

DBS Altitude Visa Signature Card – Complimentary Priority Pass™ Membership

Frequently Asked Questions

1. Who is entitled to utilize the 2 free lounge visits?

Each principal DBS Altitude Visa Signature Cardmember is entitled to 2 complimentary lounge visits per 12-month membership period.

Cardmembers have a choice to enjoy either (i) 2 separate member visits, or (ii) 1 concurrent member & guest visit.

2. Will I receive a physical Priority Pass™ Membership Card when my application is successful?

From 1 January 2021, physical Priority Pass™ Membership Card will not be issued for all new or renewed applications. You will receive a welcome email with your Digital Priority Pass™ Membership account details from Priority Pass™ when your application has been successfully processed.

3. Can I visit the lounge again after utilizing the 2 complimentary visits?

Any additional visits or accompanying guests will enjoy the preferential visit rate of US\$ 32 per person per visit. All preferential visit fee amounts will be debited from your DBS Altitude Visa Signature Card on file as per Priority Pass™' records.

4. I'm a supplementary cardmember. Am I eligible?

Complimentary Priority Pass™ Membership is only applicable to principal DBS Altitude Visa Signature Cardmembers.

5. How long will it take for my application to be processed?

Processing of your Priority Pass™ Membership will take 2-3 weeks upon receipt of your application by Priority Pass™.

6. What do I need to bring along to access the lounge?

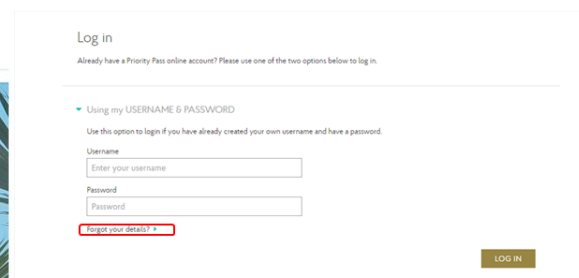
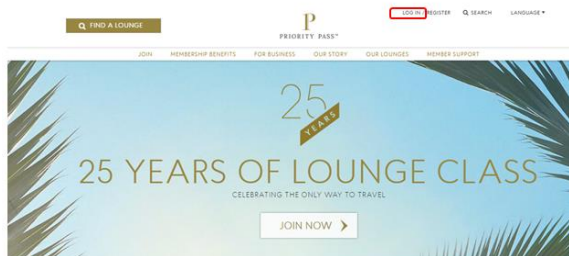
Your Digital Priority Pass™ Membership Card, must be presented at the lounges for entry.

7. How do I access my Digital Membership Card?

To access your Digital Membership Card, please login to your account via Priority Pass™ [app](#) or [website](#) by entering the username and password that you created during your membership enrollment.

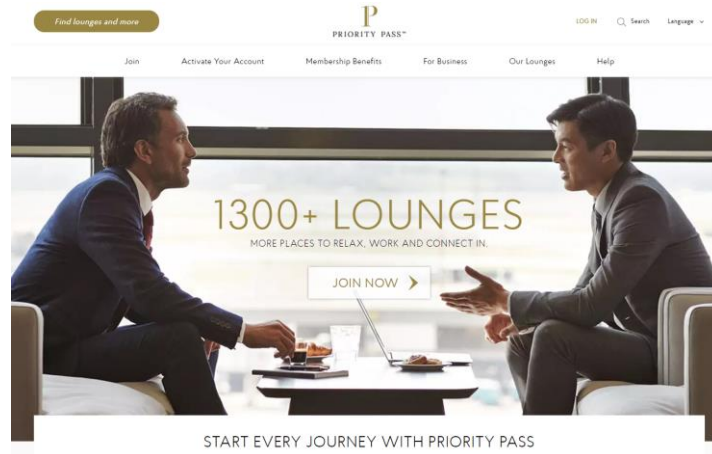
- **How can I retrieve my username and/or password?**

Click on "Forgot your details?" in the login page and provide the information as requested.

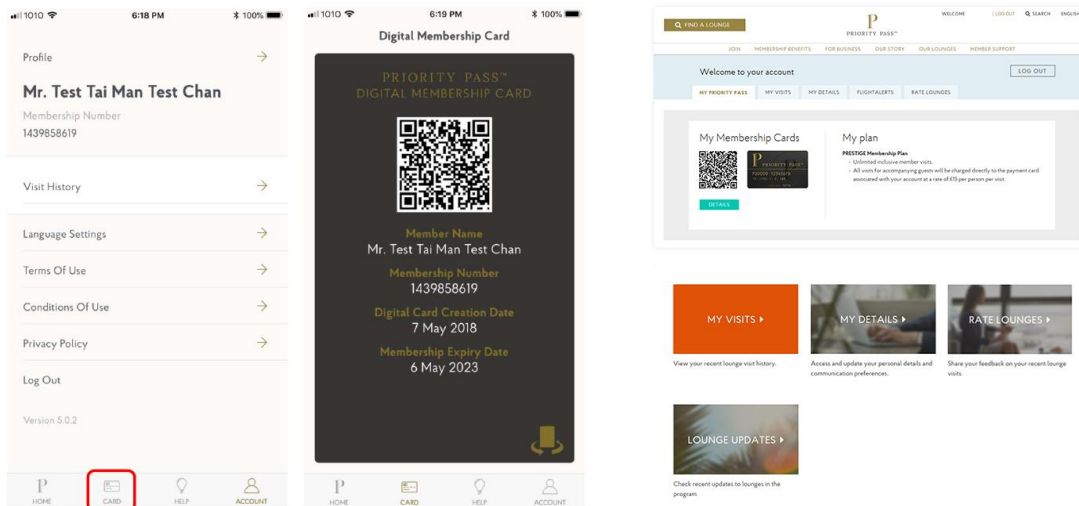


▪ **If you have not yet created your online account:**

Step 1: Visit the Priority Pass™ [website](#) to activate your account. Your unique Validation Code/Web PIN is provided in your welcome or renewal email. This is a one-time code required to create your online account. (If you no longer have the welcome/renewal email, members can contact Priority Pass™ via email at pp@prioritypass.com.hk or call the Priority Pass™ customer service centre at +852 2866 1964 to retrieve the code.)



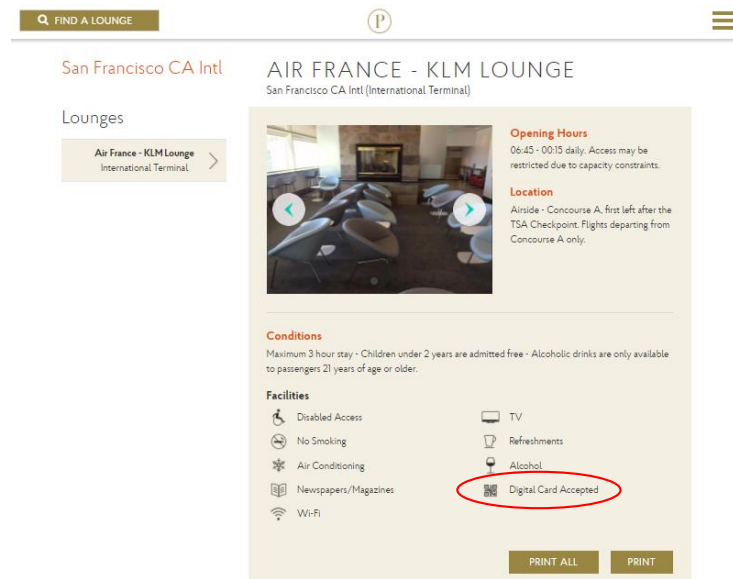
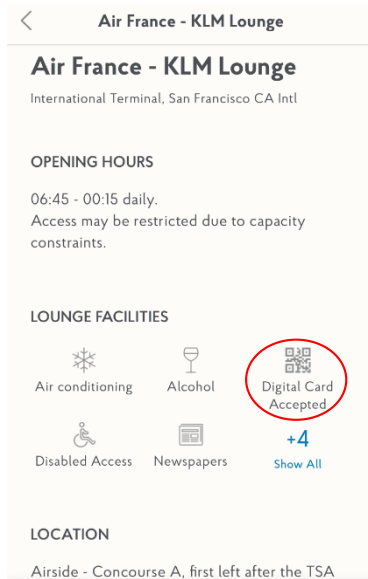
Step 2: Once account activation is complete, you can access your membership details and Digital Membership Card. You can also use this username and password to login via the Priority Pass™ [app](#) to access the Digital Membership Card.



See the [step by step activation guide](#) for full details.

8. Where can I find the list of airport lounges and if the lounge accepts the Digital Membership Card?

Visit the Priority Pass™ [app](#) or [website](#) to search for your desired lounge in the relevant city or airport. If the lounge accepts the Digital Membership Card, “**Digital Card Accepted**” will be listed under the “**Facilities**” section.



9. Is the 12-month membership period based on calendar year?

Your 12-month membership period is based on your Priority Pass™ Membership application date.

You can simply check your account details via the Priority Pass™ app or website.

Example: If Card Expiry Date = 7 Dec 2020, current 12-month membership period will be 8 Dec 2019 to 7 Dec 2020

10. How can I check if I have utilized my complimentary visits for the current membership period?

Login to your online account via the Priority Pass™ app or website to check your visit history.

