

DBS Vantage Visa Infinite Card Promotions & Programmes

Complimentary Priority Pass™ Membership

Frequently Asked Questions (FAQs)

1. Who is entitled to utilise the 10 free lounge visits?

Each principal DBS Vantage Visa Infinite Cardmember is entitled to 10 complimentary lounge visits per 12-month membership period. You have a choice to enjoy either:

- Separate member visits; or
- Concurrent member & guest visit.

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

No, 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. If I am an existing Priority Pass account holder, will I be able to merge my Vantage Priority Pass benefits with the existing membership account?

Priority Pass™ Memberships are unique and cannot be merged, as each Priority Pass membership is under a different program and have different benefits. However, existing members can hold multiple Priority Pass accounts using the same email but different login usernames. The email address and username is required in the application form.

4. Can I visit the lounge again after utilising the 10 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 Vantage Visa Infinite Card on file as per Priority Pass™ records.

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

Complimentary Priority Pass™ Membership is only applicable to principal DBS Vantage Visa Infinite Cardmembers.

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

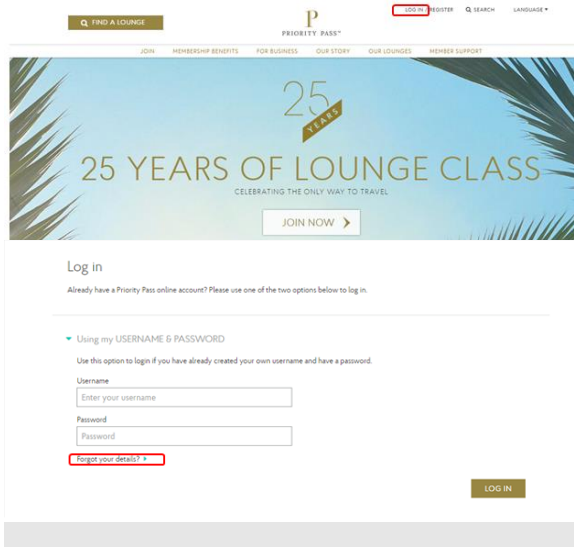
Your digital Priority Pass™ membership card and boarding pass must be presented at the lounges for entry.

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.

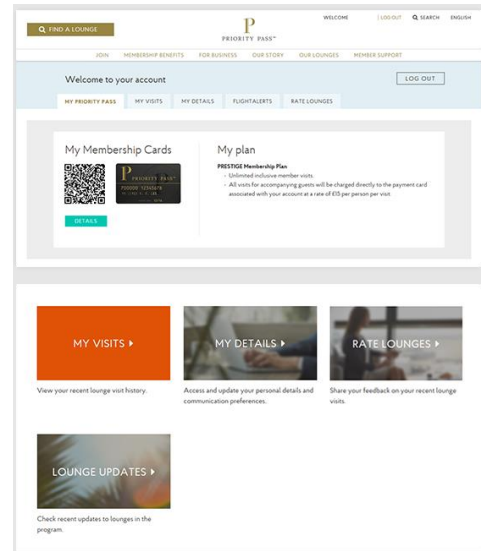
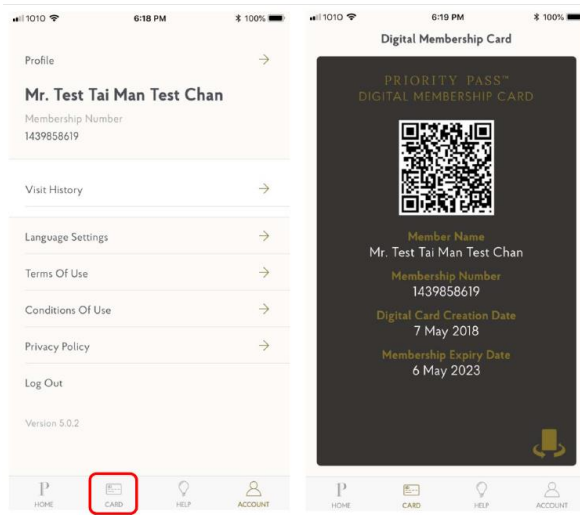


- **If you have not yet created your online account:**

Step 1: Visit www.prioritypass.com/vantagecard to register for your digital Priority Pass™ membership card. You will receive a welcome email after you have successfully register for an account.



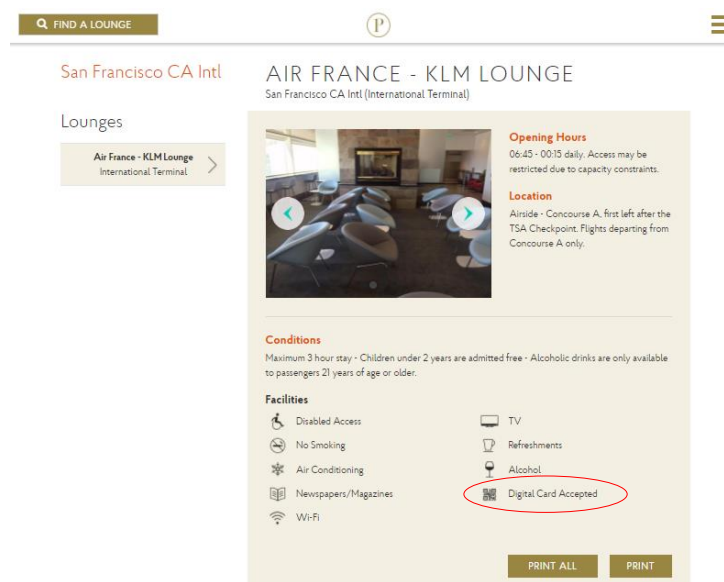
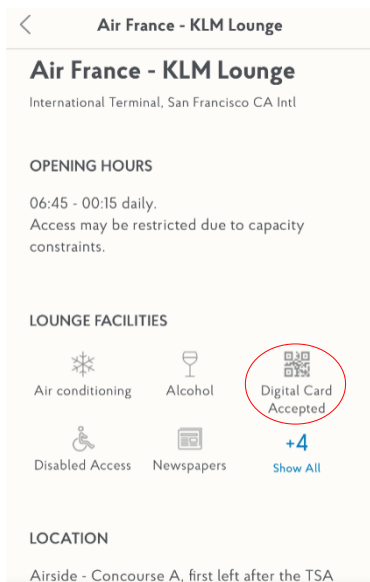
Step 2: Once the account is created, you can access your membership details and digital membership card using the username and password that you have created during your membership enrollment to login via the Priority Pass™ [app](#) or [website](#) to access the digital membership card.



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.



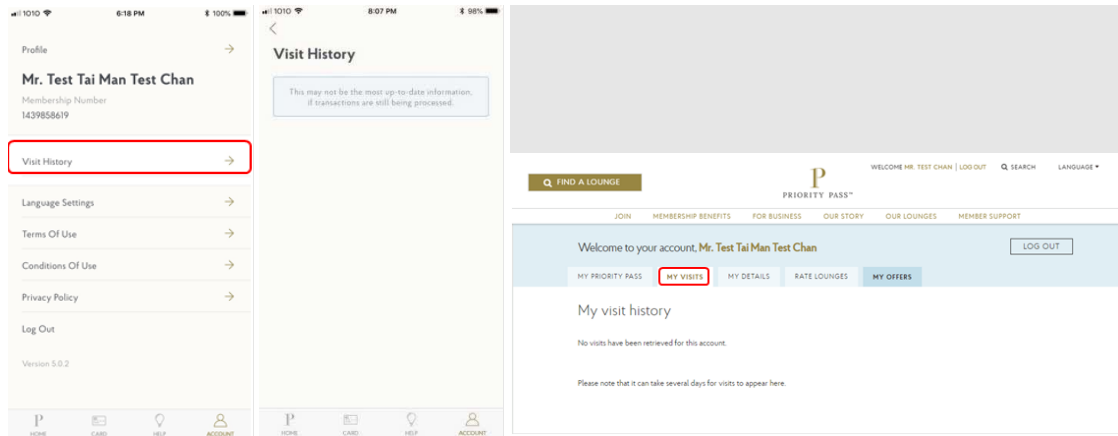
9. Is the 12-month membership period based on calendar year?

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 2022, current 12-month membership period will be 8 Dec 2021 to 7 Dec 2022.

10. How can I check if I have utilised 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.



Terms and Conditions Governing DBS Vantage Visa Infinite Card Promotions and Programmes (“**Vantage Card Promotions & Programmes**”) apply. Please refer [here](#) for details.