

Benefits table 1/5

Benefit	Extra information	Essentials	Concierge	Premier
<p>Best Price Promise</p> <p>We are so confident our rates are lower or at parity with anything you'll find on the big retail sites, if you are able to find a lower price from another website with the same hotel or cruise for the same itinerary and under the same conditions, our Booking Platform Provider will refund you 110% of the difference.</p> <p>T&Cs apply.</p>	<p>How to claim?</p> <ul style="list-style-type: none"> • Via the Truvvi Lifestyle App under "Best Price Promise" benefit • Via the booking engine, under the same benefit category <p>Information required:</p> <ul style="list-style-type: none"> • Truvvi Lifestyle Booking ID • The Web address of the website where the member found the better price • Date & Time the member found the better price. It must be within 4 hours after their purchase on Truvvi Lifestyle's booking engine • Main details of the cruise company or name & address of the hotel • Screenshots that show availability, search date, room type, promotion type (if any), and price for the dates of the travel • Truvvi Lifestyle's Travel Support team will process and respond within 72 hours • For Hotels: Claims must be sent within 12 hours after the confirmed Truvvi Lifestyle booking OR the midnight before the check-in date, whichever comes first • For Flights: Claims must be sent before midnight of the day of the purchase. Please note only Truvvi Lifestyle Members who signed up prior to 10 February 2023 are covered by the Best Price Promise on flights. Best Price Promise does not apply to flights for any new members who signed up after this date. <p>How is the claim resolved?</p> <p>If all the information is ok and confirmed, there are 2 options:</p> <ul style="list-style-type: none"> • Truvvi Lifestyle will match or beat the price (refund on CC for the difference) • If Truvvi Lifestyle is unable to match or beat the price, a refund of 110% of the difference is processed to the member's credit/debit card 	✓	✓	✓
<p>Hotel Credits</p> <p>Personal credits that will help reduce the already discounted price on eligible hotel bookings. T&Cs apply.</p>		✓	✓	✓
<p>Exclusive Booking Engine 24/7</p> <p>Members have access to an unmatched selection of accommodation choices with exclusive, Truvvi Lifestyle member-only pricing, all backed up by a dedicated Truvvi Lifestyle 24/7 travel support team.</p>		✓	✓	✓
<p>Members-only Tailored offers</p> <p>Special bespoke offers sent to you based on your profile and travel preferences.</p>		✓	✓	✓
<p>Members-only Unpublished Rates</p> <p>Exclusive discounted rates on flights, car rental, hotels, cruises, and life experiences. T&Cs apply.</p>		✓	✓	✓

Benefits table 2/5

Benefit	Extra information	Essentials	Concierge	Premier
<p>Members-only Vacation Rental Rates</p> <p>Special discounts on self-catering and VRBO type rentals plus access to holiday homes including cottages, villas, ski chalets and holiday apartments.</p>		✓	✓	✓
<p>VIP Concierge Service</p> <p>24/7 concierge desk for non-travel related items like restaurant reservations, tickets to concerts, shows and many other exclusive experiences both at home and whilst abroad.</p>	<p>Dedicated Phone number to contact the Concierge desk Members can also access the Concierge Desk via the App and email</p>	⊗	✓	✓
<p>Personal Travel Agent</p> <p>Enjoy access to your personal Travel Agent! Tell them about your travel preferences, and your Personal Travel Agent can help you find and book the perfect bespoke itinerary tailored just to you.</p>	<p>Direct contact via Phone, no chatbot, no call centre, no waiting time 24/7 support</p> <p>How to contact?</p> <ul style="list-style-type: none"> • Members will receive a welcome letter from their Assigned Agent with their contact details upon enrolment <p>Supported languages?</p> <ul style="list-style-type: none"> • Currently English only verbally, 30 languages approx. via chat 	⊗	✓	✓
<p>Flight Accident Insurance</p> <p>Enjoy access to your personal Travel Agent! USD \$200,000.00 insurance that provides you with coverage while flying on commercial airlines booked through the Truvvi Lifestyle booking platform. T&Cs apply.</p>	<p>Only the ticket holder is covered i.e. if you have also booked a ticket using the Truvvi Lifestyle membership to book a ticket for an immediate family member via the Booking Platform.</p> <p>Applicable Coverage:</p> <ul style="list-style-type: none"> • While boarding, alighting or during the flight as a ticketed passenger in a scheduled aircraft provided by a regularly scheduled airline • While at the airport or travelling in any licensed, public conveyance to and from the airport in connection with the ticketed flight • While riding in any land or water conveyance provided by the airline as a substitute for an aircraft <p>Benefits:</p> <ul style="list-style-type: none"> • The full benefit is paid to the member for accidental loss of life, two limbs, both eyes or one limb and one eye, one-half of the amount is paid for the loss of one limb and one eye • Benefits are payable up to one year from the date of the accident • The death benefit is paid to the estate of the Insured Person. All other benefits are paid to the Insured <p>How to claim?</p> <ul style="list-style-type: none"> • Written notice of claim to be mailed to Truvvi Lifestyle's Insurer. All details on travel.truvvilifestyle.com and the App 	⊗	⊗	✓



Benefits table 3/5

Benefit	Extra information	Essentials	Concierge	Premier
<p>Private Medi-Jet Service</p> <p>Available in event of doctor-mandated medical repatriation in the event of a qualifying medical emergency. T&Cs apply.</p>	<p>Truvvi Lifestyle Members travel with the assurance of knowing that we have private jets on standby to whisk you back home should you be hospitalized 500 miles or more from home. No worries, our no deductible, concierge-style services will take care of you.</p> <p>How to claim?</p> <ul style="list-style-type: none"> • An accredited Doctor must mandate the need for medical repatriation, which will also need to be validated by the service provider • Once contacted, the service provider will only need to validate the enrolment and eligibility as above • Once contacted (directly or via Truvvi Lifestyle's Travel Support team), the service provider will make all arrangements <p>If you are travelling with your spouse/significant other, do they also get to ride back on the jet?</p> <ul style="list-style-type: none"> • Yes, with space permitting. This service should not take the place of basic Travel Insurance, which would be the primary coverage for anyone other than the primary patient 	⊗	⊗	✔
<p>Tele-Med Doctor Access</p> <p>Access to a doctor via telemedicine with the security of 24/7 access to a fully certified and licensed doctor. T&Cs apply.</p>	<p>Medical needs can arise at any time. This is why Truvvi Lifestyle makes sure you are always looked after. Truvvi Lifestyle Members have access to a fully accredited and licensed doctor, right from their mobile device, while travelling anywhere in the world.</p> <p>Support via Phone, Video Call or Chat with a US-based doctor</p> <p>How to claim?</p> <ul style="list-style-type: none"> • By contacting Truvvi Lifestyle's Travel Support team via phone or email • Truvvi Lifestyle will provide a unique activation code to have immediate access to a doctor <p>How does it work?</p> <ul style="list-style-type: none"> • Requires an active Internet connection • Link to a specific App is provided at the time of registration 	⊗	⊗	Unlimited
<p>VIP Airport Lounge</p> <p>Enjoy entry and all the benefits of over 1300 International VIP Airport lounges and hospitality venues in 600 cities across 148 countries, regardless of the airline or class of travel.</p>	<ul style="list-style-type: none"> • During their visit, Members will be offered free beverages, Wi-Fi and many other exclusive amenities. No more waiting in a crowded, noisy gate with uncomfortable plastic chairs and no power outlets! • Members need to activate it by clicking on the VIP Airport Lounge benefit link in their dashboard • They will receive a package including an Airport Lounge membership card + access to an App • Airport Lounges offered by Priority Pass • Members can look up their airport on Priority Pass' website to identify Lounges • Members need to show their Priority Pass cards to access the lounge 	⊗	⊗	Unlimited
<p>Fast Pass Passport and Visa</p> <p>Member-only access to expedited professional services for passports and visa processing. T&Cs apply.</p>	<ul style="list-style-type: none"> • Provided by the leader in professional Travel Documentation service • Savings up to 40% off of normal service and processing fees <p>How to claim?</p> <ul style="list-style-type: none"> • Access to the service via travel.truvvilifestyle.com or the App • Members can also contact the Truvvi Lifestyle's Travel Support team • Members are redirected to CIBT's website that will take care of their needs <p>What information do I need to provide to use this service?</p> <ul style="list-style-type: none"> • Details of the service/travel required, Passport number, etc 	⊗	⊗	✔

Benefits table 4/5

Benefit	Extra information	Essentials	Concierge	Premier
<p>Legal Representation Abroad</p> <p>3 hours of legal service outside your home country. T&Cs apply.</p>	<p>How to claim?</p> <ul style="list-style-type: none"> Contact the Truvvi Lifestyle's Travel Support team and we will connect them to the service who in turn will assess and connect them to an accredited and vetted participating local attorney <p>Is there any cost associated with this benefit, if Yes, what is the saving for the member?</p> <ul style="list-style-type: none"> Members are entitled to a free initial 1-hour consultation and discounted subsequent service of 20-30%. We only work with vetted legal offices/services which prevent anyone from being taken advantage of <p>Are there any requirements or exclusions?</p> <ul style="list-style-type: none"> The Member must have an active (Truvvi Lifestyle) membership. 			
<p>Membership Fee</p> <p>Save 5% on Quartely plans and 10% on Annual plans.</p>		<p>M: \$37.95/Mth</p> <p>Q: \$35.98/Mth <i>Charged \$107.95/quarter</i></p> <p>Y: \$34.17/Mth <i>Charged \$409.95/quarter</i></p>	<p>M: \$49.95/Mth</p> <p>Q: \$47.32/Mth <i>Charged \$141.95/quarter</i></p> <p>Y: \$44.91/Mth <i>Charged \$538.95/year</i></p>	<p>M: \$99.95/Mth</p> <p>Q: \$94.66/Mth <i>Charged \$283.95/quarter</i></p> <p>Y: \$89.91/Mth <i>Charged \$1,078.95/year</i></p>

Benefits table 5/5

Benefit	Extra information	Essentials	Concierge	Premier
UK Bonus Pack Option				
<p>Virgin Experience Days (UK Bonus Pack)</p> <p>Special member-only pricing for the market leader in cool and exclusive experiences. Exclusive range of experiences like track days, flying lessons, learning new arts and craft skills. T&Cs apply.</p>				
<p>Taste Card (UK Bonus Pack)</p> <p>Access to exclusive discounts and deals on some of the UK's favorite restaurants and up to 30% off on cinemas and other exclusive deals. T&Cs apply.</p>	<p>Also includes discounts on theme parks, food delivery, shopping, online movie rental, and many others. Members need to activate it by clicking on the Taste Card benefit link in their dashboard.</p>			
<p>Bonus Pack Fee</p> <p>Save 5% on Quartely plans and 10% on Annual plans.</p>		<p>M: \$8.95/Mth Q: \$8.50/Mth Y: \$8.05/Mth</p> <p><small>Charged \$25.50/quarter Charged \$96.65/year</small></p>		