

Q: What is Visa Airport Companion app (VAC)?

A: A fully digital platform provided by DragonPass to access participating airport lounges. Eligible Visa cardholders will need to register on the Visa Airport Companion app to view up to date entitlements and access their lounge benefit.

Q: Can I still use my physical card to redeem benefits as before?

A: Access to lounge by presenting a valid Visa Signature card will remain valid through 30 September 2024. Effective 1 October 2024 (GMT +4), airport **lounge access** will be provided solely through Visa Airport Companion app; you will not be able to access lounges using your physical MCB Visa Signature card. To enjoy lounge access, register on the Visa Airport Companion app prior to your visit.

Q: How do I register or enroll?

A: You must download the app from the Apple App Store or Google Play Store and follow the instructions. Once the app is downloaded, select Sign Up and complete the information as requested, including amongst others:

- Your Visa Signature card details (Card number, Expiry, CVV number) and Mauritius as issuing country
- Name, email address, and mobile number
- Consent to Terms and Conditions, Privacy Policy, and Terms of Use

A six-digit code will be sent to your mobile number or email address for verification. After successful verification, you will be asked to create a password and directed to the app home screen where you can access and use your benefits straight away. You may also then set up biometric access and offline access, if desired.

If your MCB Visa Signature card has expired, your entitlements will be locked until you update your card details.

Q: Do I need to enter my MCB Visa Signature card details in the app?

A: Yes, to register on the app, you will need to enter your MCB Visa Signature card details. Should you receive a new card (due to loss, theft, or expiration), you'll need to update the details accordingly.

Q: Can I register at the lounge itself?

A: No, registration must be completed via the app before you can access the lounge. You can register from anywhere with an internet connection. We highly recommend registering prior to arriving at the lounge to ensure a seamless entry experience.

Q: What if my email/mobile number verification failed or fields are left incomplete during profile creation? Do I need to enroll my card again?

A: If you were not able to verify your email/mobile number during the registration process, you have the option to skip this step by selecting "Ask me later." However, upon the next login you will be asked to verify your mobile number or email in order to proceed with login.

Q: I'm having trouble enrolling or logging in to the app.

A: If you are having trouble registering, contact Customer Support via the Contact link in the Help section of the Sign Up page. If you are having trouble logging into the app, use the Forgot Password

function. If you still cannot log in, you should contact support through the link found in the Help section on the login screen.

Q: Where can I find my membership card within the VAC app?

A: Your membership QR code can be found by clicking Membership from the app home page.

Q: How will I gain access to a lounge?

A: You must present your Visa Airport Companion digital membership at participating lounge. Lounge attendant will scan/enter the 16-digit membership number into the DragonPass lounge portal. They will **check that the registered name on the Visa Airport Companion membership matches your boarding pass/passport.**

Lounge attendant will process the visit for you and your guests. If entitlements are available, they will be automatically deducted. If you do not have any eligible entitlements, a charge of USD 32¹ will be made to your registered card at point of entry. You will receive a receipt to the email you registered with.

Your lounge visits are recorded and deducted from your membership in real time and you can view the up-to-date entitlements in the Visa Airport Companion app including usage history.

Q: Can I bring a guest to the lounge? Do I need to be traveling with them?

A: Yes, you can bring guests to lounges. Guests must be on the same flight. If you do not have any complimentary guest visits, you have the option to bring guests with you for a charge of USD 32¹ per person per visit which will be charged to your registered Visa card.

Q: Is there a website for this service? What if I don't have a smartphone?

A: Visa Airport Companion app is a fully digital, app-based experience. Unfortunately, without a smartphone, you will be unable to utilise this service.

Q: Can I register more than one Visa card on the App?

A: Yes, you can add multiple eligible Visa cards to your Visa Airport Companion account. Simply navigate to the membership page and select 'Add new membership' to enter the details of your additional card. Once validated, a new membership linked to that card will be created. You can easily switch between memberships by selecting 'Switch membership' on the membership page.

Q: How does registration work if I have secondary cards issued to family members?

A: Each secondary cardholder must register their own account with Visa Airport Companion app, using their personal details, including their name as per their passport and their email address. Lounge staff will verify the name on the Visa Airport Companion app profile, and entry will be denied if it does not match the cardholder's identity.

¹ This rate is subject to change and is only applicable if payment is made via the Visa Airport Companion App. Payment made directly to the lounge outside of VAC is subject to the lounge's own walk in rates

Q: Can the registered email address or mobile number be changed later?

A: Yes. To change your mobile number, select Account and the pencil/edit icon in your profile within the app. **To change your email address, you need to contact customer service.**

Q: Can I access the lounge if I do not have Wi-Fi or mobile data?

A: Yes, you can enable offline access through your device's biometrics. Upon registration, you will be prompted to enable offline access. This feature can also be managed in the 'Account' section under 'Security'. When offline, you will see a prompt on the login page to view your membership without internet. Confirm using your biometrics to proceed.

Q: Is entry to the lounge guaranteed?

A: Entry to any eligible lounge is subject to availability on the day of your travel. If the lounge is at capacity, you can view any alternative lounges in the VAC app that you may visit. With the lounge coverage through DragonPass, VAC provides access to 1200+ lounges globally.