



HSBC Visa Infinite Credit Card Expedited Immigration Services Description and Availability

Information is updated as of 7 July 2025.

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 Code	Airport	Service Available
Bahrain	BAH	Bahrain	Fast Track
Cambodia	PNH	Phnom Penh	Fast Track
India	BLR	Bangalore	Meet and Assist
	BOM	Mumbai	Meet and Assist
	DEL	New Delhi	Meet and Assist
Indonesia	DPS	Bali	Meet and Assist
	CGK	Jakarta	Meet and Assist
Jordan	AMM	Amman	Fast Track
Kuwait	KWI	Kuwait	Fast Track
Macau	MFM	Macau	Meet and Assist
Mainland China	PEK	Beijing	Meet and Assist
	CAN	Guangzhou	Meet and Assist
	HGH	Hangzhou	Meet and Assist
	SHA	Shanghai	Meet and Assist
	PVG		Meet and Assist
Malaysia	KUL	Kuala Lumpur	Terminal 1- Meet and Assist Terminal 2 - Fast Track
Oman	MCT	Muscat	Fast Track
Philippines	MNL	Manila	This service is suspended by airport authorities until further notice.
Qatar	DOH	Doha	Fast Track
South Africa	CPT	Cape Town	Meet and Assist
	DUR	Durban	Meet and Assist
	GRJ	George	Meet and Assist
	JNB	Johannesburg	Meet and Assist
	PLZ	Port Elizabeth	Meet and Assist
South Korea	ICN	Seoul	Meet and Assist
	GMP		Meet and Assist
Sri Lanka	CMB	Colombo	Meet and Assist
Taiwan	KHH	Kaohsiung	All services in Taiwan are suspended by airport authorities until further notice.
	TSA	Songshan	
	TPE	Taipei	
Thailand	BKK	Bangkok	Fast Track
	HKT	Phuket	Fast Track
United Arab Emirates	AUH	Abu Dhabi	Fast Track
	DXB	Dubai	Fast Track
Vietnam	HAN	Hanoi	Fast Track
	SGN	Ho Chi Minh City	Fast Track