



**HSBC Visa Infinite Credit Card
Expedited Immigration Services Description and Availability**

Information is updated as of 11 August 2023.

Note: The International Airport VIP Service is available at major airports within Asia. The list of airports is subject to change and the services at certain airports may not be available from time to time due to local restrictions at the time of service. All services are subject to final confirmation by the relevant Third Party Service Provider. The primary Cardholder may call the HSBC Visa Infinite Butler hotline for the latest list of participating airports.

Service Description	Arrival
Arrival Fast Track	<ul style="list-style-type: none"> ▪ The Airport Agent (with the Lead Passenger's Name Sign) will be waiting for the passenger/s at the designated point (approved by the Airport Authorities), whether it will be at the end of the air-bridge or entrance of the Arrivals hall. ▪ The passenger/s will be assisted and expedited through immigration and security check point. The passenger/s may be expedited through Customs if the local Customs authorities permit it but it cannot be guaranteed. Once the immigration and customs clearance are completed, ▪ The Airport Agent will guide the passenger/s to Baggage hall and on through to the public Arrivals area to exit the airport. ▪ The Airport Agent will liaise with the driver prior to the passenger/s's arrival and arrange a meeting point ensuring a smooth handover and completion of service.
Meet and Assist – Airside prior to Immigration	<ul style="list-style-type: none"> ▪ The Airport Agent (with the Lead Passenger's Name Sign) will be waiting for the passenger/s at the designated point (approved by the Airport Authorities), whether it will be at the end of the air-bridge or entrance of the Arrival's hall. ▪ The passenger will be assisted through immigration and security check point; the Airport Agent will try to expedite the process however it cannot be guaranteed at all times. The passenger/s may be assisted through Customs if the local Customs authorities permit it but again cannot be guaranteed. Once the immigration and customs clearance are completed, ▪ The Airport Agent will guide the passenger/s to Baggage hall and on through to the public Arrivals area to exit the airport. ▪ The Airport Agent will liaise with the driver prior to the passenger/s's arrival and arrange a meeting point ensuring a smooth handover and completion of service.
Meet and Assist – Landside after Immigration	<ul style="list-style-type: none"> ▪ The Airport Agent (with the Lead Passenger's Name Sign) will be waiting for the Lead passenger at the designated point (approved by the Airport Authorities), whether it will be after immigration and customs in the Baggage hall or in the public Arrivals hall. ▪ The Airport Agent will liaise with the driver prior to the passenger/s's arrival and arrange a meeting point ensuring a smooth handover and completion of service.

Service Description	Departure
Departure Fast Track	<ul style="list-style-type: none"> ▪ The Airport Agent will begin by contacting the contact number provided for the Lead passenger or the driver (if the driver contact details have been provided), prior to the passenger/s's arrival at the airport in order to arrange the time and meeting point. ▪ The Airport Agent (with the Lead Passenger's Name Sign) will be waiting for the Lead passenger at the designated point (approved by the Airport Authorities), whether it will be kerbside directly outside the terminal or the agreed meeting point. ▪ The passenger/s will be assisted with airline check in formalities and expedited through immigration and security check point. The passenger/s may be expedited through Customs if the local Customs authorities permit it, but it cannot be guaranteed. Once the departure formalities are completed, ▪ The Airport Agent will either guide the passenger/s to the lounge (if the passenger/s's airline ticket entitles the lounge access or if it has been booked as an additional service) or to the gate to complete the service.
Meet and Assist – Airside up to Departure Gate	<ul style="list-style-type: none"> ▪ The Airport Agent will begin by contacting the contact number provided for the lead passenger or the driver (if the driver contact details have been provided) prior to the passenger's arrival at the airport in order to arrange the time and meeting point. ▪ The Airport Agent (with the Lead Passenger's Name Sign) will be waiting for the Lead passenger/s at the designated point (approved by the Airport Authorities), whether it will be kerbside directly outside the terminal or the agreed meeting point. ▪ The passenger will be assisted with airline check in formalities, immigration and security check point; The passenger/s may be assisted through Customs if the local Customs authorities permit it but again cannot be guaranteed. Once the departure formalities are completed, ▪ the Airport Agent will either guide the passenger/s to the lounge (if the passenger/s's airline ticket entitles the lounge access or if it has been booked as an additional service) or to the gate to complete the service.
Meet and Assist – Landside up to passport control	<ul style="list-style-type: none"> ▪ The Airport Agent will begin by contacting the contact number provided for the lead passenger or the driver (if the driver contact details have been provided) prior to the passenger's arrival at the airport in order to arrange the time and meeting point (approved by the Airport Authorities). ▪ The Airport Agent (with the Lead Passenger's Name Sign) will be waiting for the passenger/s at the designated point, whether it will be kerbside directly outside the terminal or the agreed meeting point. ▪ The passenger/s will be assisted through airline check in formalities (the Airport Agent will try to expedite the process however it cannot be guaranteed at all times) and then guided to the security check point where our service will be completed.

Country	Airport	Service Available
Bahrain	Bahrain	Fast Track
Cambodia	Phnom Penh	Fast Track
India	Bangalore	Meet and Assist
	Mumbai	Meet and Assist
	New Delhi	Meet and Assist
Indonesia	Bali (Denpasar)	Fast Track
	Jakarta	Fast Track
Japan	Osaka (Kansai)	Landside service is suspended by airport authorities until further notice.
	Tokyo (Haneda)	
	Tokyo (Narita)	
Jordan	Amman	Fast Track
Kuwait	Kuwait	Fast Track
Macau	Macau	Fast Track
Mainland China	Beijing Capital International Airport	This service is suspended by airport authorities until further notice.
	Guangzhou	Meet and Assist
	Hangzhou	Meet and Assist
	Shanghai Hongqiao International Airport	Meet and Assist
	Shanghai Pudong International Airport	Meet and Assist
Malaysia	Kuala Lumpur	Terminal 1- Meet and Assist Terminal 2 - Fast Track
Oman	Muscat	Fast Track
Philippines	Manila	This service is suspended by airport authorities until further notice.
Qatar	Doha	Fast Track
South Africa	Cape Town	Meet and Assist
	Durban	Meet and Assist
	George	Meet and Assist
	Johannesburg	Meet and Assist
	Port Elizabeth	Meet and Assist
South Korea	Incheon International Airport	Meet and Assist
	Seoul (Gimpo)	Meet and Assist
Sri Lanka	Colombo	Meet and Assist
Taiwan	Kaohsiung	All service in Taiwan we suspended by airport authorities until further notice.
	Songshan	
	Taipei	
Thailand	Bangkok	Meet and Assist, Fact Track* *This service is applicable only for Business Class, First Class or APEC cardholder set by airport authorities.
	Phuket	Fast Track
United Arab Emirates	Abu Dhabi International Airport (AUH)	Fast Track
	Dubai	Fast Track
Vietnam	Hanoi	Fast Track
	Ho Chi Minh City	Fast Track