

# DRAGONPASS AIRPORT LOUNGE SERVICE FREQUENTLY ASKED QUESTIONS

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**Q** Who is eligible for the DragonPass Airport Lounge Service?

**A** DragonPass Airport Lounge Service is exclusive for active Primary & Supplementary Credit Cardholders in good credit standing ("Cardholders") of ANZ Signature Priority Banking Platinum & ANZ Travel Platinum Credit Card issued by ANZ Bank (Vietnam) Limited ("ANZ").

Cardholders can use airport lounge service regardless of the travel class or the airline they are flying with.

**Q** How are the privileges defined for Airport Lounge Service?

**A** Each cardholder is entitled to one (01) complimentary airport lounge visit per quarter and free membership sign up. For any additional visit, ANZ Cardholder is requested to pay directly to DragonPass by "Top-up" function on the DragonPass Application Software (DP App) at a favorable rate of GBP 16 (USD 25) per visit applied for domestic or overseas lounges. The complimentary lounge visit from the previous quarters will not be allowed to carry forward to the following quarters.

**Q** What facilities are available in the lounges?

**A** You are entitled to full lounge services with comfortable seating, food and beverage, television, internet access, the latest newspapers, magazines and flight updates.

**Q** How can I use Airport Lounge Service with DragonPass App?

**A** For more details, please refer to Airport lounge service usage instruction available on [anz.com/Vietnam](http://anz.com/Vietnam)

**Q** How do I know if certain Airport Lounge is in participating lounge list of DragonPass or not?

**A** DragonPass App allows cardholders to search over 850 airport lounges within DragonPass network. By using GPS technology, this smart App will identify your current location and find the nearest lounge available with a finger tap.

For more information about the most up-to-date lounge information, visit website: <http://www.dragonpassuk.com> or the DragonPass App.

**Q** I do not have a smart phone therefore I cannot download the DragonPass App, what can I do?

**A** DragonPass App is **only available on iOS and Android devices**. If you do not have an IOS /Android smartphone or any other IOS/Android device, you are not able to download DragonPass App to use the service.

**Q** Where can I get my DragonPass Membership Identification number (DP Mem ID) and temporary password?

**A** ANZ will send one DP Mem ID & 6-digits temporary password to Cardholder via Cardholder's email registered with ANZ (DP Mem ID &

6-digits temporary password of supplementary cardholder will be sent to Primary Cardholder's email). Cardholder is requested to use this ID & temporary password to enter the DragonPass App, complete all details such as name/email address/date of birth/mobile number to receive virtual DragonPass membership card (Virtual Membership Card).

**Q** How can I register DragonPass Membership?

**A** After downloading the DragonPass app, enter your DP Mem ID and temporary password, you will then be redirected to a registration page. Simply enter the required details to complete your registration.

**Q** How can I change my password?

**A** Once you completed your Registration, you can use the 'Change Function' in the DragonPass App (under 'My account') to change your password.

**Q** Do I have to log in whenever I want to use my DragonPass Membership on the DragonPass App?

**A** After Cardholder has successfully logged in and one time registration, the DragonPass App will store their Membership number. And in case Cardholder logs out for any reason, use DP Mem ID & password to log in.

**Q** If I forget my password, what should I do to reset it?

**A** Click on "Forgot password" on DragonPass App or DragonPass website <http://www.dragonpassuk.com> to request a new password. An activation code will be sent to registered email. Cardholder will be prompted by the App/website to enter this activation code. They will then be able to receive a new password.

**Q** Who should I contact if I have problems using my DragonPass App?

**A** Contact ANZ Contact Centre at **1900 1276** or DragonPass Service Hotline at +441619298844 for any inquiries

**Q** Will I be subjected to DragonPass membership fee or any other fee when registered as a member of DragonPass?

**A** No. Cardholder is not subjected to DragonPass membership fee or any other fee related to their registration.

**Q** How can I check my complimentary airport lounge visit?

**A** After log in, back to homepage and select 'Show My Card' to check your complimentary lounge visit at section 'Visit(s) Available'. If it shows "1" – it means there is 1 complimentary visit is available for you, if it shows "0" – it means you have to "Top-up" if you wish to have additional visit.

Your complimentary airport lounge visit will always be used before any "Top-up" visit.

**Q** Are Supplementary cardholders eligible for Airport Lounges Service?

**A** Yes. Supplementary cardholders are eligible for Airport Lounges Service with same benefits as Primary Cardholders. In case Primary cardholder requests to issue Supplementary Credit Card(s), DP Mem ID and temporary passwords of Supplementary cardholder(s) will be sent to registered email of Primary cardholder. Primary cardholder is responsible for transferring DP Mem ID and temporary passwords to each Supplementary cardholder, so that Supplementary cardholder(s) can register with DragonPass.

**Q** Are children and my guests allowed to access the Airport Lounge with me?

**A** Yes, your guests are allowed to join you in the lounges. However, you cannot use your complimentary visits for Guest entry.

Each Cardholder's guest will be charged GBP 16 (USD 25) per visit. Cardholders are requested to use ANZ Credit Card to pay directly to DragonPass using "Top-up" function on the DragonPass App.

**Q** How can I check my "Top-up" history?

**A** Select 'My DragonPass' in the homepage and clicks 'Purchase' at the right bottom corner and you will find "Top-up" history.

**Q** What should I do if I have been charged for the lounge access and other services unreasonably and wish to claim a fund?

**A** Cardholder must notify ANZ by contacting ANZ Contact Centre at **1900 1276** within three (03) working days from the date of the visit with supporting documents. If notification is later than three (03) working days, ANZ will not refund the said charges and the charges will be borne by the cardholder. For other service charges fees if any, arising from additional services out of lounge standard service of Cardholder's discretion, ANZ will not be responsible for the refund.

**Q** How long can I stay in the lounge?

**A** As to lounge standard service, a maximum stay of 3 hours applied for visit (it may be changed from time to time). To prevent overcrowding, this is eventually at the discretion of the individual lounge operator who may impose a charge for extended stay which must be payable by ANZ Credit Card.

**Q** If my ANZ Signature Priority Banking Platinum /or Travel Platinum Credit Card is renewed/ or reissued, can I continue to use my membership ID as usual?

**A** Yes. Cardholder can continue to use the DragonPass Membership that ANZ has provided to enjoy services as usual.

**Q** I unintentionally deleted/lost the e-Welcome letter which contains the DragonPass Membership ID and temporary password to log in DragonPass App, what should I do?

**A** Primary Cardholder can contact ANZ Contact Centre at **1900 1276** to request ANZ to re-send the e-Welcome letter with DragonPass Membership ID & temporary password.

