

FAQs

How does a customer qualify for Premier banking?

The customer must have either:

- Salary transfer to Burgan Bank, a minimum of KD 1,700*

OR

- Fixed Deposit of KD 25,000 or more with three months minimum term*

OR

- Demand Deposit of KD 25,000 or more for three consecutive months”

As a VISA Signature debit cardholder, do I have access to airport lounges?

Yes, as a VISA signature Debit cardholder, you will have access to more than 550 lounges in over 300 airports worldwide; to find out more all you have to do is login to www.loungekey.com/visasignaturemena.

How can I know the airport lounges I can access with my VISA Signature debit card?

You can easily download and login using LoungeKey application or visit their website to see the list of the participating lounges

www.loungekey.com/visasignaturemena

Is there any fee for additional guests to enter the lounge with me?

Yes, you can invite any guest with you to enter any lounge by paying \$27 per visit per guest, noting that only the Card Holder will enter free-of-charge for unlimited visits.

As a VISA Signature debit cardholder, do I get special hotel offers?

Yes, as a VISA Signature Debit cardholder, you will enjoy special hotel stay offers from around the world from over than 900 hotels in addition to 8% discount when booking at Hotels.com;

for more information about these offers, you can visit www.visaluxuryhotels.com ,
www.hotels.com/visa

As a VISA Signature debit cardholder, What are the conditions to get free insurance and the benefits of it?

In order to benefit from the Free Travel Insurance for you, your spouse and up to 5 children, you need to purchase your travel tickets or make hotel reservations with your card that will benefit you in case of any personal accident up to \$500,000, Delayed departure, trip cancellation, baggage delay or loss.

What is YQ Meet & Assist Service?

It's an assistance service that saves your time and effort through immigration queues, helping with your baggage or arriving at your destination in style with a discount up to 25% off on published rates that are available at over 450 airports worldwide.

What is VISA Global Customer Assistance Service?

If your visa card has been lost or stolen, VISA GCAS representatives can:

- Block your account from fraudulent purchases within 30 minutes.
- Arrange for a replacement card to be sent to you within 3 working days.
- Provide for emergency cash to be collected from 27,000 locations worldwide.

For more information, please contact +13039671090

As a VISA Signature debit cardholder, what kind of concierge services will I receive?

As a VISA Signature debit cardholder, you will benefit from a variety of personal services inside Kuwait such as courier service, airport transfers, car registrations, paying school fees and many more, in addition to international services such as travel and hotel arrangements. For more information on international concierge services please call +9714 361 1234