



# **NAB CONCIERGE SERVICES**

**Terms and Conditions  
effective 13.11.17**

**NAB has arranged for the following NAB Concierge Services to be made available to NAB Platinum Card and NAB Signature Card Customers by International SOS Ltd or VISA Worldwide Pte. Ltd.**

# CONCIERGE SERVICES

These terms and conditions apply to use of the NAB Concierge Services. Please read through these terms as they contain details about the services available and other important information.

Should you have any questions relating to the NAB Concierge Services please call **1300 730 213** for NAB Platinum Cards or **1300 489 410** for NAB Signature Cards.

## 1 Definitions

### 1.1 NAB Concierge Services

NAB Concierge Services is a lifestyle service benefit offered 24 hours a day, seven days a week by calling **1300 730 213** for NAB Platinum Cards or **1300 489 410** for NAB Signature Cards.

### 1.2 Cardholders

**Cardholders** are defined as a permanent resident of Australia to whom NAB has issued a Platinum Card or Signature Card and includes the primary cardholder and any additional cardholder to whom a NAB Platinum Card or NAB Signature Card has been issued for use of a NAB credit card account or NAB Visa Debit account.

### 1.3 NAB Platinum or Signature Cards

NAB Platinum Cards and NAB Signature Cards are defined as a current valid personal Platinum or Signature credit or debit card issued by NAB in connection with a personal credit card account or NAB Visa Debit account (and includes a card issued to an additional cardholder on such an account).

## 2 Eligibility

Lifestyle Services are valid locally and worldwide.

### 3 Lifestyle Services

Lifestyle Services cover all types of personal assistance and lifestyle services including:

- (a) Flight information;
- (b) Sourcing, purchasing, and delivery of tickets for theatre shows, concerts, and sporting events;
- (c) Providing details of events and shows in cities worldwide;
- (d) Fine dining, restaurant referrals and reservations;
- (e) Hotel information, referrals and reservations;
- (f) Car rental, limousine and car service information, referrals and reservations;
- (g) Country and major cities information:
  - Festivals, museums and music entertainment information
  - Time, house and holiday information;
- (h) Health club information, referrals, reservations;
- (i) Golf tee time information and reservations;
- (j) Gift sourcing:
  - Gift arrangements
  - Gift basket
  - Floral arrangement;
- (k) Sourcing, purchasing and delivery of goods;
- (l) Pre-trip information and assistance;
- (m) Emergency message service;
- (n) Passport and Visa assistance;
- (o) Emergency interpretation assistance;
- (p) Business service assistance;
- (q) Send it home service;
- (r) Courier service.

### 3.1 Lifestyle Services conditions

The **cardholder** will be informed of the cost and options, if available, before any booking or purchase is made on behalf of the **cardholder**. NAB Concierge Services will not incur costs on behalf of the **cardholder** unless his/her prior consent has been received. Any ticket purchases once authorised and confirmed by the **cardholder** will be deemed non-refundable on non-exchangeable items. NAB Concierge Services will always strive to secure the best seats available according to the **cardholder's** specific request and price range.

### 3.2 Charges

NAB Concierge Services will provide the **cardholder** with a clear and detailed breakdown of any costs associated with the provision of a service described in Section 3 prior to arranging the service. The **cardholder** will not be charged for research and/or co-ordination services performed by NAB Concierge Services (including for any telecommunication charges associated with fulfilling a request and costs incurred in utilising the NAB Concierge Services international network of agents/correspondent companies). NAB Concierge Services will use its best efforts to source reasonably priced shipping and delivery charges for goods or services purchased on behalf of the **cardholder**.

The following are the responsibility of the **cardholder**:

- Costs of goods/services purchased
- Any deposit paid
- Costs of cancellation
- Delivery/shipping costs including insurance costs
- Custom duties and import taxes
- Costs incurred in transferring funds to fulfil a request
- Funds advanced to fulfil a request.

To the extent possible, goods and services acquired on behalf of the **cardholder** will be charged directly by the service establishment to the **cardholder**.

If NAB Concierge Services advances funds for goods or services, NAB Concierge Services shall bill that amount to the **cardholder's** Platinum Card or Signature Card account.

If the transaction is in a currency other than Australian Dollars the amount shall be converted to Australian Dollars at the prevailing foreign exchange rate detailed in the Wall Street Journal on the day the payment is effected to the establishment and a surcharge of 1% of the transaction amount will be levied.

### **3.3 Exclusions in locating goods**

NAB Concierge Services will not locate goods and services described in Section 3 requested for large-scale commercial use, or locate goods and services described in Section 3 abroad when customs regulations prohibit the shipping of the items to the **cardholder**. NAB Concierge Services will not locate items, which are prohibited under applicable law or which contravene popular moral or ethical standards.

### **3.4 Purchase and shipping restrictions**

NAB Concierge Services will purchase and ship gifts on behalf of the **cardholder**, provided that such goods are for personal use and a shipping agency can be located to ship the requested quantity of items and provide insurance to the total value of the items. NAB Concierge Services will not arrange the purchase or delivery of any commercial consignment. NAB Concierge Services will purchase and ship items in accordance with international shipping regulations and will observe the customs and excise restrictions in force. The **cardholder** will be informed if customs, excise and value added taxes are applicable. The **cardholder** is responsible for any such levies. NAB Concierge Services requires that all items shipped must be insured for the full purchase value and such insurance costs shall be borne by the **cardholder**. If the **cardholder** refuses to do so, he/she will be referred to the shipping agent to make arrangements direct.

### **3.5 Restaurant reservations**

NAB Concierge Services will recommend restaurants to **cardholders** and secure reservations, subject to availability.

### **3.6 Lifestyle Services exclusions**

The following will not be provided by NAB Concierge Services:

- (a) Any request involving the use of illegal channels, any requests which are deemed as immoral and/or unethical (e.g. invasion of privacy) or requests which contravene any applicable laws in force.
- (b) Services in countries which are the subject of US Government sanctions.

For NAB Platinum Cards call

**1300 730 213**

For NAB Signature Cards call

**1300 489 410**

24 hours, 7 days a week

or visit us at [nab.com.au](http://nab.com.au)



Hearing impaired customers  
with telephone typewriters  
can contact us on **13 36 77**