

CASH PASSPORT™

MASTERCARD® PREPAID CURRENCY CARD



Global Emergency Assistance

- **Emergency Cash Disbursement**

Fulfilment locations:

- Moneygram Agents.
- Western Union Agents.
- Access Prepaid approved agents.

You may receive emergency cash following the loss or theft of your Card(s), within limits set by us from time-to-time.

A Customer Service Representative having established sufficient means of payment (generally by means of funds available on the Card), will arrange for collection by you from the most convenient Access Prepaid authorised location, providing address details, telephone number and opening hours as required.

Fulfilment: Twenty (20) minutes for major destinations and within twenty-four (24) hours elsewhere.

Charges: A charge may be made for this service if the sum exceeds a specified amount and this will be advised prior to the processing of the Emergency Cash. Emergency Medical Assistance (This service is not intended as a substitute for travel insurance).

You will have access to worldwide medical information and advice. A Customer Service Representative will arrange for the following information to be provided. The information is provided in good faith but without incurring liability and without giving any assurance as to the quality of any advice or care which may be provided by the staff or facilities concerned: -

- **Medical Information**

Information of a specific nature, in relation to a hospital, doctor, dentist, or pharmacy obtained through local consulate offices including: -

- Location, address, telephone numbers and opening hours where appropriate, including details of specific facilities, capabilities, medical specialities and languages spoken.
- Information provided will be of a specific nature regarding the above, however not relating to matters concerning your specific or general medical requirements.

- **Medical Counselling**

For use in circumstances where either by your request or subsequent referral, the services of a doctor are required for the provision of information, specific advice or recommendations with regard to your individual medical requirements, and an English speaking doctor is not available. Interpreting (in accordance with the Emergency Interpretation Service section detailed below) will be:

- Provided by telephone, between the doctor and you. All information exchanged between the doctor and you will remain confidential.

Should you hold medical insurance, and need a medical service, advice will be given of the procedures to contact your insurers.

Charges: Where payment for treatment, consultation, facilities, and services is required, you will be liable for costs.

- **Emergency Legal Referral**

You will have access to the following information for most major locations worldwide. The information is provided without giving any assurance as to the quality of any advice which may be provided by the lawyers concerned. You will be directly liable for all costs incurred if you consult a lawyer, however Emergency Cash can be arranged if requested.

Information will be obtained through local consulate offices and will:

- Detail location, address, telephone numbers and opening hours. Information provided will be of a specific nature regarding the above, however will not relate to matters concerning your specific or general legal requirements.
- Not include recommendations.

Charges: None for the referral service. You will be directly liable for all costs incurred if you consult a lawyer.

- **Lost or Stolen Passport Assistance**

Where your passport has been either lost or stolen, we can advise you of telephone numbers, addresses and opening hours of the nearest consulate or embassy.

Charges: None.

- **Lost or Stolen Card Assistance**

Assistance in reporting the loss or theft of credit cards, charge cards or debit cards while you are away. The customer service representative will provide you with the relevant card scheme contact telephone numbers to call and in extreme cases where you cannot make contact with their card issuer, attempts will be made to report the loss on your behalf. No responsibility is taken for ensuring that the card issuer acts upon this report. In particular, the card issuer may require direct notification from you.

This service is not available in respect of store cards, loyalty cards, affinity group cards, or other cards which are not general-purpose payment cards.

Charges: None.

- **Emergency Interpretation Service**

Access to worldwide interpretation services, by telephone. A verbal translation to or from English and other common languages will be available in most circumstances using customer communication centre staff *. Should a language not be available, then arrangements will be made for an approved third party service partner to interpret, providing a call back facility if required.

Charges: The service will be free in the cases of genuine emergency (as determined by Access Prepaid) only.

*No liability will be taken for any misinterpretation.

- **Emergency Messaging Service**

In the event of an emergency, access via telephone to multi-lingual customer service representatives, where a brief message can be arranged for delivery to a friend, relative or organisation, by means of telephone, fax or Email. From an agreed time the customer service representative will make up to six (6) attempts at approximately hourly intervals to convey the message, informing you should this fail.

Charges: The service will be free in the cases of genuine emergency (as determined by Access Prepaid) only.

- **Service Response**

Each request for any service is dealt with according to your individual requirements or circumstances and normally our customer services representatives will be able to deal with any requests within 15 minutes although for the Interpretation Service this may be up to 30 minutes depending on the language required.

While every effort will be made to ensure that all the information services provide correct information, Access Prepaid is reliant on many information sources some of which are outside our control and Access Prepaid cannot be held liable for the accuracy of these. Please also refer to condition 12 of the Terms and Conditions contained in this PDS.

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Emergency Assistance Contact Numbers

In the event your Cash Passport is lost or stolen you must immediately inform Card Services.

Country	Phone Number
Australia	1800 098 231
Austria	0800 293 724
Brazil	0800 892 3560
Canada	1 877 465 0085
China (North)	10 800 712 2683
China (South)	10 800 441 1345
Colombia	1 800 518 1711
France	0800 916 940
Germany	0800 181 4595
Greece	00800 4413 1532
Hong Kong	800 966 321
India	000 800 100 7960
Ireland	1800 535 564
Israel	180 943 1521
Italy	800 789 525
Japan	00531 780 221
Korea (South)	00 798 4434 1279

Malaysia	1800 814 933
Mexico	01 800 123 3480
Netherlands	0800 023 3935
New Zealand	0800 444 691
Philippines	1800 1442 0143
Portugal	8008 80 501
Peru	0800 54797
Saudi Arabia	001 636 722 0113
Singapore	800 441 1379
South Africa	0800 982 674
Spain	9009 58 973
Sweden	020 796 949
Switzerland	0800 834 918
Thailand	001 800 442 212
UAE	8000 440 628
UK	0800 056 0572
USA/ Canada	1 877 465 0085
Other countries*	Reverse charge to +44 (0)20 7649 9404

*Please remember to add the international prefix of the county you are in, at the beginning of this number (in most cases this is 00, for example 0044 (0)20 7649 9404). Calls to this number are not free of charge.

Global Emergency Assistance is also available by logging onto the website www.cashpassport.com. Global Emergency Assistance is available 24 hours a day and provides quick and easy access to emergency funds or Card replacement.