

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. 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\$27 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.

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

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

4. 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™.

5. Do I need to bring along my Priority Pass™ Membership Card to access the lounge?

Priority Pass™ Membership Card, either physical or digital (if applicable), must be presented at the lounges for entry.

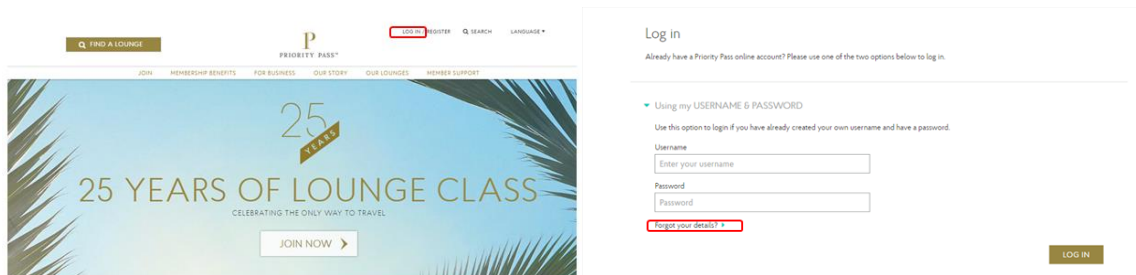
Go digital with the Digital Membership Card in the Priority Pass™ [app](#) or [website](#)! Most of the lounges accept the Digital Membership Card. Simply check before your travel if digital card is accepted, and bring along your physical card only if needed.

6. How do I access my Digital Membership Card?

To view 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?

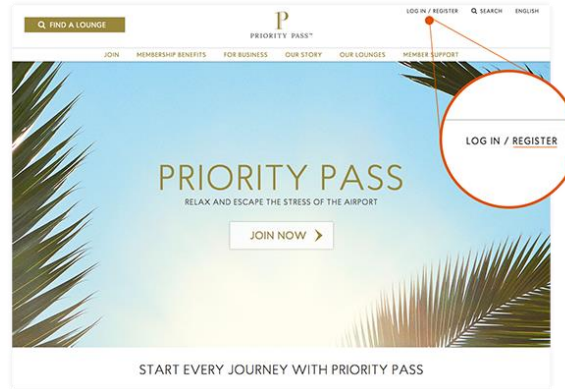
Click on “Forgot your details?” in the login page and provide the information as requested.



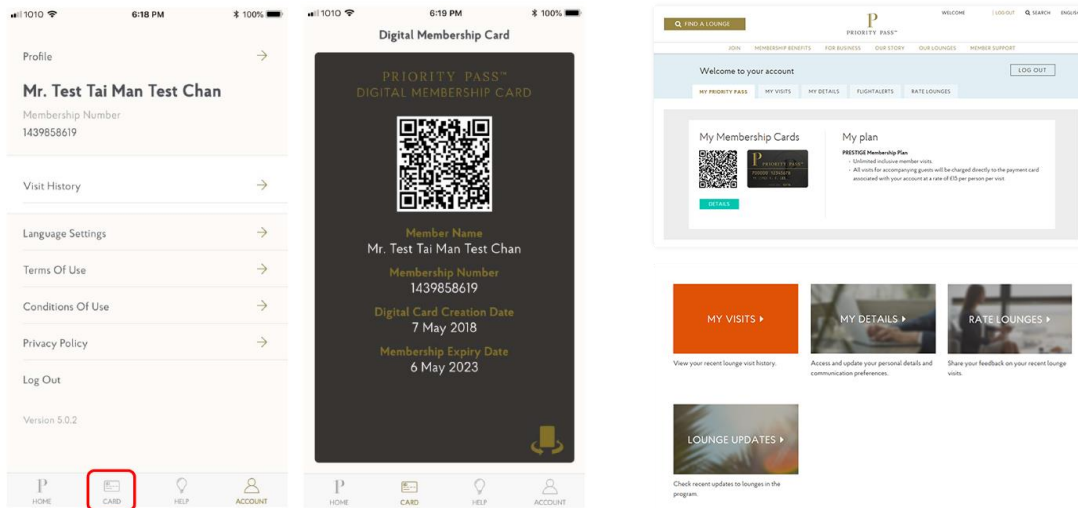
▪ If you have not yet created your online account:

Step 1: Visit the Priority Pass™ [website](#) to register your account. Your unique Validation Code/Web PIN is provided in your welcome or renewal pack. This is a one-time code required to create your online account. (If you no longer

have the welcome/renewal pack, 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.)



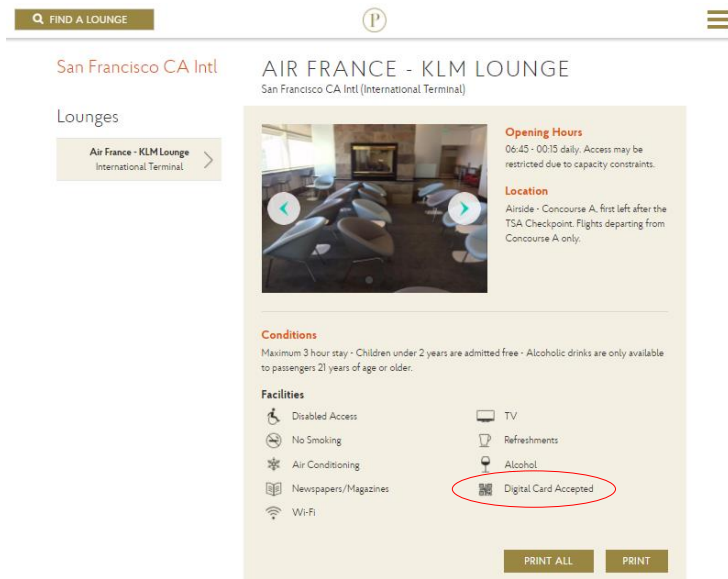
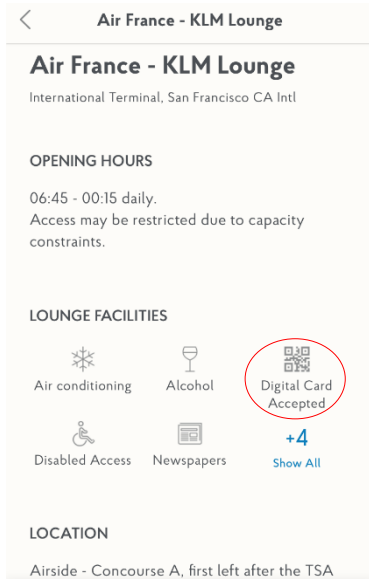
Step 2: Once account registration is complete, you can access your membership details and Digital Membership Card. You can also use this username and password to login via the Priority Pass™ app to access the Digital Membership Card.



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

7. 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.



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

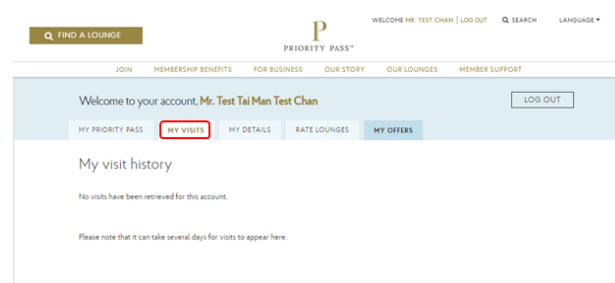
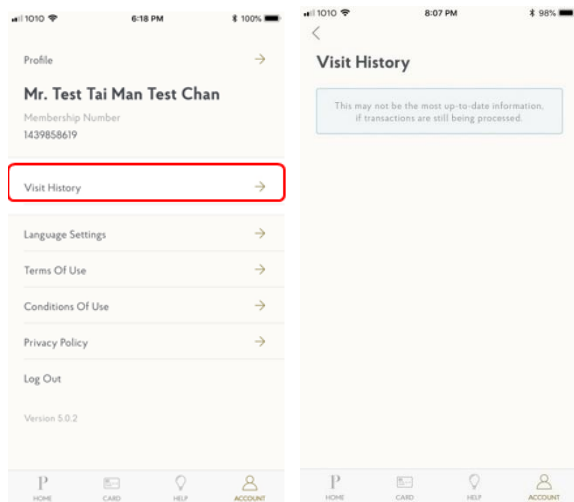
Your 12-month membership period is based on your Priority Pass™ Membership Card application date.

You can do a simple check by referring to the “**Expiry Date**” indicated on the front of your card or by checking 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 2017 to 7 Dec 2018. Subsequent periods will be 8 Dec 2018 to 7 Dec 2019, and so on.

9. **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.



10. I lost my Priority Pass™ card. How do I request for a replacement card?

Members can contact Priority Pass™ via email at pp@prioritypass.com.hk or call the Priority Pass™ customer service centre at +852 2866 1964. Replacement card will be delivered in 5 to 7 business days once request has been processed.