

Mastercard Travel and Lifestyle Services (MTLS)

Frequently Asked Questions

Q: How do Cardholder contact Mastercard Travel and Lifestyle Services?

A: HLB Emirates World Elite Mastercard Cardholder can contact Ten Lifestyle Group PLC at 1-800-883-947 (Toll-free Number). For HLB Emirates World and Platinum Mastercard Cardholders can contact Ten Lifestyle Group PLC through their website at <https://apac.mastercard.com/en-ap/homePage>.

Q: What are the service hours of Mastercard Travel and Lifestyle Services available to HLB Emirates World Elite Mastercard Cardholder via the Toll-free Number?

A: Mastercard Travel and Lifestyle Services is available 24 hours a day, 7 days a week, every day of the year.

Q: What languages are supported by Mastercard Travel and Lifestyle Services?

1. English, Japanese, Mandarin and Cantonese - available 24/7.
2. Korean is available at a 30 minute call back function Mon – Fri, 9am until 6pm local time.
3. Bahasa Malay, Bahasa Indonesia, Thai and Vietnamese - available at a 3 hour call back function Mon – Fri, 9am until 6pm local time.

Q: How do I know if I am eligible for the Mastercard Travel and Lifestyle Services?

A: You will automatically be enrolled to Mastercard Travel and Lifestyle Services according to your respective HLB Emirates Card type as stated below:

Emirates HLB World Elite	Emirates HLB World	Emirates HLB Platinum
• Luxury Hotel & Resorts • Cruise • Car Rental • Flight • Private Jet • Hotel Stay Guarantee • Epicurean Experience • Lifestyle Enquirer • Concert Tickets Requests • Airport Concierge	• Luxury Hotel & Resorts • Cruise • Car Rental • Flight • Hotel Stay Guarantee	• Luxury Hotel & Resorts • Hotel Stay Guarantee

Q: What kind of information would I be required to provide to Mastercard Travel and Lifestyle?

A: Mastercard Travel and Lifestyle Services seeks to enhance your customer experience with repeat usage, and will build a profile including name, contact information, 16 digits of your card and details of your request. With repeat usage, your preferences are also registered so that we can ensure these are taken into account when offering service proposals. All data is handled with strict adherence to data and customer privacy regulations.

Q: Does Mastercard Travel and Lifestyle Services capture my card details?

A: Mastercard Travel and Lifestyle Services will only capture your card details when you request a booking be made on your behalf. All data handling is PCI-compliant.

Q: Are Cardholder calls recorded?

A: Yes, calls to Mastercard Travel and Lifestyle Services will be recorded and retained for a period of six months for the exclusive purposes of security, monitoring, quality assurance and the training of Mastercard Travel and Lifestyle Services Lifestyle Managers. The Mastercard Travel and Lifestyle Services Service provider shall respect the applicable privacy and data protection laws in processing such calls.

Q: Can supplementary/additional Cardholders use Mastercard Travel and Lifestyle Services?

A: Mastercard Travel and Lifestyle Services is available for all eligible HLB Emirates Cards Cardholders.

Q: What is the typical time frame to fulfil a request?

A: Mastercard Travel and Lifestyle Services will always endeavour to respond to the request live on the call and achieve 1st call resolution whenever possible. When 1st call resolution is not possible, the request will be responded to within 2 to 48 hours depending on the complexity of the request. Cardholders will be advised of the turn-around time for their specific request/s so that the appropriate follow ups can be arranged to their preference at their convenience.

Q: Can I register a Personal Assistant or Private Banker to manage my MTLS requests?

A: Yes, you can register a nominated individual on your first call to Mastercard MTLS. Subsequently, the nominated individual can utilize the service on your behalf.

Q: Are bookings made with Mastercard Travel and Lifestyle Services or the supplier of service?

A: There will be a direct contractual relationship between you and the supplier. All bookings placed with a supplier will be undertaken in your using, where applicable, your eligible HLB Emirates Mastercard Card account.

You are liable for the payment of all goods or services sourced via Mastercard Travel and Lifestyle Services and any additional charges associated with the transaction, for example, payment of card booking fees.

Under no circumstances is Mastercard Travel and Lifestyle Services or the Mastercard Travel and Lifestyle Services Service provider liable for the costs associated with your transaction. You will be responsible directly to the supplier for settlement of all bills for any goods or services ordered on your behalf where pre-payment has not been made using the Cardholder's eligible HLB Emirates Mastercard card.

Q: Are there any restrictions on what I can request?

A: You will be provided a service menu describing the services which can be provided by Mastercard Travel and Lifestyle Services. Mastercard Travel and Lifestyle Services reserves the right to review the usage of requested MTLS services by Cardholders and decline any requests that are not deemed to be in the nature of the MTLS service (for example, use for business research, accounting purposes, a call answering service, conference call facilitator and other similar services which would normally be provided by specialist suppliers).

Q: If I have a comment or concern, who do I call?

A: You may contact Ten Lifestyle Group PLC at 1-800-883-947 (Toll-free Number) for HLB Emirates World Elite Mastercard Cardholders and through website at <https://apac.mastercard.com/en-ap/homePage> for HLB Emirates World and Platinum Mastercard Cardholders.