

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 1000 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**” 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* 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**” 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**” 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**” 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.

18. I am denied access at xxx lounge. How can I seek help?

You may contact DragonPass customer service team at [+886 4-2206-8053](tel:+886422068053) directly for urgent assistance.



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