



Guide to Benefits for Mastercard® Cardholders

Concierge Service

Description

Mastercard Concierge Service acts as your own Personal Assistant 24 x 7 x 365, where our team of lifestyle experts can assist with whatever you need, whenever you need it, available to all eligible RBCU World Cash Back Mastercard cardholders. This takes "Concierge Service" to the next level, allowing you to spend more time on the things that matter, with:

- **Local experts** who can provide on-site assistance with everyday household needs.
- **Access to unique dining and entertainment venues** to turn a special occasion into a memorable experience. Cardholders often receive complimentary perks and privileges when they book through concierge.
- **Pre-trip and destination planning services**, providing you with critical information in advance of your trip including: travel requirements, destination information and top must-see attractions, tours and activities, safety and security advisories, suggested packing lists, and recreation and other services within close proximity of your hotel, etc.

Details

How Concierge Service Works:

- Cardholders can contact the concierge with their request(s) via phone number on the back of the card, by calling **1-800-Mastercard, 1-800-726-2109** or visiting website **<https://concierge.mastercard.com>**.
- Agent fulfills the request(s) utilizing their access to a range of services, offers, and partnerships.
- This benefit may be subject to change without prior notice. Please call the concierge for the latest benefit information.

Let the Mastercard Concierge assist you today, so you can have your day back! Our experts look forward to assisting you.

Costs of any goods or services provided by the concierge will be billed to your RBCU World Cash Back Mastercard.

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