



HSBC Premier Mastercard Credit Card Complimentary Priority Pass™ Membership

Frequently Asked Questions (FAQs)

1. When can I start visiting the airport lounge?

For **existing** HSBC Premier Mastercard Credit Card cardholders with **card opened before 1 October 2024**, you can start to visit the airport lounge upon receiving your unique invitation codes by 31 December 2024 via your email address registered with HSBC, and registering designated on Priority Pass website.

For **new** HSBC Premier Mastercard Credit Card cardholders with **card opened from 1 October 2024**, you can start to visit the airport lounge upon receiving your unique invitation codes via your email address registered with HSBC, and registering on designated Priority Pass website.

Please ensure that your email address registered with HSBC is updated. Please refer [here](#) for more information on how to update your particulars.

2. If I have unused airport lounge visits, can they be carried forward to the following year?

No, any unused airport lounge visits cannot be carried forward to the following year. You can use the new complimentary airport lounge visits that will be accorded in the following year.

3. Can I bring my guest(s) to visit the airport lounge?

Yes, you can and do note that each guest's visit to the airport lounge will be deducted from the number of complimentary visits you are accorded.

4. Which are the airport lounges that I can visit?

You may find out more details from the Priority Pass™ app or click [here](#) to search for your desired lounge in the relevant city or airport.

5. What is the validity of my membership with Priority Pass?

Your membership with Priority Pass will be valid for one calendar year from the date of registration.



6. How do I renew my Priority Pass membership? Do I need to register again upon expiry?

Your membership with Priority Pass will be automatically renewed upon expiry if you continue to hold the HSBC Premier Mastercard Credit Card.

7. Who are entitled to 6 complimentary airport lounge visits?

Each Principal HSBC Premier Mastercard Credit Card and HSBC Premier Elite customers are entitled to 6 complimentary airport lounge visits in a year.

8. Who are entitled to 4 complimentary airport lounge visits?

Each Principal HSBC Premier Mastercard Credit Card and HSBC Premier customers are entitled to 4 complimentary airport lounge visits in a year.

9. I'm a HSBC Premier Mastercard supplementary cardholder. Will I be eligible for the Priority Pass membership?

Only principal HSBC Premier Mastercard cardholders are eligible for complimentary Priority Pass Membership.

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

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

11. 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 enrolment.