

Visa® Emergency Service



Peace of mind: it's truly a treasure. And with Visa® Platinum, you can enjoy peace of mind knowing that, if your Card is lost or stolen, it won't put a dent in your day because Visa® Platinum provides you with emergency assistance wherever you are.

As a Visa® Platinum Cardholder, you have assistance services available to you to have your Card replaced and/or receive an emergency cash advance. These services are provided primarily through the Visa® Platinum Assistance Centre in the U.S., which is connected to 31 Card Replacement Centres worldwide. So, wherever you are in the world, replacement of a lost or stolen Card will be quick and easy.

EMERGENCY CARD REPLACEMENT SERVICE

If your Visa® Platinum Card is lost or stolen, the Visa® Platinum Assistance Centre, available 24 hours a day, 7 days a week, 365 days a year, receives your report in English and takes steps to block the lost or stolen Card and protect you from unauthorised use of the account. The Visa® Platinum Assistance Centre also arranges for a replacement Card to be sent to you within 24 hours in North America and one working day outside North America.

The new Card will have a standard design, but will bear the Visa® Platinum product name so you can continue to enjoy the acceptance and prestige provided by this exclusive Card. The Card will also have a new embossed account number assigned by First Citizens or by the Visa® Platinum Assistance Centre.

EMERGENCY CASH ADVANCE SERVICE

In case of an emergency, you can also request a cash advance on your account, subject to transaction approval by First Citizens. The Visa® Platinum Assistance Centre will make all necessary arrangements to send you the cash wherever you are through the fastest method available, usually via a messenger service or through the nearest Product Replacement Centre, where you can claim the funds.

TO CONTACT US, PLEASE CALL:

First Citizens Card Services (246) 431 4553

Visa® Platinum Assistance Centre:

Toll Free (USA & Canada) 1 (800) 396 9665

Visa® - Collect (from other countries) 1 (410) 902 8022



First Citizens

We put you first

431-4500 | www.firstcitizensbb.com