

## CONCIERGE APPLICATION INSTRUCTION FOR THE VIETCOMBANK VISA SIGNATURE INTERNATIONAL CREDIT CARD

**I. Eligible customers:** The Cardholders of The Vietcombank Visa Signature International Credit Card.

**II. Information about the application**

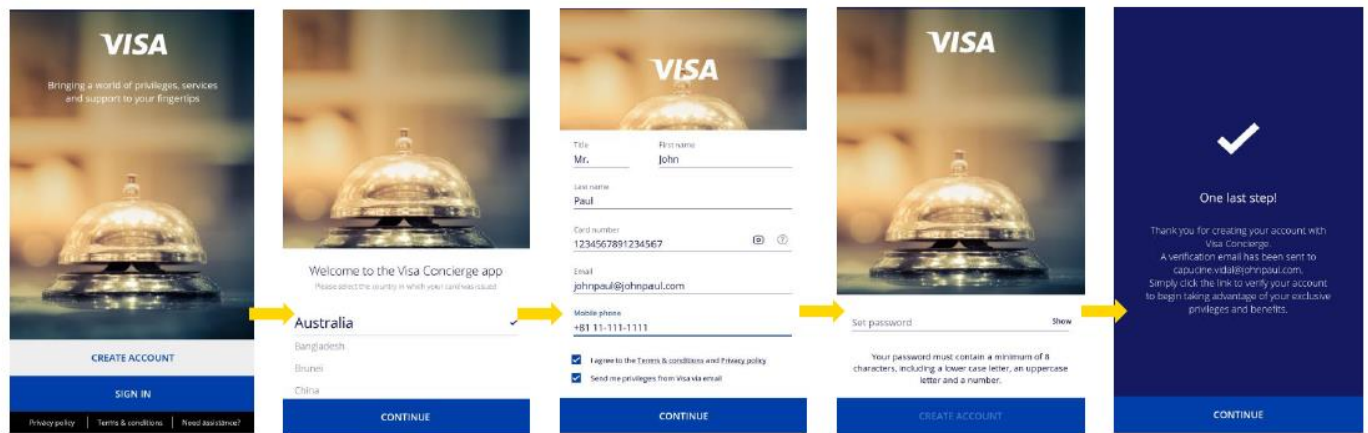
- Visa designed and developed the Concierge application for VCB - the first concierge application deployed in the market.

**III. Basic functions of application**

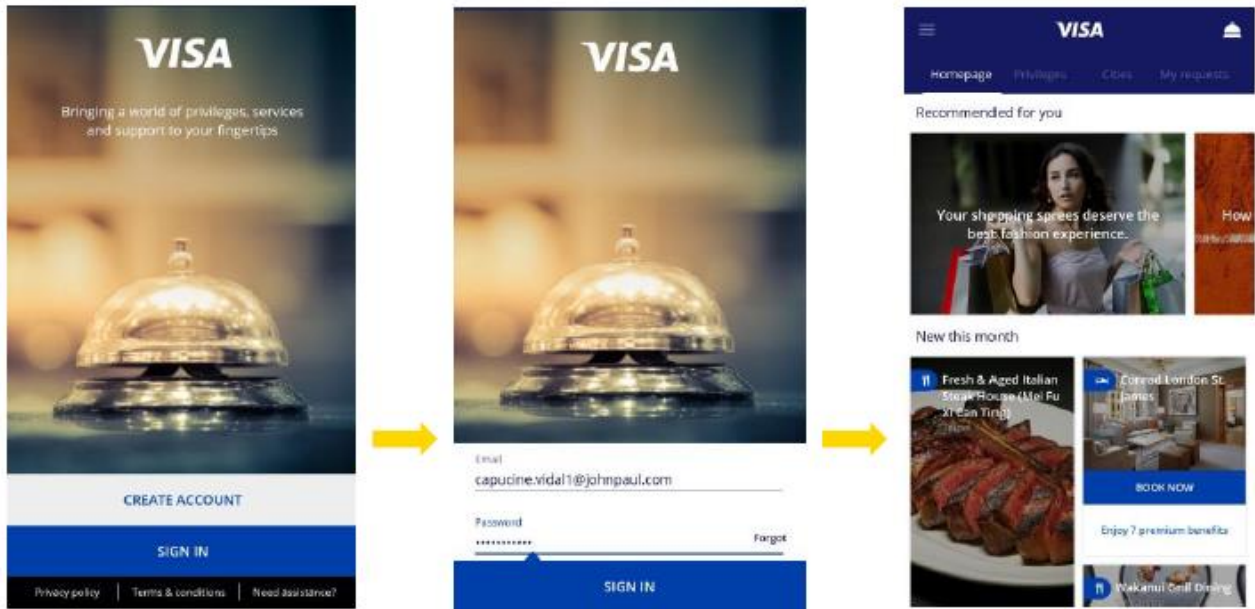
- Display privileges deals for Cardholders (dining, hotels, tourism ...)
- Support Cardholders to reserve/use the offers
- Support Cardholder to contact the consultant directly via email, message, phone ....

**IV. Application instruction**

- Step 1: Cardholder download Visa Concierge application on Apple Store or Google Play and take the following steps to create an account:



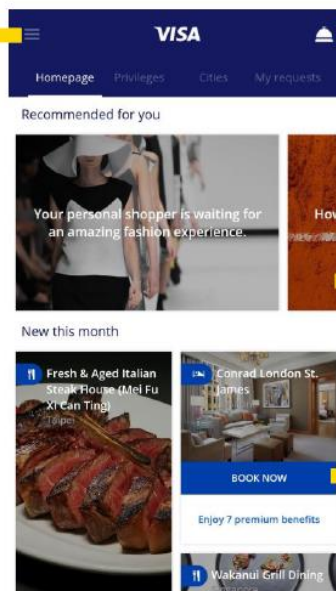
- Step 2: The cardholder signs in with the following steps to start using the app:



- After logging in, the Cardholder will use the features on the main menu to send support requests when using Vietcombank Visa Signature Card:

Navigation menu:

- Homepage
- Privileges
- Cities
- My requests
- ATM Locator
- My preferences
- My special dates
- My profile
- Settings
- How it works
- Terms & conditions
- Privacy Policy
- Sign out



Bell menu:

- Email your Concierge
- Chat with your Concierge
- Call your Concierge
- Visa emergency contact

Context box:

- Exclusive highlights of selected privileges on the main homepage

New this month:

- Display of new offers added