency Card Replacement

This service provides global emergency services to Platinum Cardholders around the world, 24 hours a day, seven days a week, 365 days a year.

Simply pick up the phone and you'll have access to an international network of toll-free telephone numbers to put you straight through to emergency services.

As a Platinum Cardholder, you can expect a replacement card within one business day anywhere in the world. We're here to take the hassle and stress out of a situation like a lost or stolen card, so that you can get on with your life.

Here for you

Customer Service Associates will be able to assist in one of nine languages. Further, they will also have immediate access to an international translation service if they cannot speak your language.

What next?

For a list of toll-free emergency telephone numbers, for Visa Platinum customers, please visit <http://www.visacemea.com> and for MasterCard Platinum customers, please visit <http://www.mastercard.com>



Emergency Cash Disbursement

Our 24-hour emergency cash disbursement service enables you to access up to USD 2000 (or the equivalent in local currency) in emergencies.

Offering real peace of mind, this service is available worldwide and the emergency cash will usually be with you in just a few hours depending on the time of your call.

A comprehensive service with you in mind

The service is easily accessible at any time of day and from anywhere in the world, through our international network of toll-free telephone numbers that put you straight through to emergency services. All Customer Service Associates will also have immediate access to an international translation service if they cannot speak your language.

Emergency cash disbursements will usually be sent out within a few hours for Platinum cardholders travelling internationally.

What next?

For a list of toll-free emergency telephone numbers, for Visa Platinum customers, please visit <http://www.visacemea.com> and for MasterCard Platinum customers, please visit <http://www.mastercard.com>