

Federal Bank Concierge Service

FAQs

1. How to book a Concierge Service?

To book a Concierge Service, call the Federal Bank Concierge Service desk at 1800-258-2566 (Monday – Saturday; 9AM – 6PM) to provide the booking details of the Concierge Service or email at concierge@federalrewards.in to receive a call back from our agent to take the booking request.

2. Is the booking available for all Federal Bank Debit Cardholders?

No, bookings are made only for Federal Bank Celesta cardholders i.e., your debit card number must start with 555915 or 515630. To avail Concierge Services, kindly apply for a Celesta card at your nearest Federal Bank branch.

3. How can I get the details of Concierge Services I am interested in or wish to book?

Our concierge agent will provide you with detailed explanation of all information required prior to confirmation of the booking and making the final payment. Give us a call at 1800-258-2566 (Monday – Saturday; 9AM – 6PM) or write us at concierge@federalrewards.in to know more about the services.

4. How much is the convenience fee for Concierge Service?

All concierge service bookings have a non-refundable convenience fee (exclusive of taxes) of 2% of the booking amount or Rs.500, whichever is lower.

5. How to make a payment against my booking?

After the confirmation of the service availability, we will send you a payment link via email which will allow you to make a payment with your Federal Rewards points and/or with a Federal Bank Celesta Debit Card.

After payment confirmation, please allow us 24-48 hours to confirm your booking with our service providers. You will receive an email confirmation after the booking is confirmed.

6. I made the payment but didn't receive the booking details. What do I do now?

We request you to wait for 24-48 hours after making a payment to receive the Booking confirmation and check your spam folder. If you don't receive an email after waiting for 48 hours, please contact Federal Rewards Concierge desk at 1800-258-2566. We would be happy to assist you.

7. How can I cancel my Concierge Service booking?

Please contact the concierge desk directly to proceed with the booking cancellation. Our agent will tell you about the cancellation charges, if any. Contact details are:

Federal Bank Concierge email address: concierge@federalreward.in

Federal Bank Concierge support number: 1800-258-2566 (Monday – Saturday; 9AM – 6PM)

8. Do Concierge Service booking have a cancellation deadline?

Cancellation will be subjected to the Terms & Conditions of respective service provider vendors. Please call us at 1800-258-2566 (Monday – Saturday; 9AM – 6PM) for more details.

9. How many days will it take to get my money to get refunded?

We will inform you about the refund status at the time of cancellation request.

10. Is addition or deletion of a person possible on my current booking?

To make any changes for the existing participants in your reservation, kindly write to the Federal Bank Concierge at concierge@federalrewards.in with your request or call at 1800-258-2566 (Monday – Saturday; 9AM – 6PM) and team will be able to run it by their partner service provider.

Please note that all amendment requests are directly processed by our partner service providers and is at the sole discretion of the operator to accommodate or deny a particular request.

11. Can I reschedule my service booking?

To make any changes in your reservation, please write to the Federal Bank Concierge at concierge@federalrewards.in with your request or call at 1800-258-2566 (Monday – Saturday; 9AM – 6PM). We would be happy to assist you with the rescheduling.

Please note that all amendment requests are directly processed by our partner service providers and is at the sole discretion of the operator to accommodate or deny a particular request.