



VISA AIRPORT COMPANION (VAC) Lounge access platform

Enrolment & User Journey

› Step 1: Download app

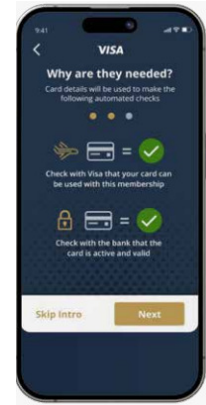
- The Visa Airport Companion (VAC) app provides easy and convenient lounge access to eligible cardholders.
- Enrollment is quick, membership begins immediately, and cardholders will have fully digital access to lounges via the app.
- Cardholders will follow these steps to enroll and begin accessing their benefits.
- Cardholder will have to look up for Visa Airport Companion app and download in the Apple App Store (IOS Users) and Google Play Store (Android Users).
- The VAC app is available in the Apple App Store and Google Play Store for all CEMEA countries for download.



> Step 2: Registration

The registration consists of several steps and are as follows:

1. Card profile input, Validation and Authentication (OTP will be sent to registered email or mobile number with SBM)
2. Customer Profile Input, Validation and Authentication (OTP by VAC on email address provided upon profile set up)
3. Creation of login password for VAC (Biometric optional)

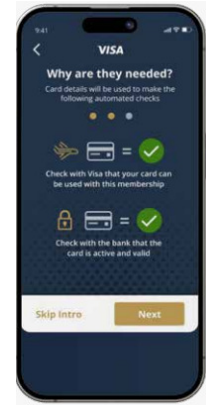


➤ Step 1: Registration : Card profile input, Validation and Authentication

The cardholder will be presented with the options to Sign Up or Log In.


The app will provide an overview of the registration process. Cardholders can choose to skip this information, if preferred.

- The cardholder enters their Visa card details, including the card number, expiry date, CVV number, and country of issuance.
- Card details will be verified.
- 3D Secure and \$0 authentication transaction are performed and card status is checked. An OTP will be sent to registered email or mobile number.
- In case of failures, cardholders will be notified with the appropriate error message to contact their respective Issuer
- If the card is not eligible, the cardholder will be notified with the appropriate error message.

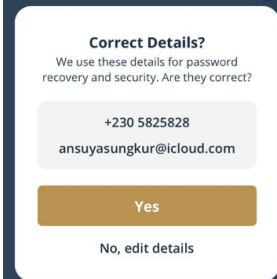


➤ Step 2: Registration: Customer Profile Input, Validation and Authentication

- As part of profile setup, the cardholder enters their details, including name (which must match passport) and contact information.
- Note: If the name entered in the VAC app does not match the name on the passport, the cardholder will not be granted access to the lounge.
- A prompt message will appear to confirm correct details.



The screenshot shows a mobile app interface for VISA. The title is "Your details" with a question mark icon. It contains four input fields: "First name (as shown on passport)*" with the value "Henry", "Last name (as shown on passport)*" with the value "Peterson", "Mobile*" with a dropdown set to "+65 (0)" and a masked number "*****", and "Email*" with a masked email address. Below the fields is a small text block with two bullet points: "By entering in my information above and checking the box below, I authorize DragonPass to collect, use and share my personal data with Visa, my card issuing bank and relevant service providers in order to facilitate my participation in the Program." and "See DragonPass Privacy Policy and Visa Privacy Notice for more information on how your data is used. I also agree to the Program Terms and Conditions, which includes DragonPass Terms of Service and Terms of Use." At the bottom is a blue button with a checkmark and the text "I agree".



The screenshot shows a confirmation dialog with a dark blue border. The title is "Correct Details?". Below it is the text "We use these details for password recovery and security. Are they correct?". There is a light gray box containing the phone number "+230 5825828" and the email address "ansuyasungkur@icloud.com". At the bottom are two buttons: a large orange button labeled "Yes" and a smaller blue button labeled "No, edit details".




➤ Step 3: Registration: Creation of login password for VAC

- A six-digit code is sent to the cardholder's email address or phone number provided in step 2 (customer profile input) for verification.
- Upon successful verification of OTP, the cardholder is requested to create a password for VAC login.(Password to set as per application criteria)

Optional :Biometric access

- The cardholder can enable biometric access and offline access. Note: First-time setup of offline access requires internet connection.
- **Once enabled, offline access allows cardholders to see their membership data without mobile data or Wi-Fi access.**

If offline mode is not enabled and no internet connection is available, the cardholder will not be able to access the lounge.



Create Password
Almost there, please create a password to use for your login.

Password*

• Min of 8 characters
• At least 1 lower case
• At least 1 upper case
• At least 1 number
• At least 1 special character

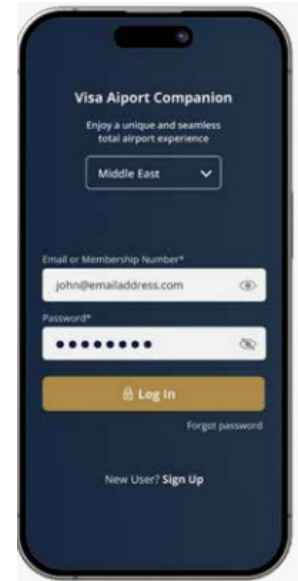
Confirm Password*

Save password



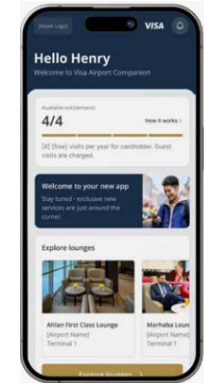
› Step 4: Login on VAC app

- The cardholder can log in with their email address and password or via biometrics (if enabled).
- If there are issues with login, the cardholder can select the help icon or reset their password. The cardholder will be locked out of their account for 30 minutes after the fifth unsuccessful login attempt.
- Multi-factor authentication (MFA) is required when the cardholder logs in for the first time on a new device, is resetting their password, or is adding a new membership. The cardholder can opt for MFA at every login, if desired



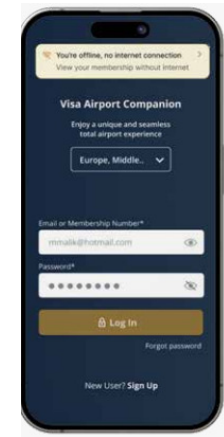
➤ Step 4 :Login on VAC app : Home Page

Once logged in, a personalized welcome page is displayed where the cardholder can see their available entitlements, any terms or rules, and links to view airport lounges.



Step 4: Login on VAC app : Offline Access

If the cardholder has enabled offline access, the app will display a notification on the home screen. The cardholder can still access their membership QR code even if they do not have mobile data/Wi-Fi access.



› VAC Explore Lounge Access

- To browse and access lounges, the cardholder clicks Explore Lounges. After selecting the airport and desired lounge, the digital membership card (QR code) will be displayed for the cardholder to scan at the lounge.
- The cardholder can also access their membership card in the Membership section of the app.



VAC Membership (QR code generated to access Lounge)

- The cardholder can view membership details, such as available entitlements, digital membership card, FAQs, and more by selecting Membership at the bottom of the screen.
- The cardholder can change or add additional eligible Visa cards to their DragonPass membership. They can switch seamlessly between memberships without needing to log in again.
- If the cardholder's Visa card has expired, their entitlements will be locked until they update their card details.



