



VISA Airport Companion APP - FAQ

1. Eligible Card Products

Effective October 1, 2024, Visa Airport Companion (VAC) will provide access to participating lounges for eligible cardholders of the following card products:

	Product	Type	BIN
1	Skywards Infinite Credit Card	Credit	467745
2	Skywards Signature Credit Card	Credit	467744
3	U By Emaar Infinite Credit Card	Credit	403381
4	U By Emaar Signature Credit Card	Credit	403343
5	Priority Banking Visa Infinite Credit Card	Credit	494029
6	Visa Infinite Credit Card	Credit	432114
7	Etihad Guest Visa Elevate	Credit	403337
8	Etihad Guest Visa Inspire	Credit	403344
9	Etihad Guest Visa Limitless	Credit	492237
10	Visa Infinite Debit Card	Debit	44391375
11	Emirati Visa Signature Debit Card	Debit	44391392
12	Manchester United Signature Debit Card	Debit	44391382
13	Signature Business Debit Card	Debit	44391205
14	Signature by Priority Banking Visa Infinite Debit Card	Debit	461781
15	Visa Signature Debit Card	Debit	44391380
16	Visa Infinite Business Debit Card	Debit	44391204



2. Will my existing lounge program membership still work? Can I still use the existing lounge program app?

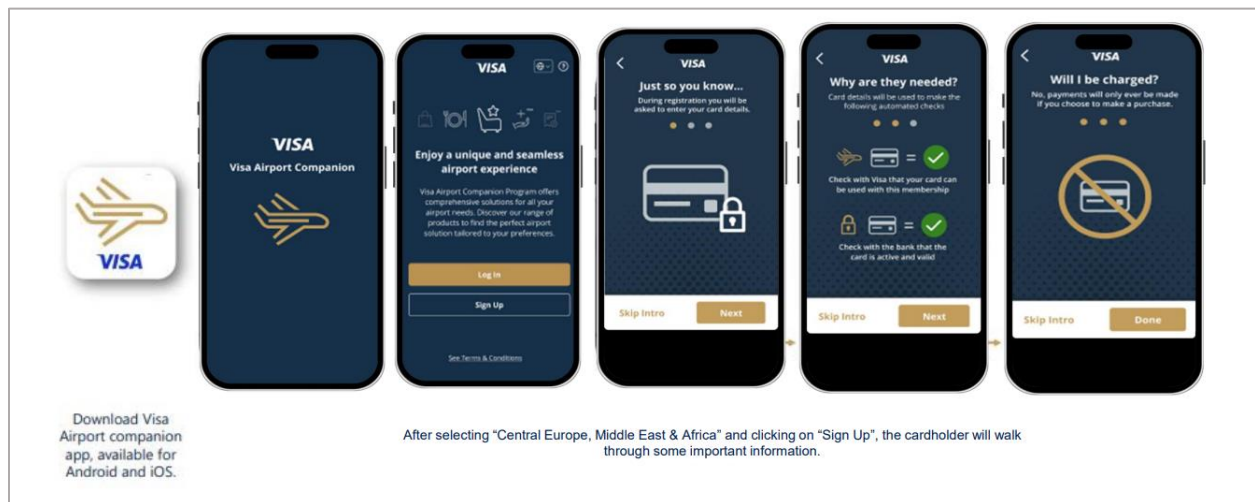
As of October 1, 2024, your existing lounge memberships in CEMEA will no longer be valid. To access lounges in CEMEA, you must register on the VAC app.

3. How do I register or enroll?

Step 1: Eligible Visa cardholders must download the Visa Airport Companion (VAC) app, available at no cost from the Apple App Store or Google Play Store.

- **Androidlink:**
https://play.google.com/store/apps/details?id=com.dragonpass.en.latam&hl=en_GB
- **iOS:**
<https://apps.apple.com/us/app/visa-airport-companion/id1291608009>

Step 2: Once downloaded, select Sign Up and complete the information as requested including:



- Eligible Visa card details:
 - » Card number
 - » Expiry date
 - » CVV number
 - » Country of issuance
- Name, email address, and mobile number
- Consent to Terms and Conditions, Privacy Policy, and Terms of Use

Step 3: A six-digit code will be sent to the cardholder's mobile number or email address for verification



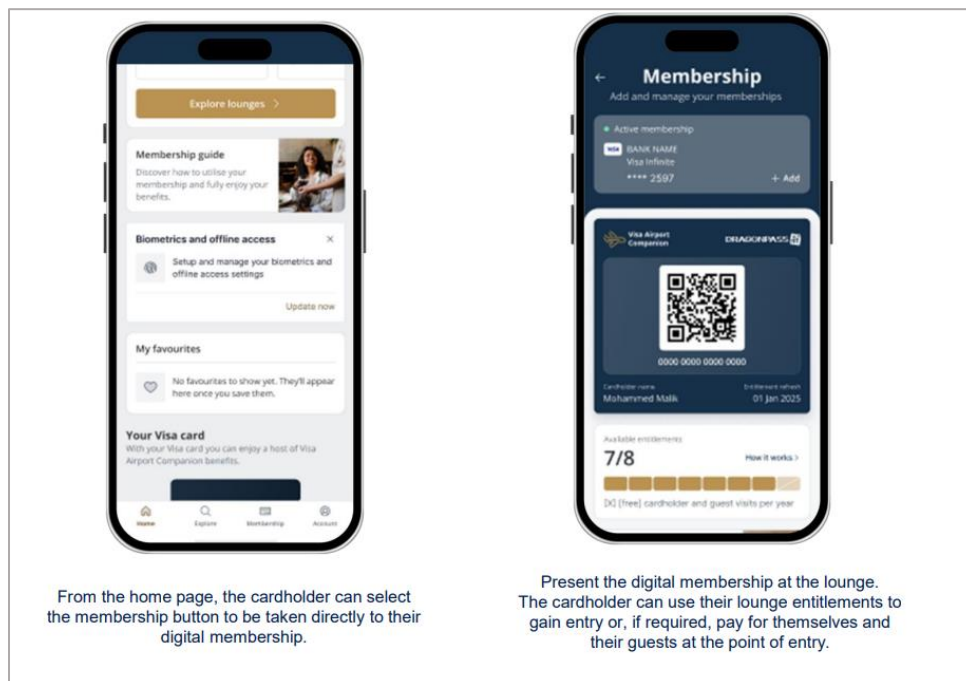
Step 4: After successful verification, the cardholder can create a password and will be directed to the app homepage where their benefits can be accessed straight away.

4. How do I view my membership details once I've enrolled? How do I know how many visits I have available?

Membership details can be accessed via the Membership section of the app, which can be found in the footer menu. Entitlement details (lounge visits) are displayed in both the Home and the Membership sections.

5. How do I enter the lounges?

Present your membership QR code to the lounge staff. If entitlements are available, they will be automatically deducted. If no entitlements are available, a charge of \$32 USD will be made to the associated Visa card. The membership QR code can be found by clicking Membership from the app home screen.



6. Can I use a physical card to enter the lounge?

VAC is a fully digital app-based experience. You will only be able to access lounges by presenting your membership QR code from the mobile app.

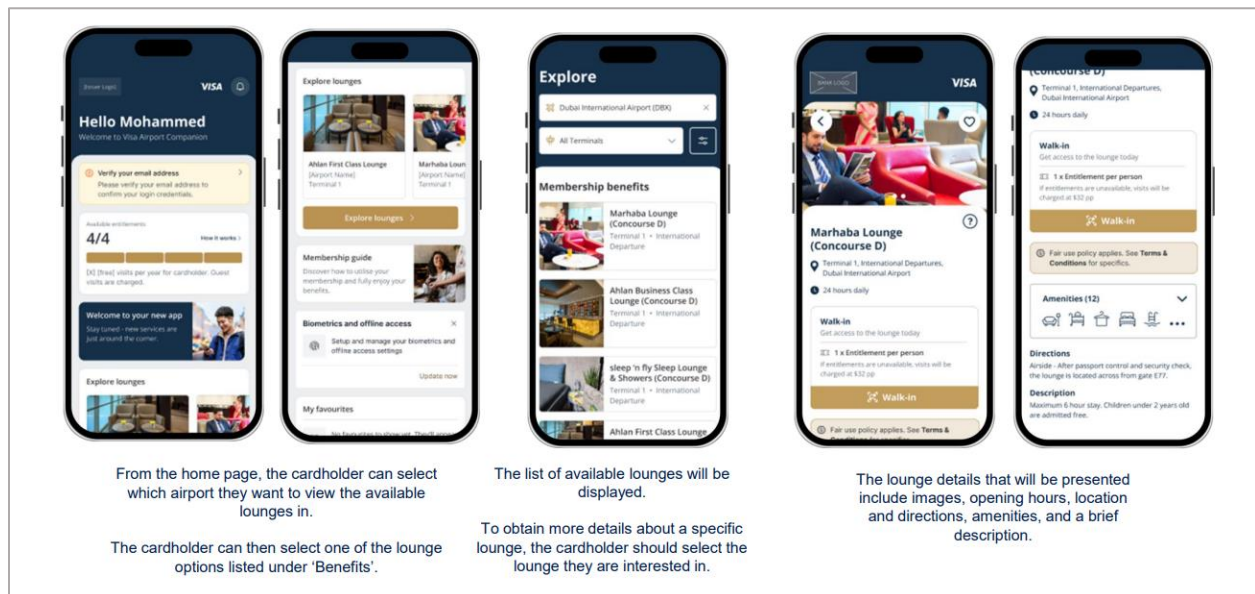


7. I'm having trouble enrolling or logging in to the app

If you are having trouble registering, contact Customer Support via the Contact link in the Help section of the Sign Up page. If you are having trouble logging into the app, use the Forgot Password function. If you still cannot log in, you should contact Customer Support through the link found in the Help section on the login screen.

8. How do I find participating lounges at the airport?

In the Explore section of the app, you can browse available lounges by selecting the desired airport or country. The home screen also includes a Quick Link to the lounge list.



9. Can I bring guests with me to the lounge? Do I need to be traveling with them?

Yes, you can bring guests to lounges. Guests must be on the same flight. If you do not have any complimentary guest visits, you have the option to bring guests with you for a charge of \$32 USD per person per visit. The charge will be made directly to your registered Visa card.

10. Why was I denied access to the lounge?

If the lounge is at capacity, access cannot be granted. You can use the VAC app to check for an alternative lounge.

11. Can I enroll using a Visa card issued in a country outside of the CEMEA region?

Card benefits may vary. You will need to contact the issuing bank to confirm eligibility of any Visa cards issued outside of the CEMEA region.



12. Can the registered email address or mobile number be changed later?

Yes, cardholders can change their email or mobile number. To change their mobile number, they can select Account and the pencil/edit icon in their profile within the app. To change their email address, cardholders need to contact customer service, who will verify their identity by undertaking General Purpose Authentication (GPA) checks. Once the cardholder's identity is confirmed, the customer service agent can update the email address assigned to their profile.

13. What if the cardholder email/mobile number verification failed or fields are left incomplete during profile creation? Does the cardholder need to enroll their card(s) again?

If the cardholder was not able to verify their email/mobile number during the registration process, they have the option to skip this step by selecting "Ask me later." However, upon their next login they will be asked to verify their mobile number or email in order to proceed with login.

14. Can cardholders add or register more than one Visa card on the VAC app?

Yes, if a cardholder has more than one eligible Visa card they can add it to their existing VAC account. On the membership page there is an Add New Membership button which will prompt the cardholder to enter the details of their other eligible Visa card(s). After successful validation, a membership linked to that Visa card is created, displaying the available benefits. If a cardholder has multiple memberships, they can click the Switch Membership button in the Membership section to view details associated with each membership.

15. Can cardholders access all enrolled cards under one profile?

Yes, the cardholder can register multiple eligible Visa cards under one profile. They can view their memberships by going to the membership section and selecting Switch Membership.

16. Can secondary cardholders enroll under the same profile as the primary cardholder?

Primary and secondary cardholders cannot share memberships. The secondary cardholder must create their own VAC account using their own details, including their name as it appears on their passport and email address.

17. How does registration work if I have secondary cards issued to family members?

Each secondary cardholder must register their own account with Visa Airport Companion App, using their personal details, including their name as per their passport and their email address. Lounge staff will verify the name on the Visa Airport Companion App profile, and entry will be denied if it does not match the cardholder's identity.



18. Can cardholders enroll in VAC using a Visa card issued in a country outside of the CEMEA region?

Card benefits may vary. Cardholders will need to contact their issuing bank to confirm eligibility of any Visa cards issued outside of the CEMEA region.

19. What if the cardholder doesn't have a smartphone?

Can the cardholder redeem benefits with a physical card? A: VAC is a fully digital app-based experience. Cardholders will be unable to access lounges with a physical card. Cardholders who do not have a smartphone will be unable to use the service. To access a lounge, the cardholder must register on the VAC app prior to visiting the lounge.

20. Can the cardholder register at the lounge? Will lounge staff help cardholders download and register on the VAC app?

Cardholders must register in the VAC app before they can gain lounge access. They can register anywhere if they have access to the app and an internet connection. It is strongly recommended that cardholders register before arriving at the lounge to avoid delays in entering. Lounge staff will be trained to support and guide cardholders to some extent; however, they are not obligated to provide app assistance.

21. How can a cardholder access airport benefits after successful card enrollment in the Visa Airport Companion (VAC) app?

Cardholders will have access to their benefits immediately after successful registration. They will be able to view their entitlements and available airports and lounges. To access a lounge after registration, all the cardholder needs to do is present their membership QR code upon arrival at an eligible lounge. The QR code can be found in the Membership section of the app.

22. Is entry to the lounge guaranteed?

Entry to any eligible lounge is subject to availability on the day the cardholder is travelling. The cardholder can view any alternative lounges in the VAC app. With the lounge coverage through DragonPass, VAC provides access to 1200+ lounges globally, including 220 in CEMEA.

23. Can the cardholder access multiple lounges at the same airport?

GCC and NALP cardholders are restricted from using more than one entitlement within a three-hour period.



24. Will the cardholder need to pay for lounge access?

Can cardholders pay for access via the VAC app? A: If the cardholder does not have any complimentary lounge visits, they will be charged \$32 USD per person per visit to their registered Visa card. Note: This rate is subject to change and is only applicable if payment is made via the VAC app. Payment made directly to the lounge outside of VAC is subject to the lounge's own walk in rates.

25. Prior to travel, can the cardholder check whether lounge access is complimentary?

Yes. Cardholders can view the status of their complimentary visits by logging into the VAC app at any time. The homepage and Membership sections will display the number of visits to which they are entitled. The app also provides a list of eligible lounges by airport, so the cardholder can plan which lounge(s) to visit during their travels.

26. Can the cardholder bring a guest to the lounge?

Yes, cardholders can bring guests to lounges. Guests must be on the same flight. If the cardholder does not have any complimentary guest visits, they will have the option to bring guests for a charge of \$32 USD per person per visit. The charge will be made directly to their registered Visa card.

27. Will Visa Airport Companion (VAC) benefits be available in all countries?

The lounges are only available in participating locations as part of the DragonPass network. In the Explore section of the app, cardholders can browse available lounges by selecting their desired airport. Quick links to the lounge list are also available on the homepage. The number of lounges available to the cardholder will depend on their program. We recommend the cardholder check the app for the most up-to-date list of lounges available to them.

28. Can a cardholder raise a dispute/query or submit feedback?

Yes. If a cardholder would like to get in touch, they can do so by selecting Contact which can be found under Account. If the cardholder is not registered or logged in, the contact form link can be found in the Help section of the Sign Up/Login screen.

29. Can I access the lounge if I don't have Wi-Fi or mobile data?

Yes, you can enable offline access through your device's biometrics. Upon registration, you will be prompted to enable offline access, however this must be completed while the App is connected to Wi-Fi or mobile data. This feature can also be managed in the 'Account' section under 'Security'. When offline, you will see a prompt on the login page to view your membership without internet. Confirm using your biometrics to proceed.



30. Registration & User Journey in Detail

Step 1: Registration

- The cardholder will be presented with the options to Sign Up or Log In.
- The app will provide an overview of the registration process. Cardholders can choose to skip this information, if preferred. The cardholder enters their Visa card details, including the card number, expiry date, CVV number, and country of issuance. 3D Secure and \$0 Auth are performed, and card status is checked. ** In case of failures, cardholders will be notified with the appropriate error message to contact their respective Issuer.
- If the card is not eligible, the cardholder will be notified with the appropriate error message.
- As part of profile setup, the cardholder enters their details, including name (which must match passport) and contact information. Note: If the name entered in the VAC app does not match the name on the passport, the cardholder will not be granted access to the lounge.
- If the card is not eligible, the cardholder will be notified with the appropriate error message.
- As part of profile setup, the cardholder enters their details, including name (which must match passport) and contact information. Note: If the name entered in the VAC app does not match the name on the passport, the cardholder will not be granted access to the lounge.
- A six-digit code is sent to the cardholder's email address or phone number for verification. Upon successful verification, the cardholder creates a password.
- The cardholder can then set up biometric access and offline access, if desired. Note: First-time setup of offline access requires internet connection. Once enabled, offline access allows cardholders to see their membership data without mobile data or Wi-Fi access. If offline mode is not enabled and no internet connection is available, the cardholder will not be able to access the lounge.

Step 3: Login

- The cardholder can log in with their email address and password or via biometrics (if enabled).
- If there are issues with login, the cardholder can select the help icon or reset their password. The cardholder will be locked out of their account for 30 minutes after the fifth unsuccessful login attempt.
- Multi-factor authentication (MFA) is required when the cardholder logs in for the first time on a new device, is resetting their password, or is adding a new membership. The cardholder can opt for MFA at every login, if desired.

Step 4: Home

- Once logged in, a personalized welcome page is displayed where the cardholder can see their available entitlements, any terms or rules, and links to view airport lounges.
- Cardholders can see notifications in the app, indicated by a red dot on the home screen.



Step 5: Offline Access

- If the cardholder has enabled offline access, the app will display a notification on the home screen. The cardholder can still access their membership QR code even if they do not have mobile data/Wi-Fi access.

Step 6: Lounge Access

- To browse and access lounges, the cardholder clicks Explore Lounges. After selecting the airport and desired lounge, the digital membership card (QR code) will be displayed for the cardholder to scan at the lounge.
- The cardholder can also access their membership card in the Membership section of the app.

Step 7: Membership

- The cardholder can view membership details, such as available entitlements, digital membership card, FAQs, and more by selecting Membership at the bottom of the screen.
- The cardholder can change or add additional eligible Visa cards to their DragonPass membership. They can switch seamlessly between memberships without needing to log in again.
- If the cardholder's Visa card has expired, their entitlements will be locked until they update their card details.

Step 8: In-app alerts & notifications

There are four types of alerts, indicated by color:

- Red – critical and needs immediate attention
- Yellow – important but non-urgent
- Green – communicates good news, success, or confirmation
- Gold – non-urgent information