

Privileges and additional services for MasterCard® Platinum card users

➤ **Privileges for MasterCard® Platinum card users**

The following privileges are available to the users of **MasterCard® Platinum** Revolving/Standard cards issued by Komercijalna Banka AD Skopje:

- MKD 1,000 gift card awarded by the Bank upon expiry of each year of use of the card;
- MKD 1,000 gift card for a trade turnover realized in the amount of MKD 200,000;
- SMS Banking service, free of charge, for all transactions realized by this card;
- Discount for payments at points of sale the Bank has a Agreement for Discount concluded with ("Club of Privileged").

➤ **Additional services for MasterCard® Platinum card users**

The following additional services, defined by MasterCard Worldwide, shall be available through MasterCard Global Services™ program to the users of **MasterCard® Platinum** Revolving/Standard cards issued by Komercijalna Banka AD Skopje when they are abroad.

MasterCard Global Services™ is a program of services available to clients worldwide. It helps the Premium cards users regarding any needs related to the cards through the free telephone numbers, or virtually at any time, anywhere and at any language. The services are available 24/7, at 72 languages, in 220 countries, through 80 free telephone numbers and at 250 000 locations for urgent payment of cash.

The following services for urgent issues related to Premium cards while abroad shall be available:

- Notifications of lost or stolen cards

In case your MasterCard® Platinum credit card is lost or stolen, either in your home country or abroad, you should notify the Bank Cards Unit of the Bank's Authorization Centre, which is available 24/7/365 at the following telephone number: ++389 2 3 247 474. The officers at the Authorization Centre shall note all the necessary details and block your card immediately after your call.

- Urgent replacement of the card

The card user may require temporary MasterCard® card that will be personalized and sent virtually anywhere worldwide under authorization of the issuing bank. MasterCard® shall initiate the process of authorization with the issuing bank and shall manage the entire process starting from the application for replacement and ending with the card delivery. Usually, the delivery is realized for a day or two.

- Urgent cash payment

When the client is not in a position to wait for urgent replacement of the card, MasterCard® shall schedule urgent cash payment within 15 minutes from the receipt of the confirmation

for authorization by the issuing bank at 250 000 locations throughout the world. Usually, the urgent cash payment shall be available to the client within 2 hours.

Contact:

In USA **1-800-MasterCard (1-800-627-8372)**

List of contacts in other countries:

MasterCard Global Service™

In-Country Toll-Free Telephone Numbers American Samoa	1-1-800-307-7309	Italy	800-870-866
Anguilla	1-800-307-7309	Jamaica	0800-307-7309
Antigua and	1-800-307-7309	Japan	00531-11-3886
Argentina	0800-555-0507	Korea, Republic of	0079-811-887-0823
Australia	1800-120-113	Liechtenstein	0800-89-7092
Austria	0800-21-8235	Luxembourg	800-2-4533
Bahamas	1-800-307-7309	Malaysia	1-800-804594
Bahrain	8000-0087	Mexico	001-800-307-7309
Barbados	1-800-307-7309	Monaco	0-800-90-1387
Belgium	0800-1-5096	Montserrat	1-800-307-7309
Bermuda	1-800-307-7309	Netherlands	0800-022-5821
Bolivia	800-10-0172	New Zealand	0800-44-9140
Bonaire	001-800-307-7309	Norway	800-12697
Brazil	0800-891-3294	Panama	001-800-307-7309
Canada	1-800-307-7309	Peru	0-800-307-7309
Cayman Islands	1-800-307-7309	Philippines	1-800-1-111-0061
Chile	1230-020-2012	Poland	0-0800-111-1211
China	10-800-110-7309*	Portugal	800-8-11-272
China 2	10-800-711-7309**	Puerto Rico	1-800-307-7309
Colombia	01-800-912-1303	Saba	1-800-307-7309
Costa Rica	0-800-011-0184	St. Eustatius	1-800-307-7309
Curacao	001-800-307-7309	St. Maarten	1-800-307-7309
Cyprus	080-90569	St. Kitts-Nevis	1-800-307-7309
Czech Republic	800-142-494	Saipan (N. Marianas)	1-800-307-7309
Denmark	8001-6098	San Marino	800-870-866

Dominica	1-800-307-7309	Singapore	800-1100-113
Dominican Republic	1-800-307-7309	South Africa	0800-990418
Finland	08001-156234	Spain	900-97-1231
France	0-800-90-1387	Sweden	020-791-324
Germany	0800-819-1040	Switzerland	0800-89-7092
Greece	00-800-11-887-0303	Taiwan	00801-10-3400
Grenada	1-800-307-7309	Thailand	001-800-11-887-0663
Guam	1-800-307-7309	Trinidad and Tobago	1-800-307-7309
Guatemala	1-800 - 999-1480	Turkey	00-800-13-887-0903
Hong Kong	800-966677	Turks and Caicos	01-800-307-7309
Hungary	06800-12517	United Kingdom	0800-96-4767
India	000-800-100-1087	United States	1-800-307-7309
Indonesia	001803-1-887-0623	Vatican City State	800-870-866
Ireland	1-800-55-7378	Venezuela	0800-1-002902
Israel	180-941-8873	Virgin Islands,	1-800-307-7309
Virgin Islands, U.S.	1-800-307-7309		