

Concierge  
service







## Your HSBC Jade concierge service

Welcome to your HSBC Jade concierge service, delivered by Ten Lifestyle Group<sup>1</sup>, one of the world's leading concierge services. Designed to build a deep and considered understanding of your interests, aspirations and tastes, this service offers unrivalled and proactive support with unprecedented access and VIP treatment at every turn.

As part of this service an intuitive concierge digital platform<sup>2</sup> offers expert led articles and reviews, as well as direct booking for flights, hotels and experiences, including last-minute guaranteed tables at top restaurants around the world.

Alongside this digital platform, a global network of experts and contacts will be at your disposal 24/7 to offer advice and assistance, from securing those last-minute reservations and sold out tickets no one else can, to receiving extraordinary benefits and offers from a range of new global partners.

When booking through this service you can expect an added level of intelligence and luxury, from complimentary drinks and bespoke menus at Michelin starred restaurants, to behind the scenes tours of famous opera houses and theatres, as well as room upgrades and credits to be used towards spa and dining experiences at the world's top hotels.

<sup>1</sup> HSBC Jade clients will enter into a direct agreement with Ten Lifestyle Group PLC under which Ten Lifestyle Group PLC and its affiliates will deliver the lifestyle service available under the HSBC Jade concierge service. HSBC will not be a party to that agreement and will not be responsible for the delivery of the lifestyle services. To view Ten Lifestyle Group PLC's terms of business, please visit [www.tengroup.com](http://www.tengroup.com)

<sup>2</sup> Digital solution available through the HSBC Jade concierge service is owned and operated by Ten Lifestyle Group PLC.





## Dining experiences

The global team of dining specialists at your HSBC Jade concierge service have established and trusted relationships with restaurant managers and Maître Ds worldwide across some of the most exclusive and exciting places to dine in the world. Through your concierge digital platform you can instantly book short-notice, almost impossible to get tables and find out about the best and most exciting places to dine in your city right now, as well as new openings and launches. And should you wish for recommendations based on personal experiences, lifestyle managers are on hand by email or phone whenever, wherever you are in the world.

## Night life

Lifestyle managers can get you on the list at top-level nightclubs, bars and members clubs worldwide. Visiting a new city? Let them organise your night out complete with waived entrance fees and complimentary drinks on arrival. They can also access membership at private members clubs around the world and even remove or reduce the joining fees.

## Tailor-made travel

Enjoy complimentary room upgrades, breakfasts and dining and spa credits at more than 1,600 5-star hotels around the world when you book through your HSBC Jade concierge service. For the duration of your stay you will be treated as a VIP, often with a personal welcome from the manager and a gift on arrival. Either speak to your experienced Travel team, who can advise on the best places to spend your precious time away precisely exactly as you wish, or book via the concierge digital platform and instantly access your benefits.





## Entertainment

If you want to see a show, experience a band or support your favourite team, your HSBC Jade concierge service can ensure you're right there in the heart of the action. Your Tickets team has extensive industry connections with venues and box offices worldwide and can access the seats you want, as well as VIP hospitality options for a more luxurious experience. To ensure you never miss out, you can personalise your online profile or mention to one of your lifestyle managers the musicians, artists and bands you prefer, so they can alert you the minute they announce a tour.

## Let us begin

To begin using your concierge service simply call Ten directly on **02070 505 595\*** or speak to your dedicated HSBC Jade relationship management team. If you are happy to be registered for the concierge service we can ensure a registration email is sent to you. All you will need to do then is click on a link and set up your password. This will allow you to discover all of the benefits this dedicated and intuitive service has to offer.

Once you have registered for the concierge service with Ten you'll also be able to contact them directly via email: **[concierge.en@jade.hsbc.com](mailto:concierge.en@jade.hsbc.com)**

\* Lines are open 24 hours, 365 days a year.  
Registration will only be possible 72 hours after becoming a HSBC Jade client.

## Privacy notice

Please note that when you sign up to HSBC Jade, your personal data will be processed in accordance with HSBC's privacy policy, which can be found on **[www.hsbc.co.uk](http://www.hsbc.co.uk)**



