

ČSOB PREMIUM CONCIERGE



**Devote your time to what you truly care about.
Premium Concierge will take care of everything else.**

The notion of maximum comfort can mean different things to different people. How about forgetting your everyday worries? Leave them to be taken care of by one of the ČSOB Premium representatives. All you have to do is ask...

ALL IT TAKES IS ONE PHONE CALL AND ČSOB PREMIUM CONCIERGE WILL TAKE CARE OF EVERYTHING.

And it doesn't matter if you call day or night, Monday morning or Christmas Eve - it's always here for you **24 hours a day, 365 days a year**. So what exactly can Premium Concierge do for you?

- 1. Culture and sports:** it can search for information on cultural and sporting events and book tickets.
- 2. Booking services:** it can arrange for your tickets, air tickets, taxis, car rental and other transport services, as well booking you a table in a restaurant, a hotel room, a parking space or even tickets to a family safari.
- 3. Delivery services:** it will deliver your booked tickets, airline tickets, tickets, etc., wherever you want. According to the instructions, it can select and buy flowers, gift items, food, drinks, etc., and takes care of delivery to your chosen person.
- 4. Business service:** it can provide you with a secretariat, interpreters, translators, conference services, rent meeting rooms and even take care of your office supplies.
- 5. Emergency situations:** it can find a suitable craftsman, repairman, car service, towing, transport or freight service, car rental, service repair for your mobile phone, laptop, iPad, etc. and book their services.
- 6. Medical services:** it can find a suitable medical facility and provide the client's contact info to the requested doctor, nurse, caregiver, therapist or other specialist, or can make an appointment for the client with the desired service provider.
- 7. Other services:** it can find a suitable provider for cleaning services, gardening, interpreting services, legal services and any other services available in the given locality and make a reservation. It will also provide specific services, such as a private events programme, personal protection services or detective services, provide contact to a suitable supplier, provide less accessible tickets and other emergency services as per the client's requirements.

You can find more in the ČSOB Premium Concierge Assistance Terms and Conditions.

Real life examples

The perfect business trip

The client contacted us directly from behind the wheel on his way to Munich. He needed a recommendation for a top-notch restaurant and also a 5* hotel. We booked him a room in the city centre, including parking, and we sent an offer of available restaurants by e-mail so that he could make his choice upon arrival. We informed him of all details by phone, and once he selected a restaurant from the list, we made a reservation on his behalf.

Life with us is all the sweeter

Our client wanted to send a luxury box of chocolates to an address in the city of Ostrava by the next day. We found a local factory, selected unique pieces from its offer and checked with the client what personal message he wanted to attach. At the appointed time, the chocolate box made it to its recipient, bringing delight exactly where it should have.

Dealing with technology, easily and fast

We ensured the connection of the new PRE consumption point, specifically the wallbox for home charging of an electric car. We ordered an inspection technician to assess the technical aspect and inform on which documents are needed. We booked an appointment for the client directly at a PRE branch. Thanks to us, he solved everything smoothly during a single visit.

Contacts:

- phone: +420 226 226 000
- e-mail: premium@csob-concierge.cz

Availability:

- 24/7, 365 days a year

Request process:

Premium Concierge will verify that you are eligible for the service only based on your first and last name and date of birth. After verification and mutual agreement, we will provide you with the requested service.

Scope:

- worldwide

Method of payment for ordered services and goods:

- payment card through the Premium Concierge payment gateway
- by transfer to a Premium Concierge account
- at a particular trader when delivering goods or services
- through a different agreed-upon method