



# Visa Infinite

Simplified transacting and world-class benefits.

October 2023

see money differently

**NEDBANK**  
PRIVATE WEALTH

Enjoy convenient access  
to your money and  
world-class  
benefits.

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# What is Visa Infinite and why choose it?

## Visa Infinite is Visa's top-tier card for ultra-high-net-worth clients.

The Visa Infinite Card provides a wide range of world-class travel, insurance and lifestyle benefits with unparalleled support services, and the convenience of having one card for all your spending needs. Nedbank Private Wealth offers the prestigious Visa Infinite Card as part of our high-net-worth banking offering.

## Why choose Visa Infinite?

### Access a range of local and international benefits.

The card provides access to a range of local and international benefits that offer you ultimate convenience, peace of mind and service excellence, wherever you are.

**Please visit the Visa cards website for the full list of benefits.**

We highlight some of the most attractive and popular benefits in this brochure, but there's a host of other benefits available, including discounts at restaurants and family experiences. Please visit the [Visa cards website](#) to view all the local and international benefits.

## Your benefits



### Travel

- Unlimited, free premium airport lounge access to over 1100 lounges for you and a guest using LoungeKey.
- Discounts and special rates on accommodation, car rental, airport dining and airport meet-and-assist services.



### Insurance

- Multi-trip travel insurance.
- Collision damage waiver for hired vehicles.
- Purchase protection against theft or accidental damage.
- Extended warranty beyond the manufacturer's warranty, including on electronics (up to 24 months).



### Lifestyle

- Enhanced 24/7 concierge services.
- Exclusive experiences.
- In-city dining offers.



### Online and support services

- Easy digital access to all the benefits, including submitting and checking the status of your travel insurance claims and obtaining a travel insurance certificate for visa applications. Please visit the [Visa cards website](#).
- 24-hour Global Customer assistance services for any emergency.
- International medical and legal assistance.

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# Travel benefits

## Unlimited, free airport lounge access for comfortable travelling with LoungeKey.

- Free access to over 1 100 airport lounges for you and a guest.
- No additional card or registration necessary.
- Additional guests are charged at US\$35 each.
- To access this benefit, simply mention LoungeKey at the lounge reception.

For more information, go to [loungekey.com/ssavisainfinite](https://loungekey.com/ssavisainfinite).



## Best available rate guarantee on luxury accommodation

Choose from over 900 properties in the Visa Luxury Hotel Collection (VLHC).



## All properties provide premium benefits:

- VIP guest status.
- Automatic room upgrade on arrival (when available).
- Complimentary in-room Wi-Fi (when available).
- Complimentary continental breakfast daily for two.
- Check-out at 15:00, on request.

For more information, go to [visaluxuryhotels.com](https://visaluxuryhotels.com).

## Travel more for less with great discounts.



### Discounts on online hotel bookings.

Receive a discount of up to 12% when you book your accommodation at agoda.com – the top global hotel booking site that offers the following:

- Superior hotel coverage at the lowest rates available.
- Unmatched availability.
- Access to exclusive real-time promotions.

For more information, go to [agoda.com/visassa](https://agoda.com/visassa).



### Discounts on car rentals from Avis.

- Up to 35% discount on standard rates.
- Up to 30% discount on international leisure rates.
- Access to the Avis President's Club loyalty programme.

For more information, go to [avisworld.com/visa](https://avisworld.com/visa).



### Discounts on airport meet-and-assist services.

- 30% off yQ (meet and assist) service.
- Book other services such as limousine transfer, visa on arrival, and baggage porters.

yQ is a specialist global network that offers personalised airport meet-and-assist services.

For more information, go to [cemea.yqnowgroup.com](https://cemea.yqnowgroup.com).

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## Lifestyle benefits

### 24-hour Visa Infinite concierge services for all your personal needs.



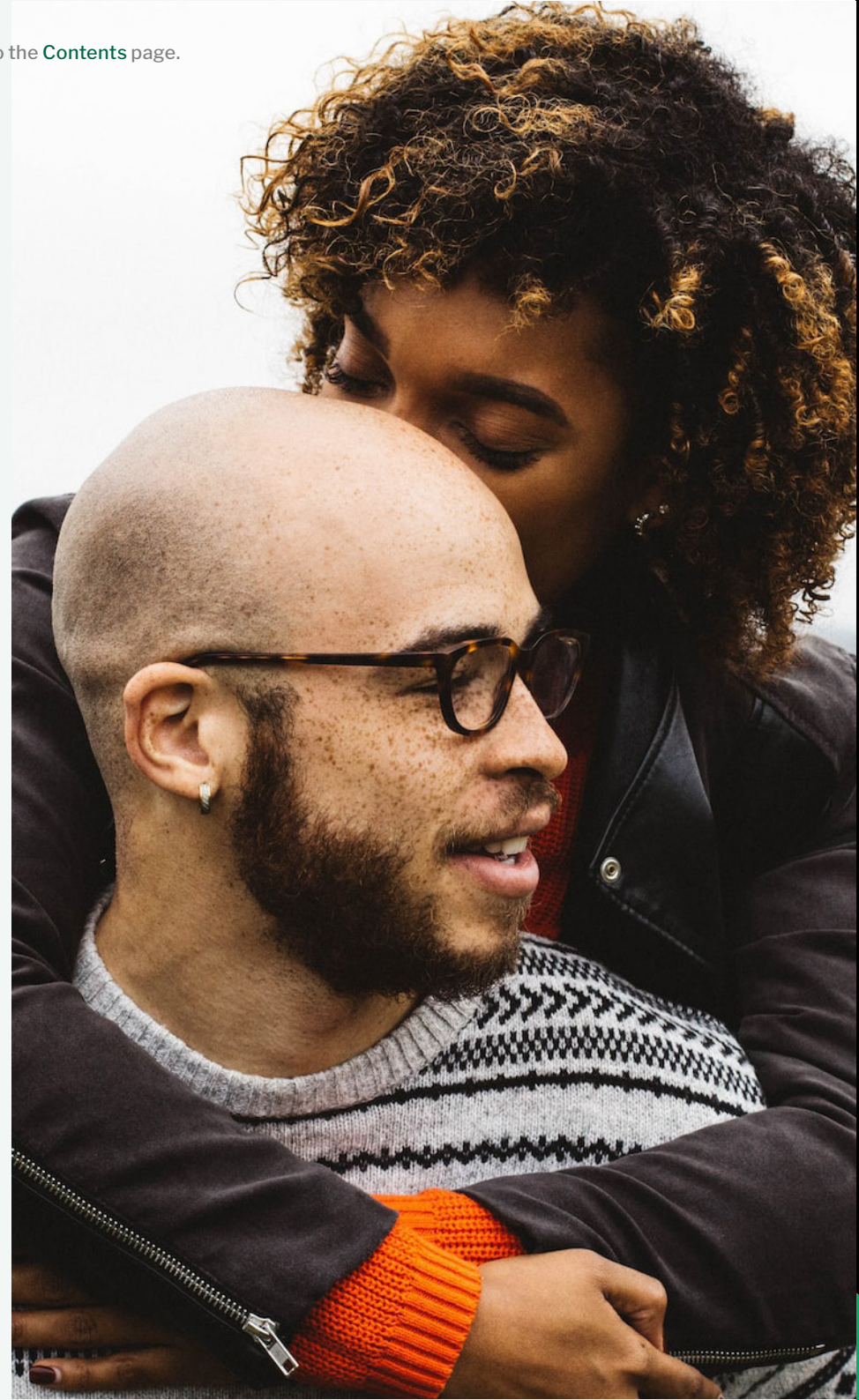
24-hour phone or digital access to a personal assistant for help with the following:

- Flight reservations
- Hotel reservations
- Restaurant bookings
- Car rentals
- Trip planning
- Exclusive experiences and event bookings
- Information about business hours and locations
- Local services



#### Contact details for this benefit

- Tel: +44 207 136 8631  
0800 991 556 (Toll-free ~ South Africa only)
- Email: [concierge@visainfinite-ssa.com](mailto:concierge@visainfinite-ssa.com)
- Whatsapp: +44 787 402 3129



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# Insurance benefits

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## For travel



### Comprehensive multi-trip travel insurance for you and your family

- Cover for your partner, children, parents and/or in-laws younger than 85 years.
- Emergency medical expenses and repatriation benefits of up to US\$2,5 million.
- Cover for participation in specified leisure activities or sports.
- Higher limits and expanded domestic travel benefits.



### Additional insurance benefits

- Download an online insurance certificate for visa application purposes.
- Download the latest copy of your travel policy.
- Submit and track claims online.
- Access International SOS contact numbers for travel insurance advice and assistance.
- All access available on the [Visa cards website](#).



### Collision damage waiver for car rentals

- Reimbursement for the collision damage excess that you will be liable for if you are involved in a collision with a rental car.
- From US\$250 to US\$10 000 when travelling internationally and US\$5 000 on domestic trips.

## For shopping

- Purchase protection against theft and damage.
- Purchases made with your Visa Infinite Card are insured against theft and accidental damage for one year.
- No excess payable.



### Extended warranty

- Double the manufacturer's warranty for up to a maximum of 24 months, with a maximum limit of US\$20 000 over a year period.
- No excess payable.

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### How to view and access your insurance benefits\*.

For more detailed information on which benefits are available to you, visit the [Visa cards website](#).

#### How to access the benefit:

- Calling from South Africa: +27 (0)11 541 1068
- For international numbers, visit the [Visa cards website](#).

\* Terms and conditions apply.

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# Online and support services

## Easy digital access to your benefits and claims wherever you are.

- View all your benefits.
- Search for or access a list of airport lounges through LoungeKey.
- Access in-city and airport dining offers.
- Access Visa Merchant offers locally and internationally.
- Access the concierge service, including initiating requests and requesting a call-back.
- Submit and track claims.
- Find information on the Extended Warranty and Purchase Protection insurance, eg the goods that are covered, and initiate claims.
- Download your latest travel insurance policy.
- Download a travel insurance certificate for visa applications.
- Access medical advice and emergency contact numbers.



### How to access the benefit:

Visit the [Visa cards website](#).

## Get cash when you need it with a global ATM network.

The Visa Infinite Card is accepted at over 1,9 million ATM locations worldwide.

## 24-hour global customer assistance services for any emergency.

No matter where you are in the world, or what time of day or night it is, Visa's service representatives are on hand to assist you 24/7, 365 days a year.



### Options for when your card is lost or stolen:

- Have your card blocked immediately.
- Receive up to US\$5 000 in emergency cash.
- Ask for a replacement card to be sent to your current location.



### Contact details for this benefit

- Calling from South Africa: 0800 990 475
- Calling internationally: +1 303 967 1090

## International medical and travel assistance for peace of mind with International SOS.

- Pre-travel advice.
- Medical advice via telephone.
- Get in touch with a local medical service provider or someone to monitor your medical condition both during and after hospitalisation.



### Contact details for this benefit

- Calling from South Africa: +27 (0)11 541 1068
- For international numbers, visit the [Visa cards website](#).

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