



Company Profile:

With more than 50 years of experience CIBT is the largest and most well-established travel visa and passport company in the world. In North America, we employ over 300 Visa and Passport Specialists whose single focus is to provide an exceptional service to our customers. We are known for our breadth of services, speed and friendliness.

CIBTvisas offers a fast, friendly and efficient way for you and your clients to obtain mandatory travel documents such as travel visas or passports and earn commission doing so.

Benefits to MAST Travel Network Members:

The collective bargaining power of the MAST Travel Network membership has secured the following benefits for your agency

- **PREFERRED PRICING** Mast clients receive **20% discount on CIBT service fees**
- **LUCRATIVE COMMISSIONS** Each eligible visa or passport order referred to CIBTvisas earns **\$10 paid directly to your agency**
- Full Line of Services. CIBT can assist you in obtaining travel visas to over 200 countries and electronic visas including Australian ETAs and US ESTAs. CIBT can help secure passport renewals and other documents, such as letters of invitation, legalizations and document translations.
- Easy-to-use website with 24 hour access to step-by-step instructions and real time status updates
- Complete jurisdictional coverage in the United States and Canada
- Measured customer satisfaction exceeding 97%

How CIBT Works:

With CIBTvisas obtaining the travel documents for any trip is as easy as one, two, three...

1. Visit the MAST visa portal at www.cibtvisas.com/MAST
2. Select your agency (don't see your agency, see enrollment instructions below)
3. Tell us about the trip
4. Send Instructions or place an order on behalf of your travelers

Travelers will receive a detailed instruction pack with everything needed to obtain the requested documents, including a shipping label to the correct CIBT processing office. Our Visa Specialist will thoroughly review all documentation and work with travelers to ensure all necessary documentation and forms are in order. Our consular liaisons will hand carry the documents to the appropriate issuing authority. Throughout the process travelers will receive updates to track the order progress.

Enrollment Instructions:

As an enrolled MAST Travel Network member, you and your client are eligible for the CIBTvisas MAST program. To receive the benefits MAST Travel Network has negotiated on your behalf you must access our service through a unique portal that is prepopulated with an account number tied to the MAST program and your agency.

To claim your agency's unique CIBT account number and have it added to the MAST visa portal email your IATA number and contact information to CorporateAccounts@cibt.com

Customer Service:

- Customer Care Team: 800 929 2428
- Hours of Operation: Monday-Friday;
7:30 a.m. to 8:00 p.m. (Central)
- Email: customerservice@cibt.com (email support provided 7 days/week) www.cibtvisas.com

MAST Travel Network Key Contact:

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