

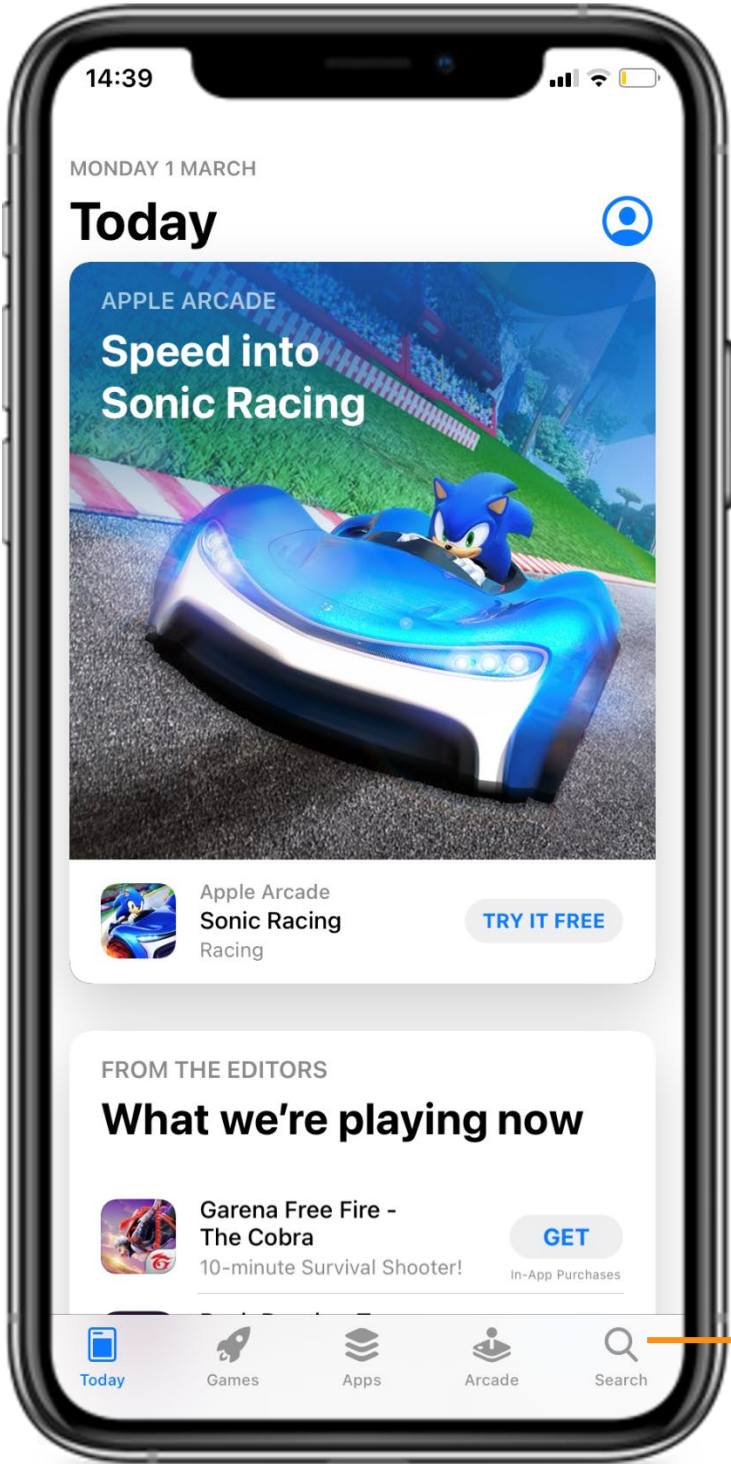
MASTERCARD TRAVEL PASS

May 2023

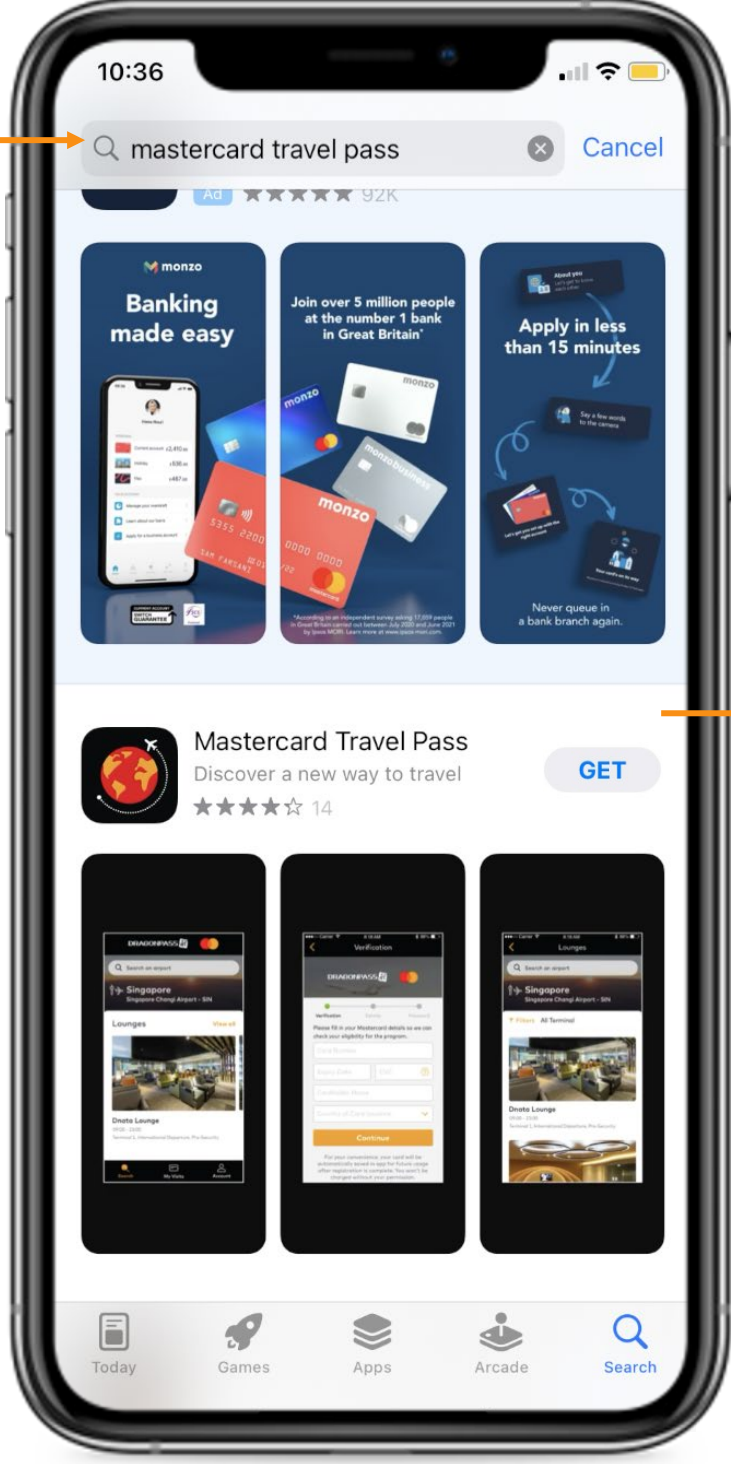
Customer Journey
(App – Registration & Other Functionalities)



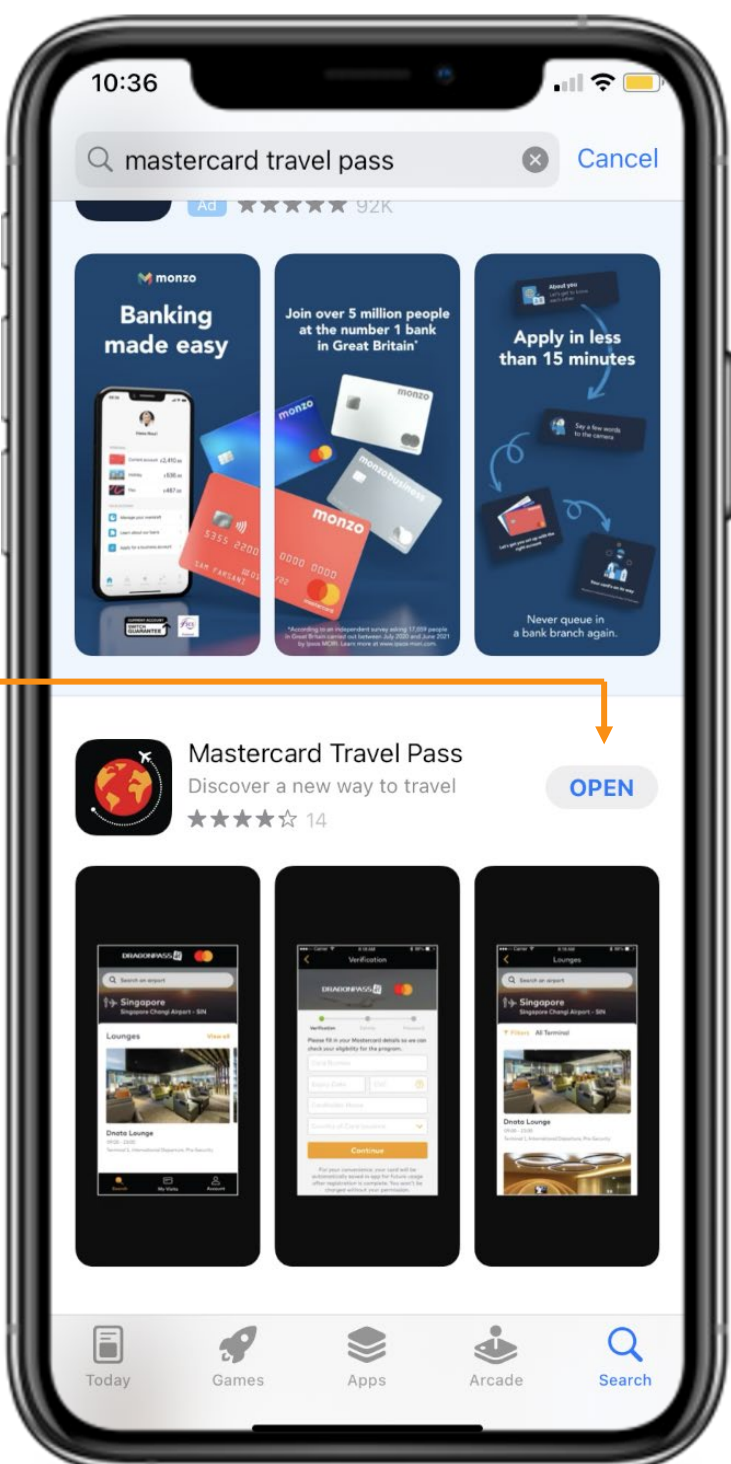
Downloading Mastercard Travel Pass App on iOS



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.



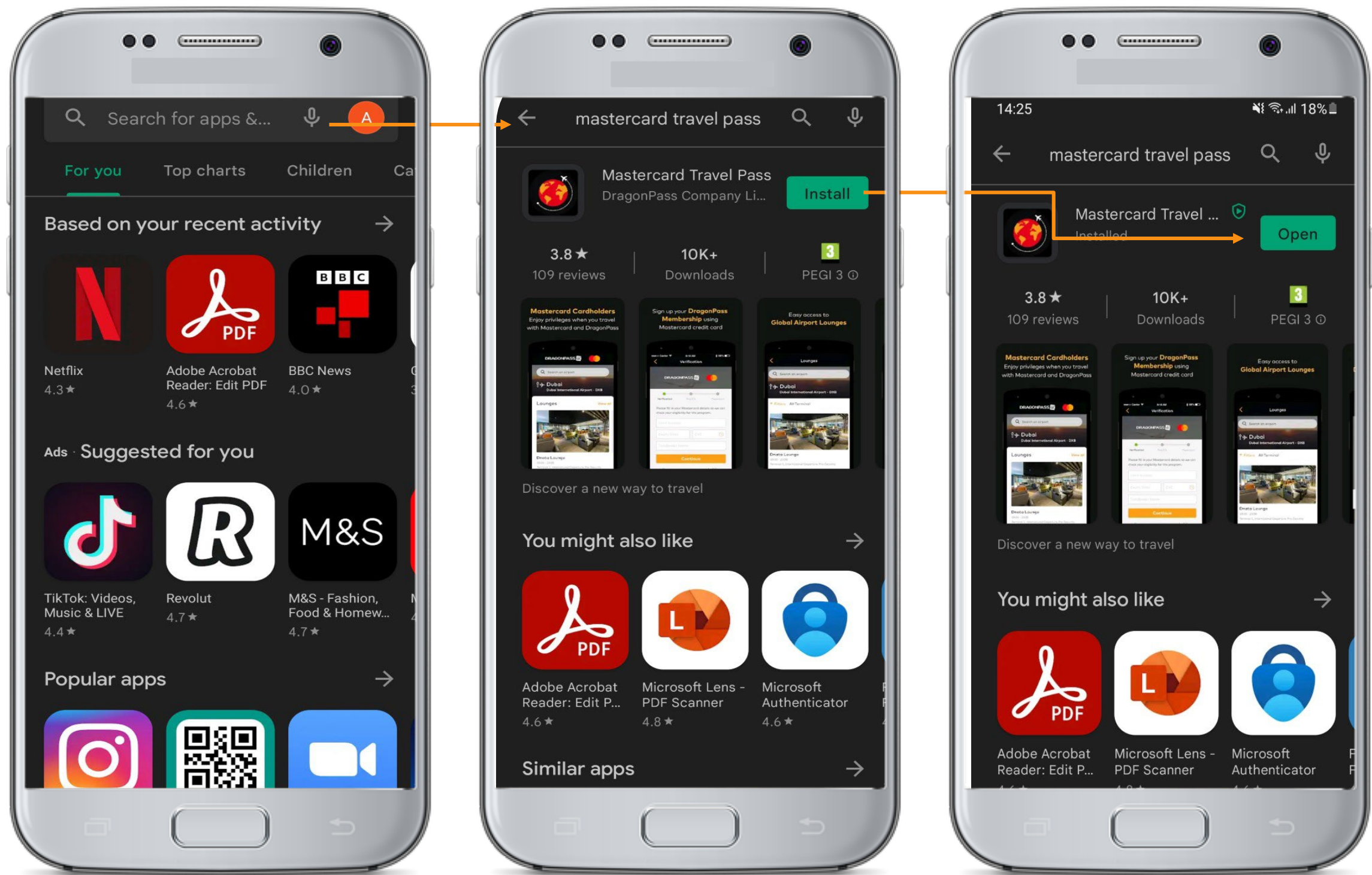
Once the app has been downloaded, the app can be opened straight away by clicking the 'open' button.



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.

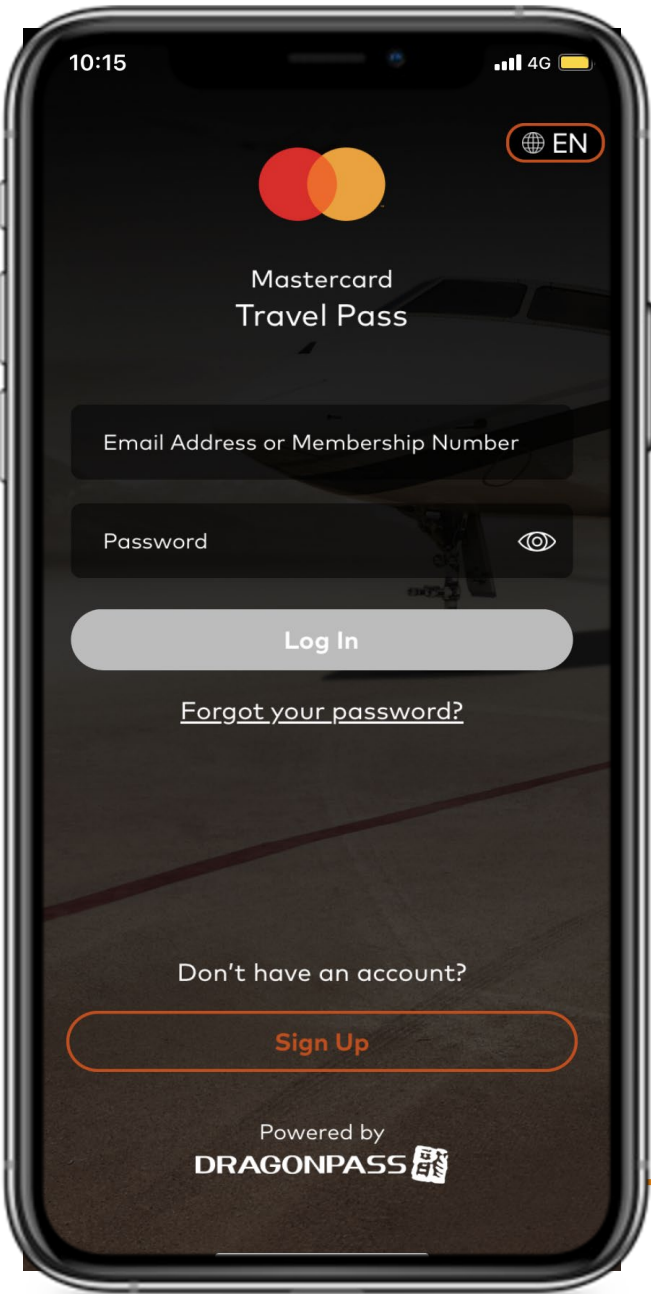


Mastercard Travel Pass

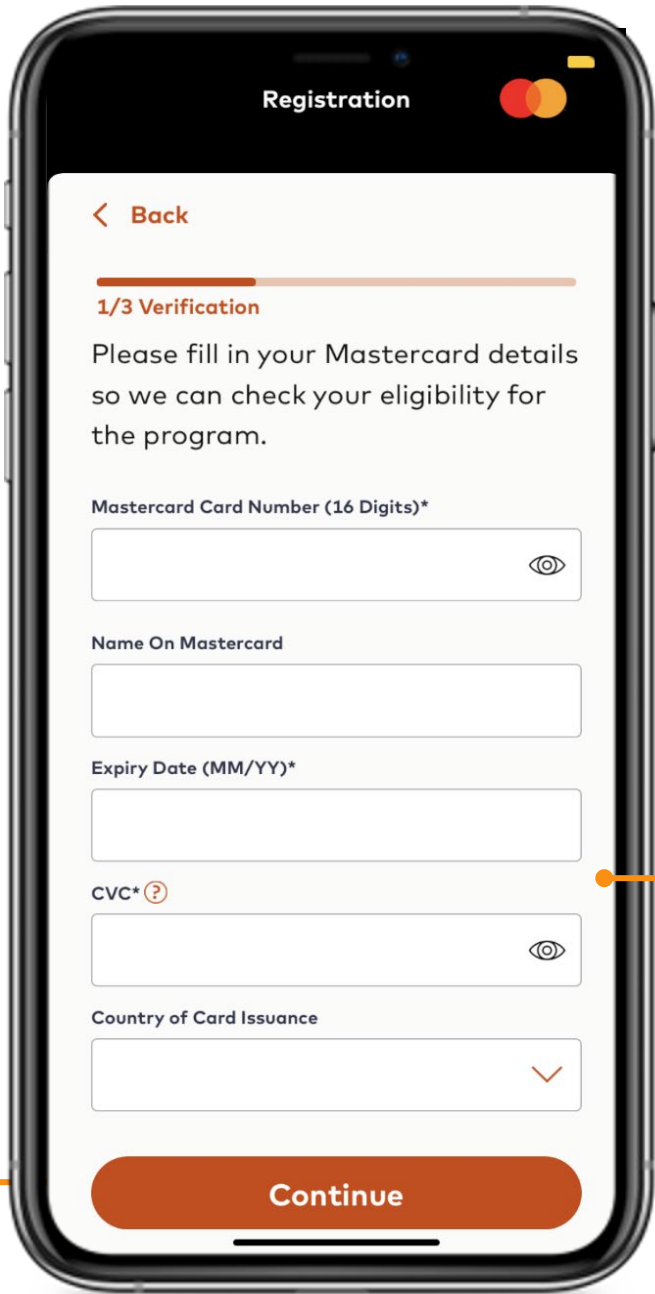


Sign Up Journey

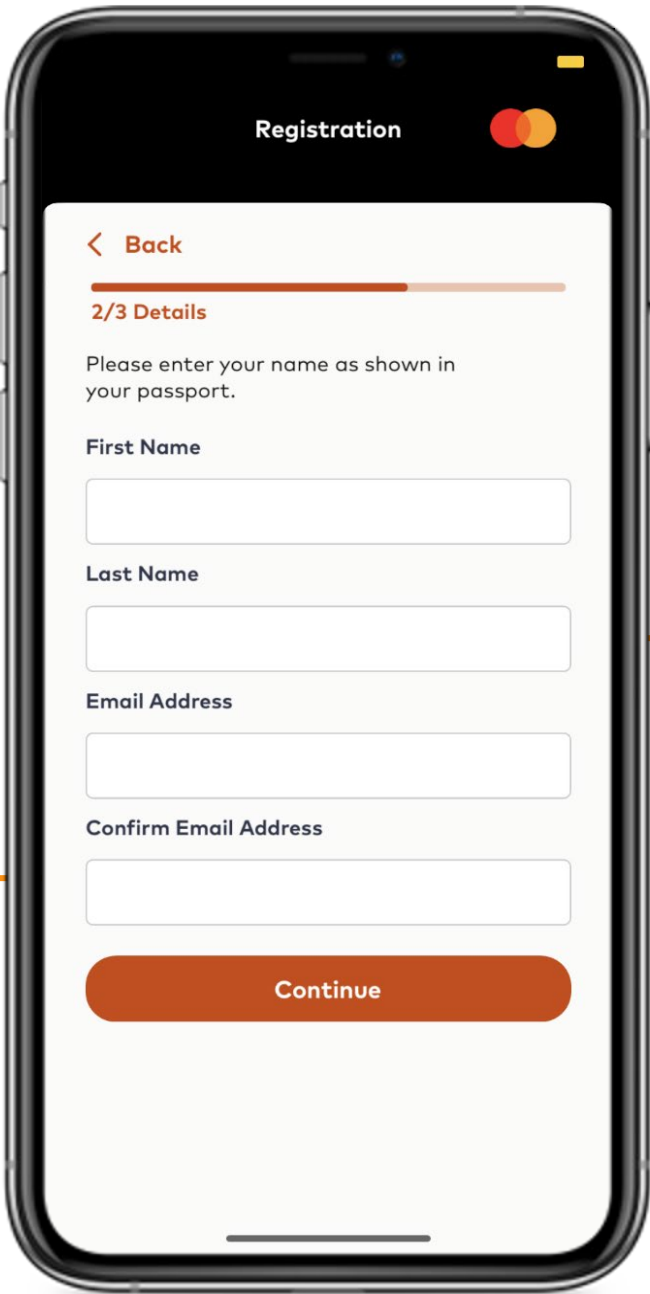
The registration journey will allow DragonPass to conduct an authorization check for card validation and determine program eligibility and entitlement. Personal details will be saved excluding the card PAN. On completion of registration, the customer will be presented with their membership details including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



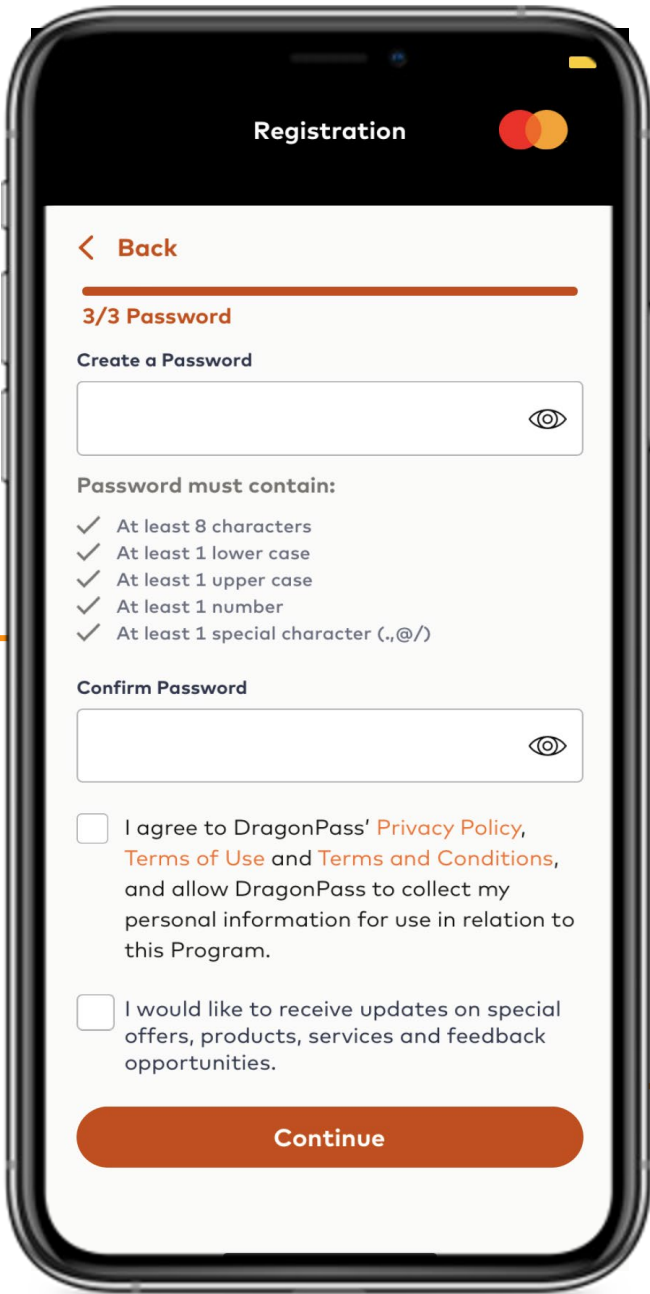
Click Sign Up



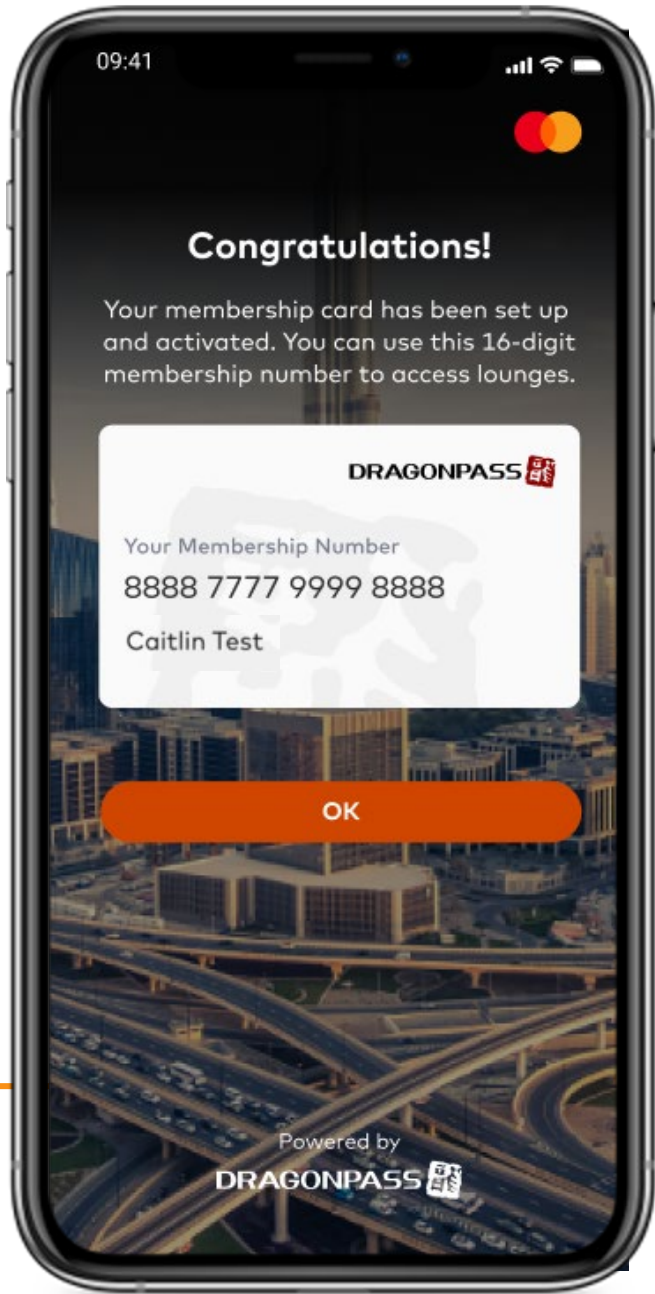
Enter Card Number, Exp Date and CVC and country of card issuance. A \$0 authorisation check is done against the customers card and the next step will only take place once the issuer approves the \$0 authorization.



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.



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Sign Up – Error Message

09:41

Registration

< Back

1/3 Verification

Please fill in your Mastercard details so we can check your eligibility for the program.

Mastercard Card Number (16 Digits)*

Please enter the full 16 digits of your Mastercard card number.

Name On Mastercard

Expiry Date (MM/YY)*

CVC* ?

Country of Card Issuance

Continue

For your convenience, your card will be automatically saved in app for future usage after registration is complete. You won't be charged without your permission.

If wrong card details are entered which are not eligible.

09:41

Registration

< Back

1/3 Verification

Please fill in your Mastercard details so we can check your eligibility for the program.

Mastercard Card Number (16 Digits)*

This field is required.

Name On Mastercard

This field is required.

Expiry Date (MM/YY)*

This field is required.

CVC* ?

This field is required.

Country of Card Issuance

This field is required.

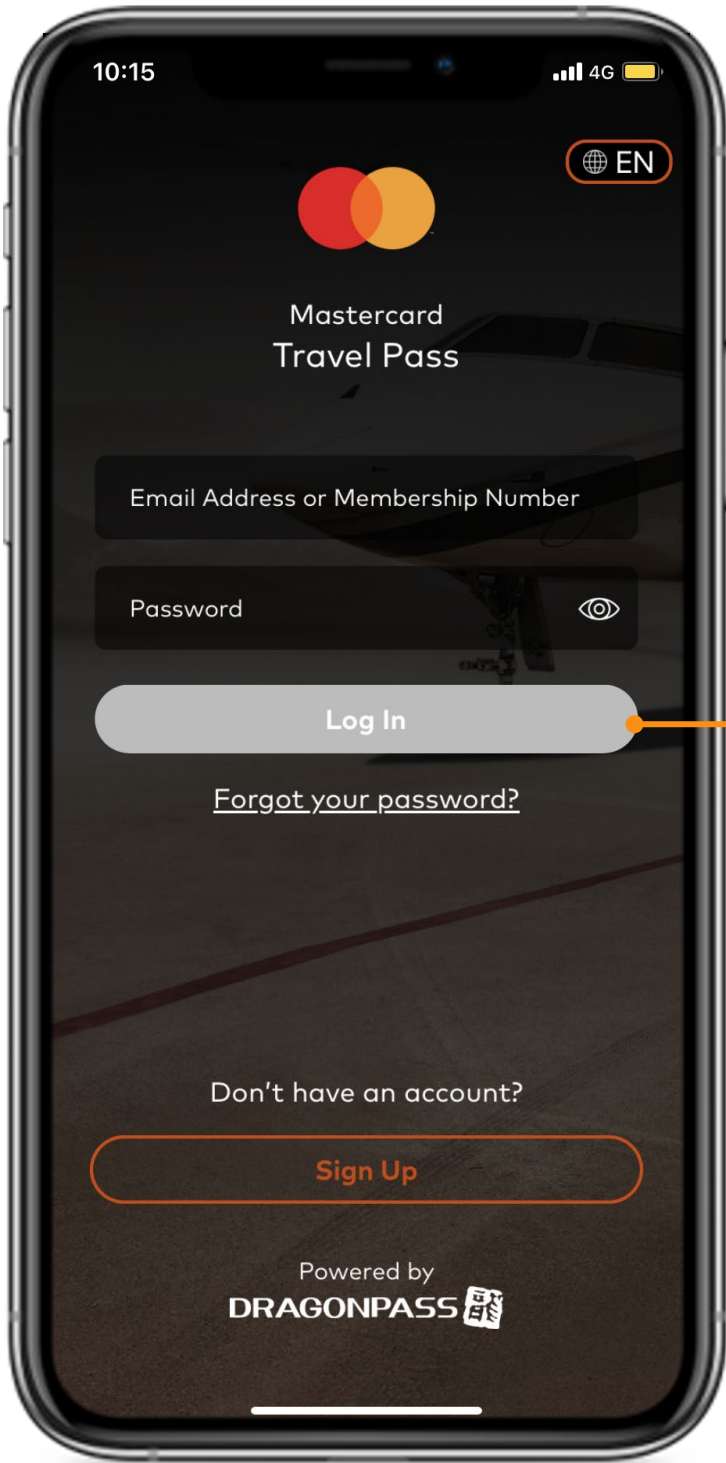
Continue

For your convenience, your card will be automatically saved in app for future usage after registration is complete. You won't be charged without your permission.

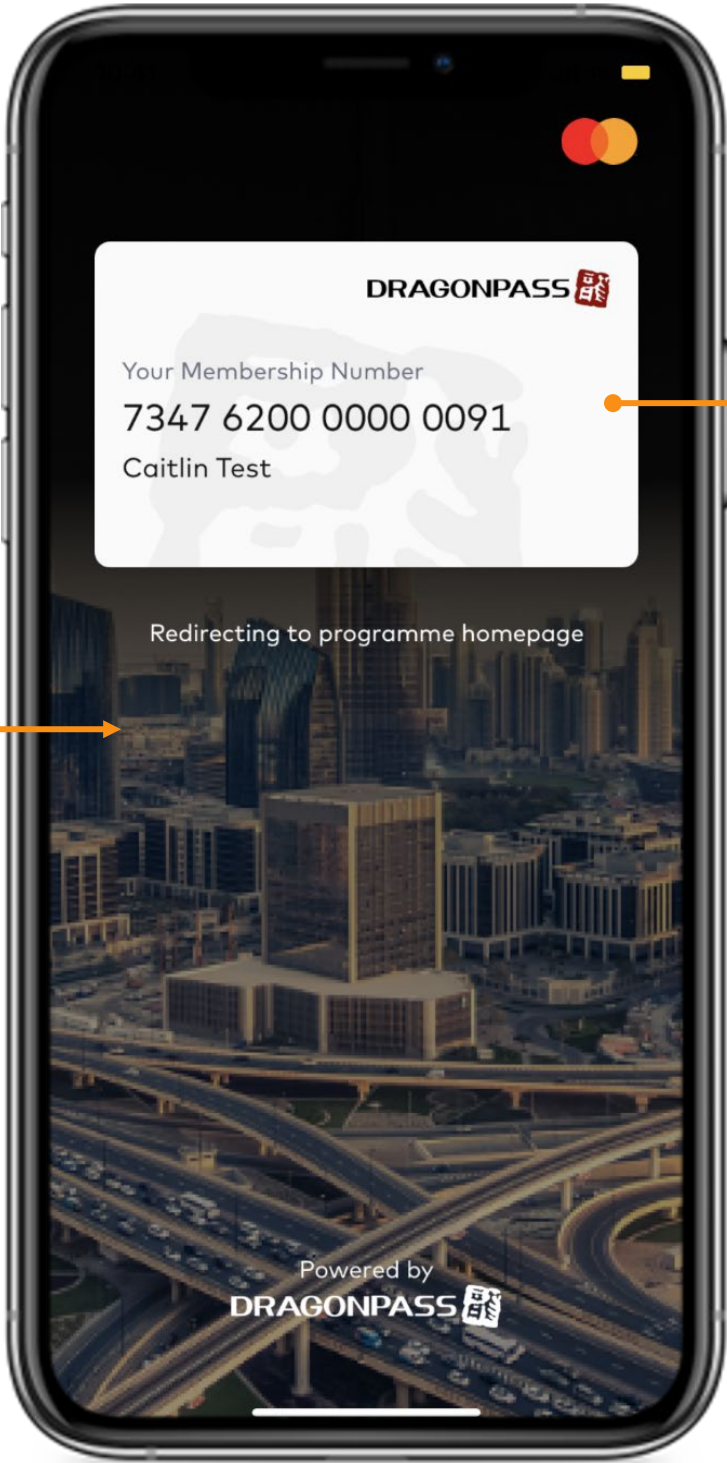
Error messages show if fields have not been filled in correctly.



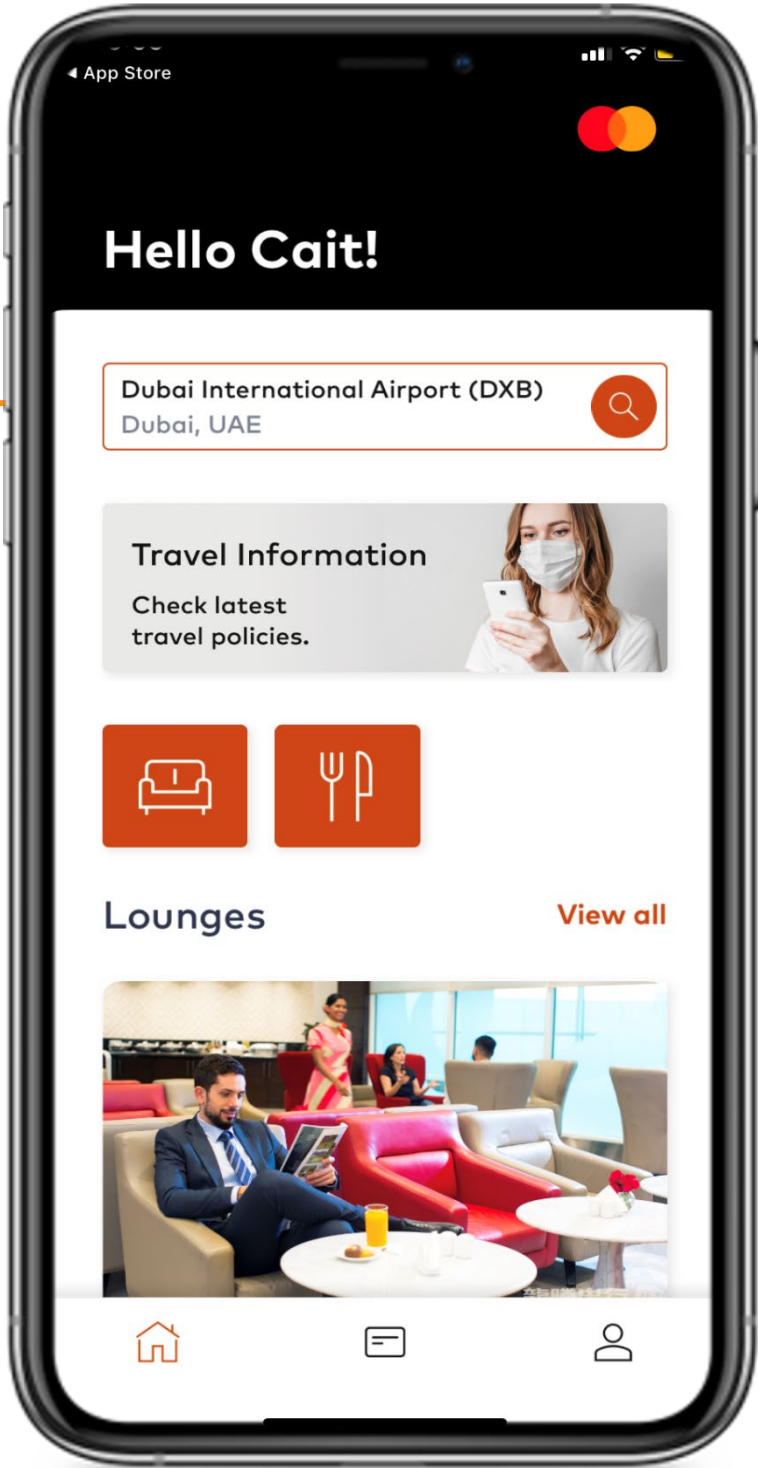
Log In Journey



Enter Email and Password.



Holding page whilst you are being logged in.



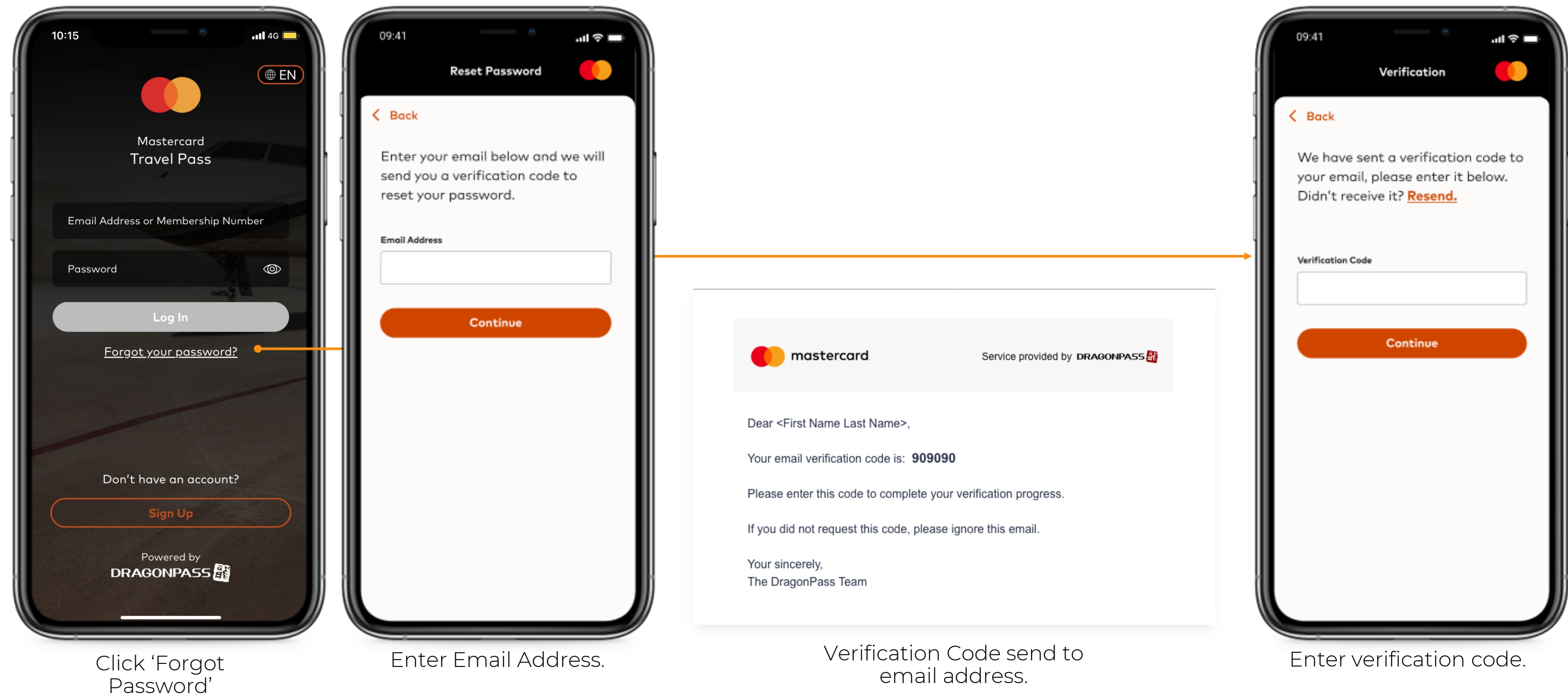
Home Page.



Mastercard Travel Pass



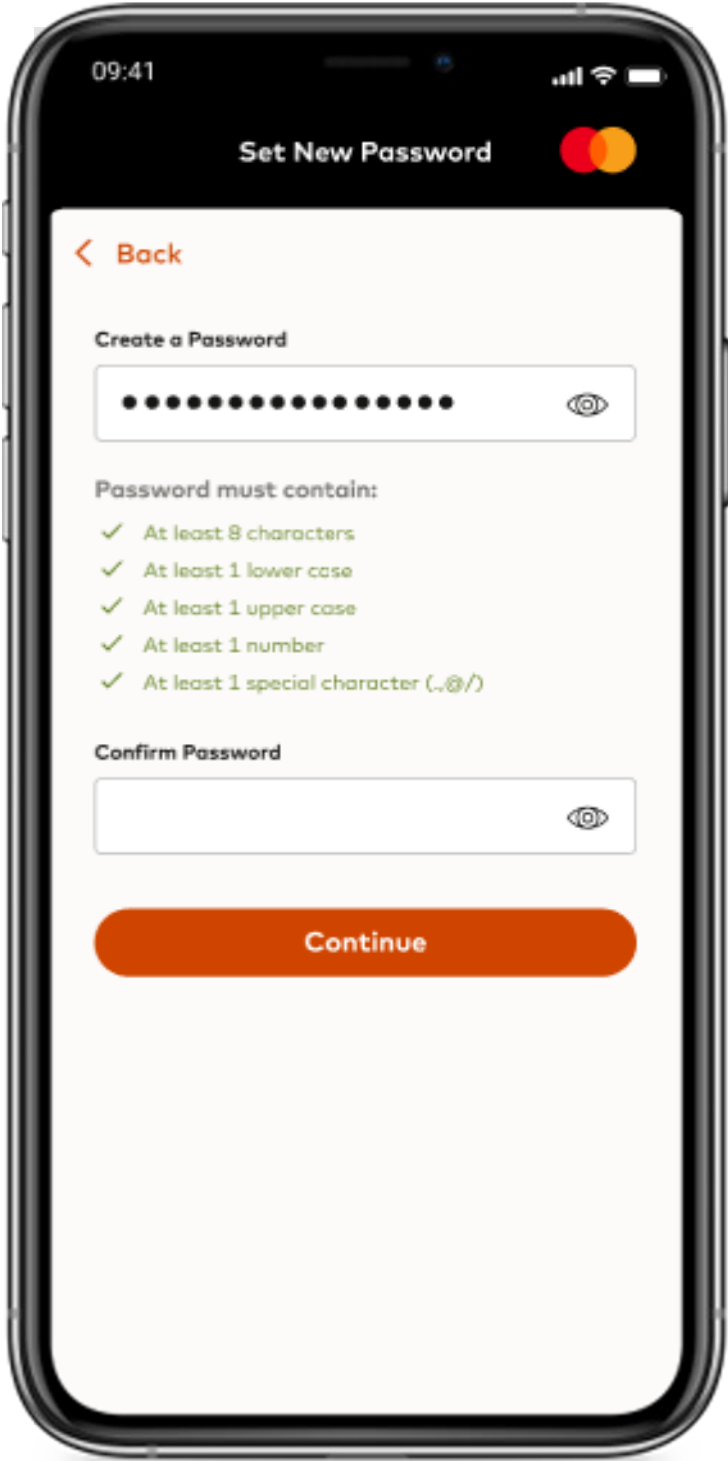
Forgot Password Journey



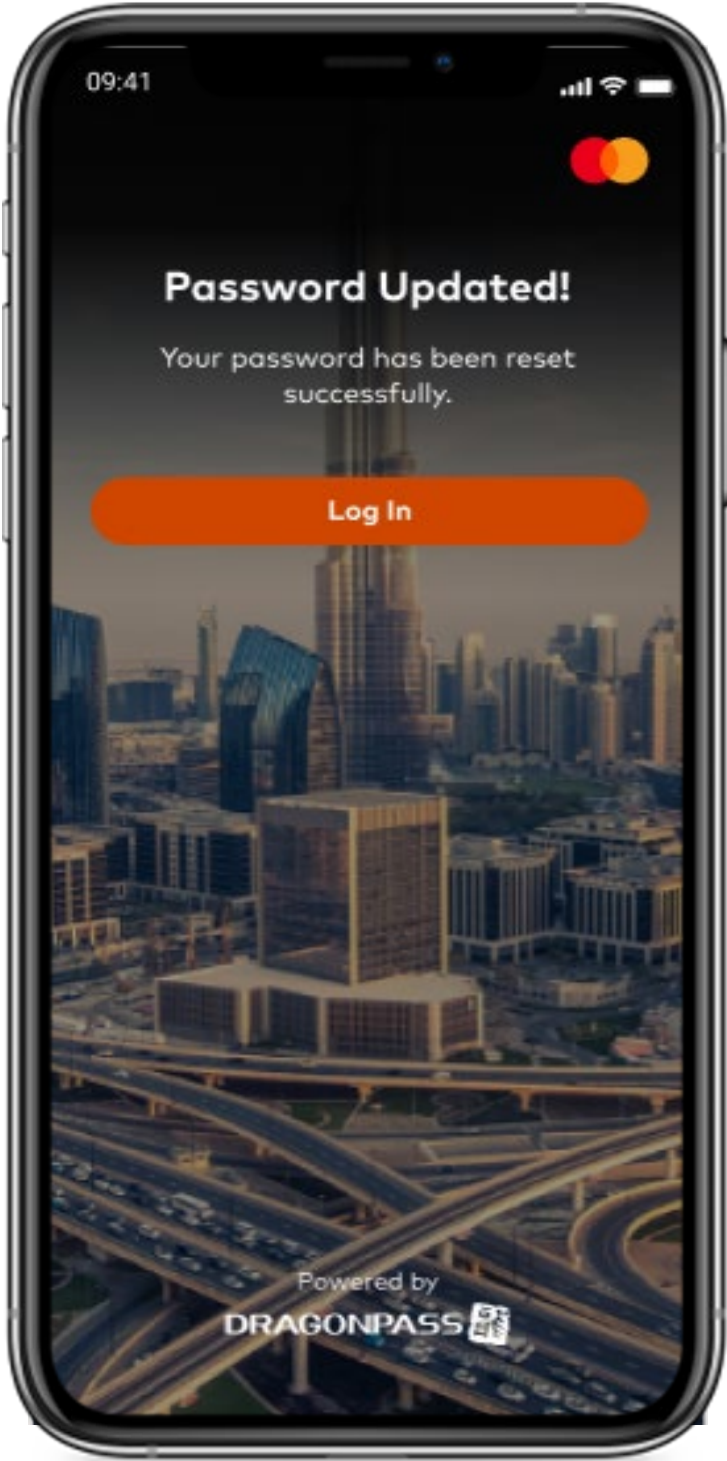
Mastercard Travel Pass



Forgot Password Journey



Enter new password.



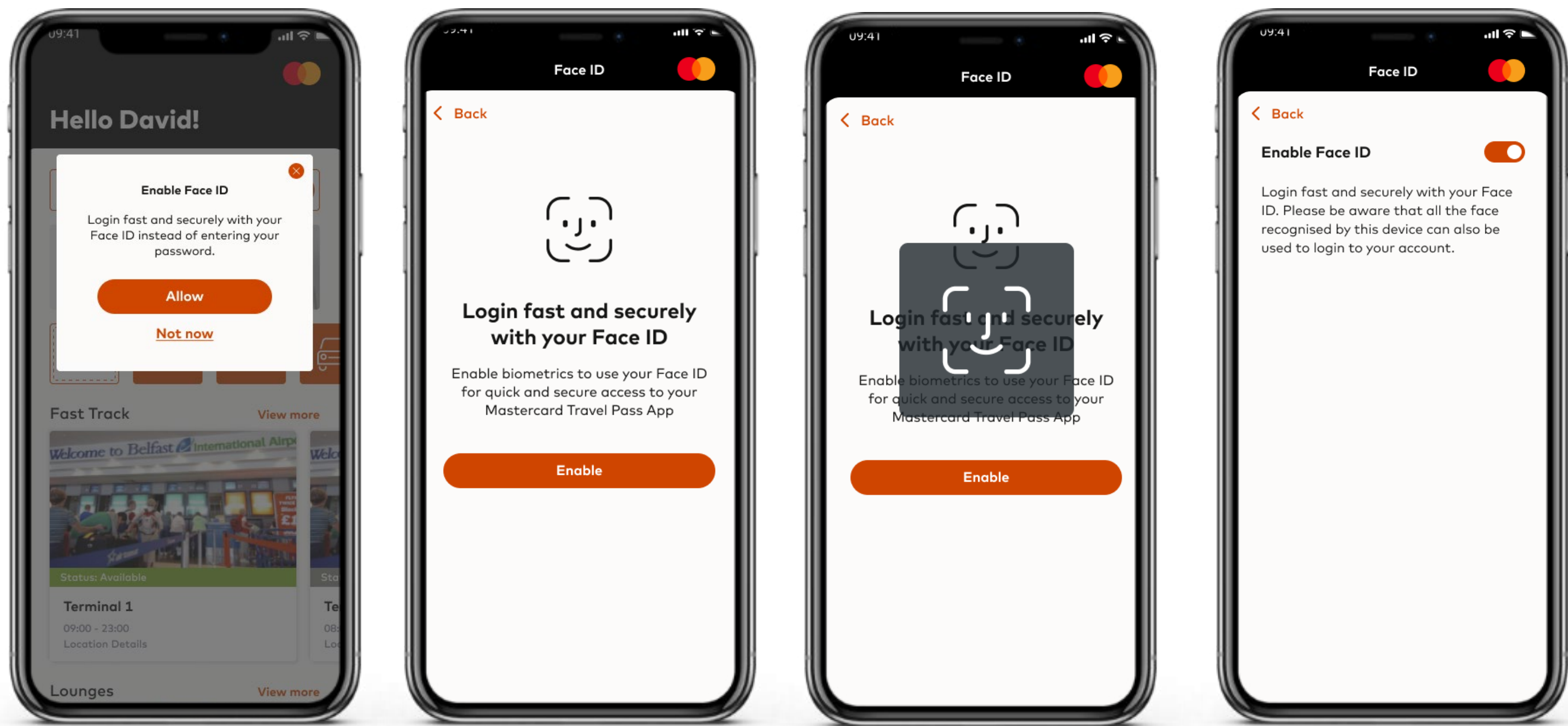
New password set.



Mastercard Travel Pass



Biometrics – Face ID



Once a cardholder is registered, the app will suggest setting up and enabling biometrics.

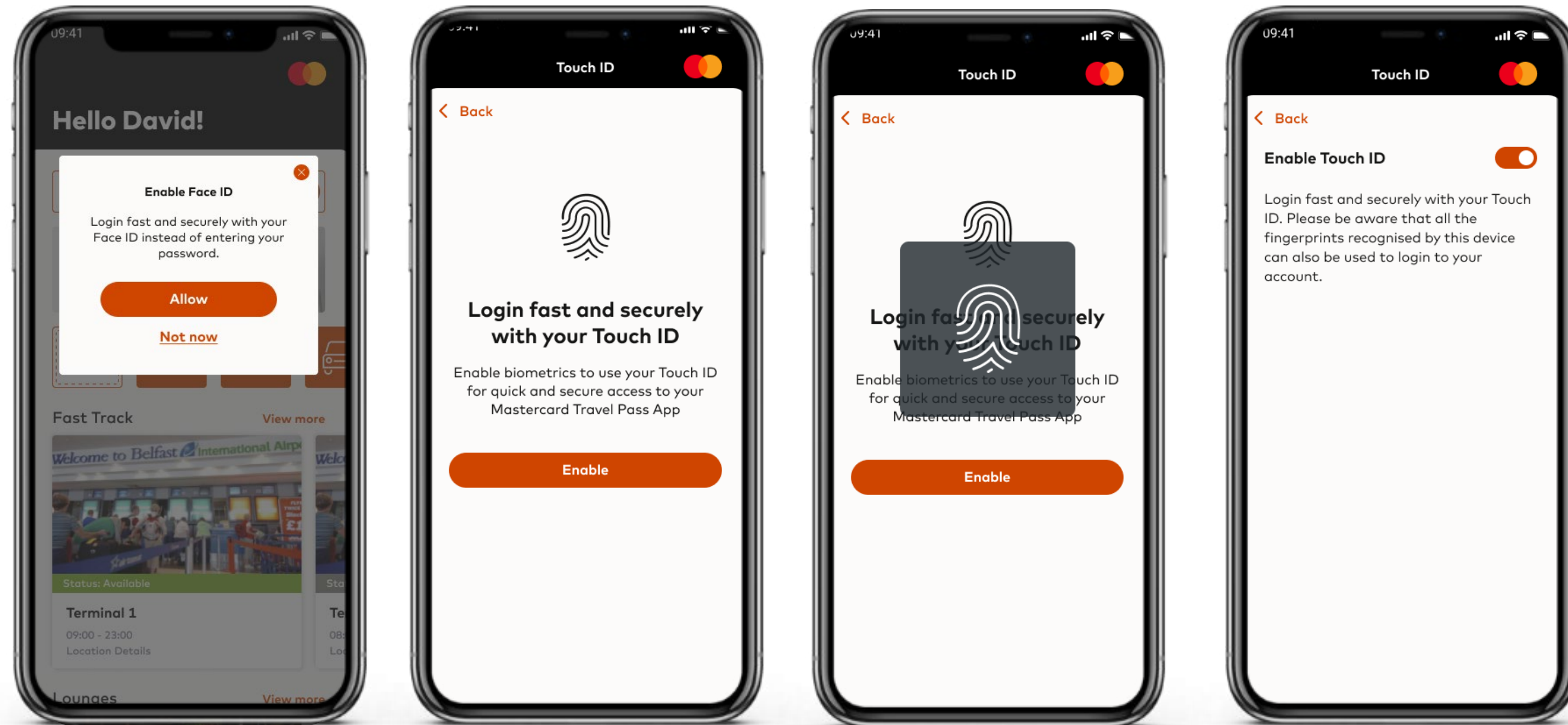
Cardholder will have this option to enable biometrics for future log in.

App will capture the CH facial details.

Biometrics will be enabled and can be disabled via the accounts page in the app.

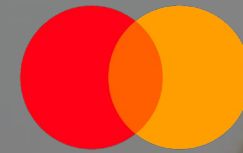


Biometrics – Touch ID



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.



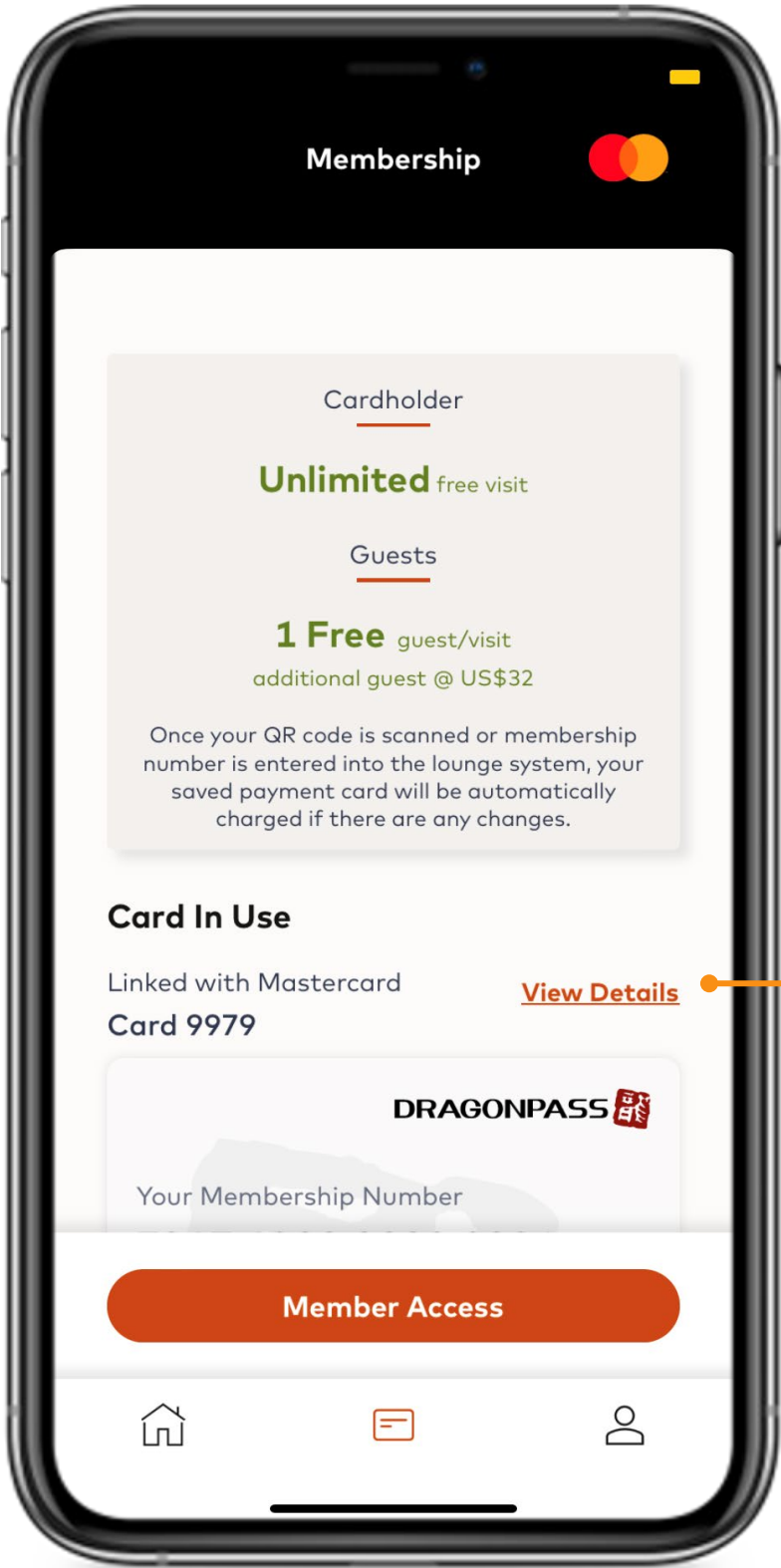


MASTERCARD TRAVEL PASS

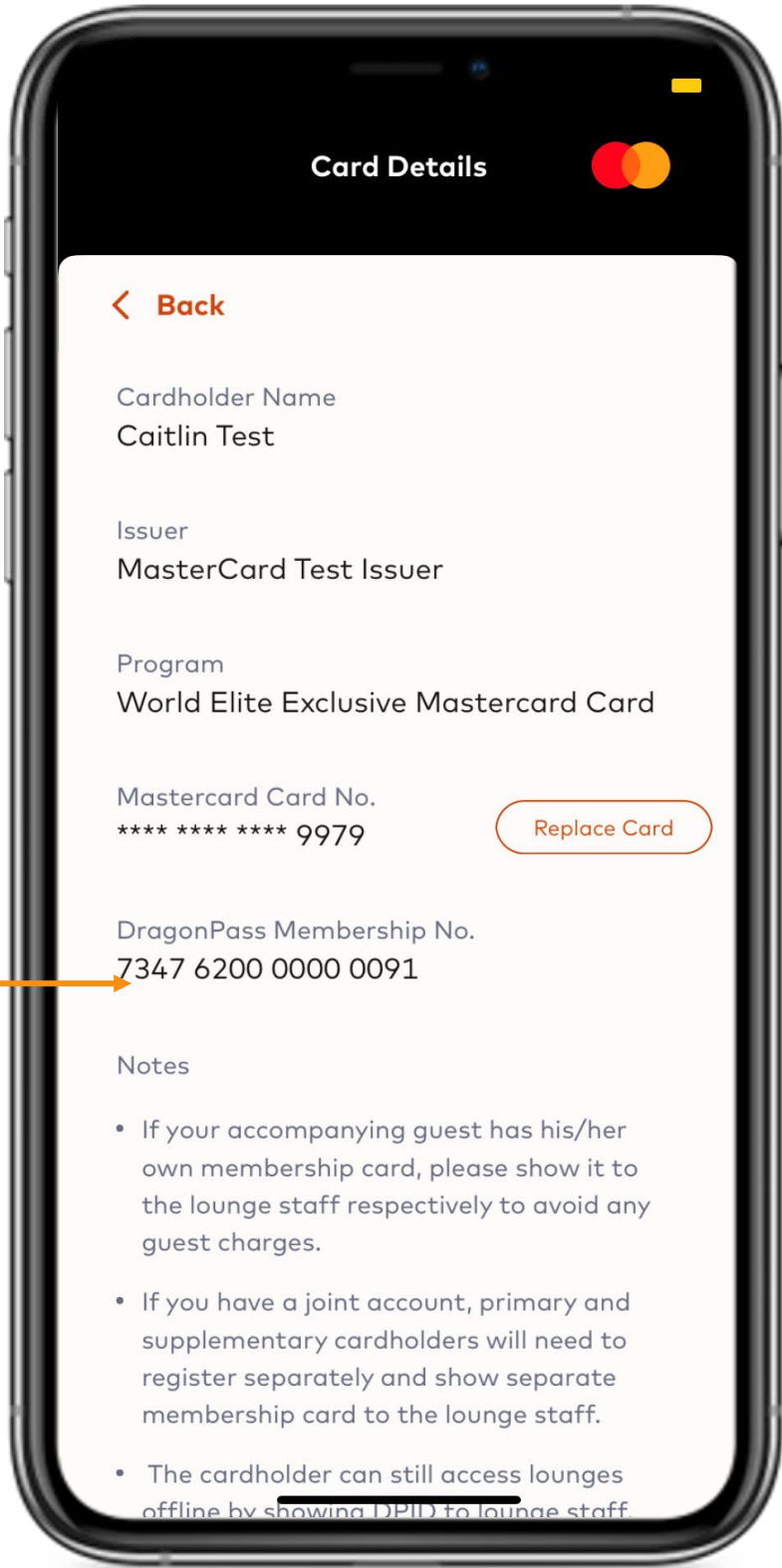
OTHER FUNCTIONALITIES



Card Details



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



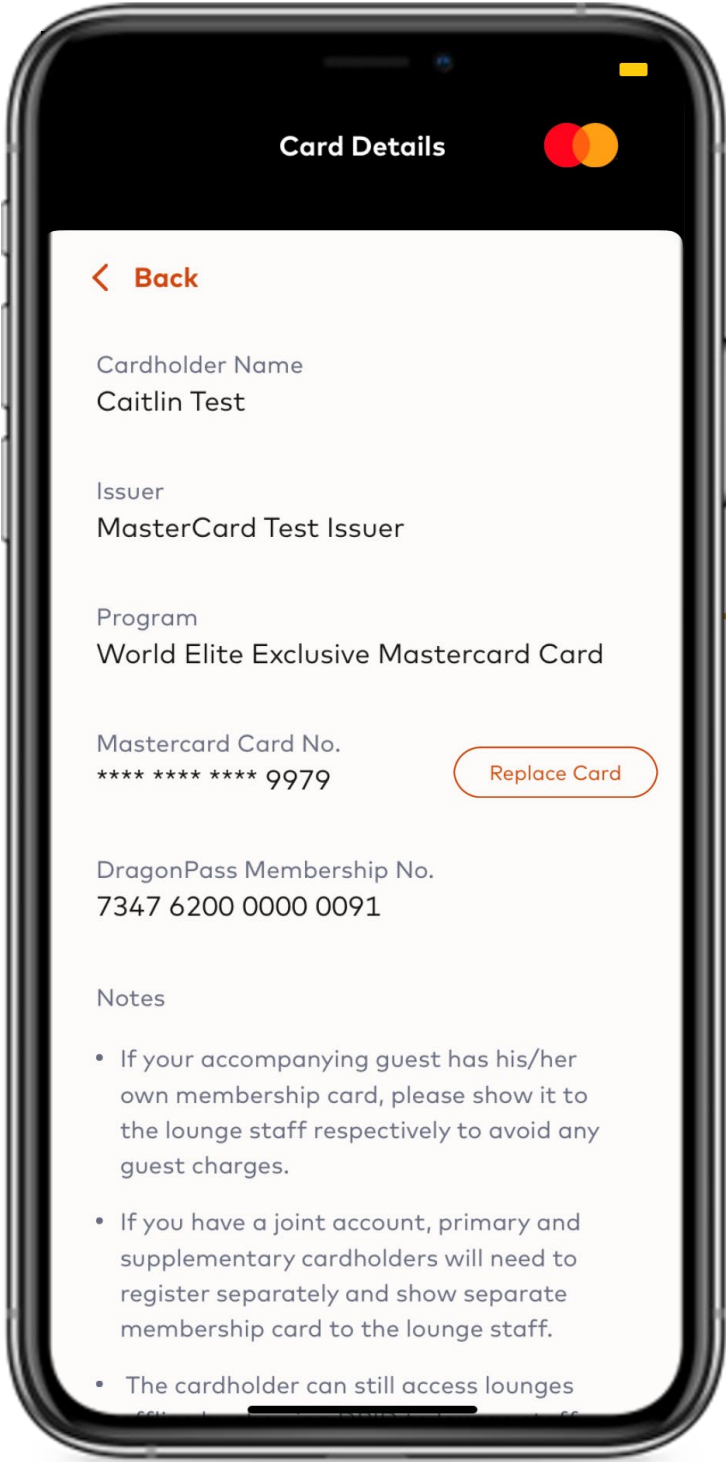
'View Details' to see the specifics of your DragonPass membership.



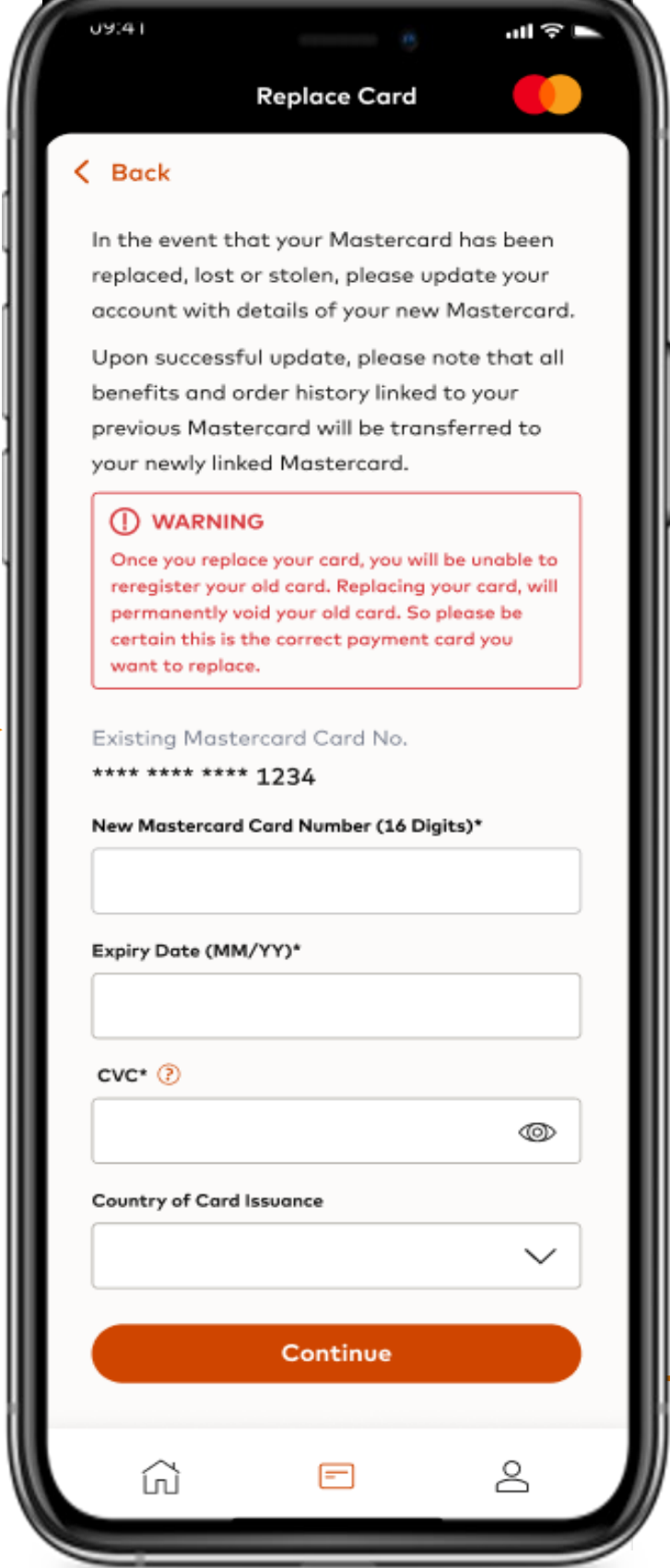
Mastercard Travel Pass



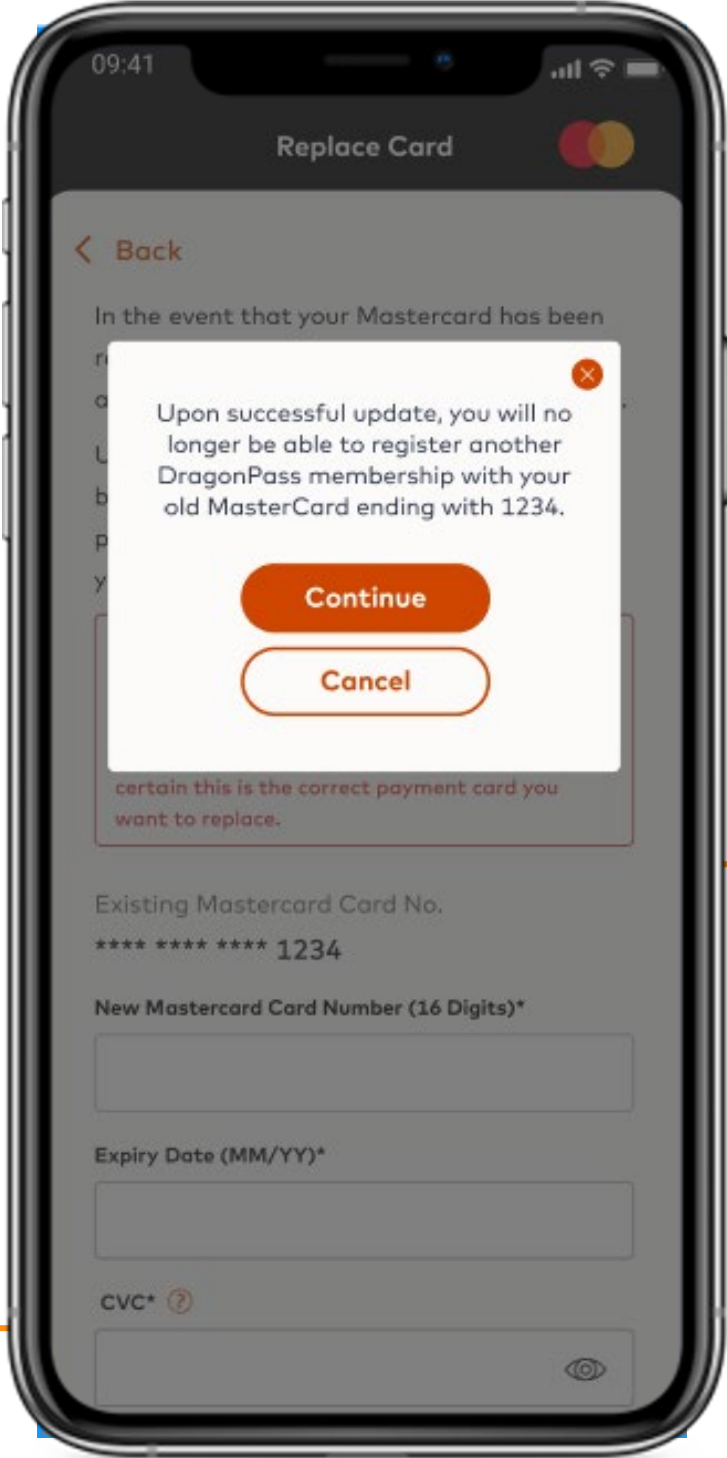
Replace Card



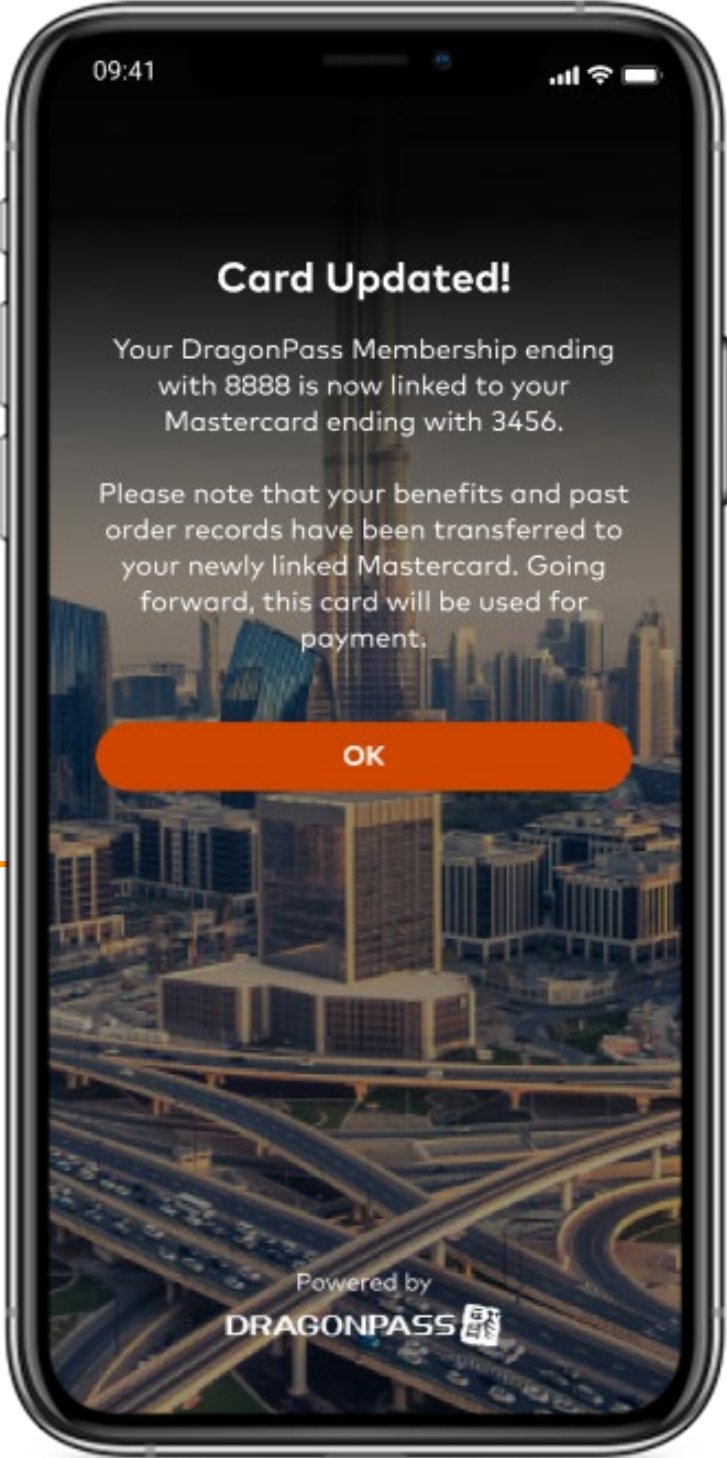
Card details.



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



Consent to delete old card.



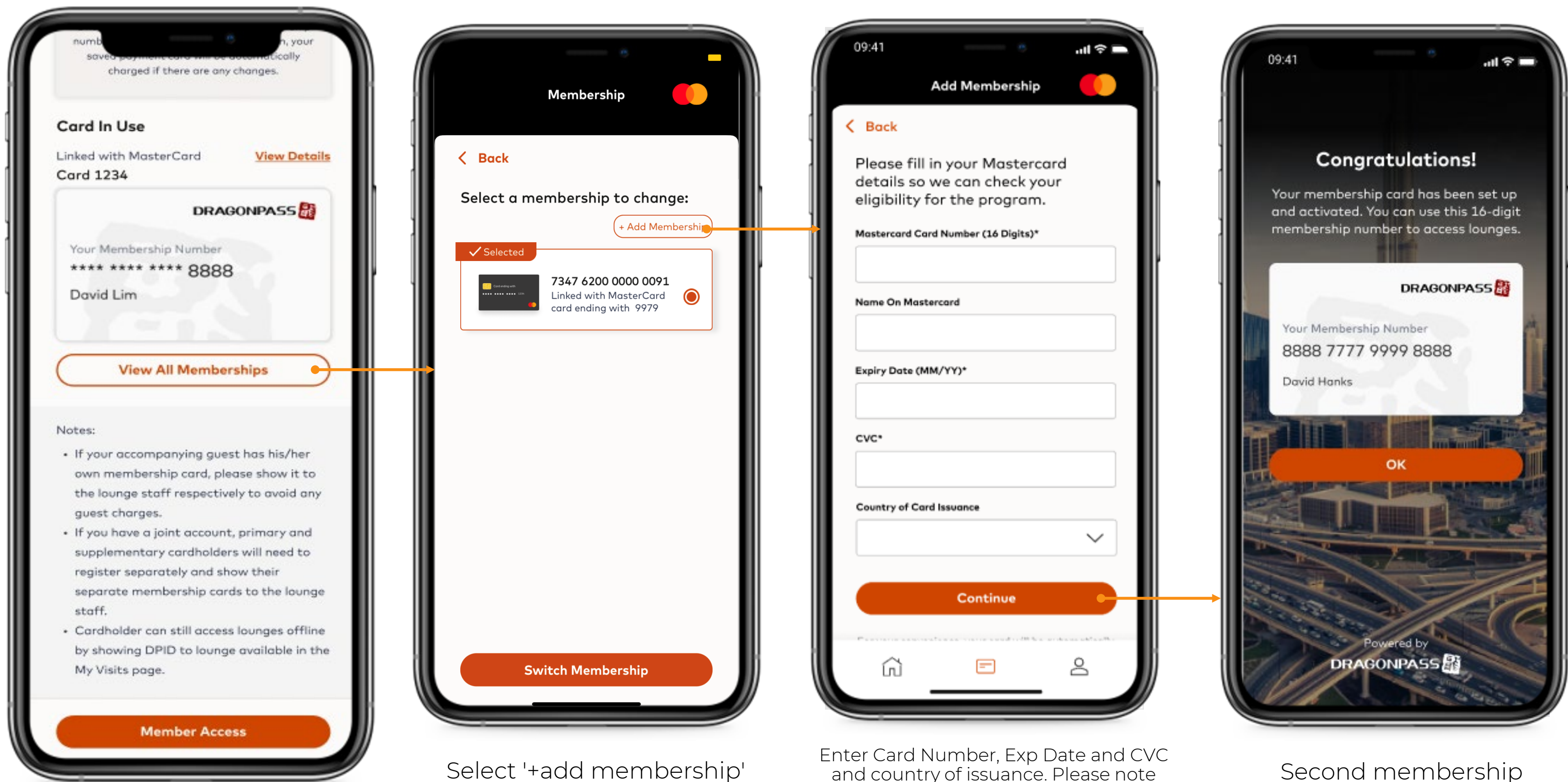
Card replaced.



Mastercard Travel Pass



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.

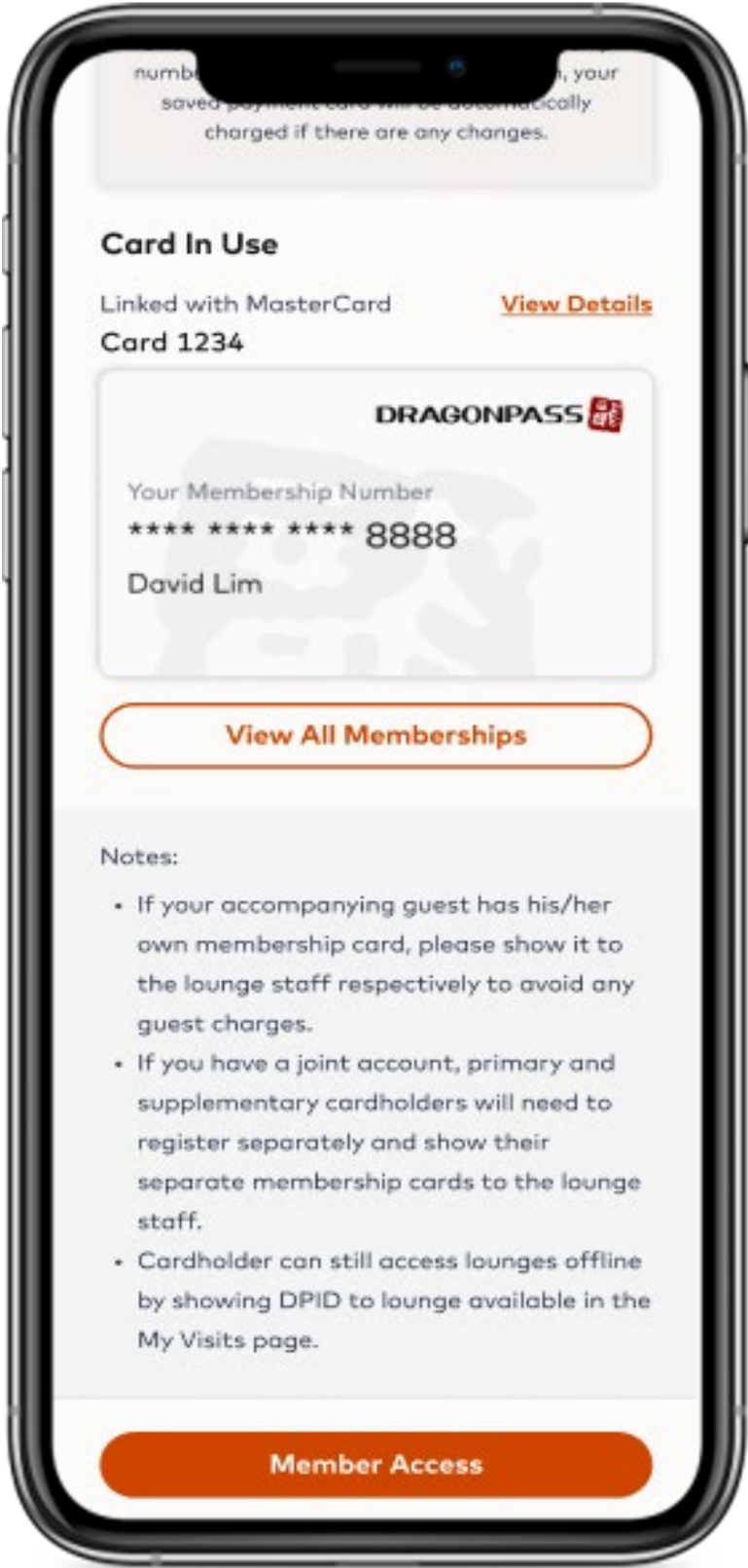
Second membership created.



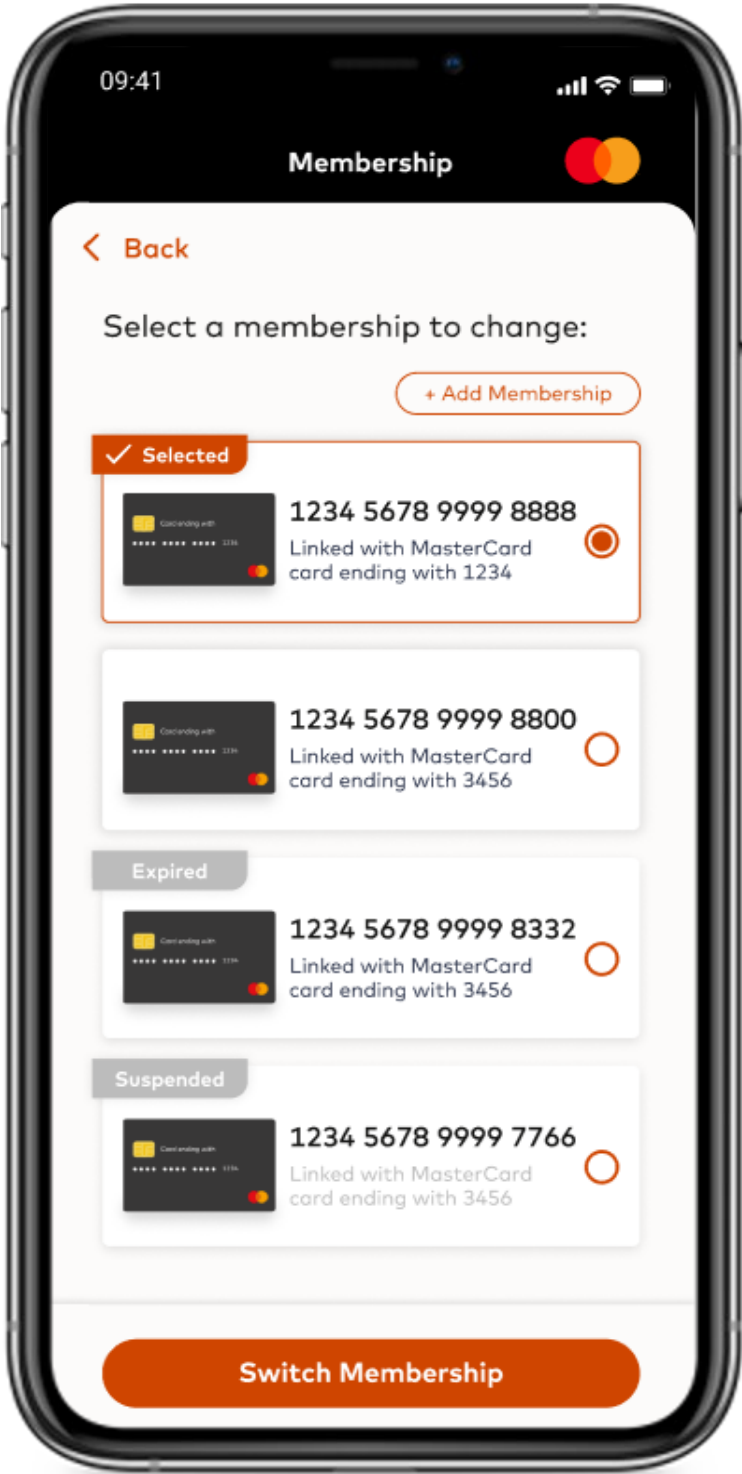
Mastercard Travel Pass



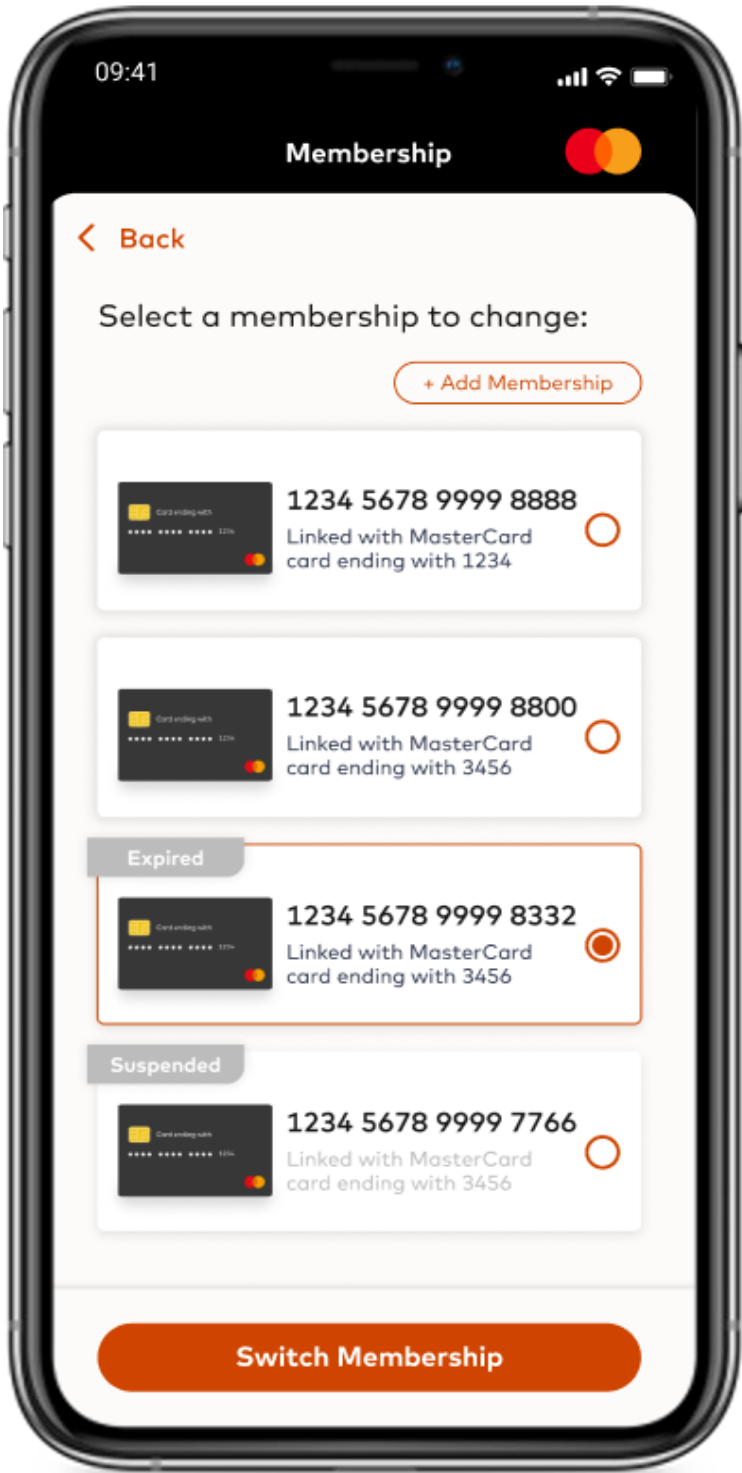
View All Memberships, Change Membership



Click View All Memberships.



Default card will show with a tick
And will say 'selected'



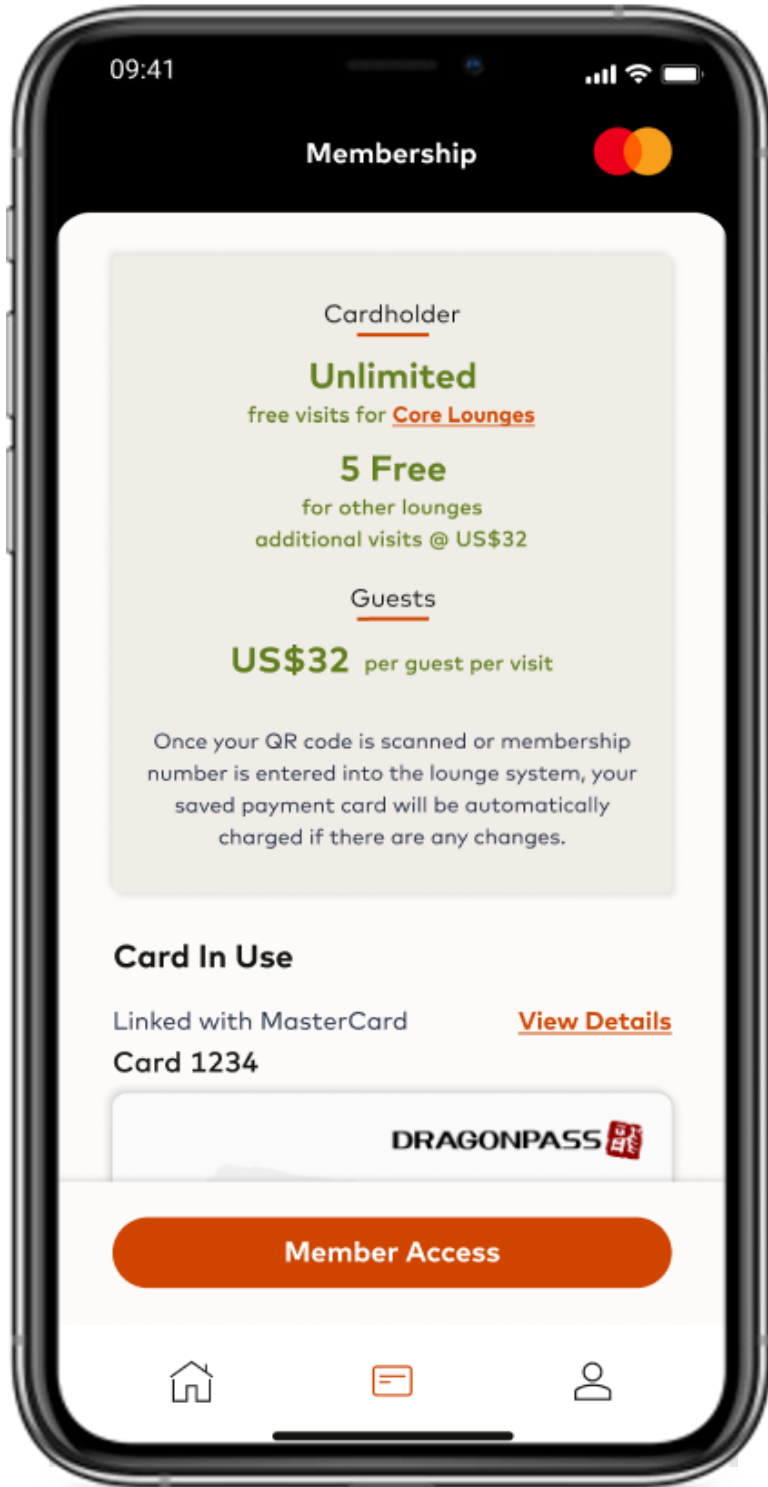
Membership selected the CH
wishes to change to will show
highlighted. Select 'Switch
Membership to change.



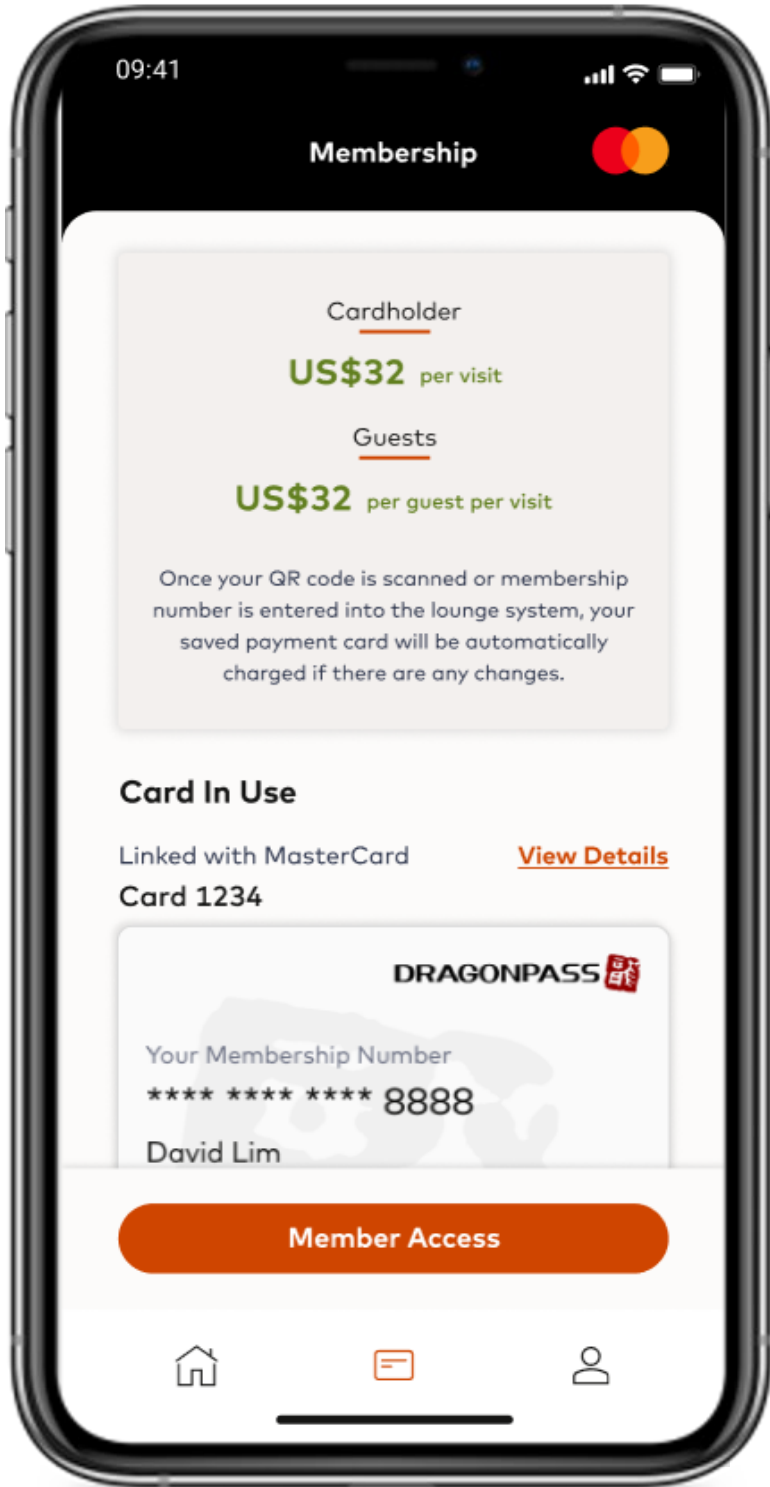
Mastercard Travel Pass



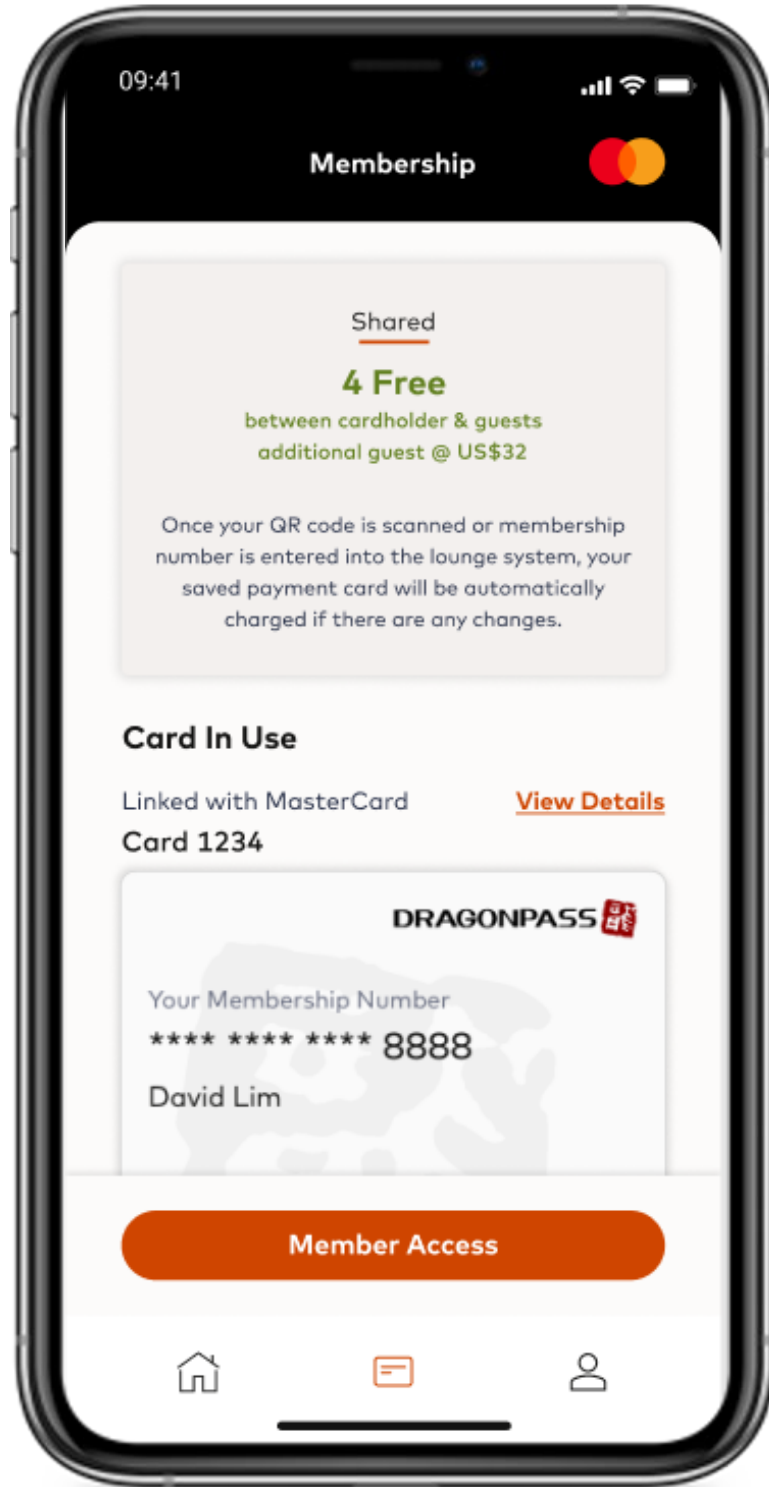
Entitlement variations



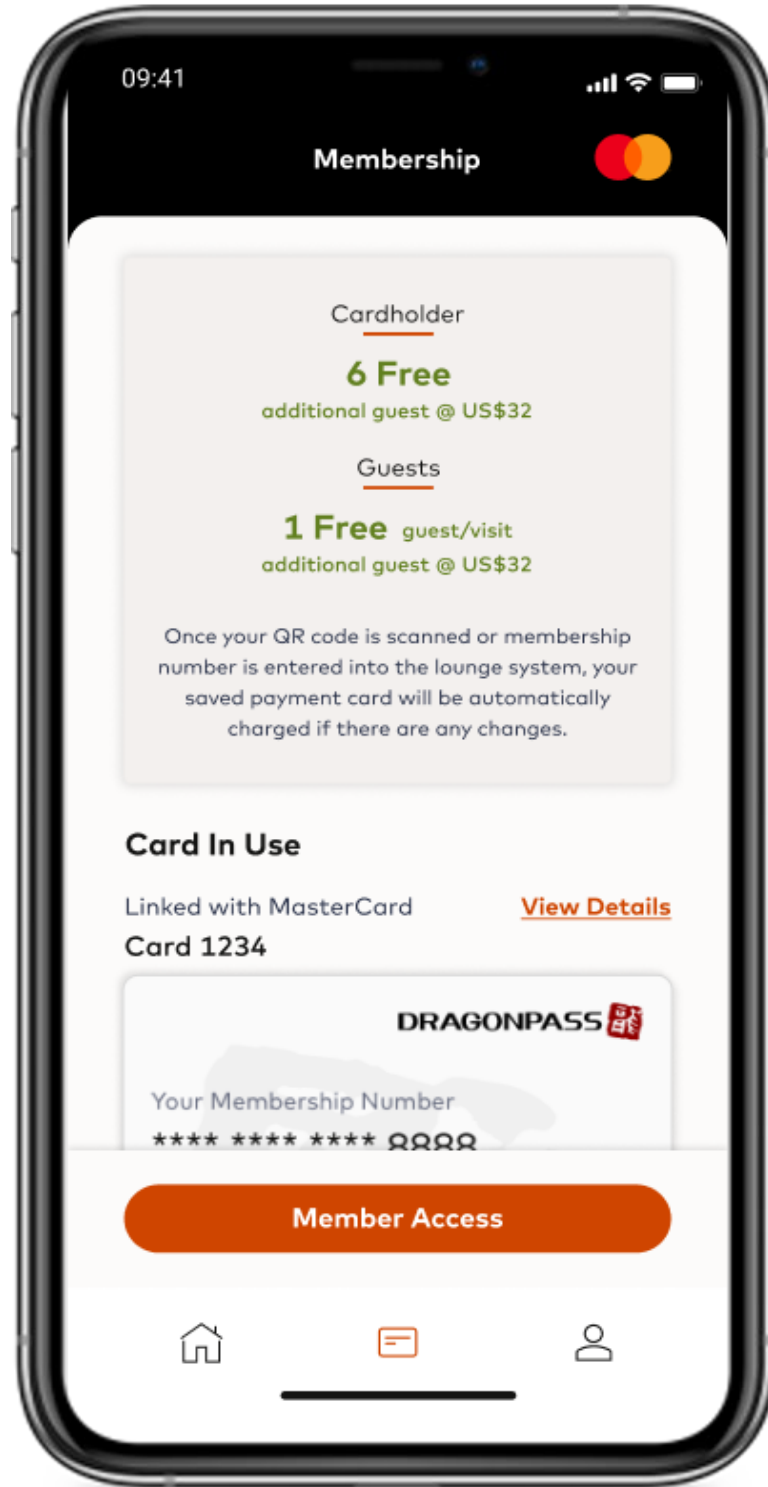
CH gets unlimited visits for core lounges, 5 free visits for other lounges (after the 5 visits are used, they will be charged \$32 per visit) and guests are \$32 per guest per visit.



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.



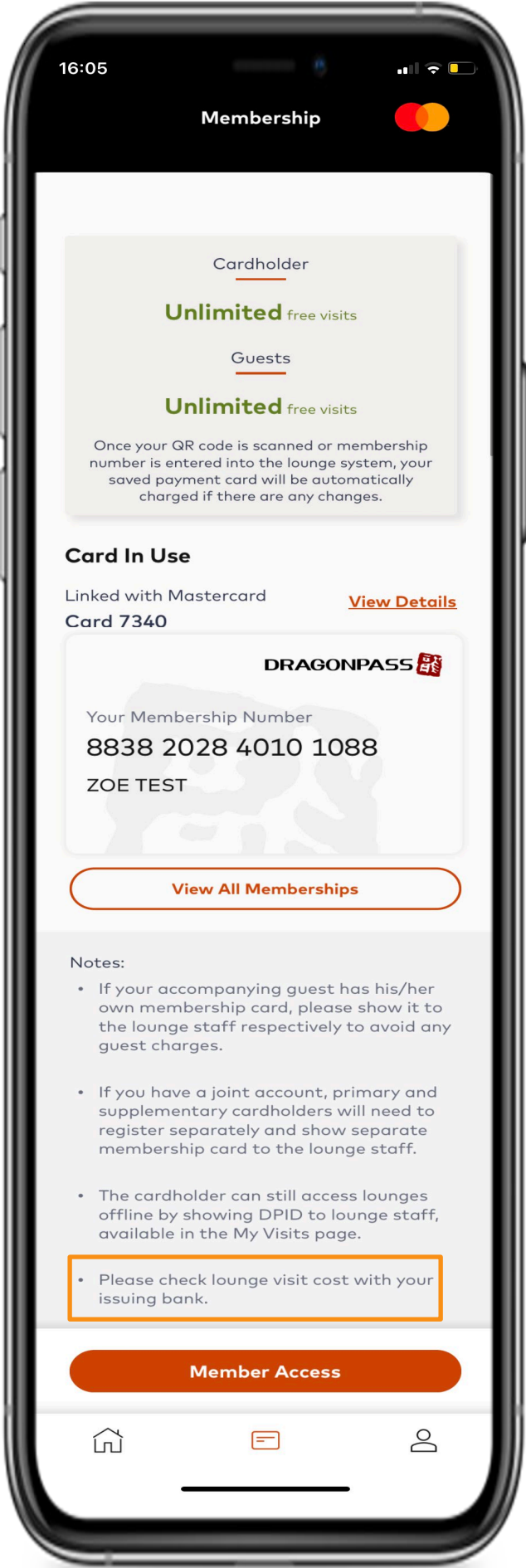
CH is entitled to 6 free visits and can have 1 free guest enter per visit. Any additional guests will be charged \$32 per guest.



Mastercard Travel Pass



Entitlement variations



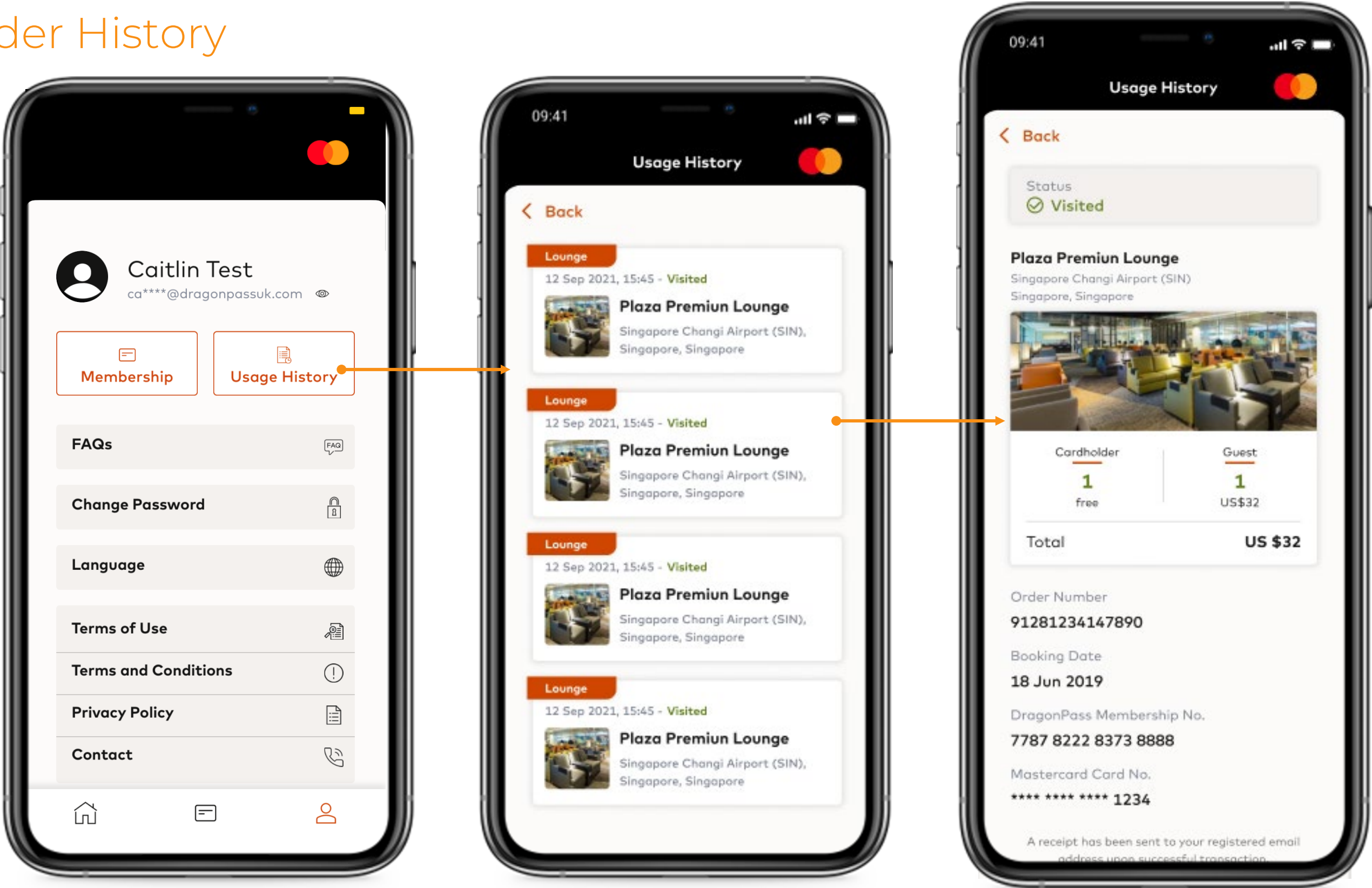
CH gets unlimited visits which are fully funded by the issuer. There is a note in the notes section to inform the CH to contact their issuing bank to check any lounge visit costs.



Mastercard Travel Pass



Profile and Order History



Press Account on navigation bar. Click Order History.

View history of activity.

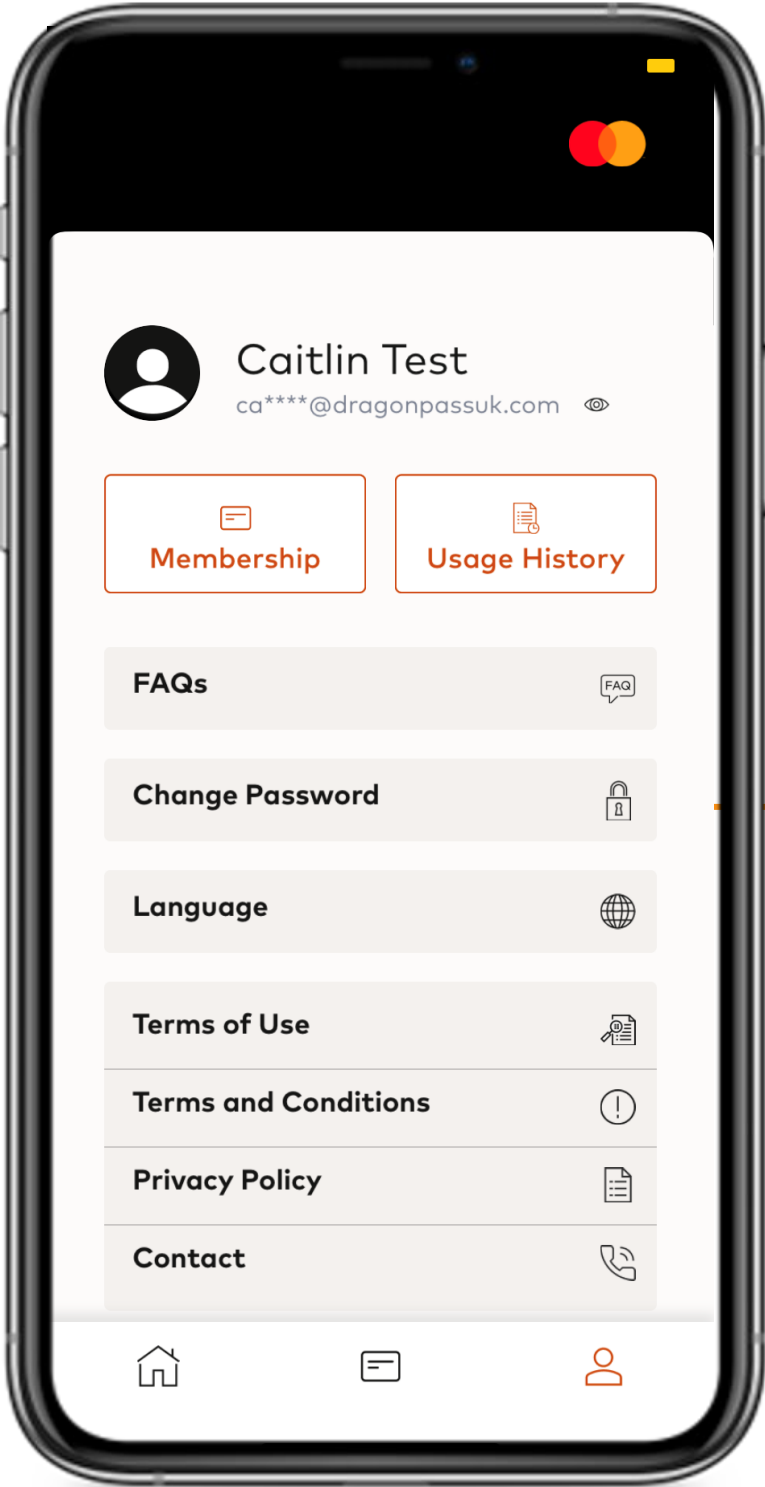
Click onto item to view detail.



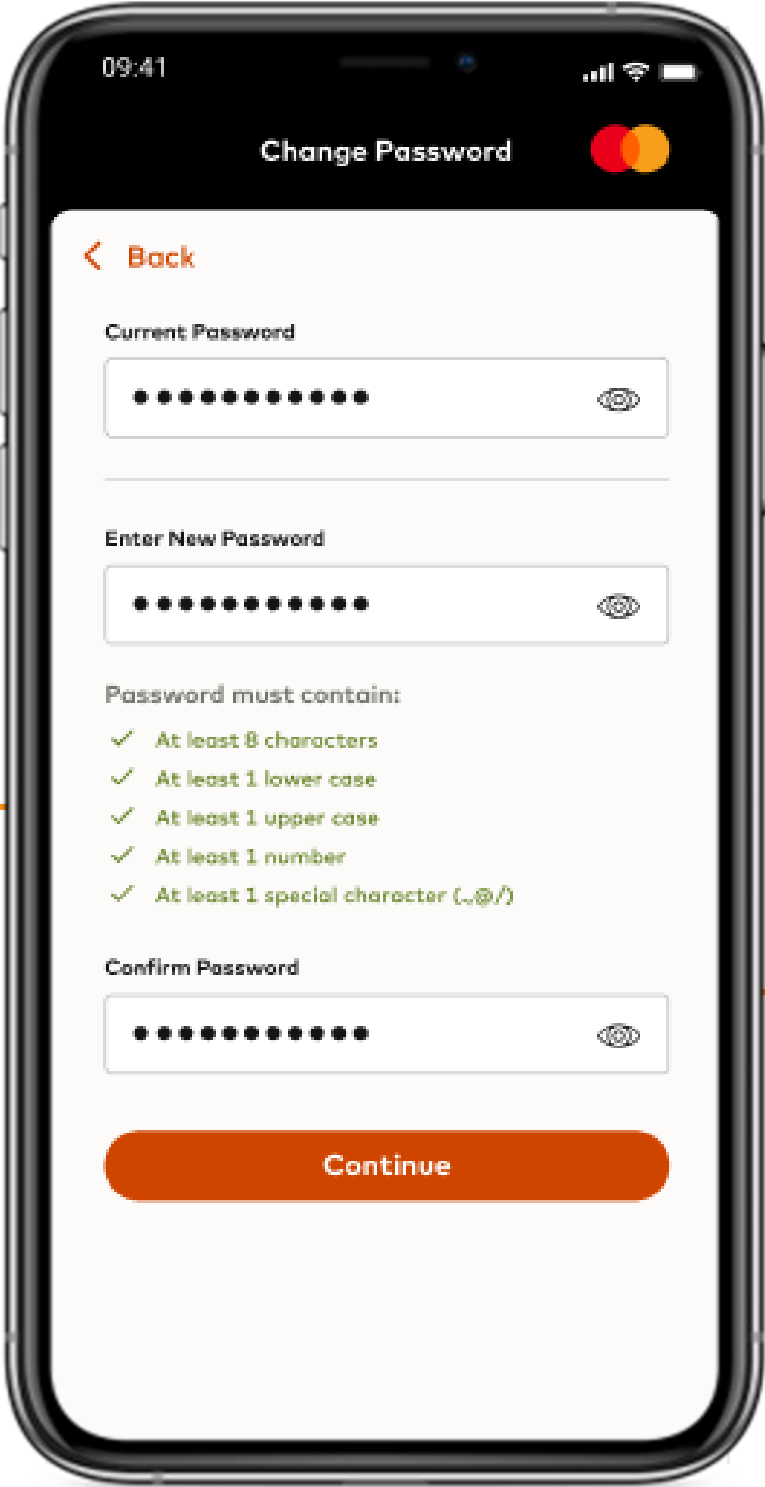
Mastercard Travel Pass



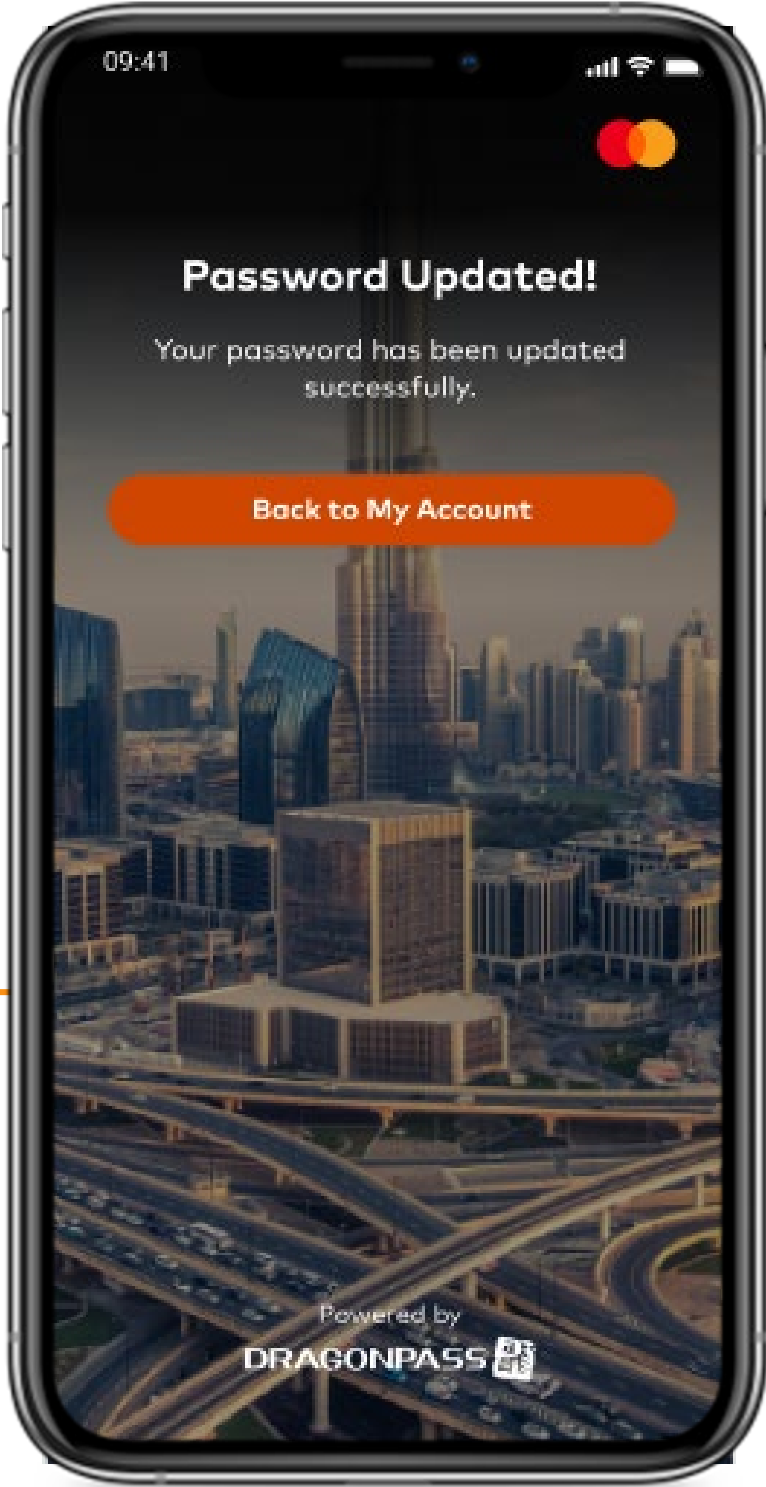
Change Password



Change Password.

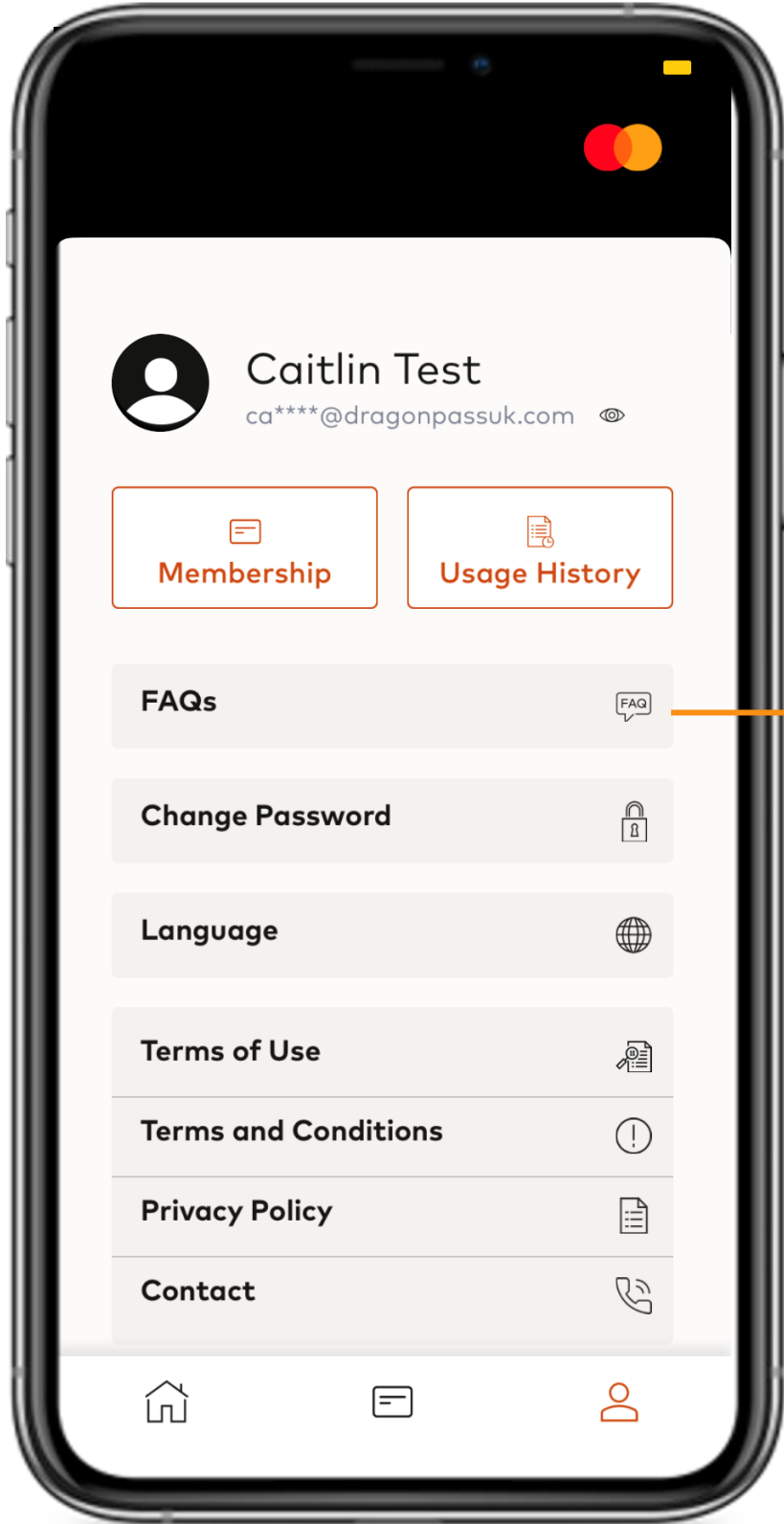


Enter current and new password.



Password changed.





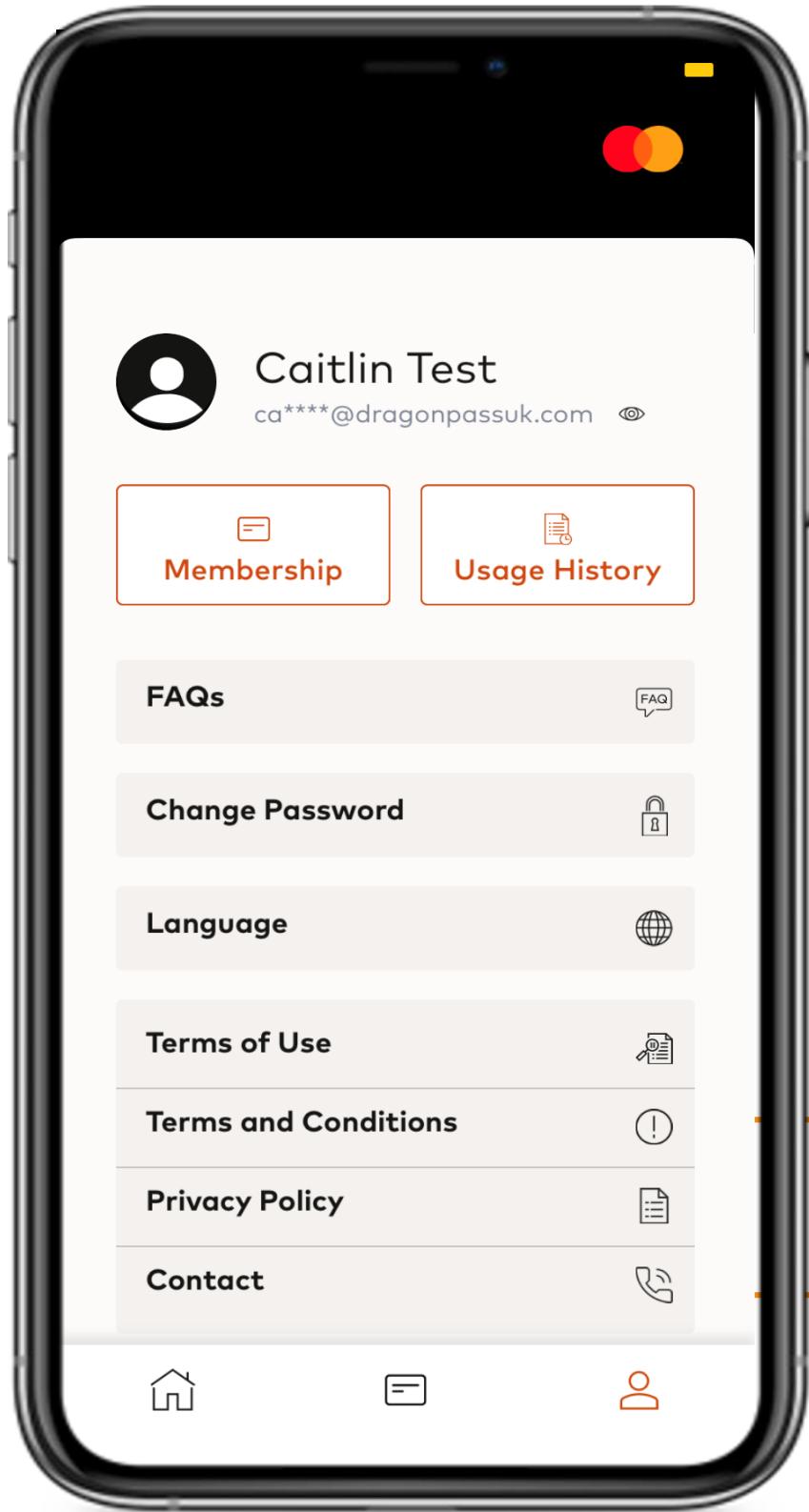
FAQs.



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



Contact Us, About and Terms & Conditions



Account page.



Contact Us.



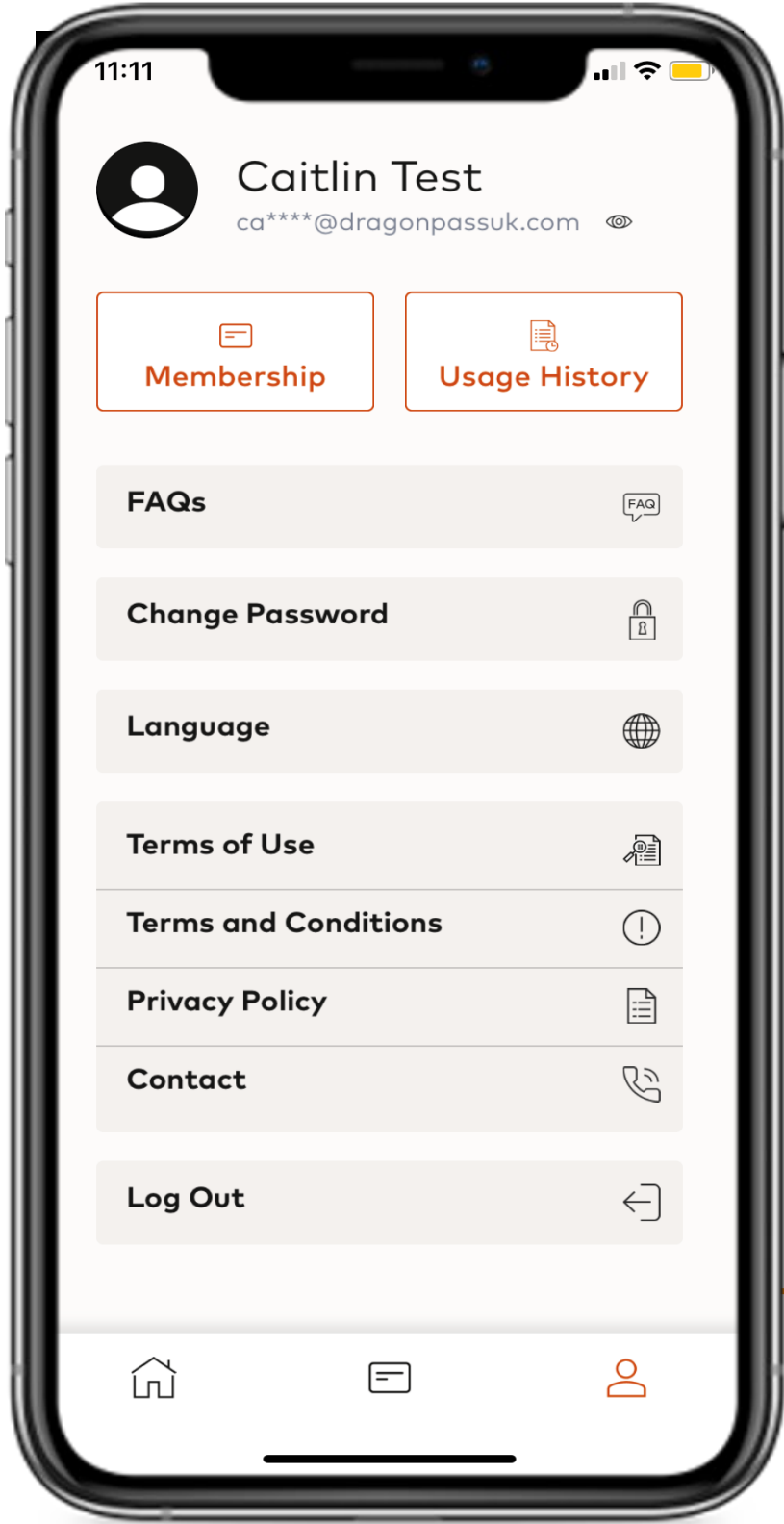
Terms & Conditions.



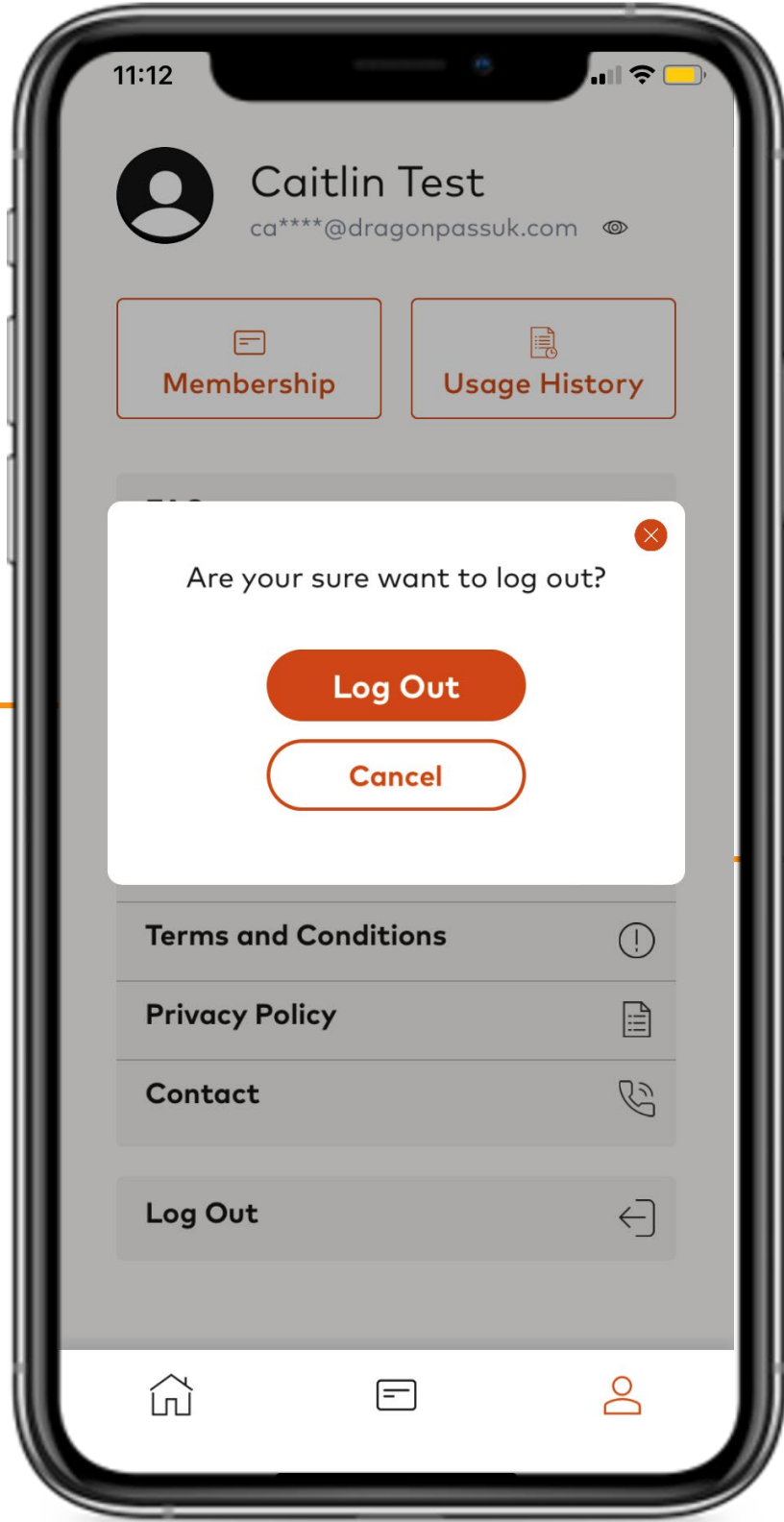
Mastercard Travel Pass



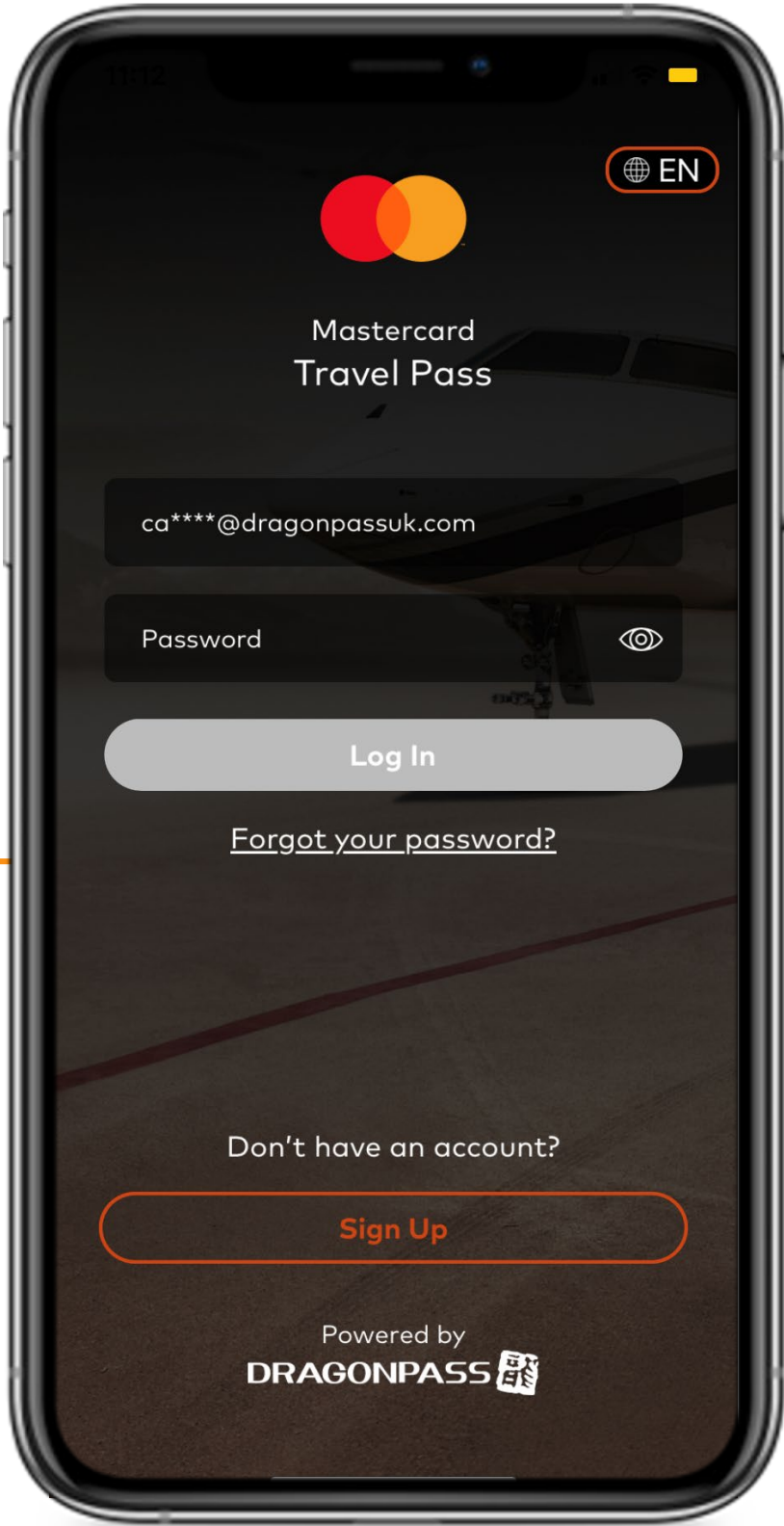
Log Out



Account page.



Log out



Log in page



Mastercard Travel Pass

