

Concierge T&C

- 1* Intl.SOS's obligation to provide any of the Eligible Services described herein shall be contingent upon Intl.SOS's ability to confirm with **HDFC Bank Card Member** eligibility for these Services. Intl SOS's shall, before providing any Assistance to a Covered Person, verify the Customer's eligibility criteria shared by HDFC Bank. **HDFC Bank Card Member** call the Intl.SOS alarm centre on the dedicated help line directly for assistance 24/7.
- 2* Intl SOS's Customer Service Executive answers the phone as per the agreed answering protocol as above.
- 3* The services are purely on a referral and arrangement basis.
- 4* The service provider shall promptly assist the Bank without any Demur or cavil on a best efforts basis in the Bank resolving all queries, complaints and claims made by its users in regard to and/or in respect of and/or arising out of the services.
- 5* All referrals and assistance to the user are provided via a network of providers and International SOS holds no responsibility on their behalf, unless contracted.
- 6* The services provided by International SOS under this Agreement are rendered in India only.

All service requests are fulfilled on a best effort basis on first call resolution - or immediate call back as soon as possible

1. DEFINITIONS

2. ASSISTANCE SERVICES

Concierge Assistance Services
Requests for Assistance

3. GENERAL EXCLUSIONS

- 3.1 Territorial Limits
- 3.2 Length of Travel
- 3.3 Force Majeure

4 CLIENT CONTACT MATRIX.

Concierge T&C

1. **DEFINITIONS**

- **Assistance Event:**

Shall mean any event or occurrence with respect to which a Covered Person is entitled to receive Assistance Services pursuant to this Agreement, i.e., an eligible **HDFC Bank Card Member** is within India and requests for a service provider referral or arrangement of service.

- **Assistance Services:**

Shall mean the services provided by International SOS to an eligible **HDFC Bank Card Member** upon the occurrence of an Assistance Event. These services shall consist of the Referral and Arrangement services as listed under ELIGIBLE SERVICES,

- **Covered Person:**

For the purpose of This Agreement Covered Person shall mean:

“**User**” refers to an individual who is a customer of the Subscriber and a valid HDFC Bank card member, having qualified so based on the criteria as specified in the Subscriber’s website.

HDFC Bank card members are eligible for the following services worldwide on a best effort basis.

Concierge Services

1. Golf Course Referral and Reservation Assistance

Intl.SOS shall assist the End-User (“Card Member”), whenever possible, by providing the address and telephone number of golf courses within and outside the usual country of residence. If requested by the Card member and whenever possible, Intl.SOS will facilitate in making the reservation on behalf of the Card member.

While taking Golf Requests please educate the card member of the below:

Please note: Any cancellation of classes should be informed 24 hrs in advance; post which the class will be considered delivered.

Some of the key points to remember are as follows:

- a. The dress code for all the classes will be Collar t shirts & formal trousers along with regular sports shoes. Members who have golf shoes can wear them instead of regular golf shoes.

- b. As you are getting exposed to golf for the first time as a sport under a

Concierge T&C

professional environment, we would request you to carry enough fluids to avoid any loss of salt in your body.

- c. All practice equipment & balls will be provided by our team.
- d. All the charges pertaining to the golf coaching sessions are a part of your membership, hence we would request you not to make a payment to anybody pre- or post the coaching session.

2. Car Rental and Limousine Referral and Assistance

Intl.SOS shall assist the Card Member by providing the name, address and telephone number of car rental and limousine companies within and outside the usual country of residence. If requested by the Card Member and whenever possible, Intl.SOS will facilitate in making the reservation on behalf of the Card Member.

3. Hotel Referral and Reservation Assistance

Intl.SOS will assist the Card Member by providing the name, address and telephone number of hotels in major cities. If requested by the Card Member and whenever possible, Intl.SOS will facilitate in making the reservation on behalf of the Card Member.

4. Business Services

Intl.SOS will assist the Card Member by providing conference service referral or arrangement assistance and translation service assistance.

5. Flower and Gift Delivery Assistance

Intl.SOS will assist the Card Member by arranging for delivery of flowers or gifts to his or her family or business associates.

6. Courier Service Assistance

Intl.SOS will assist the Card Member to send documents or parcels by arranging courier services to his or her family or business associates.

7. Dining Referral and Reservation Assistance

Intl.SOS will assist the Card Member by providing the name, address and telephone number of restaurants in major cities. If requested by the Card Member and whenever possible, Intl.SOS will facilitate in making the reservation on behalf of the Card Member.

8. Events

Intl.SOS to provide a calendar of global, entertainment-related events for the year, to be updated quarterly, which can be shared with HDFC Bank cardholders

Concierge T&C

Benefits Development Service

1. Fine Dining Network

Intl.SOS shall assist the Client in the development of a “special value-added offer” for at least 15 restaurants in the domestic Indian market, targeting restaurants in Mumbai and New Delhi, and to be expanded to Hyderabad, Chennai and Bangalore at a later date as mutually agreed.

2. Hotel Benefit

Intl.SOS shall assist in the negotiation of complimentary status in a hotel brand loyalty program.

The above Referral and Arrangement Services would be provided to all the eligible members anywhere on a 24-hr basis on a best effort basis. International SOS shall not be responsible for any third party expenses incurred which shall be the responsibility of the User.