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Moscow

### **Citibank Offers Gold Credit Card holders A New Concierge Service In Alliance With International SOS**

**Citibank gold credit card holders are provided with a dedicated telephone number whereby they can get information support or assistance in an emergency.**

ZAO Citibank, a subsidiary of Citigroup, the leading global financial services company, offers the benefit of a Concierge Service to its gold credit card holders. This is an information help desk where customers can request information support or assistance in different situations.

The new service is set up in partnership with International SOS that provides services in more than 60 countries since 1985. International SOS operates 28 alarm centers across the world and has a global network of more than 30 000 medical and technical providers in more than 65 countries.

The Concierge Service is a round-the-clock operation. Citibank gold credit card holders can call +7 (495) **937-64-90** and an experienced specialist will respond to customer questions and concerns 24 hours a day, 365 days a year.

The list of services offered by Concierge is quite extensive and covers many areas where customers may need assistance. Information support provided by Concierge relates to the choice of various goods, services, cultural events, entertainments and travel. Customers can get the addresses they need, reserve seats or book tickets.

Information concerning the whereabouts of restaurants, clubs, entertainment facilities and car rentals; travel coordination, health advice over the phone and medical and dental referrals are provided by Concierge all round the world.

The order of goods and services not related to medicine or safety and assistance in an emergency are only available in Moscow and St. Petersburg. Concierge will help organize emergency car towing or roadside repairs, or call in an electrician, a plumber or a locksmith to fix a problem at home.

The connection to Concierge is totally free for Citibank gold credit card holders. Payment for delivered goods and provided services can be made through Concierge. In such case International SOS debits client's credit card with the needed amount and pays the supplier on behalf of the customer.