Through the Global Customer Assistance Service (GCAS) program, Visa provides 24-hour emergency services to Visa cardholders around the world. Customers can call GCAS using a worldwide network of toll-free telephone numbers to obtain card related emergency services. Once a call is answered, customer service associates assist the customer in one of 9 core languages.
Emergency card replacement

This service provides emergency card replacements for all Visa card products to Visa cardholders traveling internationally or within North America, usually within 24 hours. Visa contacts the issuer for authorization, provides cardholders with Visa emergency card replacement, provides stand-in emergency card authorization using guidelines provided by issuer, and provides a sophisticated global distribution network of courier/embossing hubs, product replacement centers, and emergency service locations.

Emergency cash advance

This service provides emergency cash to Visa cardholders traveling internationally or within North America, usually within hours. Provides cash disbursement delivery anywhere in the world through the use of strategically placed emergency service locations. Visa contacts the issuer for authorization of emergency cash, provides cardholders with emergency cash, provides stand-in emergency cash authorizations within the guidelines provided by issuers.

This service is easily accessible to Visa cardholders from anywhere in the world, any time of the day, automatically extending the reach of an issuer's own customer service. By calling a unique, centralized, and easy-to-remember toll-free number, or through one of our collect numbers from anywhere around the world.