# MASTERCARD

TRAVEL PASS

May 2023

Customer Journey
(App – Registration & Other Functionalities)

Downloading Mastercard Travel Pass App on iOS
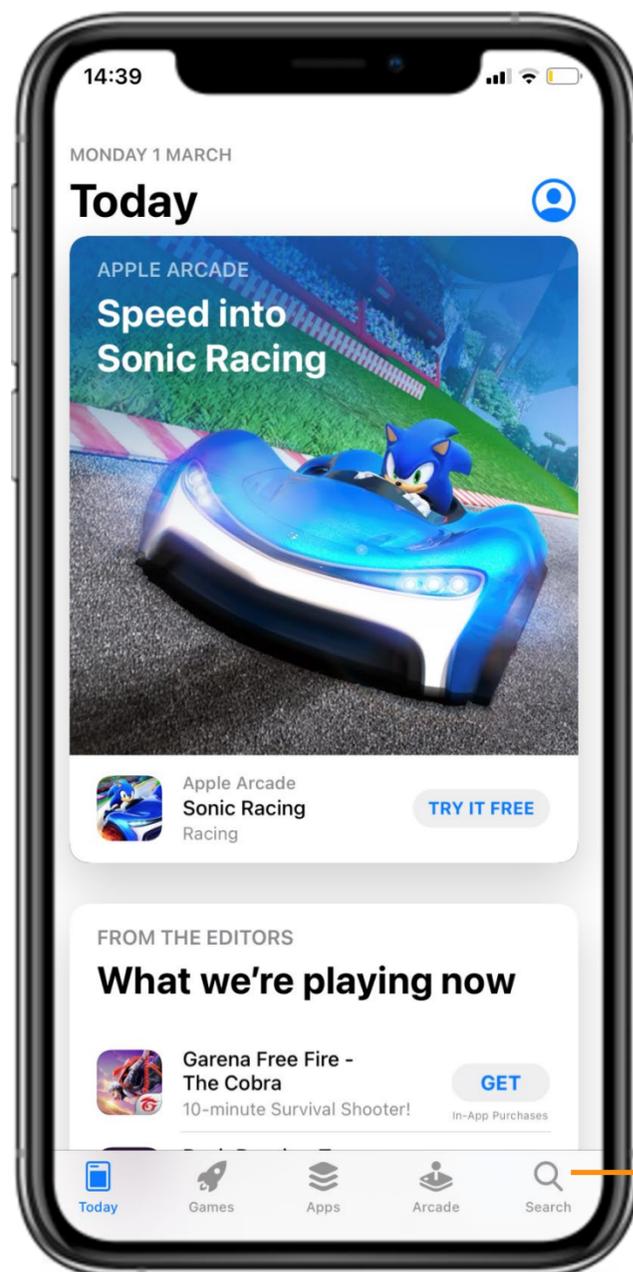
Once the app store is open, click on the search button on the task bar at the bottom.
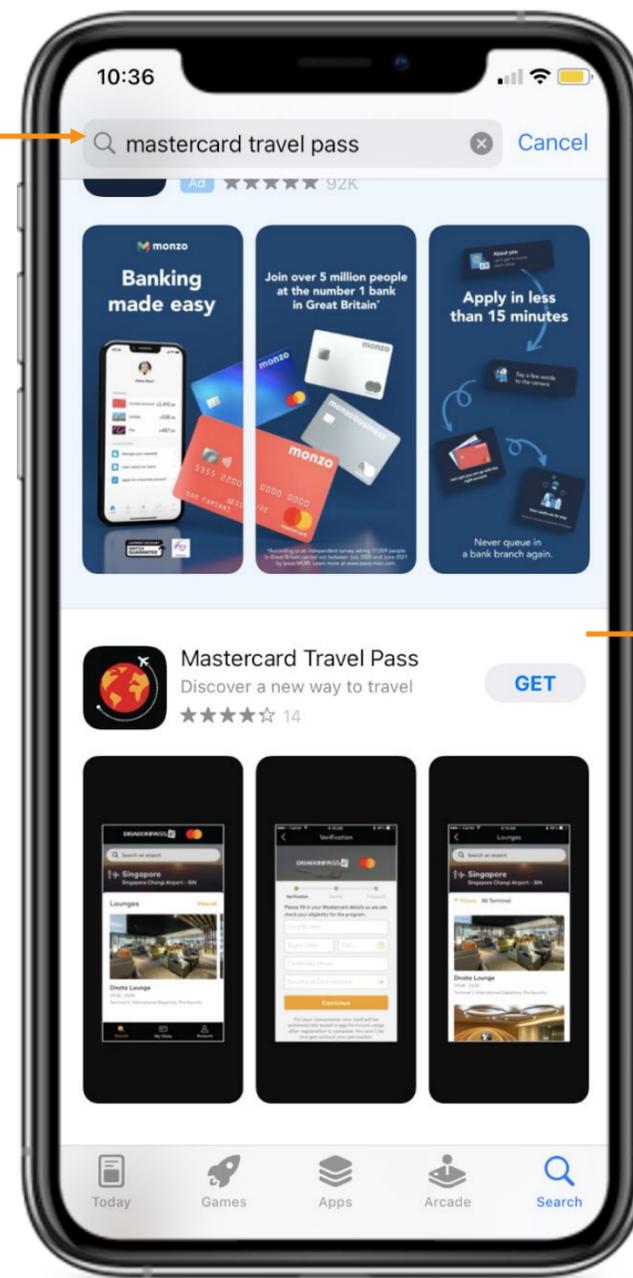
Search for Mastercard Travel Pass via search bar at the top. The app can be downloaded by clicking the 'Get' button next to the app.
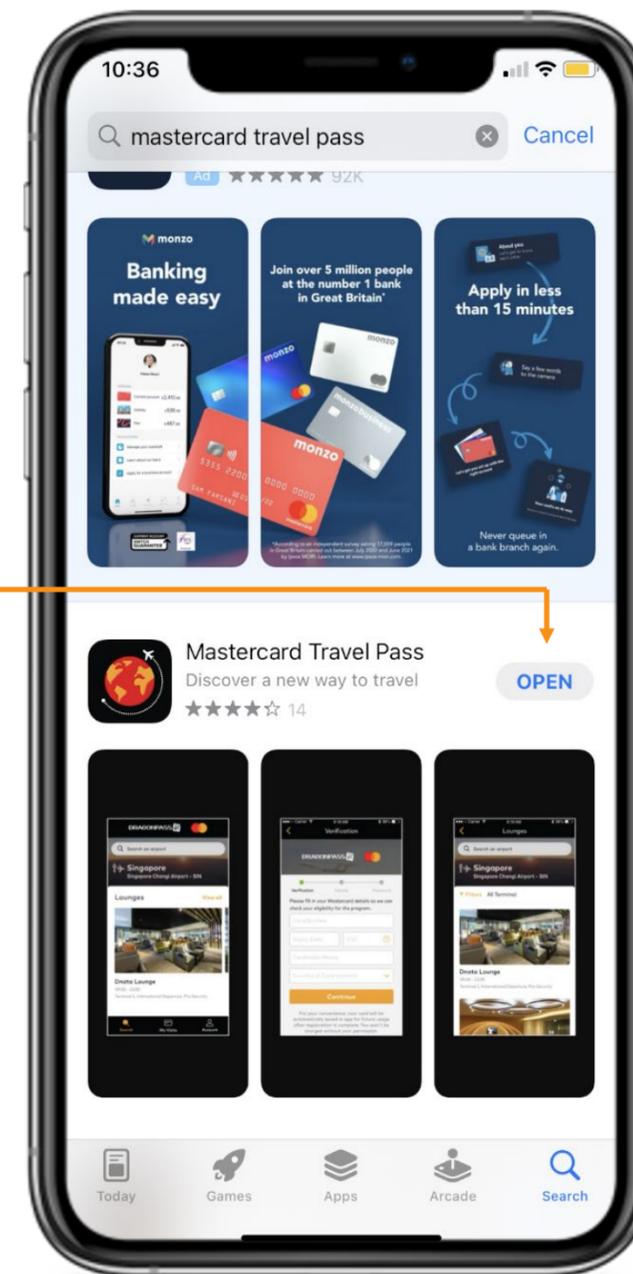
Once the app has been downloaded, the app can be opened straight away by clicking the 'open' button.

Mastercard Travel Pass

Downloading Mastercard Travel Pass App on Android
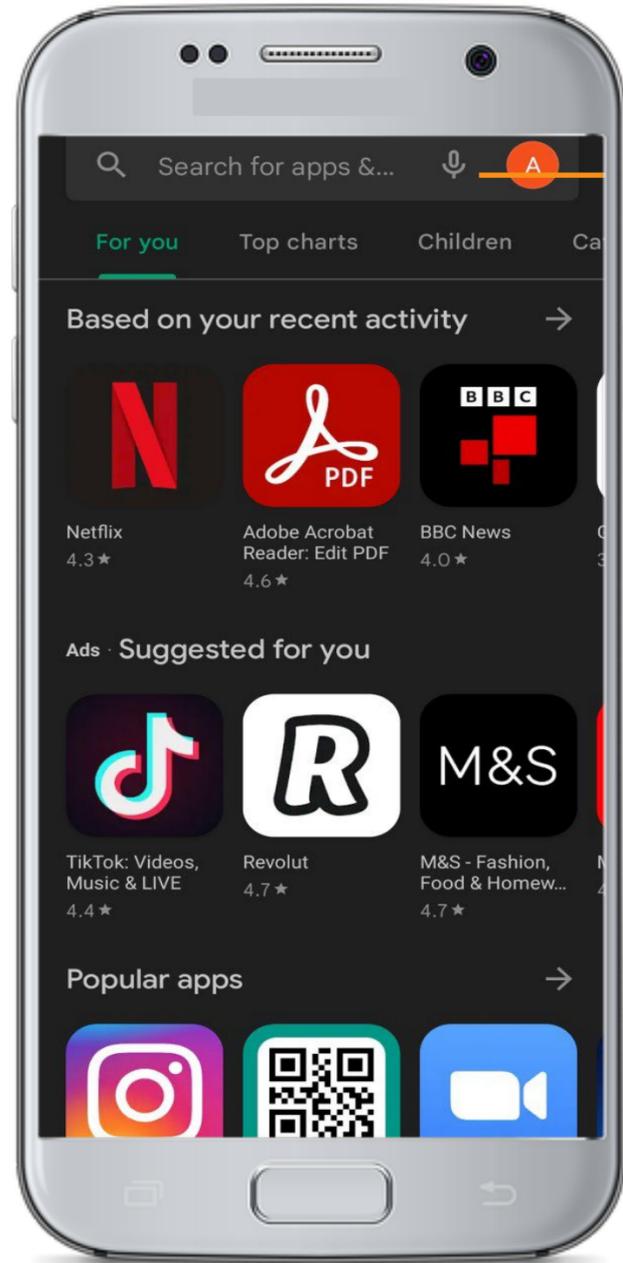
Open the Google Play Store and search for Mastercard Travel Pass via search bar at the top.
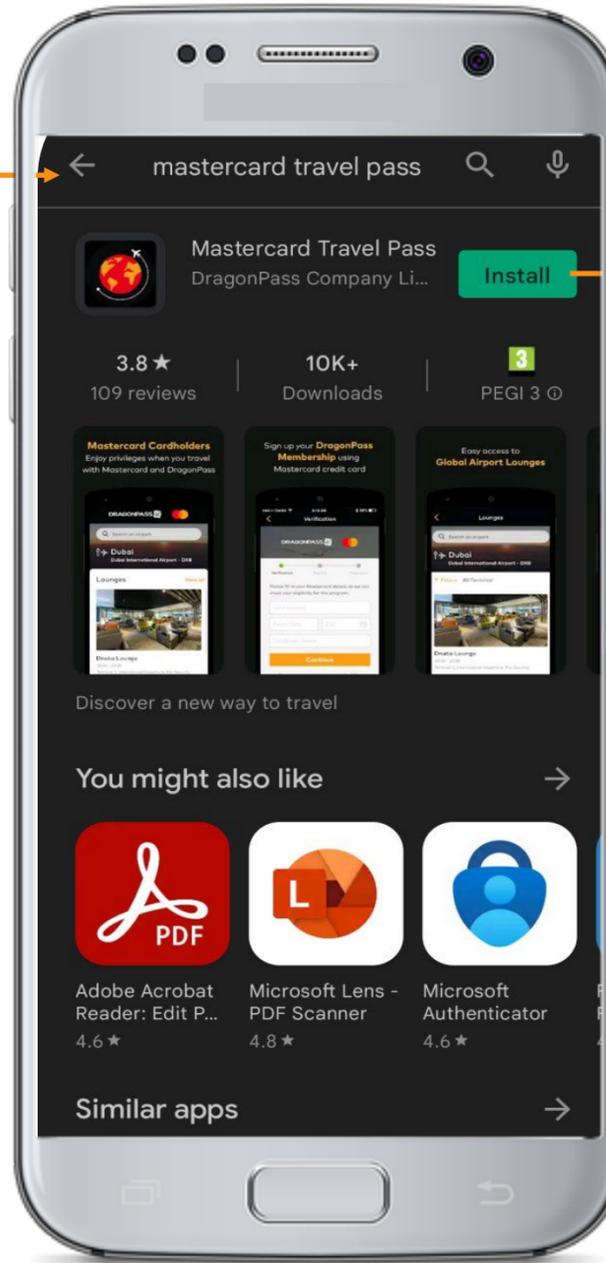
The app can be downloaded by clicking the 'Install' button.
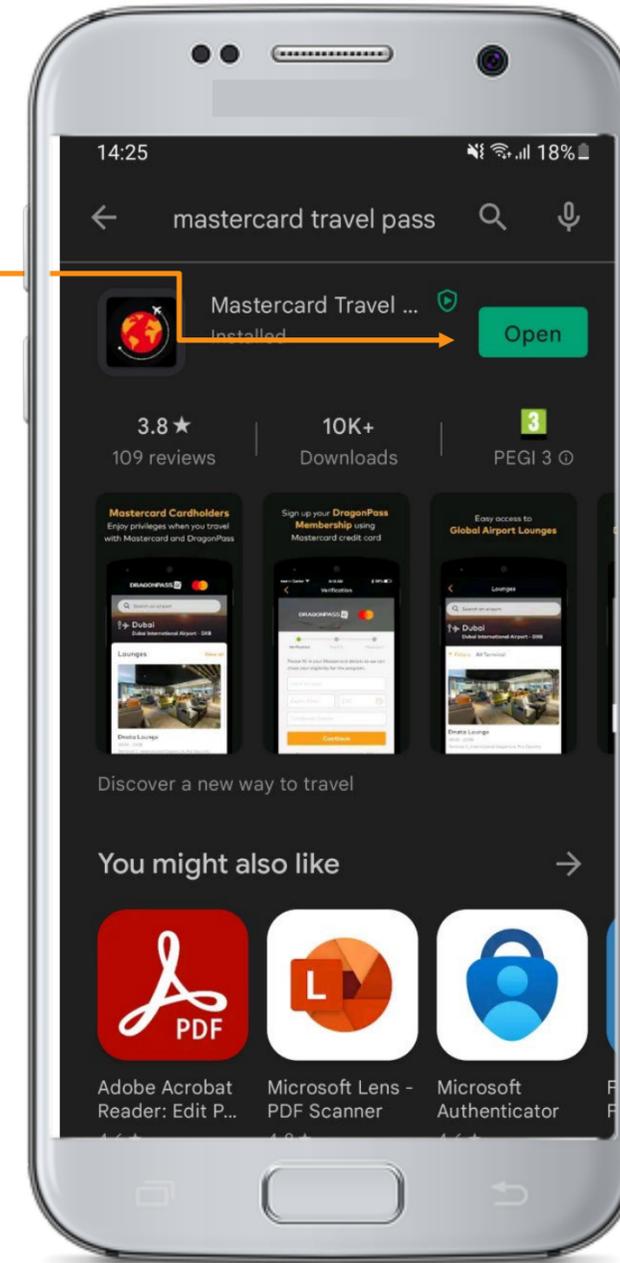
Once the app has been installed, customer can click 'open' to open the app.

Mastercard Travel Pass

Sign Up Journey

The registration journey will allow DragonPass to conduct an authorization check for card validation and determine program eligibility and entitlement. Personal details will be saved excluding the card PAN. On completion of registration, the customer will be presented with their membership details including their entitlements and visit costs for lounges.


Screen 1 (Login)
- EN
- Mastercard Travel Pass
- Email Address or Membership Number
- Password
- Log In
- Forgot your password?
- Don't have an account?
- Sign Up
- Powered by DRAGONPASS

Screen 2 (Registration — 1/3 Verification)
- Back
- 1/3 Verification
- Please fill in your Mastercard details so we can check your eligibility for the program.
- Mastercard Card Number (16 Digits)*
- Name On Mastercard
- Expiry Date (MM/YY)*
- CVC*
- Country of Card Issuance
- Continue

Screen 3 (Registration — 2/3 Details)
- Back
- 2/3 Details
- Please enter your name as shown in your passport.
- First Name
- Last Name
- Email Address
- Confirm Email Address
- Continue

Screen 4 (Registration — 3/3 Password)
- Back
- 3/3 Password
- Create a Password
- Password must contain:
  - ✓ At least 8 characters
  - ✓ At least 1 lower case
  - ✓ At least 1 upper case
  - ✓ At least 1 number
  - ✓ At least 1 special character (.,@/)
- Confirm Password
- ☐ I agree to DragonPass' Privacy Policy, Terms of Use and Terms and Conditions, and allow DragonPass to collect my personal information for use in relation to this Program.
- ☐ I would like to receive updates on special offers, products, services and feedback opportunities.
- Continue

Screen 5 (Congratulations)
- Congratulations!
- Your membership card has been set up and activated. You can use this 16-digit membership number to access lounges.
- DRAGONPASS
- Your Membership Number
- 8888 7777 9999 8888
- Caitlin Test
- OK
- Powered by DRAGONPASS

Captions:
- Click Sign Up
- Enter Card Number, Exp Date and CVC and country of card issuance. A $0 autorisation check is done against the customers card and the next step will only take place once the issuer approves the $0 authorization.
- Enter First Name, Last Name, Email Address
- Create password
- Account Created and DragonPass membership number is shown which can be used to enter lounges. Membership details are stored under 'My Visits' on the homepage of app.
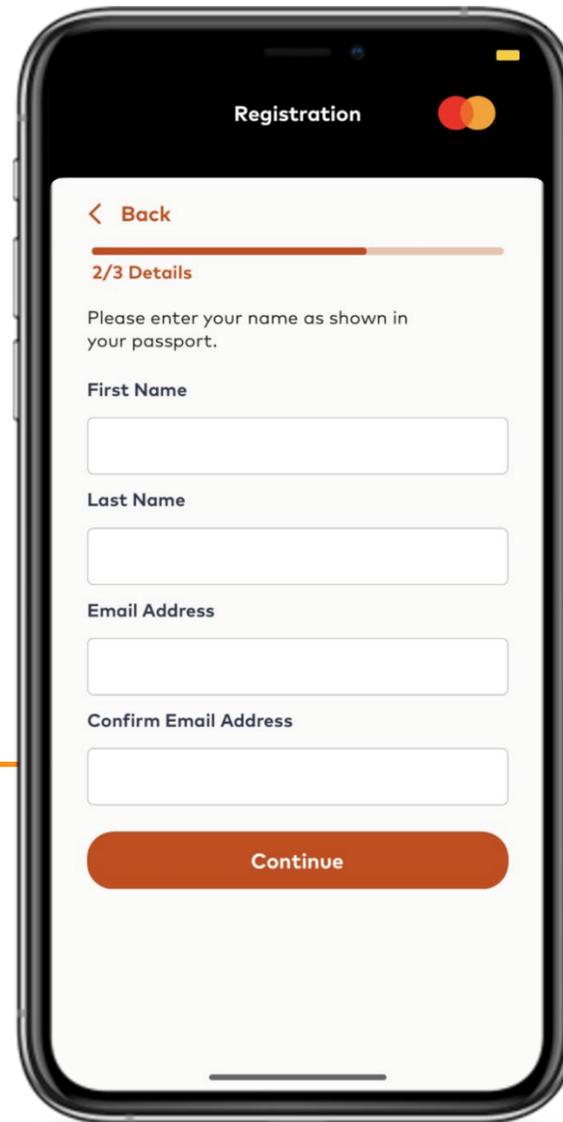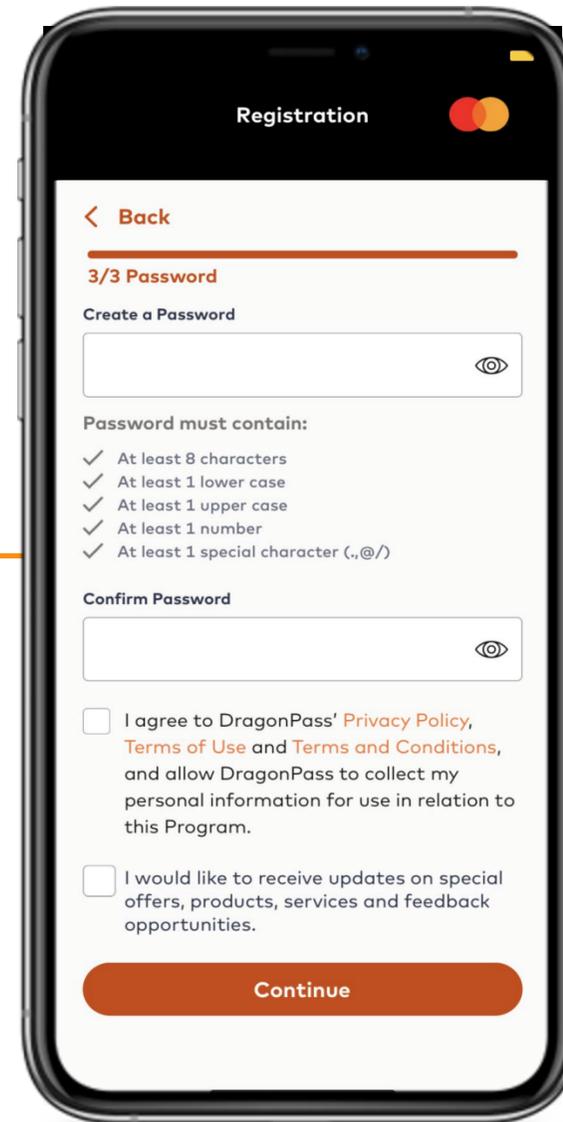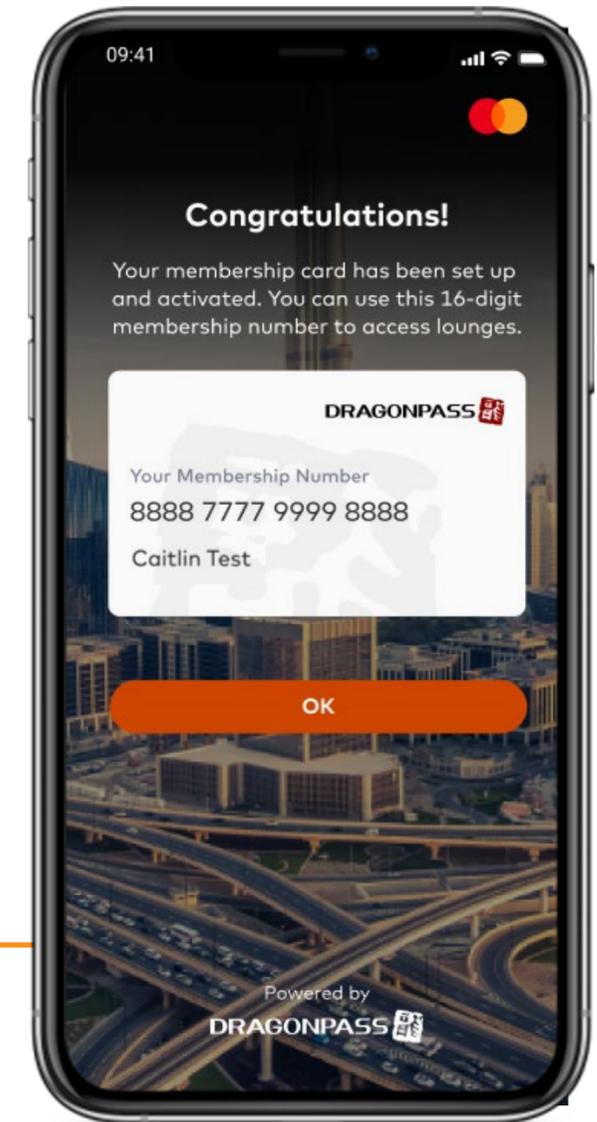
Mastercard Travel Pass

Sign Up – Error Message
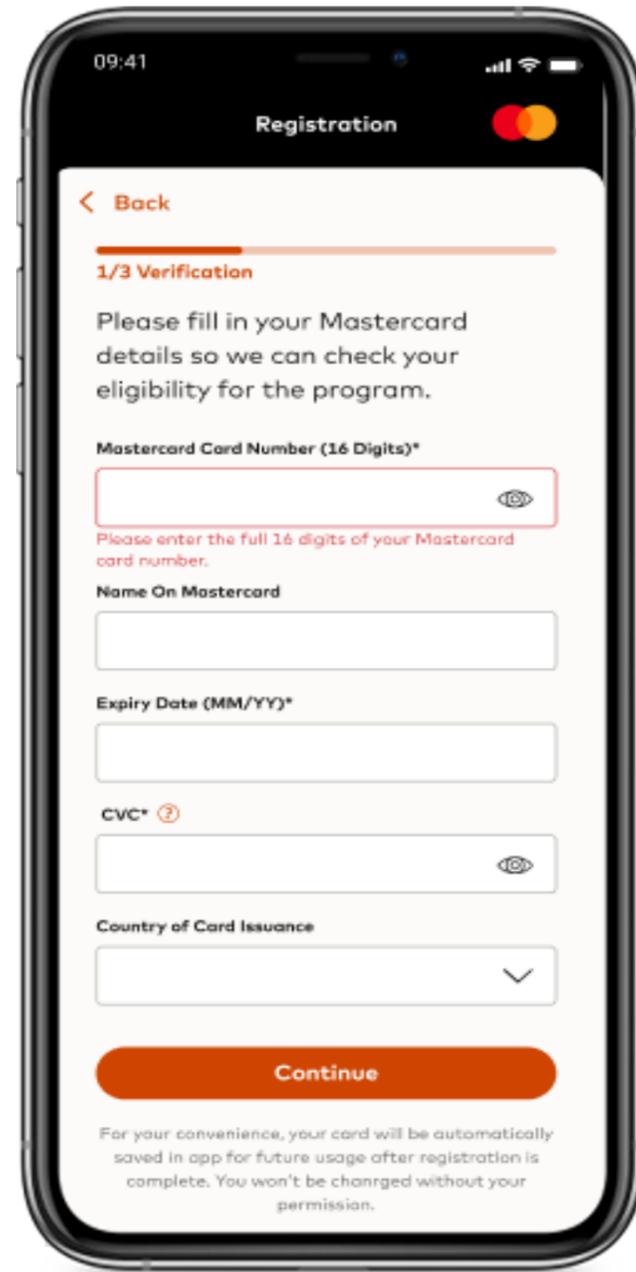
If wrong card details are entered which are not eligible.
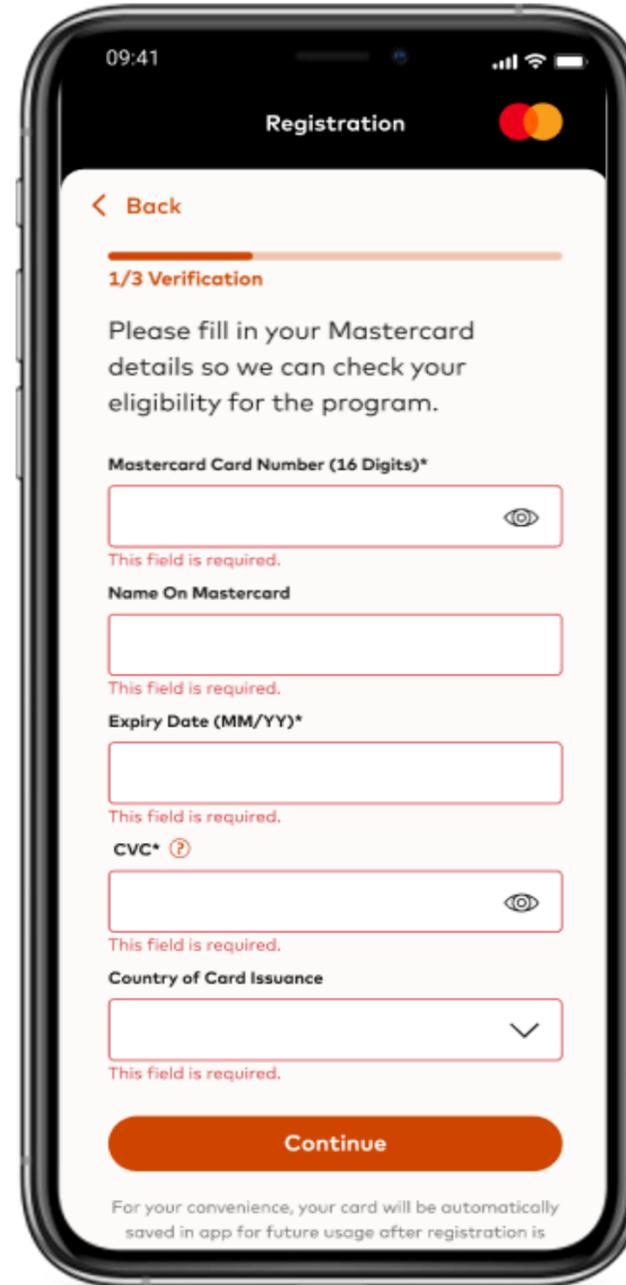
Error messages show if fields have not been filled in correctly.

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Log In Journey
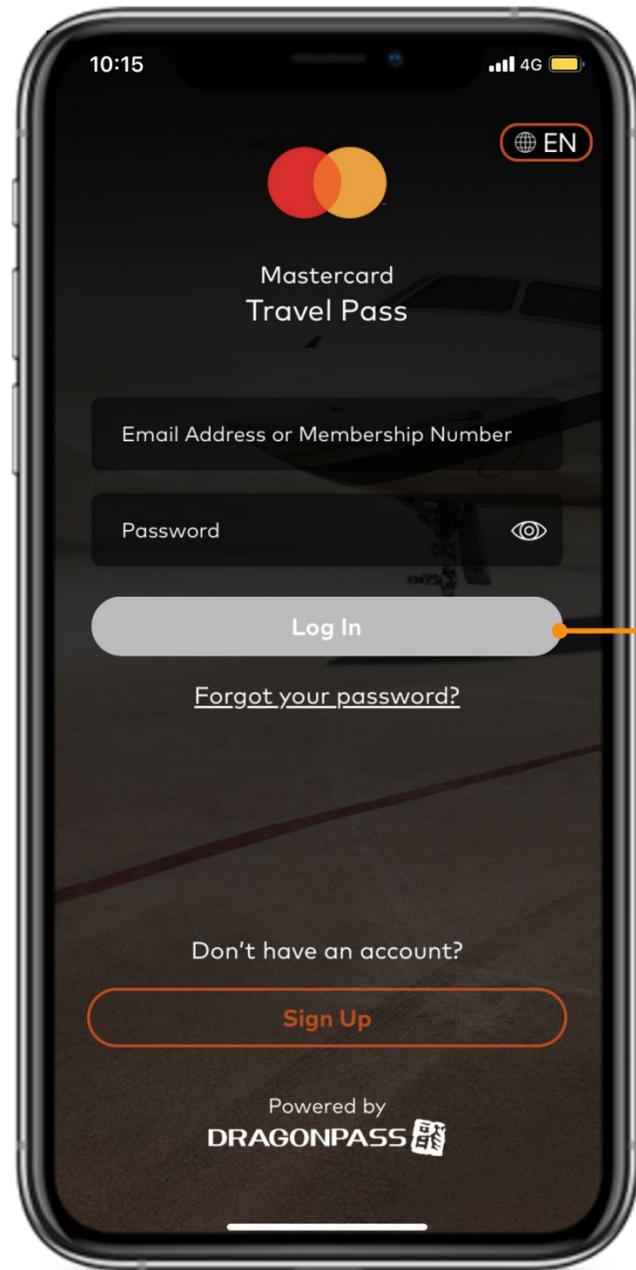
Enter Email and
Password.
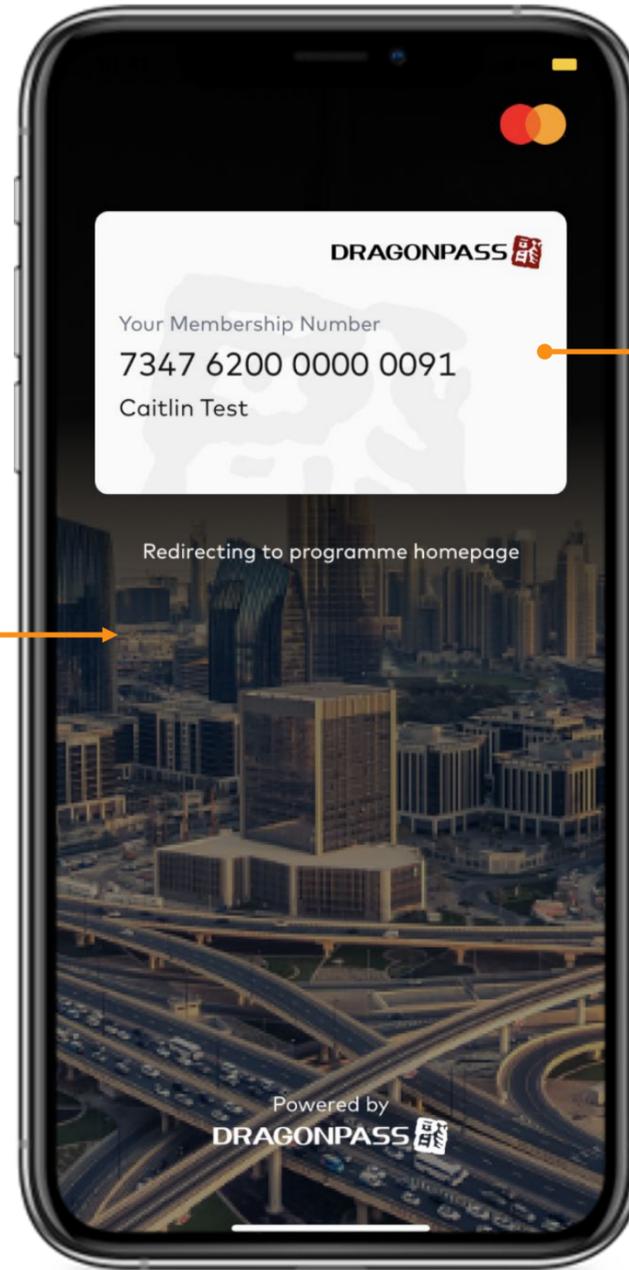
Holding page whilst
you are being logged in.
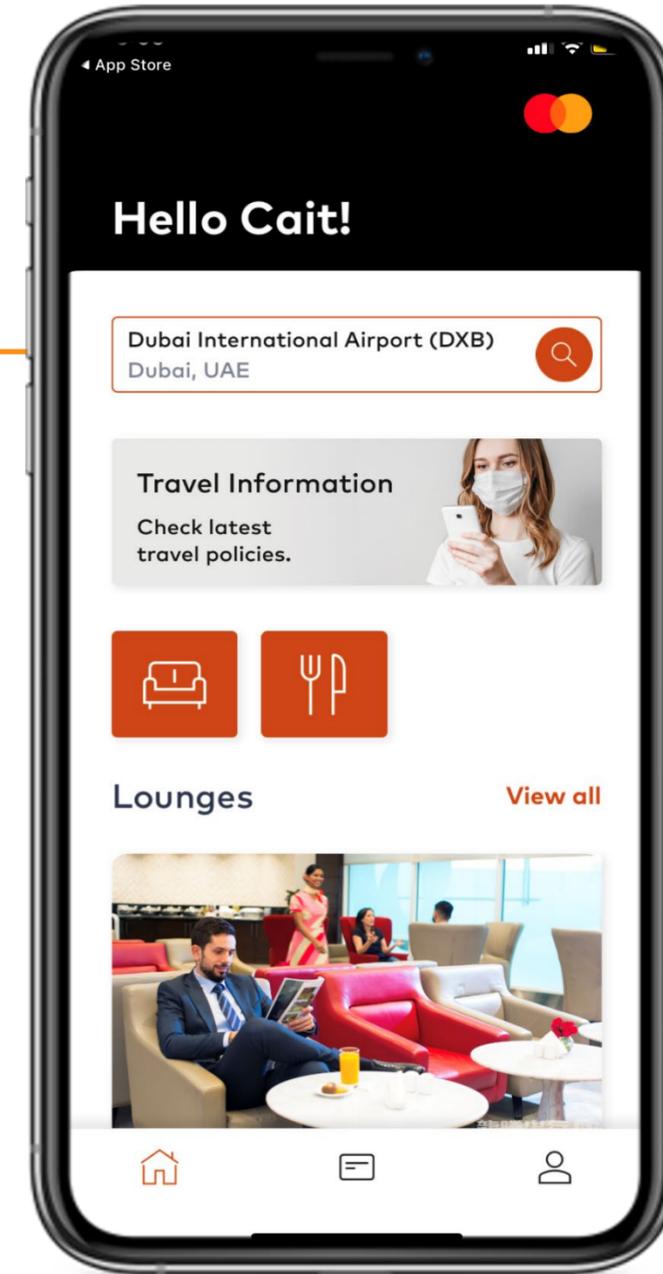
Home Page.

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Forgot Password Journey
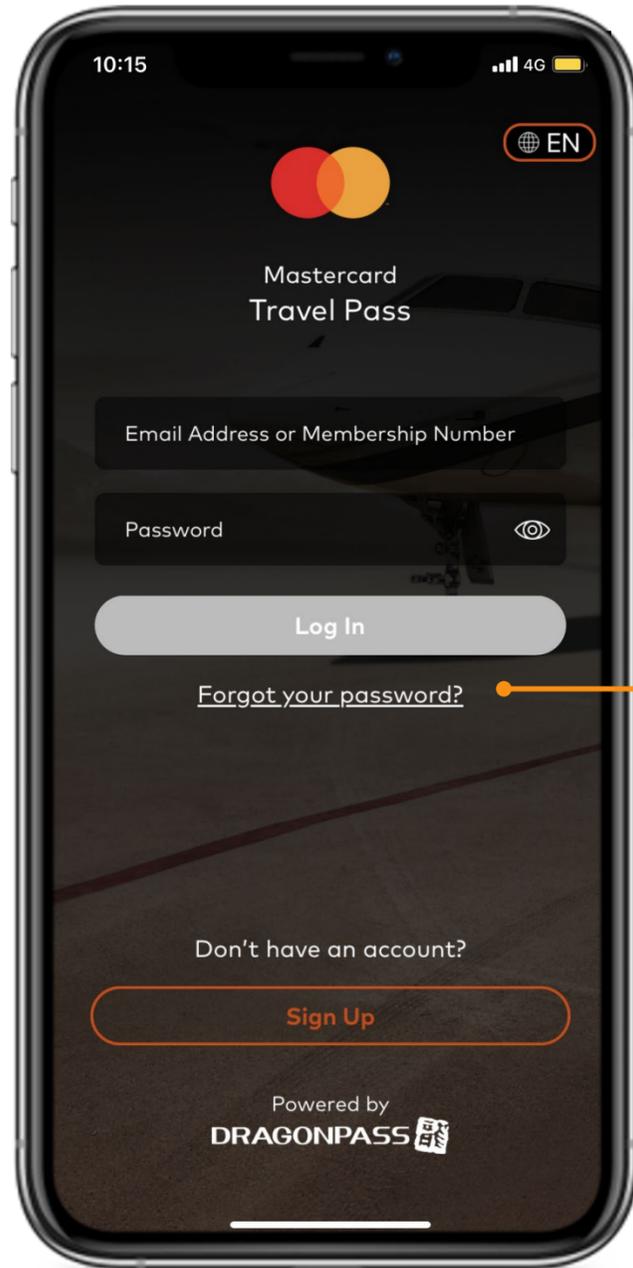

Click 'Forgot Password'
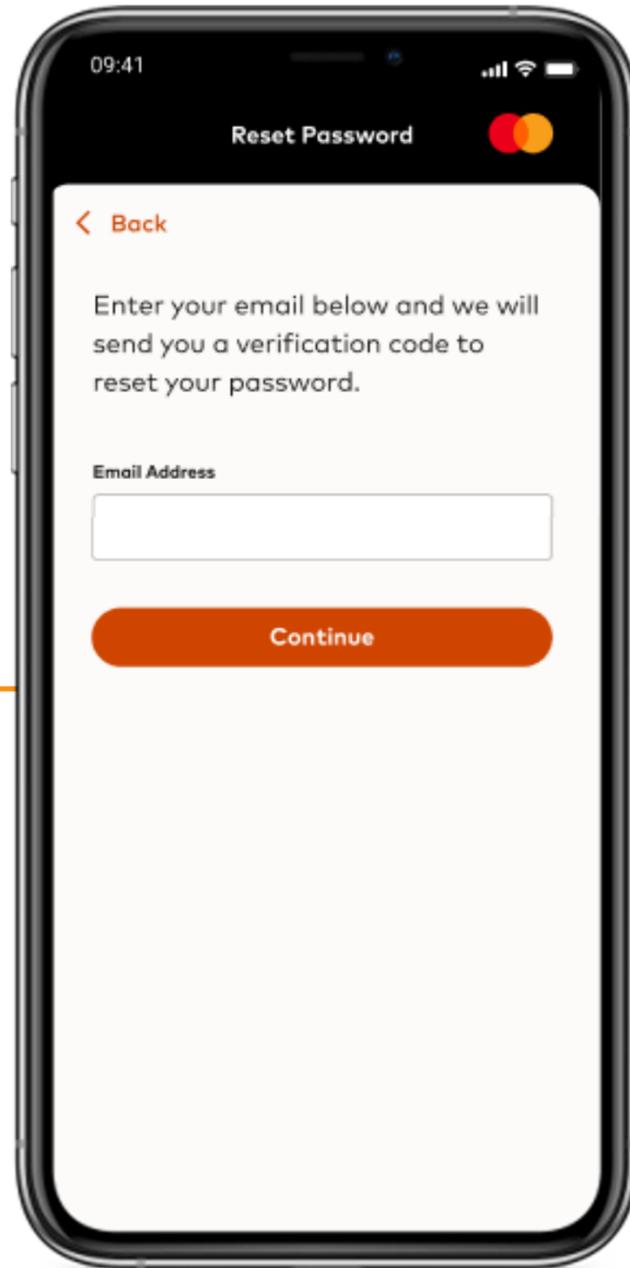
Enter Email Address.
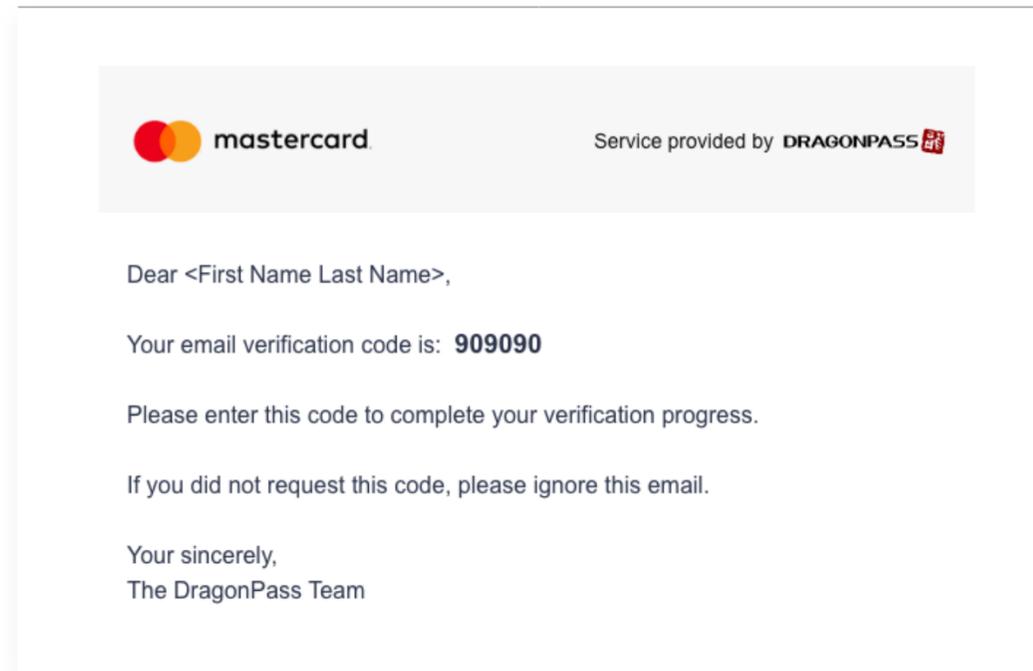
Verification Code send to email address.
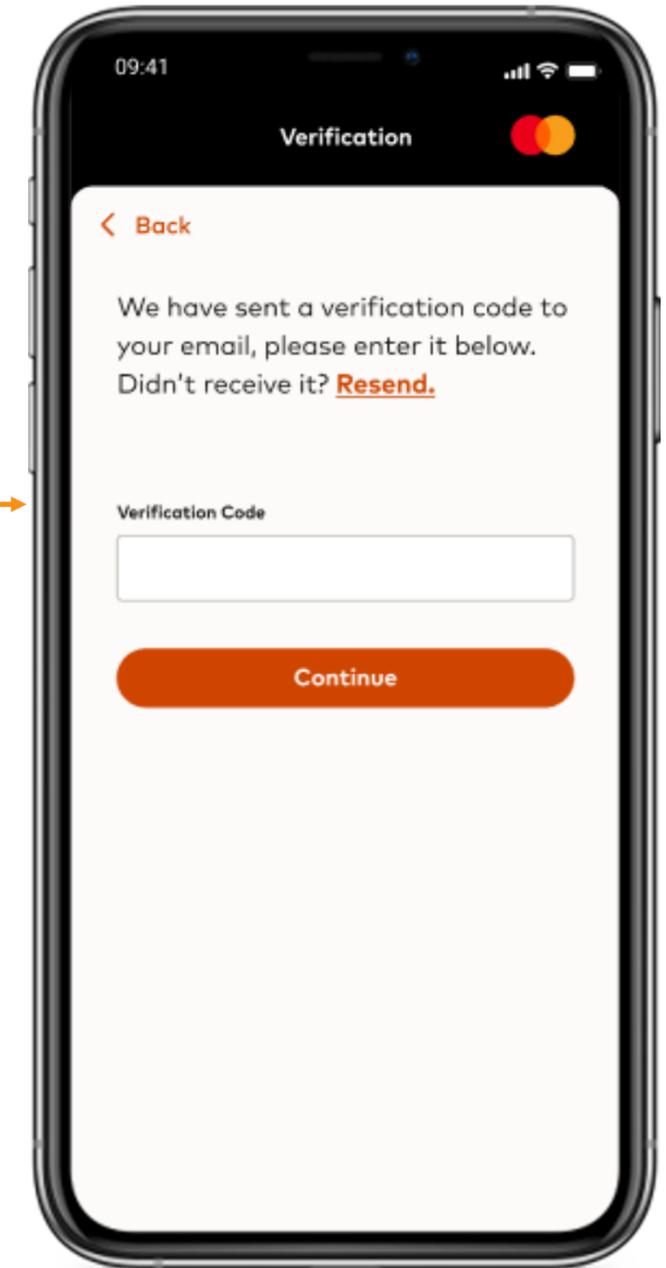
Enter verification code.

Mastercard Travel Pass

Forgot Password Journey
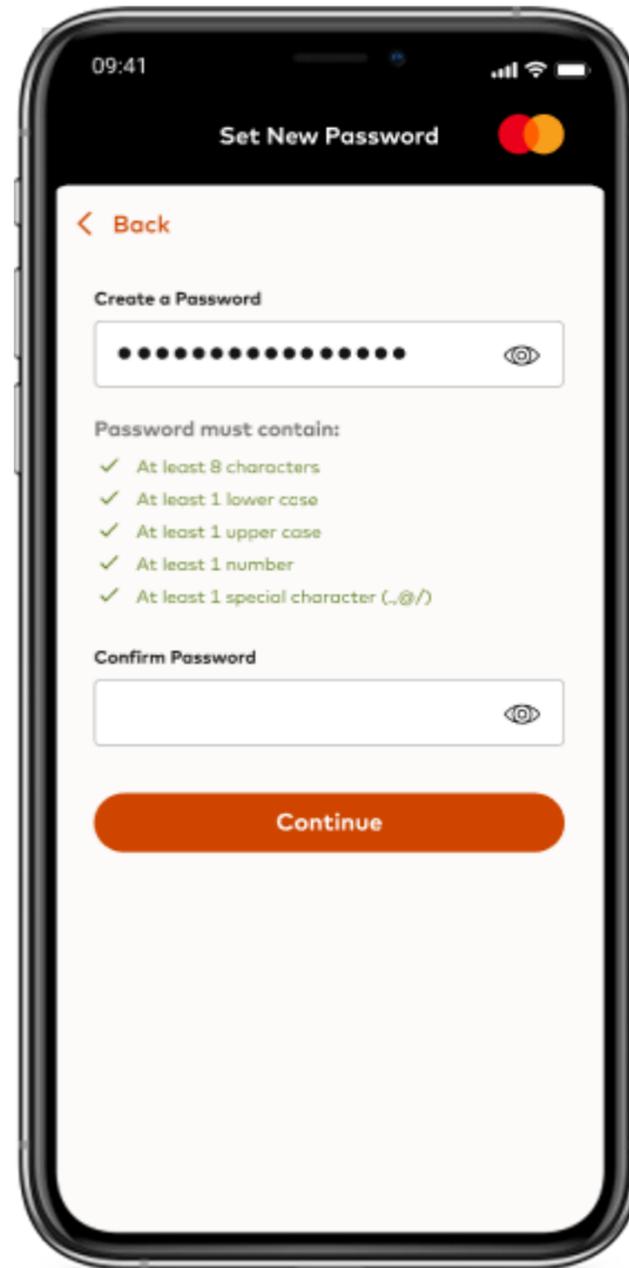

Enter new password.

New password set.

Mastercard Travel Pass
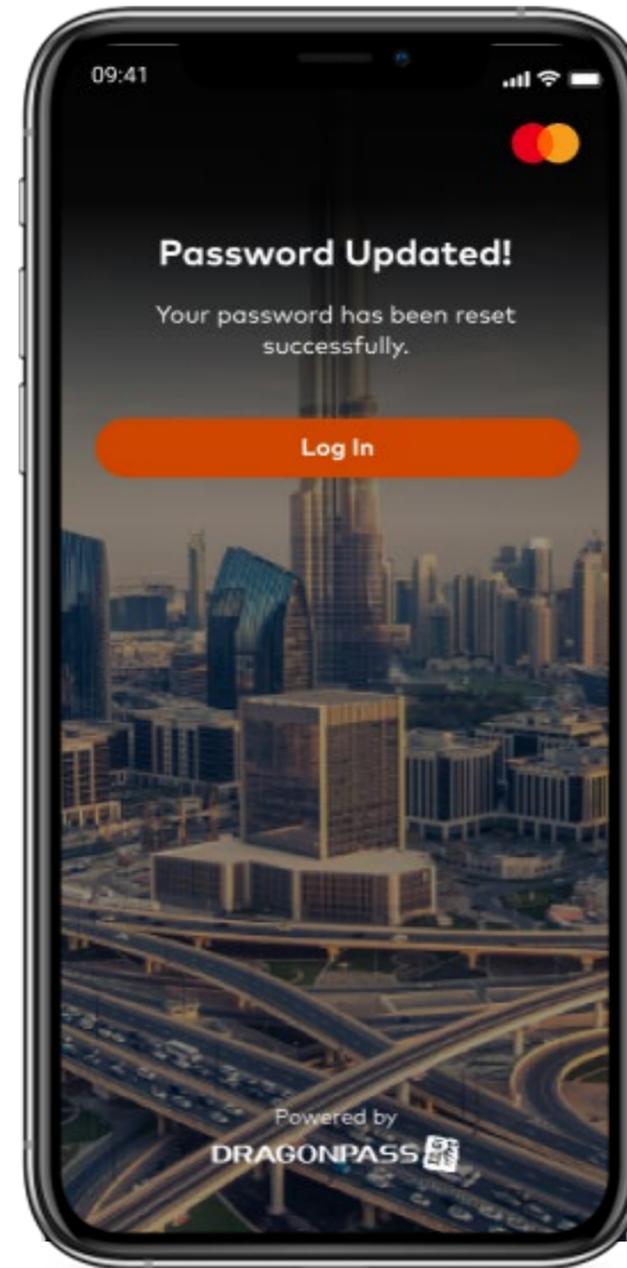
Biometrics – Face ID
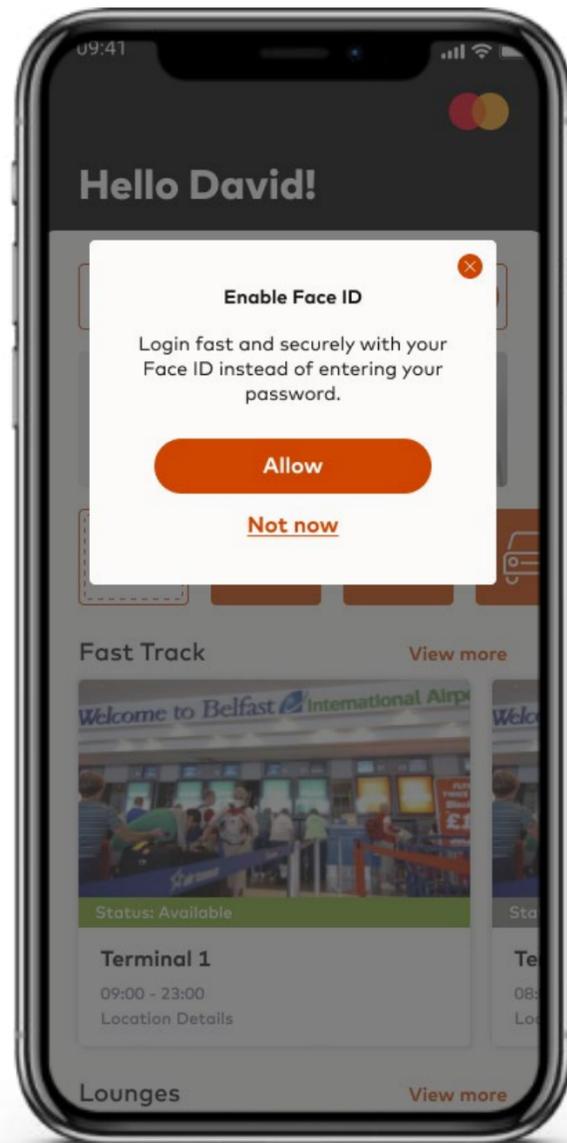
Once a cardholder is registered, the app will suggest setting up and enabling biometrics.
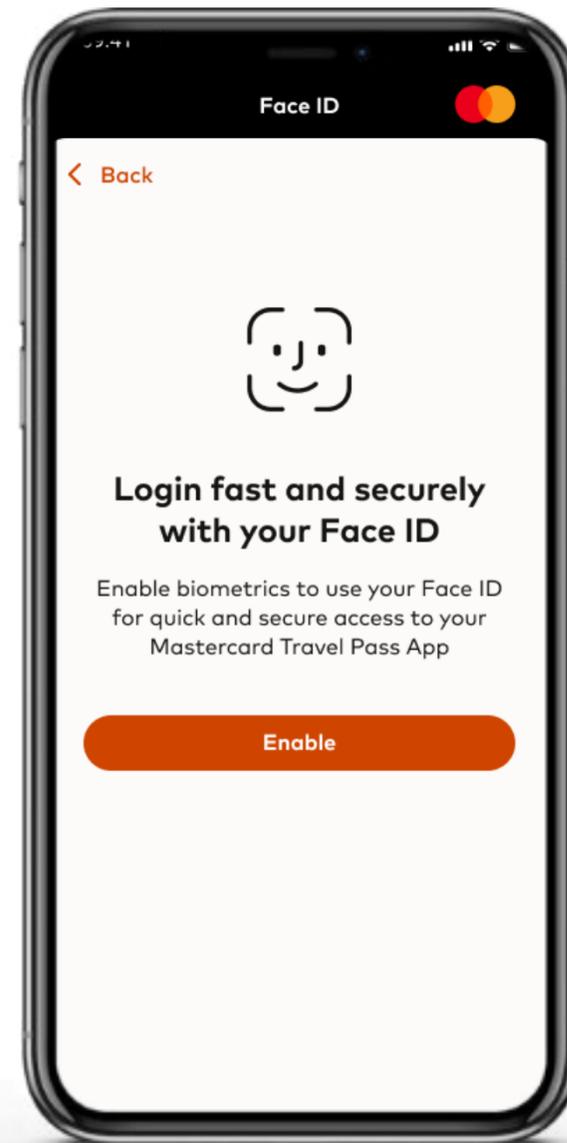
Cardholder will have this option to enable biometrics for future log in.
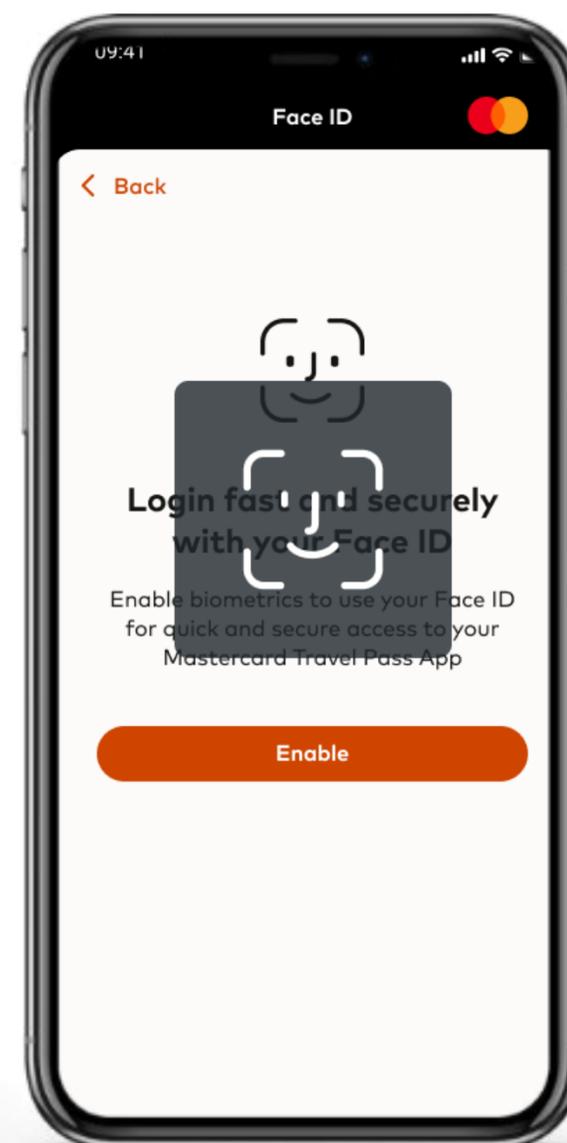
App will capture the CH facial details.
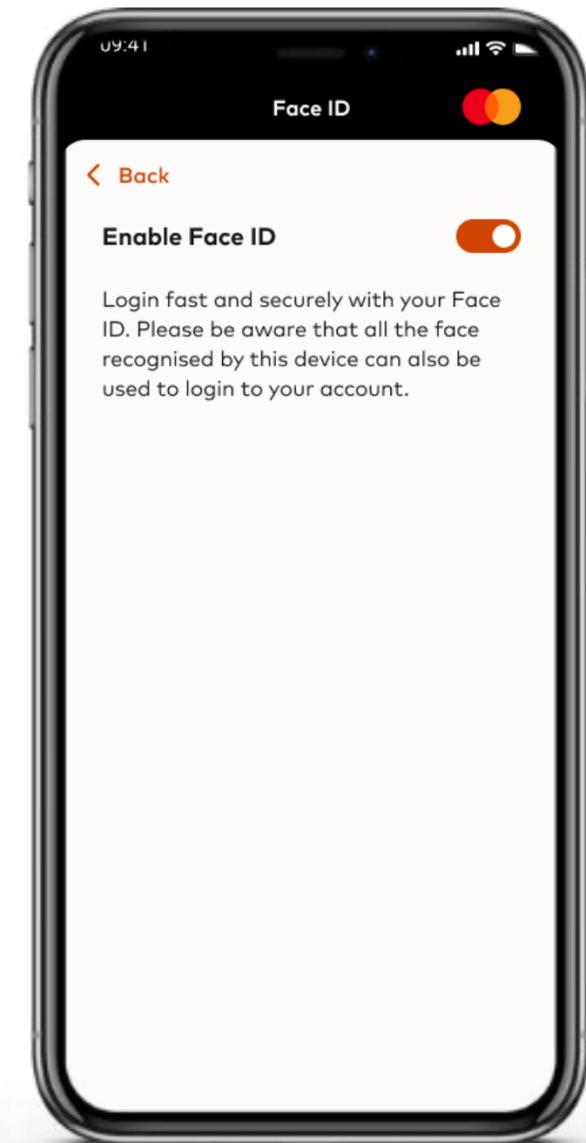
Biometrics will be enabled and can be disabled via the accounts page in the app.

Biometrics – Touch ID
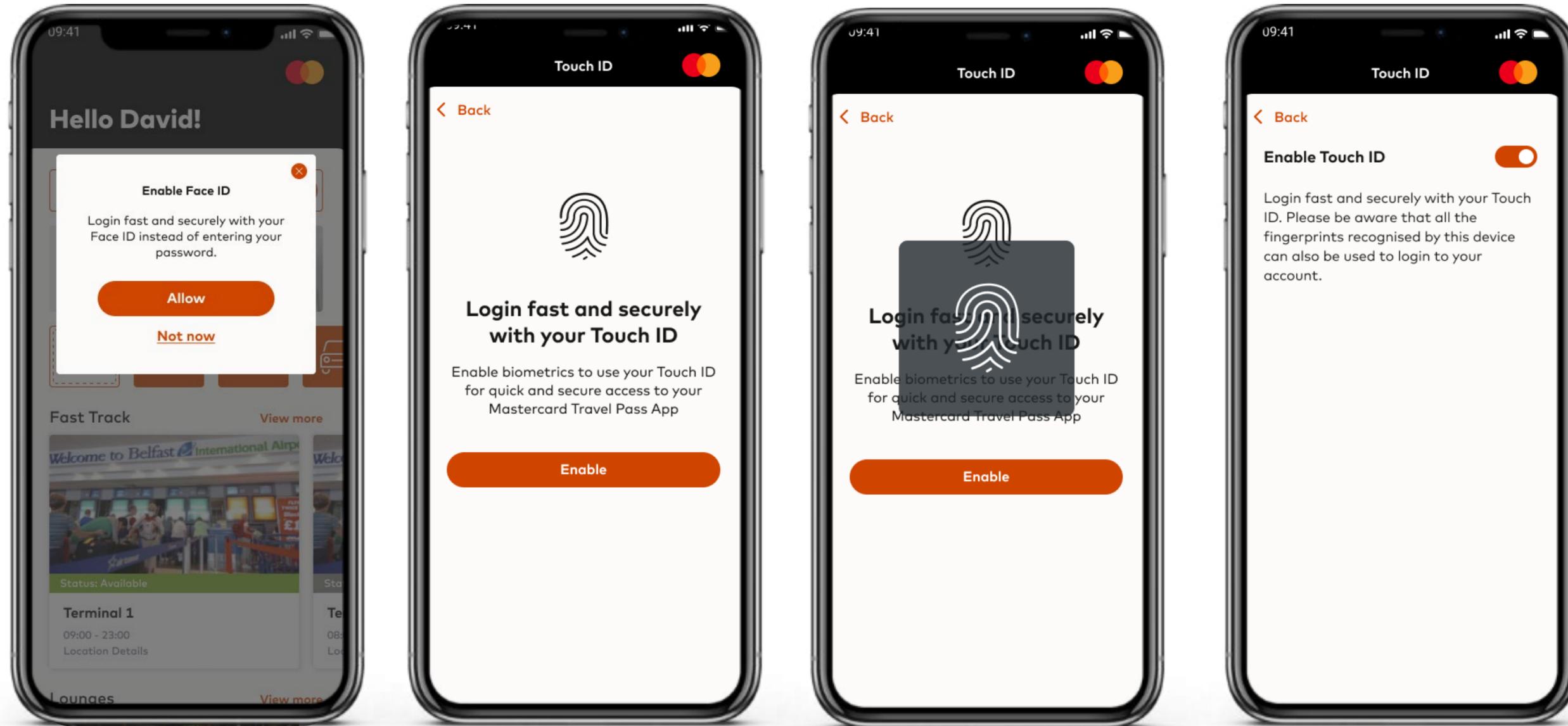
Biometrics will not only be used for logging into the App, but it can also be used to verify any payments made within the app. It will be used as an additional layer of verification by the cardholder.

MASTERCARD

TRAVEL PASS

OTHER FUNCTIONALITIES

Card Details

Membership

Cardholder
Unlimited free visit

Guests

1 Free guest/visit
additional guest @ US$32

Once your QR code is scanned or membership number is entered into the lounge system, your saved payment card will be automatically charged if there are any changes.

Card In Use

Linked with Mastercard
Card 9979   **View Details**

DRAGONPASS龍
Your Membership Number

Member Access

My Visits page. Registered card details can be viewed by clicking on 'view details' in the 'Card in Use' section.

< **Back**

Cardholder Name
Caitlin Test

Issuer
MasterCard Test Issuer

Program
World Elite Exclusive Mastercard Card

Mastercard Card No.
**** **** **** 9979   Replace Card

DragonPass Membership No.
7347 6200 0000 0091

Notes

- If your accompanying guest has his/her own membership card, please show it to the lounge staff respectively to avoid any guest charges.

- If you have a joint account, primary and supplementary cardholders will need to register separately and show separate membership card to the lounge staff.

- The cardholder can still access lounges offline by showing DPID to lounge staff

'View Details' to see the specifics of your DragonPass membership.
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Mastercard Travel Pass

Replace Card

Card details.

Replace Card screen text:

In the event that your Mastercard has been replaced, lost or stolen, please update your account with details of your new Mastercard.

Upon successful update, please note that all benefits and order history linked to your previous Mastercard will be transferred to your newly linked Mastercard.

⚠ **WARNING**

Once you replace your card, you will be unable to reregister your old card. Replacing your card, will permanently void your old card. So please be certain this is the correct payment card you want to replace.

Existing Mastercard Card No.
**** **** **** 1234

New Mastercard Card Number (16 Digits)*

Expiry Date (MM/YY)*

CVC* ⓘ

Country of Card Issuance

Continue

If your card is lost, stolen or expired, you can replace your card here with your new card details.

Dialog text:

Upon successful update, you will no longer be able to register another DragonPass membership with your old MasterCard ending with 1234.

Continue

Cancel
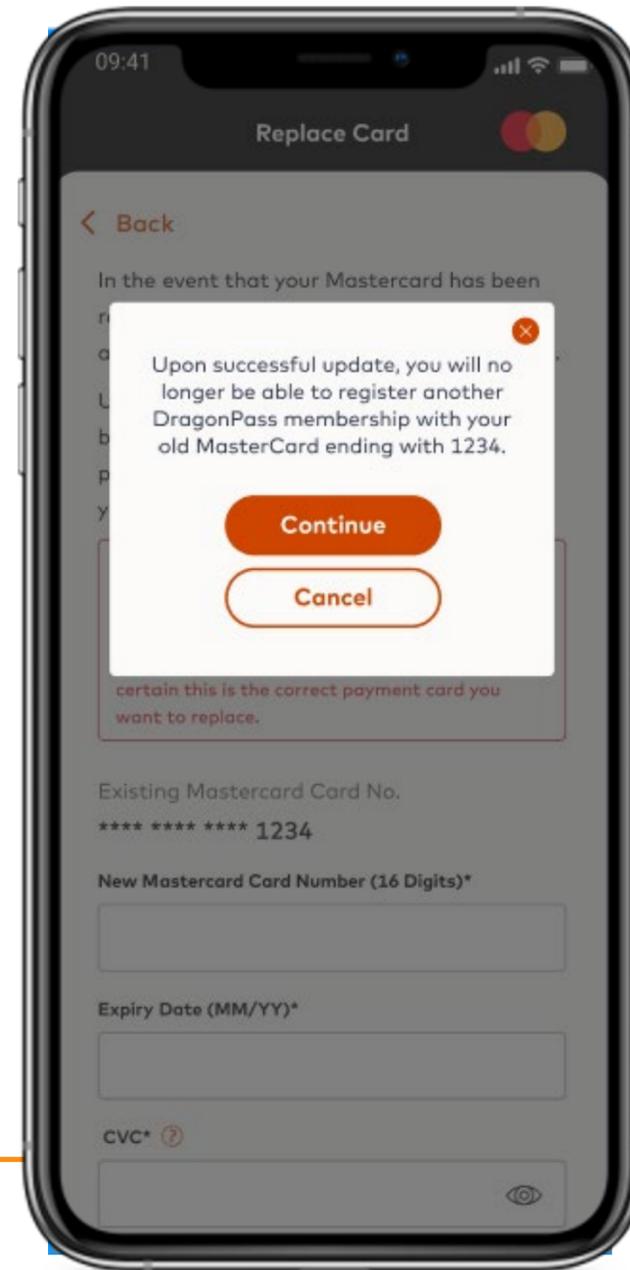
Consent to delete old card.

Card Updated!

Your DragonPass Membership ending with 8888 is now linked to your Mastercard ending with 3456.

Please note that your benefits and past order records have been transferred to your newly linked Mastercard. Going forward, this card will be used for payment.

OK

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DRAGONPASS

Card replaced.

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Add a membership if you have another eligible card

When clicked on membership page, CH selects 'View all memberships'
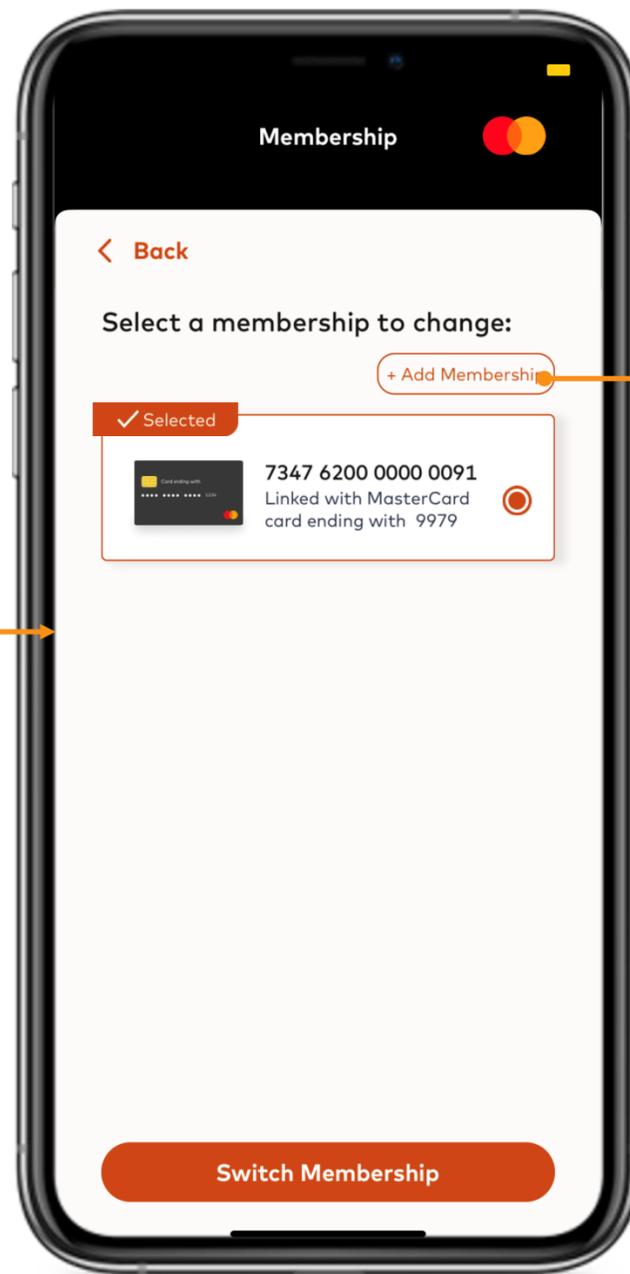
Select '+add membership'
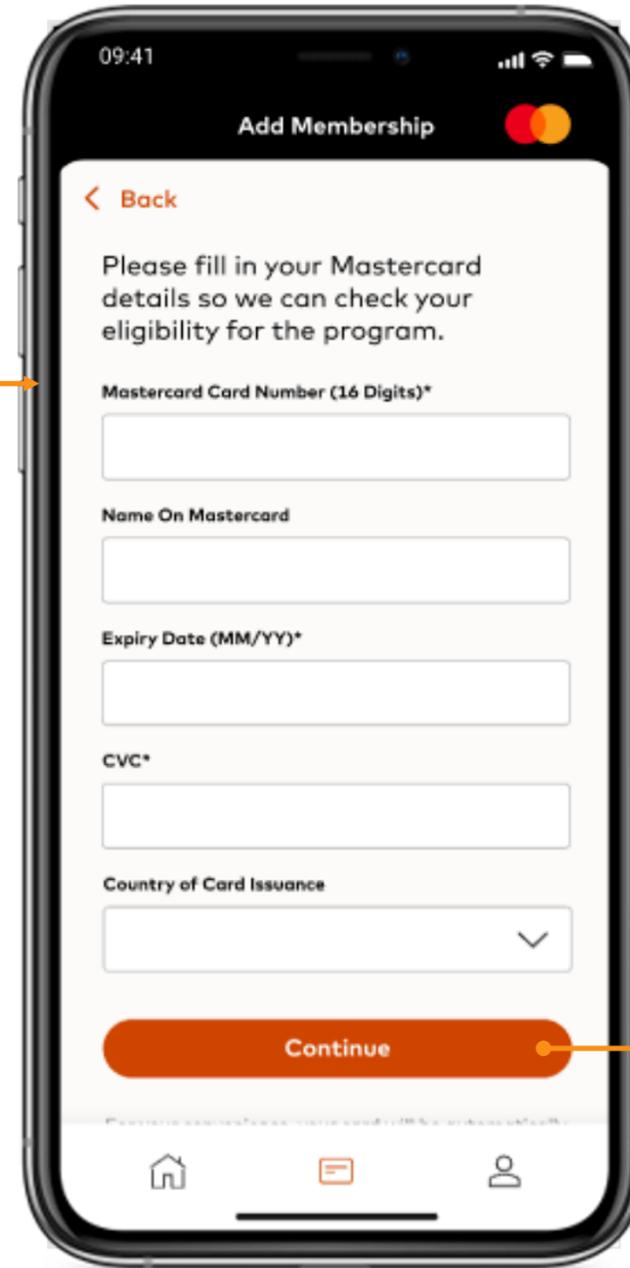
Enter Card Number, Exp Date and CVC and country of issuance. Please note the country of issuance must be the same as the one as current card.
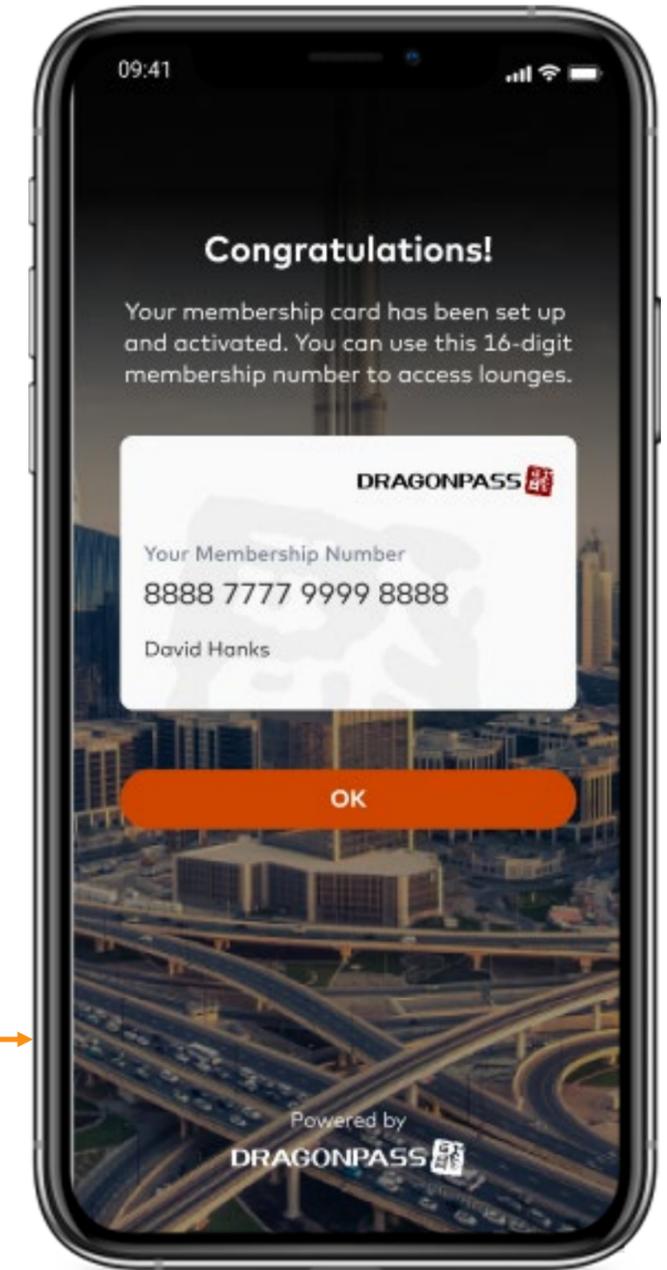
Second membership created.

Mastercard Travel Pass

View All Memberships, Change Membership
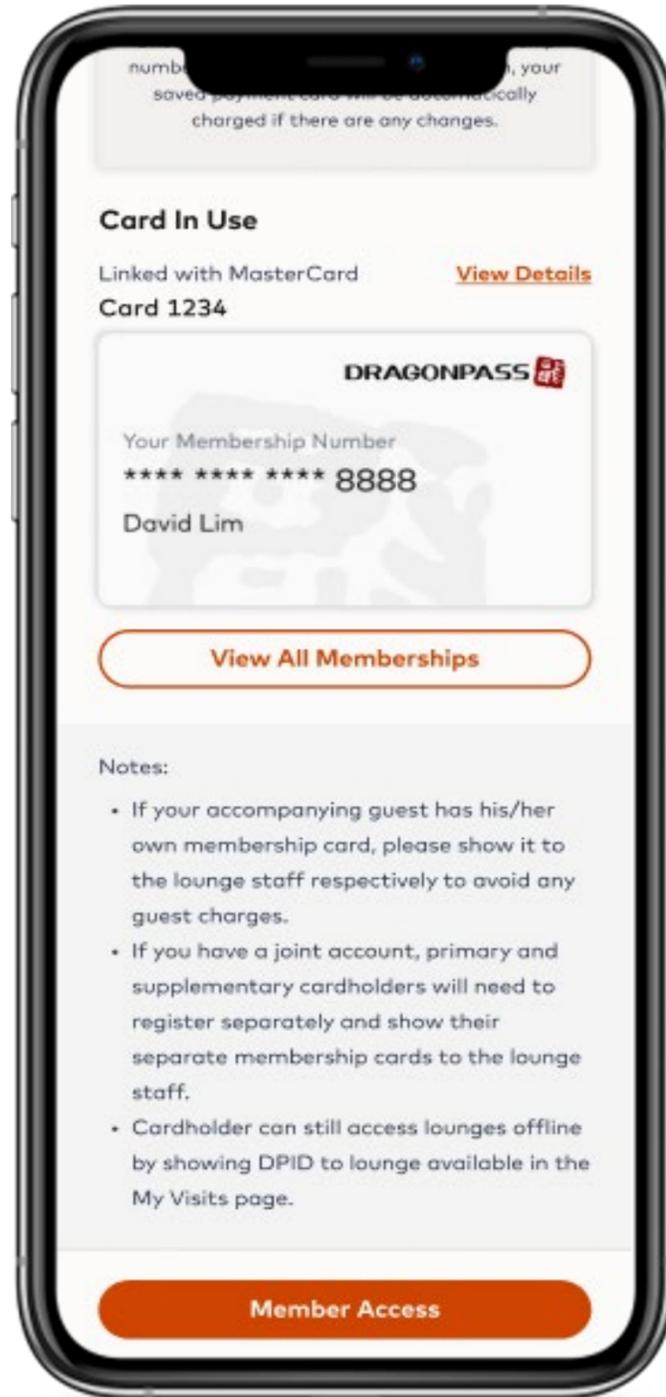
Click View All Memberships.
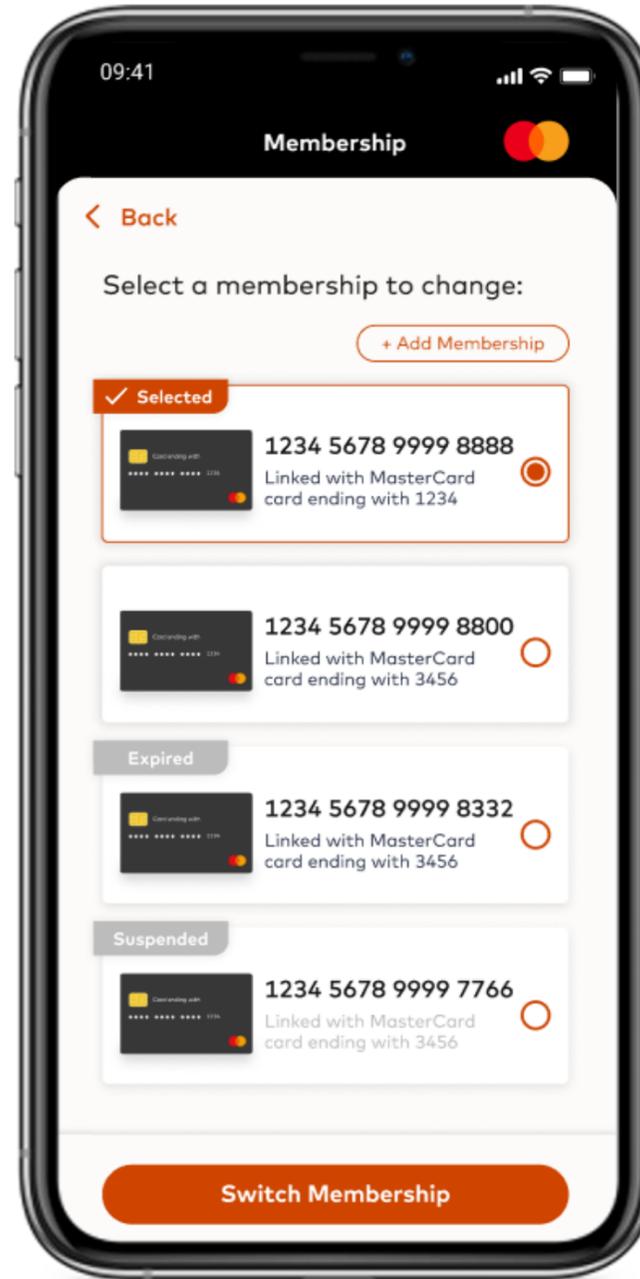
Default card will show with a tick
And will say 'selected'
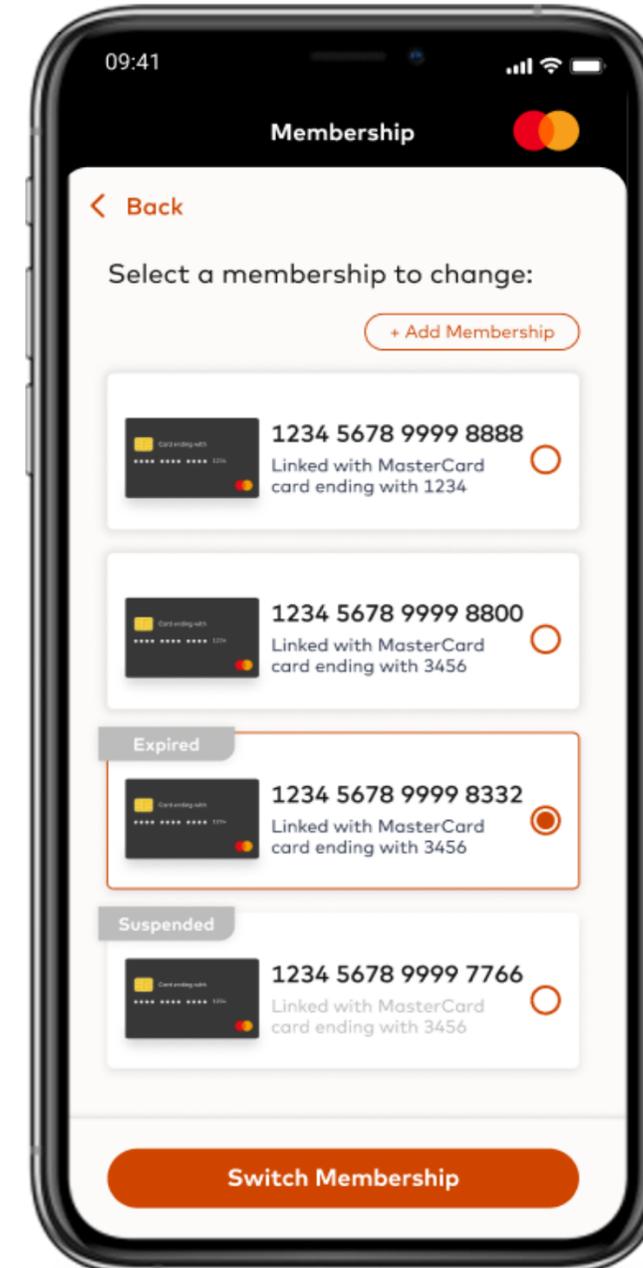
Membership selected the CH wishes to change to will show highlighted. Select 'Switch Membership to change.

Mastercard Travel Pass

Entitlement variations
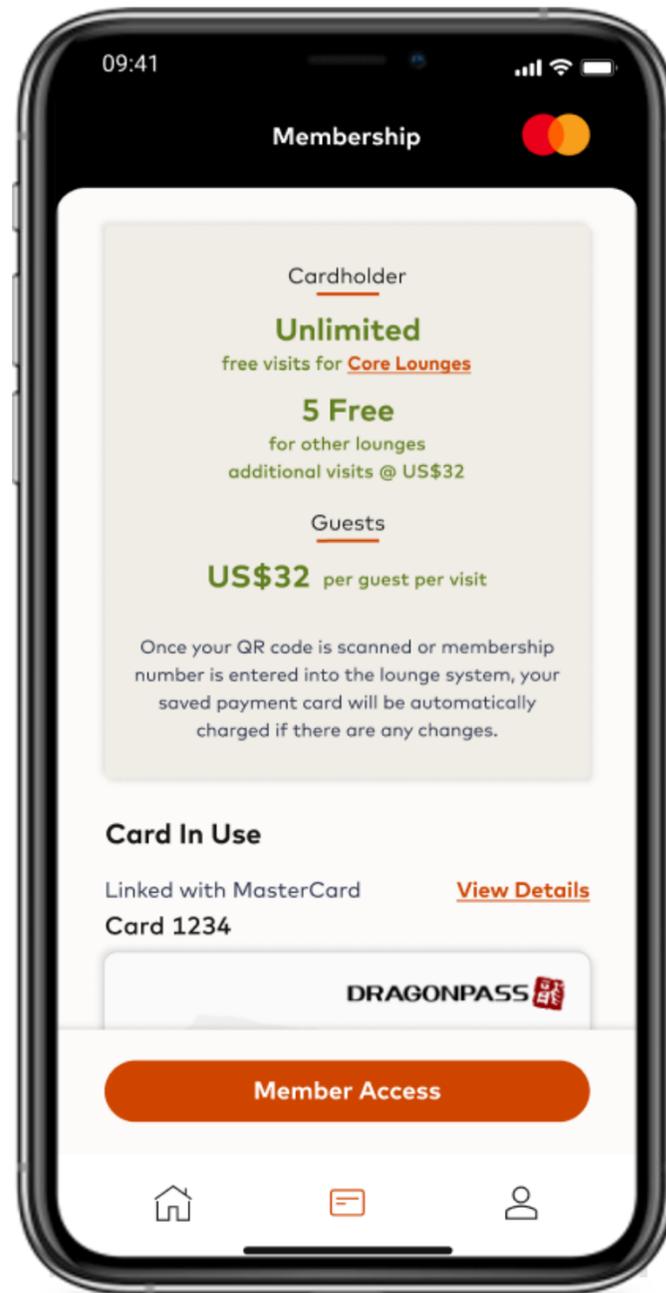
CH gets unlimited visits for core lounges, 5 free visits for other lounges (after the 5 visits are used, they will be charged $32 per visit) and guests are $32 per guest per visit.
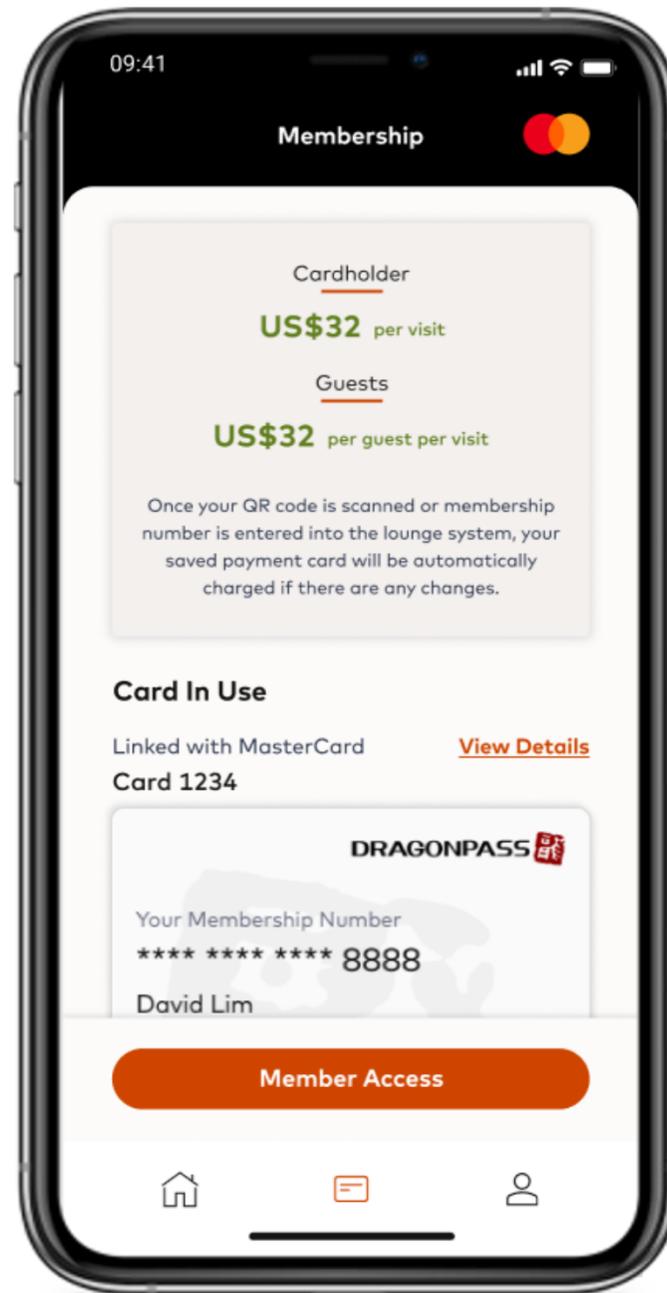
There is no entitlement. CH and guests are pay as you go and will be charged $32 per visit.
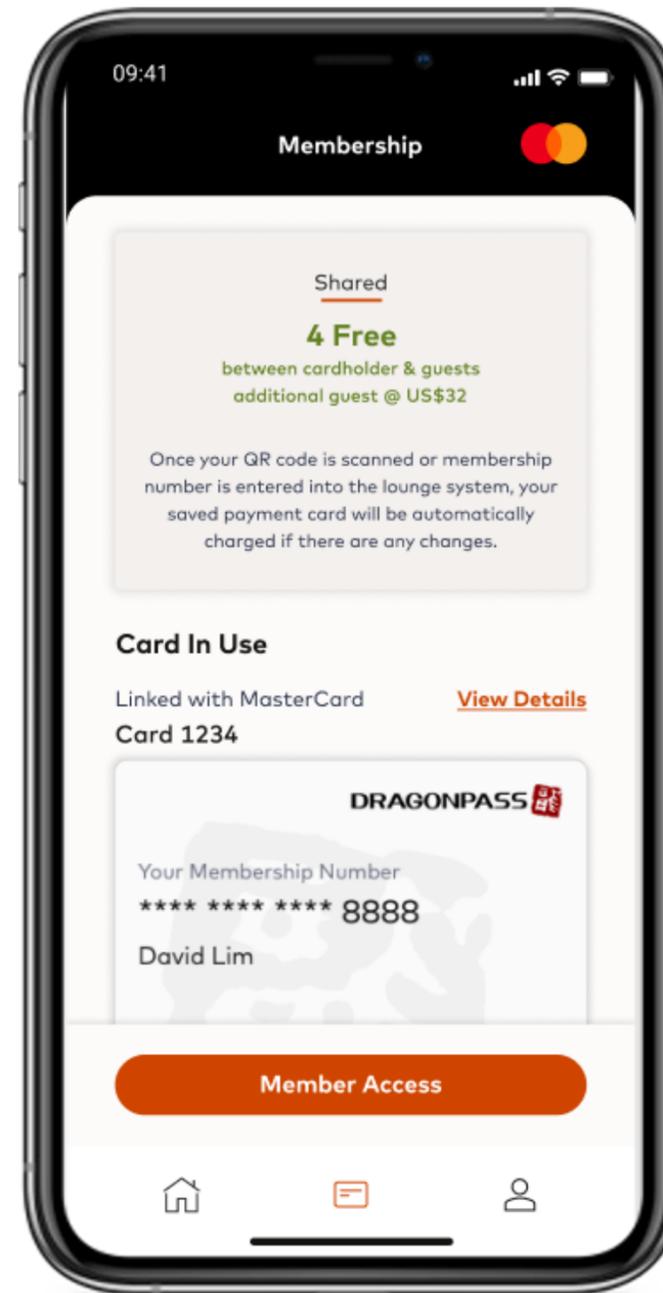
CH entitlement can be shared with guests.
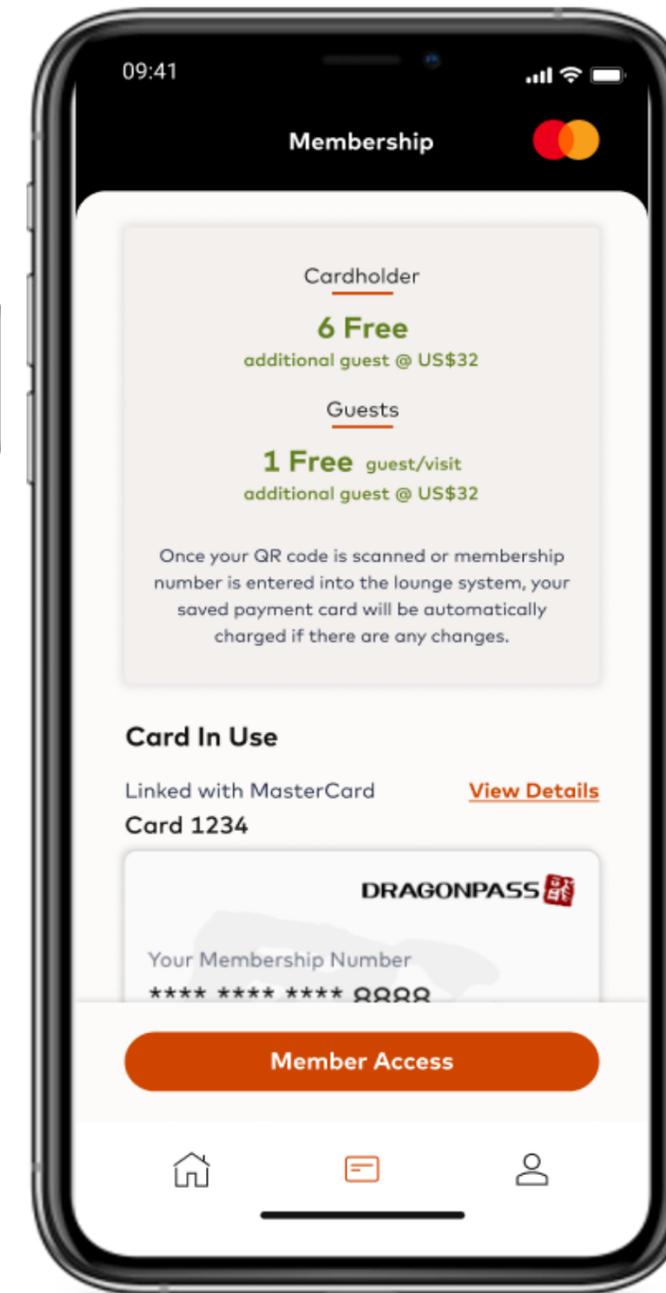
CH is entitled to 6 free visits and can have 1 free guest enter per visit. Any additional guests will be charged $32 per guest.

Mastercard Travel Pass

Entitlement variations
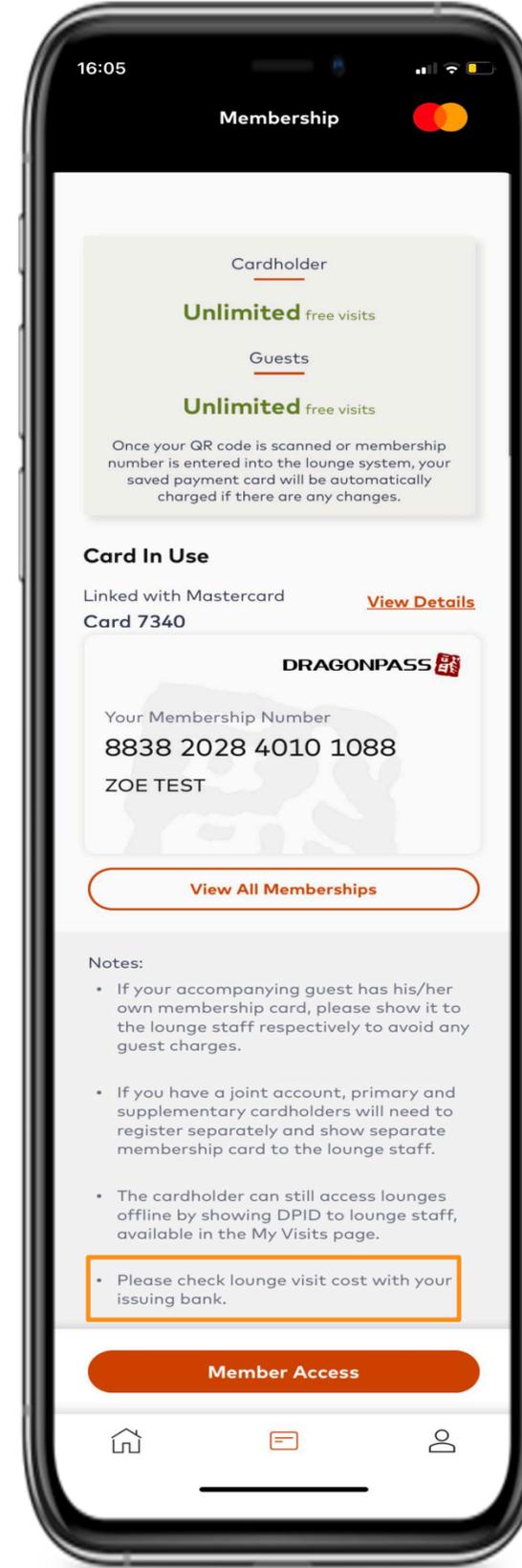
CH gets unlimited visits which are fully funded by the issuer. There is a note in the notes section to inform the CH to contact their issuing bank to check any lounge visit costs.

Profile and Order History
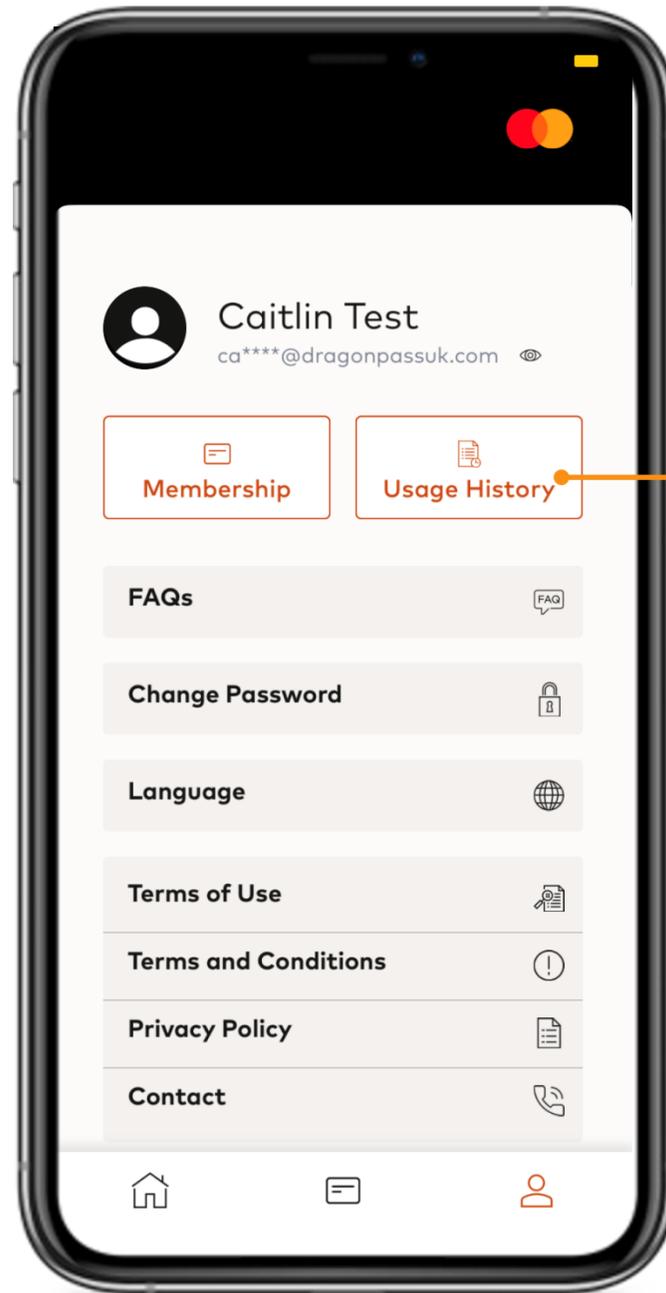
Press Account on navigation bar. Click Order History.
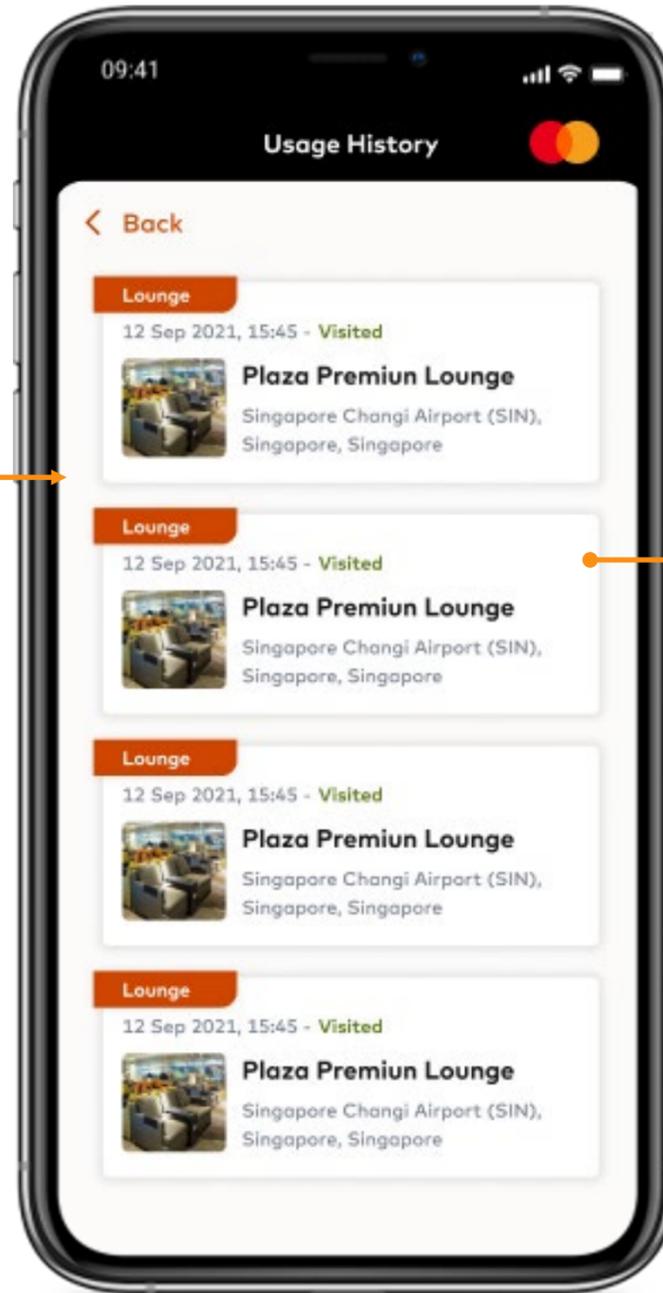
View history of activity.
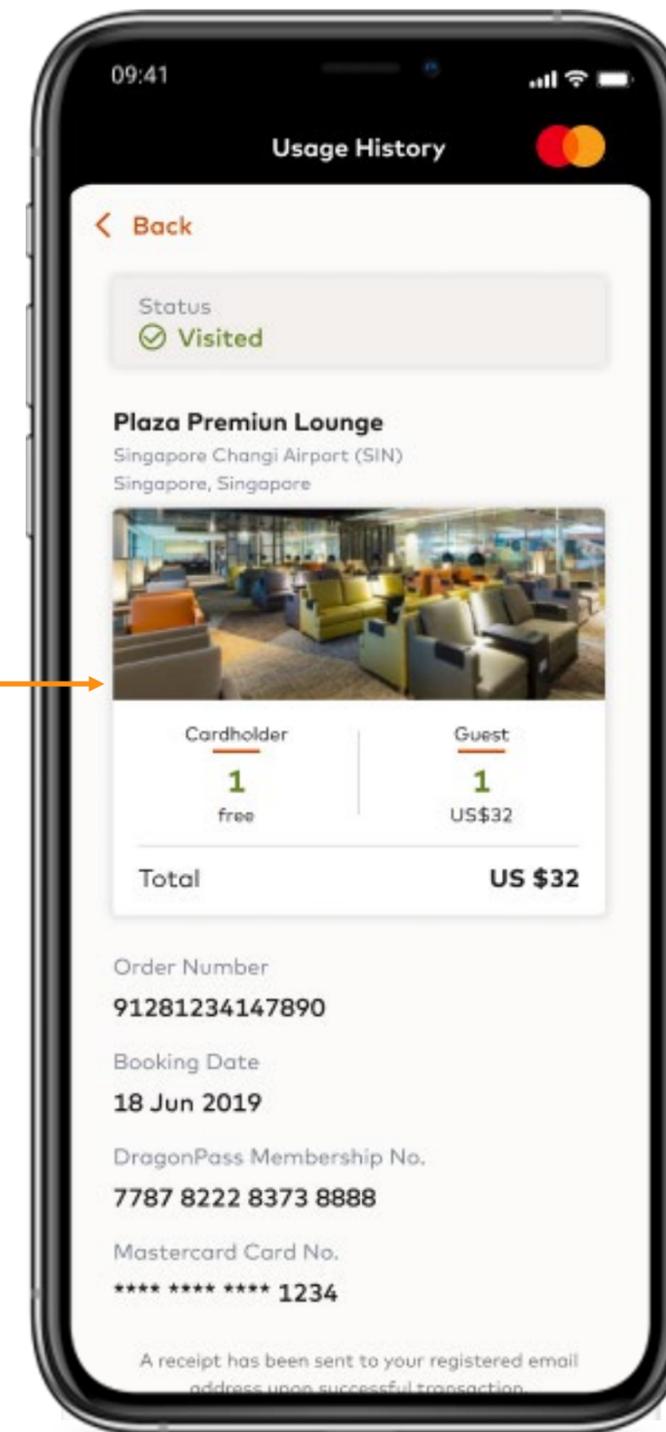
Click onto item to view detail.
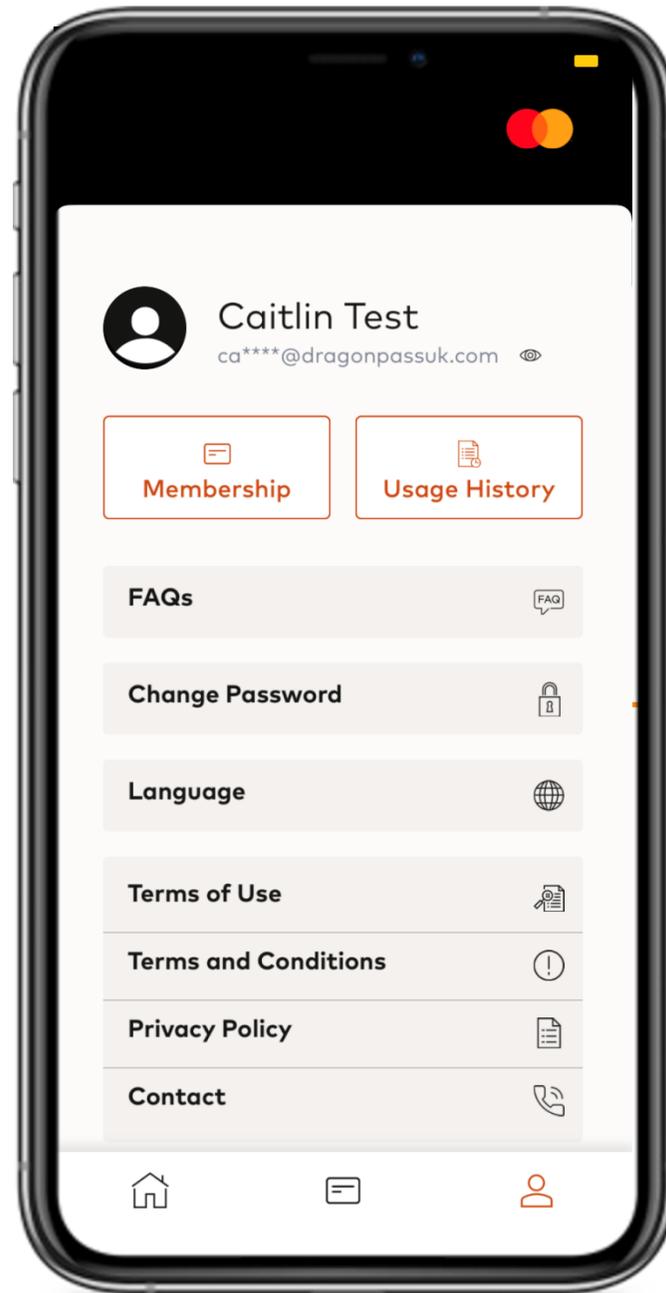
# Change Password

Change Password.
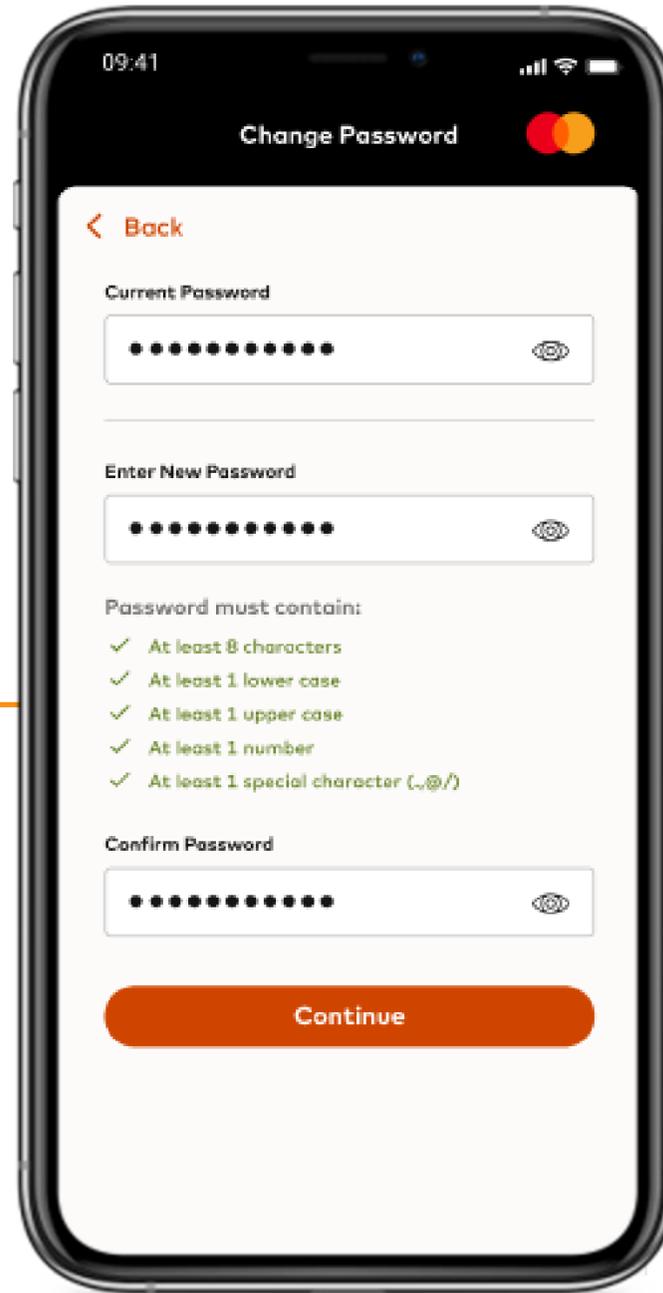
Enter current and new password.
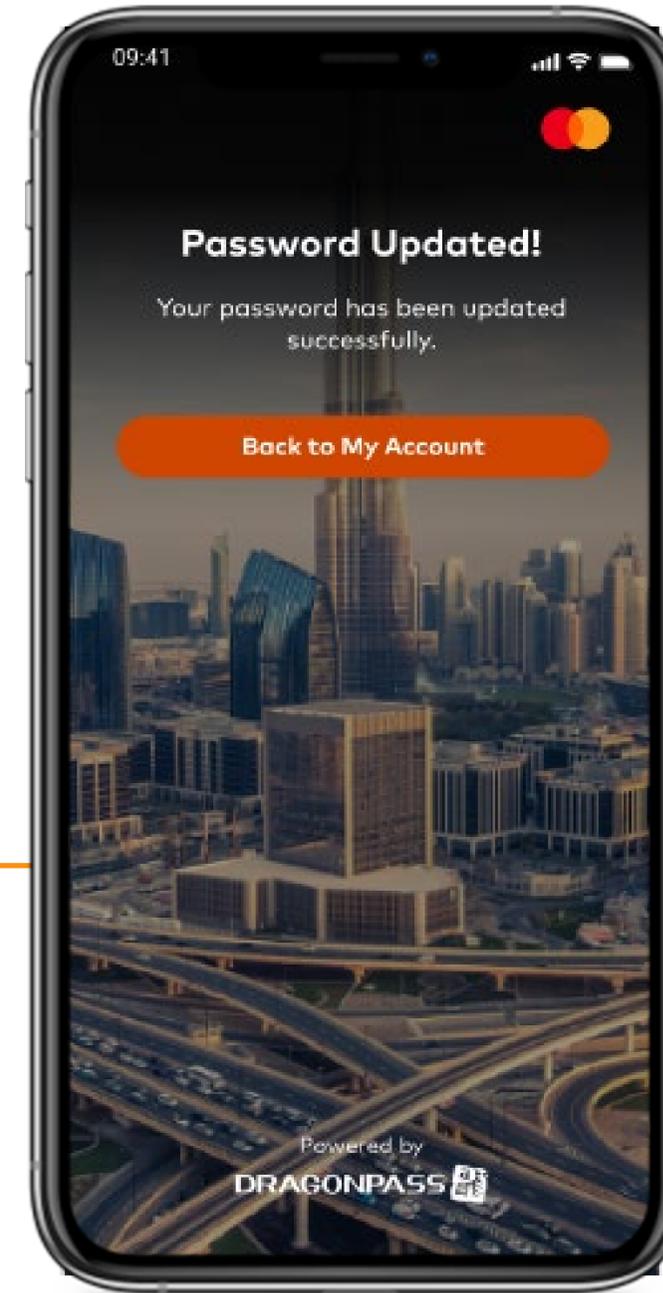
Password changed.
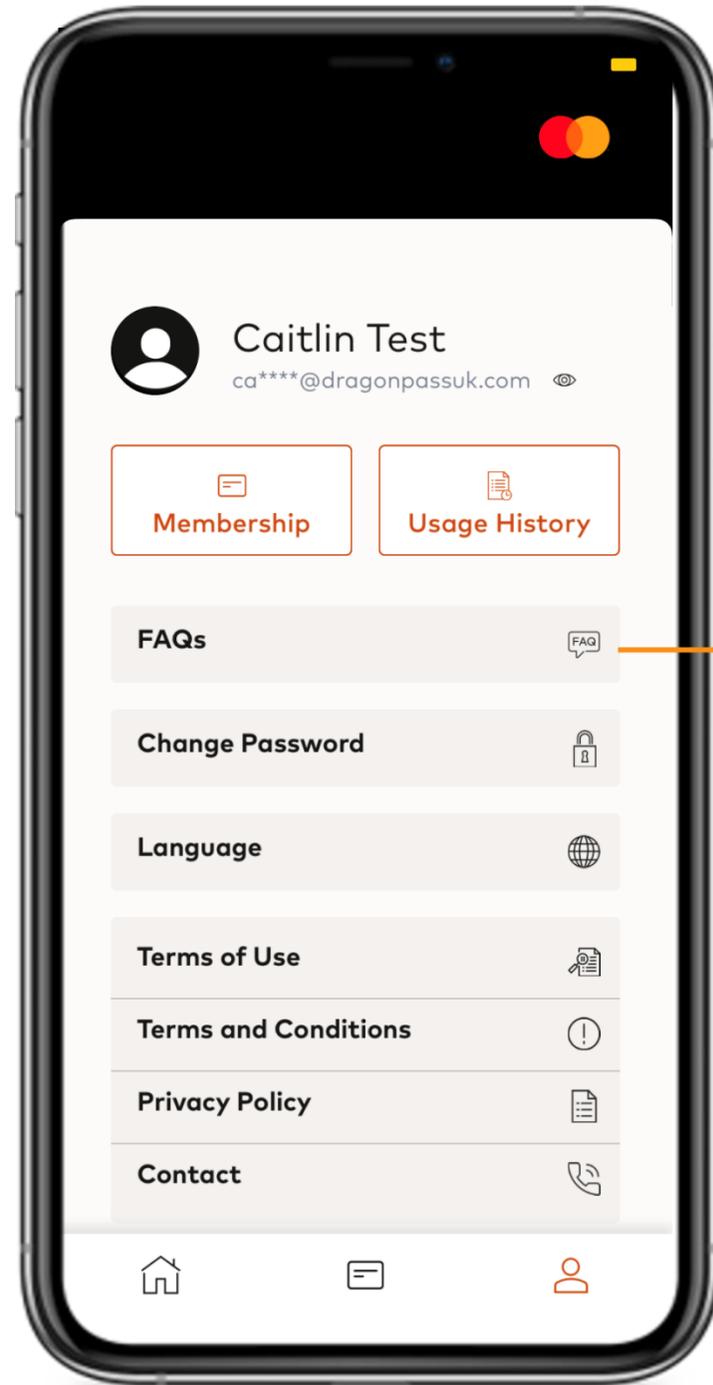
FAQs.

Extensive help on how to use the app through Frequently Asked Questions .

Mastercard Travel Pass

Contact Us, About and Terms & Conditions
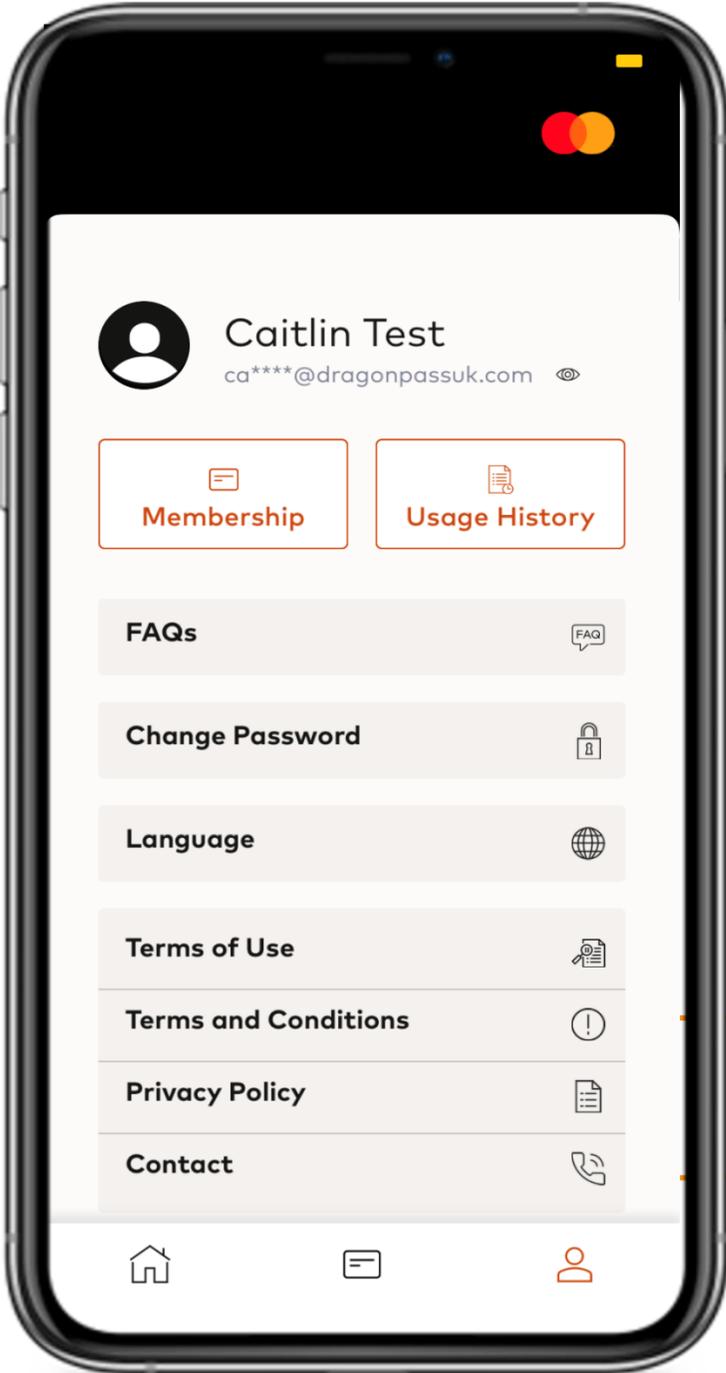

Account page.

Contact Us.

Terms & Conditions.
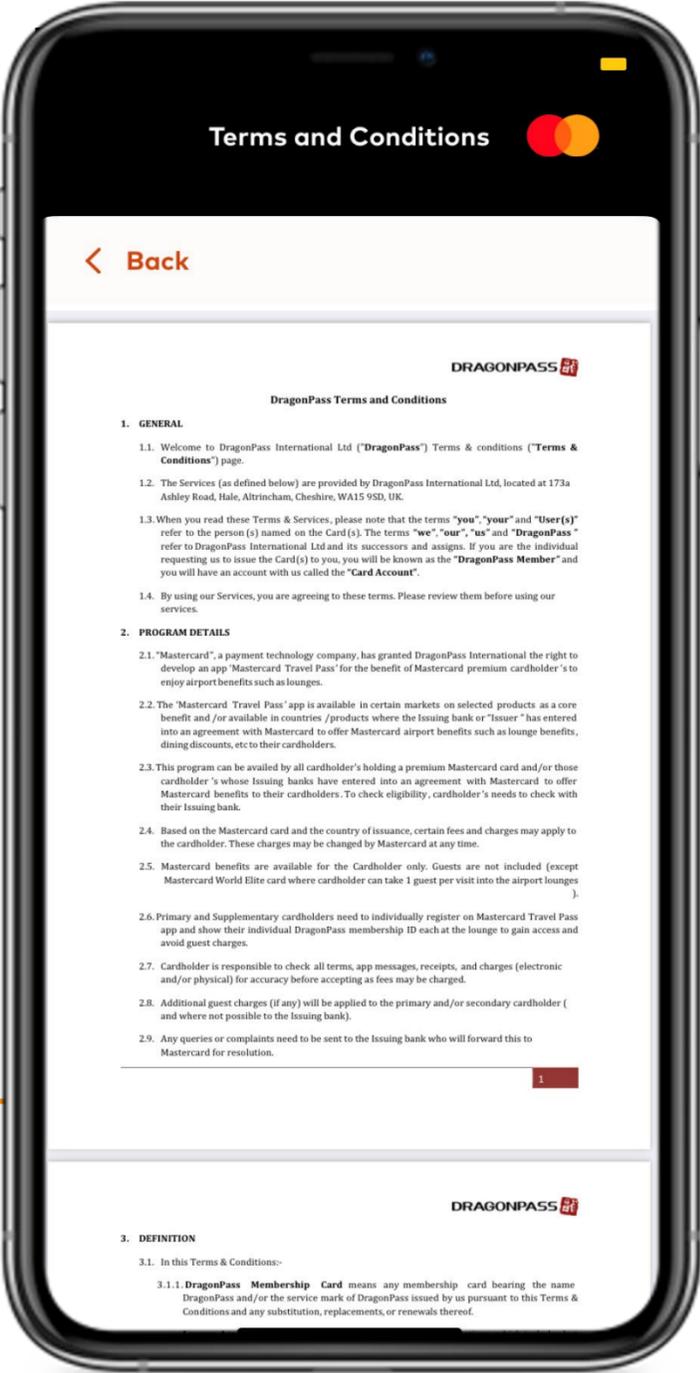
Mastercard Travel Pass
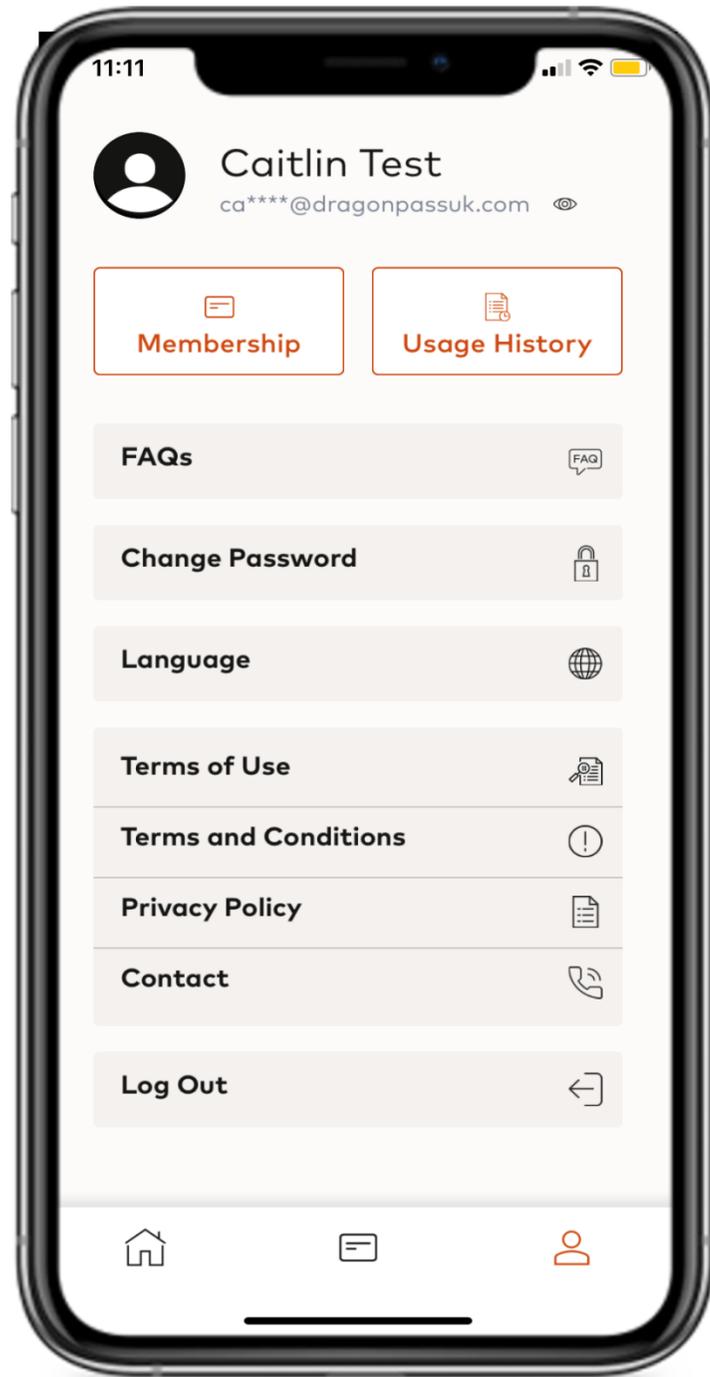
Log Out

Account page.

Log out

Log in page

Mastercard Travel Pass