Visa Concierge Service Relaunched Notice Until 31st March 2022

1. <u>Now – 27 Feb:</u>
   - New users cannot download the Visa Concierge app on App Store/ Play Store anymore
   - An update would be put on the app to notify the users that the product will be discontinued by end Feb
   - Reminder to users that they can still visit our webpage, or to reach Visa Concierge via Third-Party Chat

2. <u>Starting from 28 Feb to 31 Mar:</u>
   - A new update to notify users that the app is no longer supported
   - Continue to remind users about the alternate channels

3. <u>Starting from 1 Apr:</u>
   - The app will be removed from app store
   - Users will see a blank page if they enter the existing mobile app

FAQs:

1. **Why is Visa taking down the Visa Concierge mobile app?**
   - Currently the mobile app is a splash page directing the customers to Visa Concierge website only; as this is not a real app carrying functionality as required by iOS, we will need to take down the mobile app
   - To make sure Visa Concierge is convenient and effective, we have continued to add in new servicing channel including a third-part chat channel, on top of our mobile optimized website and toll-free hotlines

2. **What is the impact to the Visa Concierge customers?**
   - The cardholders can still use their mobile phone to visit Visa Concierge website via internet browsers
   - Visa cardholders can always access to Visa Concierge via other channels (see below Q)

3. **How can customers access to Visa Concierge without the mobile app?**
   - Visa cardholders can visit Visa Concierge via website, local toll-free hotlines, as well as the newly launched third-party chat channels
   - Visa cardholders in Malaysia can contact Visa Concierge for assistance and reservation support via WhatsApp at (+60) 1800 805 572

4. **Will Visa consider reopening the mobile app in the future?**
   - We are always open to customer needs and market trends; if we see the growing needs on mobile app service, we will revisit the mobile app launch plan