

## FAQ For CIMB Airport Companion Programme

### **1. What is CIMB Airport Companion Programme?**

The CIMB Airport Companion Programme offers complimentary airport privileges for all CIMB Visa Infinite Cardmembers via DragonPass. It is a comprehensive digital solution to provide a unique and seamless “total airport experience” with access to over 900 DragonPass airport lounges and an airport dining programme offering up to 50% discounts at over 800 dining locations worldwide.

### **2. How do I register for the CIMB Airport Companion Programme?**

Cardmembers must download the third party service provider’s mobile application via Apple App Store or Google Play named “**Airport Companion Asia Pacific**” on the mobile device(s) to register for a digital membership account.

### **3. Do I have to pay for the DragonPass membership account?**

The DragonPass membership account is complimentary for all principal CIMB Visa Infinite Cardmembers.

### **4. Can I transfer my DragonPass membership to another person?**

The membership account may not be used by any person other than the named Cardmember.

### **5. What is the expiry date of the Dragonpass membership?**

The membership is valid for one (1) year from the date of your registration on the mobile application. The membership will be an annual auto-renewal subject to bank’s discretion.

### **6. What do I do if I have forgotten my password?**

If you forget your password you can reset it through the mobile application.

### **7. Do I get any complimentary DragonPass lounge visits?**

Principal CIMB Visa Infinite Cardmembers will be given three (3) complimentary DragonPass lounge visits per membership year (which starts from the date of registration).

### **8. How do I research a lounge in the airport?**

You can search airport lounge details on the mobile application.

### **9. Can my three (3) complimentary lounge visits be transferred to the next membership year?**

No, your annual number of free lounge visits cannot be transferred to the following year. All complimentary visits must be used within the respective membership year.

### **10. What discount will I receive at the airport restaurants?**

Discounts offered by participating restaurants vary. Please check the mobile application to find the latest exclusive discounts offered.

### **11. What is the process for receiving a discount at an airport restaurant?**

Simply open and present your DragonPass digital membership page app at the participating restaurant to claim your discount. You may need to present your passport and boarding card for eligibility.

**12. Are supplementary cardmembers and guests allowed to utilize the 3 complimentary lounge visits?**

The 3 complimentary lounge visits are **strictly** only for principal cardmembers. Principal cardmembers may purchase additional visits for himself/herself and guests via “Add visits” on the mobile application and each visit top up costs US\$25.

**13. Where can I find more information regarding DragonPass?**

You may visit [www.dragonpass.com](http://www.dragonpass.com)\* or contact the DragonPass 24/7 service hotline at +86 (20) 3231 1919 for more information.

**14. How can I know the number of lounge access that I am entitled to or have purchased?**

You may log in to the “Airport Companion by DragonPass” mobile application to view the details of your account.

**15. I don't have a smart phone. How can I register for a membership account and enjoy the privileges?**

Kindly give us a call at 6333 6666 for our friendly customer care consultants to assist you.

**16. Can I still use my Priority Pass card between 7 August 2017 to 1 October 2017? / I just received my Priority Pass card after 7 August 2017, can I still use it?**

Yes you can. However, you are highly encouraged to transit to our new platform via the “**Airport Companion Asia Pacific**” mobile application to enjoy a wider suite of privileges offered by the CIMB Airport Companion Programme.

**17. I just sent in my Priority Pass application in early August, will it be processed anyway?**

Applications for Priority Pass received after 7 August 2017 will not be processed. Kindly download the mobile application via Apple App Store or Google Play named “**Airport Companion Asia Pacific**” on the mobile device(s) to register for a digital membership account to start enjoying the new suite of privileges offered by the CIMB Airport Companion Programme.

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