



For questions or assistance with your Visa Credit Card, call Commonwealth at (800) 564-1588. For questions or claims on any of the benefits listed herein, contact the provider listed under below.

You can apply for a higher limit or a card with more benefits any time through our website at www.wealthcu.org or (800) 564-1588.

This coverage and description supersedes any coverage and description you may have received earlier. Please read and retain for your records.

Concierge Services

Now you can get assistance with travel and restaurant reservations, gift arrangements, event tickets, business services, and more—24 hours a day, seven days a week. Concierge* Services is just one of the many benefits that you can take advantage of as a Commonwealth Visa cardholder. **To learn more about Concierge Services, contact us at 1-800-895-8518, or call collect outside the U.S. at 1-804-965-8400.**

Below are services available to you:

Travel Information and Assistance:

- Flight, hotel, and car rental reservations
- Pre-trip information for major destinations:
 - International currency, exchange rates, ATM locations, vaccination requirements, visa/passport requirements, local weather, and much more
 - Local sights/attractions, exhibitions, festivals, museums, holidays, and other tourist information in the area where you are traveling

Entertainment Planning:

- Provide assistance with restaurant reservations or booking reservations on your behalf
- Make reservations or provide tee time information on golf courses and/or resorts. You can also receive detailed information about the requested course such as name, address, number of holes, golf pro name, etc.
- Provide assistance in obtaining tickets to musicals, plays, concerts, ballets, operas, museums, and sporting events, etc.
- Provide information on leisure tours, tennis courts, health and fitness clubs, shopping location information while traveling, and more

Business Services:

- Provide emergency translation services
- Locate and arrange for business equipment rentals and meeting facilities
- Relay protocol and etiquette information

Specialty Services:

- Provide information on and make arrangements for floral or gift basket delivery
- Undertake specialty research and specialty shopping requests by utilizing all available resources
- Place a reminder telephone call or send an email at any specified time period requested

The following services are not provided by Concierge Services:

- Ability to gain special access to restaurants
- Ability to gain special access to sold out venues or popular events; however, there are current relationships with ticket brokers who may be able to provide access at current market prices at time of booking.
- Discounts
- Extensive planning services such as assistance in wedding planning is not available; however, the concierges can assist by locating a wedding planner for you.
- Local errand-running services or local personal services such as babysitting; however, the concierges can provide professional recommendations (excluding medical recommendations). Professional recommendations would normally be for services that have a significant local presence and can demonstrate they are licensed and insured (for example, for maid cleaning services, a corporate entity such as Merry Maids[®] would be recommended, rather than a local person).
- Services which are illegal, unethical, or immoral
- Vacation packages cannot be assembled and are not available
- Cruises are not available; however, the concierge can recommend a local travel agency that can recommend/book cruises.

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**Certain restrictions and limitations apply. The costs for goods or services purchased through Concierge Services are the cardholder's responsibility*