

# CONCIERGE SERVICE

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Just one call direct to **HEALTHWATCH S.A.** in Nicosia on **22 051985**, will connect **you** personally to the **24 Hour** specialist travel services help-line offered by **Bank of Cyprus** to our eligible **Platinum, Business** and **Gold Cardholders**. Experienced travel assistance operators will provide **you** with all the advice and direction **you** will need -

**Our Concierge Assistance Services apply on a global scale and include the following range of practical advice and premium guidance upon:**

 **Assistance with Arrangements for your:**


- \* **Unexpected Return Home Early in Case of Hospitalization or a Demise of a Relative back Home**
- \* **Your Return Home Early in the Event of Damage to your Place of Residence**
- \* **Your Replacement with a Colleague should you be unable to continue with Scheduled Business Trip Duties following Unexpected Sickness and/or Injury**
- \* **The Dispatch to you of Replacement Personal Items and/or Essential Lost or Stolen Documents**


 **Referral to appropriate Expert Legal Advisors (in the event of genuine legal difficulties)**


 **Finding Skilled Interpreters in a Genuine Emergency**

 **The following relate to the Medical Expenses and Hospitalization Insured Events under your Travel Accident Insurance: Assistance with:**


 **Cash Advances/Deposits for Hospital Admission**


 **Medical Evacuation/Transportation**


 **Repatriation Home after Treatment Abroad**


 **Reasonable Travel Expenses for an Emergency Visit (of a person nominated by you)**

 **Medical Monitoring, Referral and Long Distance Medical Advice**

 **Emergency Medical Message Service and Transmission of Genuine Urgent Messages (usual maximum of two messages)**

 **Dispatch of Medical Specialist/Essential Medicines and/or Equipment**

 **Arrangement of Reasonable Hotel Room Accommodation for a Medically Prescribed Convalescence**

 **Return Home of Unattended Children/Dependents under 16 years of age (following your sickness and/or injury whilst still Abroad)**

 **Transportation of Third Parties/Mortal Remains**

## **Important Notice:**

The **Bank of Cyprus Card** customer will be asked by the person answering the telephone certain qualifying questions to enable verification as one of our exclusively nominated **Cardholders**.

HealthWatch