

Frequently Asked Questions (FAQ)

Innovative Travels

All UCB Debit, Credit and Prepaid Cardholders can enjoy discounts of up to 44% through Innovative Travels, including selected services at BNH Hospital Bangkok and tourism-related services.

What are the offers available for UCB Cardholders?

Service	Eligibility / Facility	Offer / Benefit
Health Checkup Packages	Applicable for both OPD & IPD cases	Up to 44% Discount
Ward Room	IPD Case	15% Discount
Medicine, Laboratory, X-Ray, CT/MRI	Except where the service is included in any package	5% Discount
Transport	IPD Case	Drop to Airport from Hotel

What other tourism and travel service offers are available?

SL.	Service	Offer
1	Air Ambulance	40% Discount
2	Air Ticket	5% Discount
3	Visa Processing	30% Discount
4	Package Tour	35% Discount
5	Umrah Hajj Package	25% Discount
6	Student Visa	30% Discount
7	Immigration Services	30% Discount
8	Work Permit Visa	30% Discount

Are there any Terms & Conditions?

- Customers need to call the hotline mentioned below to avail any services.
- Foreign hospital treatment and doctor's appointment services are available for India, China, Thailand, Singapore, Malaysia, UAE and Turkey.
- For treatment at BNH Hospital Bangkok, Thailand, customers need to schedule an appointment at least 7 days in advance.
- Hospital appointment confirmation will be provided via email or phone to the customer.
- If a change of appointment date is required, the customer needs to notify at least 7 days in advance.
- Offers under Tourism & Other Services are effective throughout the year.
- The BNH Hospital Bangkok, Thailand offer is valid until 31 December 2026.
- All UCB cardholders and employees of United Commercial Bank are eligible for these discount offers.
- All payments must be made through cards issued by United Commercial Bank.
- Discounts are applicable on agency processing charges or commission.

How can customers contact Innovative Travels?

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