

# Butterfield British Airways Visa® Platinum Credit Card

## Emergency Services

Emergency services are provided to all British Airways Visa® Platinum Cardholders worldwide and are available 24 hours a day, 7 days a week, 365 days a year, offering assistance in multiple languages, including Spanish, Portuguese, and English.

### Emergency Card Replacement

The Emergency Card Replacement Service allows a British Airways Visa® Platinum Cardholder whose Card has been lost or stolen to receive a replacement Card in case of an emergency. The replacement Card is delivered to the Cardholder as soon as possible, generally within one business day. The existing standard for the British Airways Visa® Platinum Card is 24 hours or next day.

The replacement Card has a standard design indicating the type of product, British Airways Visa® Platinum in this case.

### Emergency Cash Advance

In the event of an emergency, British Airways Visa® Platinum Cardholders can also request a cash advance and receive it via the same means used to deliver a Card.

*Where services are provided by organisations other than Butterfield, the Bank shall have no responsibility or liability for them, or for their mention in this document, or for their continuance.*