












Treat yourself to the comfort of the Concierge and 24/7 Telemedicine Services

As an Erste Private Banking client, you can use our premium Concierge service that will allow you to fully focus on important matters and not waste time with chores that someone else can arrange for you.

All you need to do is make a telephone call, and your personal assistant will arrange the delivery of flowers, book hotel rooms or last-minute air tickets for you, or reserve a room for your business meeting. You can also call a medical doctor and consult them on the health of all members of your household.

Your needs will be catered to whether you are home or travelling abroad. A personal assistant and a doctor are available on the phone to you 24 hours a day, seven days a week.

The choice of request you need to arrange is all up to you.

-  Medical consultation (Direct contact with specialized doctor no later than 4 hours after the call)
-  Finding a craftsman
-  Preparing a trip itinerary
-  Car rental
-  Flower delivery
-  Air ticket booking
-  Restaurant and hotel reservations
-  Tickets to cultural events
-  And much more

Example of using the Concierge service

“It was a last-minute holiday, and I had to complete an important project before leaving. I was pressed for time; I needed to focus on my work while getting air tickets and coming up with ideas for the places we could see on holidays. That’s when I tried the Concierge service for the first time in my life. I made a phone call, and within 24 hours, I got an e-mail with all the information that I’d otherwise spend forever searching. I successfully completed my project, and our great holiday was a success as well.”

(Viktor, Project Manager, Plzeň)

If you choose to use the service

Axa Assistance CZ provides all services on our behalf on the new **Concierge and Telemedicine Service line +420 272 099 913.**

You can also submit your request via e-mail at info@axa-assistance.cz.