



Personal assistant - 24/7/365 help is just a phone call away.

+372991 (ENG)

+372992 (RUS)

## List of services provided by Personal Assistant

### CONCIERGE SERVICES

Upon client's request Personal Assistant will provide comprehensive information about the required organisations and companies worldwide (name, address, phone number, operation hours, fares, any other information). Upon client's request Personal Assistant arranges booking, reservation and payment of services on behalf of a client.

### TRAVEL ASSISTANCE

- Transport information and reservations

Personal Assistant will provide comprehensive information about the schedules of flights, trains, buses and other transport information. Personal Assistant can find the necessary connections flights according to the required itinerary, upon client's request Personal Assistant will book and pay for the necessary tickets on behalf of a client.

- Hotel information and reservations

The Personal Assistant will provide comprehensive information on hotels in the required region. Upon client's request Personal Assistant will book the selected accommodation and if required will organise payment on behalf of a client.

- Information on rental of cars and other vehicles

Personal Assistant will provide information about the class, fares and availability of cars and other vehicles at various rental companies worldwide. Personal Assistant will arrange car rent and payment on behalf of a client. Personal Assistant can provide comprehensive information and book various types of transport around the world.

- Live interpretation over the phone/ Language Support

Personal Assistant will help customers interpret information onto any of the main languages. Language support is available in more than 90 languages with the resources of call centres around the world.

There is possibility to organise the conference call involving three lines: a client, a person whose speech should be translated (Personal Assistant can contact him and add to the conference call), Personal Assistant. If the person whose speech should be translated stays in the same room as the client then speakerphone can be used.

- Information on vaccinations

Vaccinations required or recommended before going to the specified area. The consultation is provided by medical officer.

- Visa Information

Requirements for obtaining a visa for the specified country. Instructions for obtaining a visa. Addresses and phone numbers of consulates, embassies and visa centres, as well as business intermediaries, providing the full range of services in the shortest possible time and under non-standard circumstances.

- Information on countries/regions

Description of the features of a given country/region, for example, culture, level of medical care, security and precautionary measures, public transport, etc.

- Recommendations to ensure personal safety

Security measures recommended by the government and other aspects of personal safety.

- Information on weather, exchange rates Weather forecast for the region, exchange rates.

- Secretary

Personal Assistant will perform any minor task, whether sending fax or message, notification, and other assignments. Personal Assistant can also wake you up at the specified time by calling the specified number.

- Solving problems in typical situations:

Problems at check-in;

Client needs to rebook or cancel a ticket or modify reservation at the hotel;

Client's flight is cancelled or delayed;

Client is about to miss a flight or is late for the flight or train departure;

Client asks for background information;

Client has lost the baggage;

In case of violation of consumer rights by selling goods or provision services of inadequate quality in the field of travel transportation and accommodation (flights, travelling by train, hotels).<sup>1</sup>

- Roadside assistance

Personal Assistant is ready to assist clients in all aspects relating to his movements on passenger transport, whether delivery of gasoline, if it is over, help with finding the need for expensive destinations and other instructions.

## LEISURE

- Information about restaurants/table reservation

Personal Assistant will provide comprehensive information about restaurants and cafes around the world and will book a table upon request.

- Information about sports and cultural events

Personal Assistant will provide information about date, time and place of sports or cultural events in the required region, as well as information about price and availability of tickets and address/phone of ticket office. Upon client's request Personal Assistant will book and arrange payment on behalf of a client and upon request will arrange delivery of selected tickets.

- Information about places of recreation and leisure

Personal Assistant provides information about sports clubs, beauty salons, golf clubs, tourist excursions in the required region, as well as prices, terms, date, time and venue. Upon client's request Personal Assistant can organise visits to the chosen location, book excursions etc.

- Information about goods and services/ booking, payment and delivery of the goods, assistance in organising services Personal Assistant will provide customer address of necessary salons and shops where client can buy the required goods or services, if it is possible Personal Assistant will arrange the order and delivery of the goods on behalf of a client to the required location.

---

<sup>1</sup> In case of claim the help is provided exclusively in terms of assistance: Personal Assistant will contact the service provider, ask to comment the situation, will insist on finding best solution and simultaneously will seek alternative solutions for the client.

- Taxi and transfers

Personal Assistant will call a taxi for the client anywhere at any time.

### **BUSINESS SERVICES**

- Business Services/Arranging a service

Personal Assistant will assist in organising business meetings, conference calls, rental of office equipment (e.g., computer or fax). Personal Assistant will provide information about business ethics in the region, currency rates and major market indices.

- Information about translation of documents

Personal Assistant will provide information on the translation bureaus, will organise translation of documents for the client, will help to find an interpreter.

### **MEDICAL SERVICES**

- Emergency and routine medical advice

Upon request Personal Assistant provides medical advice and gives medical recommendation.

Medical advice given by the doctor over the phone is not a diagnosis.

- Travel health information

Personal Assistant provides access to medical staff and network of alarm centres in order to provide timely medical information while traveling.

- Referral for medical and dental care

Personal Assistant provides names, addresses, telephone numbers and upon request receiving hours of doctors, hospitals, clinics, dentists and dental clinics in the required region.

- Arranging a visit of a doctor

The Personal Assistant will arrange a visit of a doctor upon request.

- Arranging arrival of an ambulance

Upon request of a client Personal Assistant will arrange the arrival of an ambulance for the client.

### **EMERGENCY SITUATIONS**

- Legal representatives

Personal Assistant will provide names, addresses, phone numbers, and upon request if possible the opening hours of lawyers or legal experts in the required region. These recommendations are based on professional assessment of the situation by Personal Assistant, knowledge of local conditions and availability of legal services in the region.

- Emergency messaging

Personal Assistant will make every reasonable step to send and receive emergency messages between the client and his family members or other persons specified by the client. In particular, Personal Assistant can notify the consulate of the country of client's residence with his consent, in the event of the arrest, detention, prosecution, or if the client was victim of a crime, in case of situations that prevent a client from leaving the country and in other cases requiring intervention of consular officials.

- Emergency translation and interpreter services

In case of emergency Personal Assistant provides translation services over the phone and can arrange translation services through the network of alarm centres.

- Advice and assistance with lost documents

Personal Assistant undertakes to assist clients who have lost travel documents (including passports, credit cards) by providing recommendations for their replacement.

- Advice on necessary actions in case of insurance claims The Personal Assistant will provide general rules of conduct.