

# CONTACT INFORMATION

## CARD THEFT, LOSS OR FRAUD?

Contact **Worldline Financial Services (Europe) S.A.**:

**+(352) 49 10 10**

Available 24/7



## DENIED PAYMENTS, ATM PROBLEMS, CARD DELAY?

Contact **BGL BNP Paribas' Client Service**:

**+(352) 42 42 2000**

Available Mon. to Fri. / 8 a.m. to 6 p.m.



## CONCIERGE SERVICE?

**Specific requests:** booking plane tickets, hotels, restaurants, vehicle hire, finding a babysitter, sending flowers/gifts\*.

**By e-mail:** [concierge-lux@concierges.com](mailto:concierge-lux@concierges.com)

**+(352) 27 30 21 33**

*\*Only available for Mastercard Elite cardholders*



## AN EMERGENCY?

To request medical or travel **assistance**, roadside, bike or home assistance, etc.

Available 24/7



## AN INSURANCE ISSUE?

Information on your **insurance policy** or **claim** (cancellation, travel, winter sports, vehicle hire, purchase insurance), etc.

**Website:** [assur-lux.spb.eu](http://assur-lux.spb.eu)

- Claims management
- Coverage information
- Proof of insurance

**By e-mail:**  
[assur-lux@spb.eu](mailto:assur-lux@spb.eu)



Available Mon. to Fri. / 9 a.m. to 5 p.m.

To contact the assistance or insurance services, call the number on the back of your card and follow the voice server instructions.

**Visa Debit/Visa Classic  
Mastercard Gold**

**+(352) 27 30 21 31**

**Mastercard Platinum**

**+(352) 27 30 21 30**

**Mastercard Elite**

**+(352) 27 30 21 33**

# CONVENIENT!

Printable format!

1. Print out
2. Cut out
3. Fold it
4. And put away in your wallet

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