

Updates on Your Airport Lounge Benefit Frequently Asked Questions

1) What is DragonPass?

DragonPass is a one-stop premium airport service provider that allows members to enjoy airport lounge access, Exclusive Members Deals, and Meet & Greet and Limousine service via its website and app.

2) Are you discontinuing our access to Miascor, Skyview and Plaza Premium Lounges?

No, we are not discontinuing your access to the said lounges. But starting **January 31, 2018**, you will only be able to access the participating lounges if you register with DragonPass and present your DragonPass e-card. With your new DragonPass membership, you can still continue to access Miascor, Sky View, & Plaza Premium Lounges, with **2 complimentary visits for Citi PremierMiles and/or Citi Platinum cardholders, every DragonPass membership year.**

3) How is this different from the previous Airport Lounge Access Benefit?

With the previous Airport Lounge Access Benefit, qualified cardholders just needed to present their Citi credit card and redeem 1 mile or 3 points to access the participating airport lounges, with no limit.

With the new program with DragonPass, you will only be able to access the participating DragonPass lounges when you present your DragonPass e-Card, Citi credit card, boarding pass, and passport.

Now, you will also enjoy 2 complimentary visits per DragonPass membership year for Citi PremierMiles or Citi Platinum Cardholders.

Once you've used up your complimentary visits at participating DragonPass lounges, or if you want to access non-participating lounges within the DragonPass network, you can just pay for your lounge access fees with your Citi PremierMiles or Citi Platinum Visa Card, with a 20% discount if you use your Citi Card to pay. Please refer to the DragonPass app for the discounted rates for Citi Cardholders.

These changes in the airport lounge access benefit program will take effect starting **January 31, 2018.**

4) Who are qualified to register for a DragonPass account?

The following are qualified to register for a DragonPass account:

- Citi Platinum (starting with 4532 48/5520 97) principal or supplementary credit cardholders who are active and in good standing;
- Citi PremierMiles (starting with 4532 48/4034 19/4539 72/5520 97) principal or supplementary credit cardholders who are active and in good standing.

If you are a Citi PremierMiles and a Citi Platinum Cardholder, you are entitled to create only 1 DragonPass account.

5) How many FREE lounge visits can I enjoy?

If you are a Citi PremierMiles (starting with 4532 48/4034 19/4539 72/5520 97) or a Citi Platinum (starting with 4532 48/5520 97) Cardholder, you are entitled to 2 complimentary lounge passes per DragonPass membership year. If you have both these cards, you are still entitled to only one DragonPass Account with 2 complimentary visits per DragonPass membership year.

The DragonPass membership year period is 12 months from the time that you registered for your DragonPass account. For example, if you register on November 30, 2017, you can use your complimentary lounge passes until November 30, 2018. Your DragonPass membership will be renewed on December 1, 2018.

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6) I have a Citi PremierMiles and Citi Platinum Card. Can I apply for 2 DragonPass accounts?

Each credit card customer is entitled to enroll for one DragonPass account only. Duplicate accounts will be terminated and usages beyond the two complimentary lounge visits within the DragonPass membership year will be charged to the cardholders' account.

7) How do I access the airport lounge?

Starting January 31, 2018, you need to present:

- your Dragonpass e-Card (through the DragonPass app or through the website);
- your Citi PremierMiles Card or Citi Platinum Card;
- your boarding pass; and
- your passport

at the participating airport lounge.

8) Do I still need to redeem 1 PremierMile or 3 Rewards Points to access the lounge?

No, your DragonPass membership already provides you with 2 complimentary lounge passes to Miascor, Sky View, & Plaza Premium Lounges. Once you have used up your 2 complimentary passes, you can still enjoy 20% off on published rates for your succeeding visits when you use your Citi credit card to pay. Please refer to the DragonPass app for the discounted rates.

9) Can I use my points or miles to pay for my additional lounge visits?

Yes, you may use your PremierMiles/Rewards Points to pay off your additional lounge visit fees.

To redeem, simply visit www.citibank.com/ph/thankyou, click "Vouchers and Cash"> "Cash Credits" and select the amount that you would like to redeem.

10) How do I register for a DragonPass account?

Simply visit the exclusive registration page: www.dragonpassuk.com/citiph, input your details and once your card is successfully validated, you will receive an e-mail from DragonPass containing your DragonPass ID and PIN.

11) I already have my DragonPass ID and PIN. How do I download the App?

You can download the DragonPass App by DragonPass Company Limited via Play Store for android or the App Store for iOS.

12) Do I need internet to use the app?

Yes, you need to connect to your data or a wi-fi connection to access your DragonPass account through the website or app.

13) I have run out of complimentary visits. Can I still access the lounges?

Yes. You can continue to access the lounges on a pay per visit basis. DragonPass members can enjoy 20% discount on published rates if you use your Citi credit card to pay. Discounted Airport Lounge access fees may be viewed in the DragonPass app.

14) What lounges can I access?

You can check the DragonPass App to check the airport lounges that are closest to you.

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15) Can I bring a guest?

Yes, you may use your complimentary lounge passes for you and your guest. In case complimentary lounge visits have been consumed, you still have the option to access the lounges with family and friends at a special rate of 20% off published rates when you use your Citi credit card to pay. Please refer to the DragonPass app for the discounted rates.

16) I lost my Citi credit card and a new card number was issued to me, will I still be able to use my DragonPass Membership?

Yes. You will be able to continue to enjoy accessing the lounge. However, prior to the renewal of your DragonPass account, you will be required to update your records with DragonPass. You will receive an email reminder from support@dragonpass.com with instructions on how to update your credit card details. Alternatively, you may also call or email DragonPass to update your information.

For other inquiries related to your DragonPass account, you may call the DragonPass hotline at +44 161 929 8844 or email enquiries@dragonpassuk.com.

17) I forgot my password. How will I reset my password so I can log-in to my account?

You may reset your password via the DragonPass App by following these simple instructions:

- a) In the DragonPass App, simply tap on the "Log-in" button
- b) Select "Forgot Password"
- c) Input the email address which you used to register for your DragonPass account and a verification code will be sent to your email
- d) Input the verification code and create a new password on the next page.

Once you successfully change your password, you may already log-in using your email address and nominated password.