

# Mastercard Airport Pass MEA (Via DragonPass)



## Issuer Guide, Implementation Process and FAQs

Applicable to Qatar, Bahrain and Pakistan issued premium cards (having airport lounge benefit)

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## Overview

Airport lounges, which are available as a core benefit on selected Mastercard® cards, are a widely utilized benefit. Today Mastercard airport lounge benefit fulfilment is managed through Collinson Group (owner of LoungeKey and Priority Pass programs). Mastercard is always endeavouring to improve processes and in line with the shift towards digitization, we are digitizing lounge benefit fulfilment to enhance the end user experience.

## Changes to Airport Lounge fulfilment process

Effective **1<sup>st</sup> October 2021**, Mastercard is implementing changes to the airport lounge program. Mastercard will be launching '**Mastercard Airport Pass MEA**', a mobile app and web solution, powered through our new lounge partner DragonPass. The app can be downloaded from the following link: <https://downloadapp.dragonpass.com.cn/mastercardairport-pass-mea>.

This app will be replacing existing LoungeKey/Priority Pass programs available on relevant cards in selected countries (listed below). There will also be a website solution created for countries with low smartphone penetration. The web solution will work similar to the mobile app, where the cardholder can register their eligible Mastercard card and print their digital membership number to present at the lounge reception to gain access.

To clarify, the airport lounge benefit mostly remains the same as previously accessible with the relevant Mastercard cards (e.g. over 1200+ lounges depending on product tier). The only change is that Qatar issued Consumer Credit and Debit Platinum cards will now have access to the lounge in Qatar airport. This lounge is only accessible by Qatar issued Platinum cards and not available to Platinum cardholders of other MEA countries.

The lounge fulfilment method is changing to a digital medium via a mobile app under which the consumer journey will now be fully digitized as the cardholders will no longer be required to present their Mastercard card. Instead, the full end-to-end journey of finding a nearby lounge, accessing the lounge through QR presentment and any subsequent charges, will all be done and presented via the new app.

Alternatively, cardholders can also use the web solution <https://mastercardmea.dragonpass.com> (goes live on 1 October 2021) to register their eligible Mastercard card and print their membership document containing the QR code and DragonPass membership number and show the physical paper at lounges to gain access. However, Mastercard would recommend that all smartphone users use the mobile app as it offers a real time seamless experience from viewing eligible lounges, generating QR code, viewing history and accessing lounges without the hassle to print papers or even take out a physical card. In case the Issuer wants more details regarding the website, then they need to reach out to their Account Manager for more information.

## Important note

**Mastercard Airport Pass MEA mobile app fulfilment process will replace the previous method of accessing lounge by showing the physical Mastercard and/or Priority Pass cards. Hence, it is important for cardholders to download the Mastercard Airport Pass MEA mobile app to continue enjoying lounge access.**

## Cardholder Benefits

The Mastercard Airport Pass MEA app brings many benefits to issuers and to the end users, especially with the prevailing health safety concerns:

- Simple app download from Google Play or App Store
- Easy registration and ability to enrol multiple Mastercard cards within the same app
- Geo location capability which displays the lounges nearby
- Clear benefit entitlement displayed for the cardholder's specific Mastercard card, leading to lower complaints
- Touchless entry at the lounge using a QR code (offline lounge access possible using customer membership number available within the app)
- Encouraging top of wallet behaviour with ability to purchase accompanying guest passes from the same card on the app
- Ability to view Visit history
- Receiving e-receipts for applicable charges
- End-to-end digital fulfilment (access only through mobile app QR code and not by showing physical Mastercard card)

## Issuer Benefits

Mastercard Airport Pass app helps cardholders to see their benefit entitlement, eligible lounges, lounge locations, T&Cs, etc clearly on the app. Hence, this helps with clear benefit communication by the Issuer and helps to avoid confusion, declines at lounges, wrong charges and thus offers a great user experience to the cardholders.

The seamless journey at lounges helps in reducing numbers of questions and/or complaints from cardholders and allows Issuers to offer a superior solution to their cardholders.

## New Implementation Process for Mastercard Airport Pass benefit

- Mastercard is improving the implementation process and Issuers will **not** be required to complete lounge implementation forms (also known as deal implementation sheet) by default for any product (World, Elite, World, etc) in order to enable the BIN for Mastercard Airport Pass MEA benefit. Hence, no action will be required from the Issuer side as Mastercard will be sharing monthly the eligible BIN numbers directly with the vendor (DragonPass) for auto-enablement of the lounge benefit.
- Only in the case an Issuer requires lounge visit reports, then they need to reach out to their Account Manager to complete necessary forms in order to setup process for sharing monthly lounge visit reports from DragonPass.

Note: Issuers must note that this new implementation process only applies to the new program Mastercard Airport Pass which is managed by the vendor DragonPass. This process does NOT apply to current lounge provider LoungeKey, where the Issuer needs to complete lounge implementation form, share test cards, etc for benefit enablement.

## Termination of LoungeKey/Priority Pass programs

There will be a transition period of 3 months during which both Mastercard Airport Pass and LoungeKey/Priority Pass will be running in parallel, giving issuers sufficient time to communicate the change to the cardholders.

LoungeKey/Priority Pass (whichever is relevant to your card tier) will be discontinued effective 1<sup>st</sup> January 2022, and from this date onwards, cardholders can only use the Mastercard Airport Pass MEA app to access airport lounges.

This change only applies to cards listed below and does **not** impact Optional Benefits, World Elite Exclusive or any other card not included below. If an issuer has an optional Loungekey program (i.e. a bespoke program different than standard lounge offering) on one of the cards below, then that BIN will continue on LoungeKey for the time being and migrated to Mastercard Airport Pass MEA app at a later date. Please reach out to your account manager to discuss the details of migrating optional programs to Mastercard Airport Pass app.

Please see the list of Mastercard cards and countries where this change will be applicable:

Mastercard® Cards	Country of Issuance
Titanium Mastercard®	Qatar Bahrain Pakistan
Platinum Mastercard®	
World Mastercard®	
World Elite Mastercard®	
Mastercard® Business Card	
Mastercard® Executive Business Card	
Mastercard® for Business Card	
Mastercard® Corporate Executive Card	
Mastercard® Corporate World Card	
Mastercard® World Prepaid	

The card types currently available based on above table include, not limited to, the following products:

- MDW - World Elite Debit Mastercard®
- MWE - World Elite Mastercard Card®
- MDH - World Debit Mastercard® Embossed
- MCW - World Mastercard® Card
- MWB - World Mastercard® for Business
- TNW - World Mastercard® Immediate Debit
- MWO - Mastercard® Corporate World Card
- WPD- World Prepaid Debit
- MWP - Mastercard® World Prepaid
- BPD - Mastercard® World Business Debit Card

- MDP - Debit Platinum Mastercard®
- MPL - Platinum Mastercard®
- MEB - Mastercard® Executive BusinessCard Card
- MEO - Mastercard® Corporate Executive Card
- MEP - Premium Debit Mastercard®
- MCB - Mastercard® BusinessCard Card
- MCT - Titanium Mastercard®
- MET-Titanium Debit Mastercard®

### Mastercard Airport Pass MEA solution (via mobile app and website)

An all-new airport lounge solution: Mastercard Airport Pass MEA mobile app and web solution - for World Elite, World, Platinum, Titanium and other premium cards (listed above) is now available in selected markets.

During the initial phase, the solution will only be available for above listed Mastercard cards issued in **Qatar, Bahrain and Pakistan**. (Note: This solution will not be available to cards issued in other MEA countries and those will continue with LoungeKey benefit. )

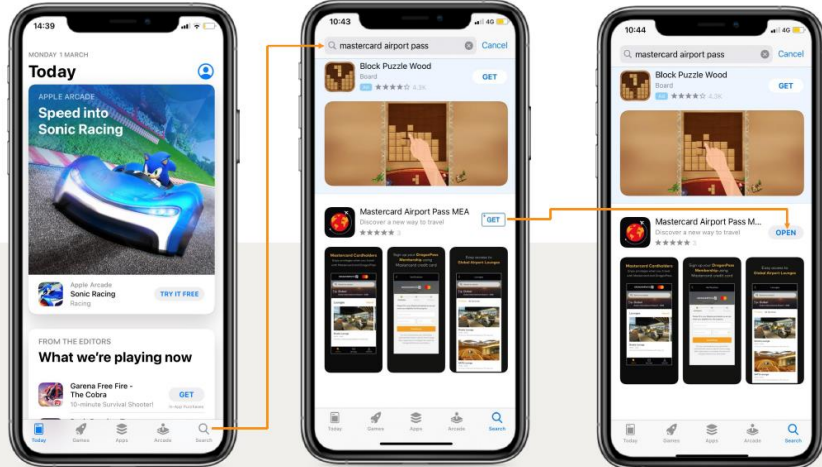
Mastercard Airport Pass MEA solution is entirely digital for customers with a smartphone downloading the app, offering a one stop shop to search and access lounges via a mobile app. Customers can experience instant access to airport lounge opening hours, amenities, location, and lounge photos to provide ease of use and convenience for their next lounge visit. For customers without a smartphone or a preference to use a website, these customers can visit <https://mastercardmea.dragonpass.com> (which will activate on 1 October 2022) to search and view lounges opening hours, amenities, location and lounge photos. In order to access the lounge, customer will need to download an e-certificate and present this in the lounge.

A digital membership card with QR code is available in app for ease of access and processing into the lounge. Mobile data is not required to access a lounge, cardholder can show their 'Membership Number' which is available within the app, which gets automatically generated upon eligible Mastercard card registration.

The app is available in the iOS App Store and Google Play store – Mastercard Airport Pass MEA with the following icon:



### Downloading Mastercard Airport Pass MEA App on iOS

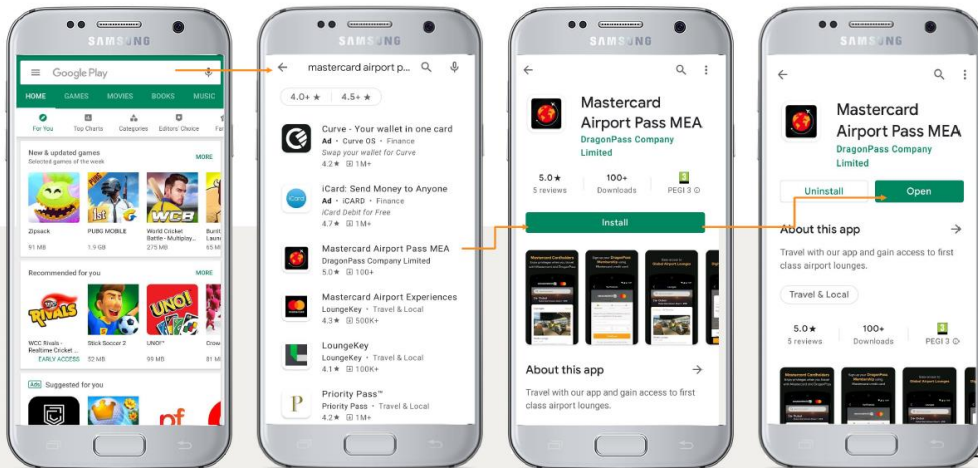


Once the app store is open, click on the search button on the task bar at the bottom.

Search for Mastercard Airport Pass MEA 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.

### Downloading Mastercard Airport Pass MEA App on Android



Open the Google Play Store

Search for Mastercard Airport Pass MEA 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.

The app can be easily downloaded by Scanning the relevant QR code below based on the cardholder's phone model and choosing 'Install' to install the app:



Should a customer not be able to locate the app in their chosen App store for any reason then the App can be downloaded using the URL's below:

- App Store  
<https://apps.apple.com/us/app/mastercard-airport-pass-mea/id1493489553>
- Google Play  
<https://play.google.com/store/apps/details?id=com.dragonpass.en.mcmea>

## Registration

Registration is simple with just 4 easy steps: -

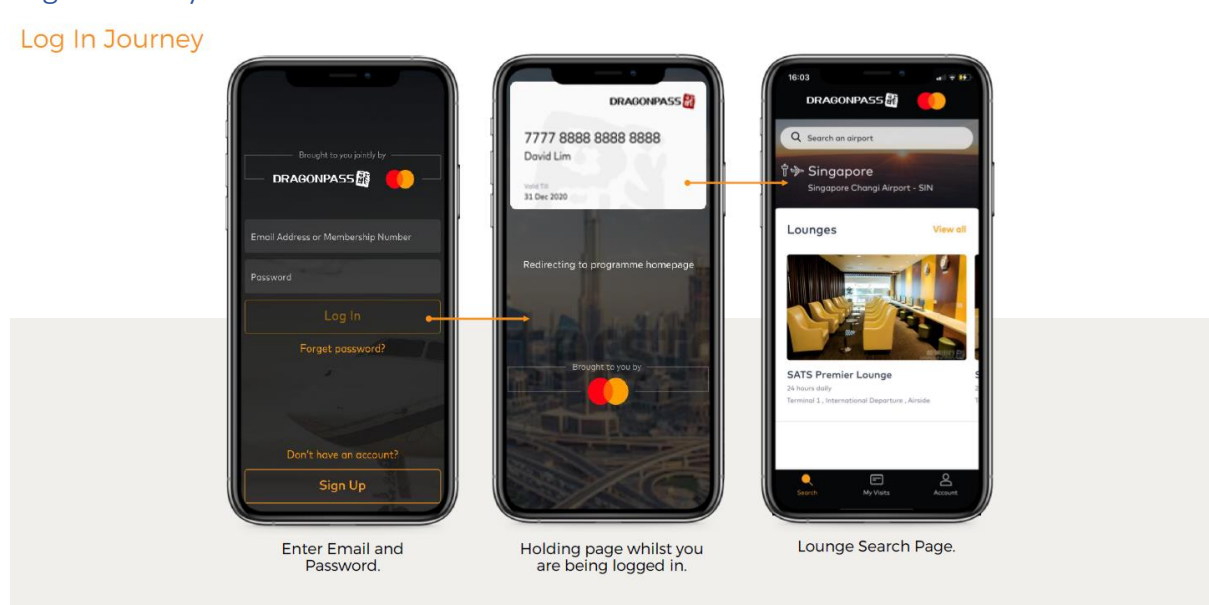
1. Cardholders simply need to download 'Mastercard Airport Pass' mobile app
2. Enter their eligible Mastercard card details plus a few personal details
3. Create a Password
4. The account is set up and ready to go

## Authorisation of PAN using 0 USD Account Status Inquiry (ASI) Authorisation

During registration and each time the lounge is accessed, the cardholder's card will be validated by the vendor DragonPass by sending a USD 0 authorisation to the Issuer. Issuers hold responsibility to approve or decline the ASI message based on which, cardholder will be able to successfully register or access airport lounges.

## Login Journey

### Log In Journey

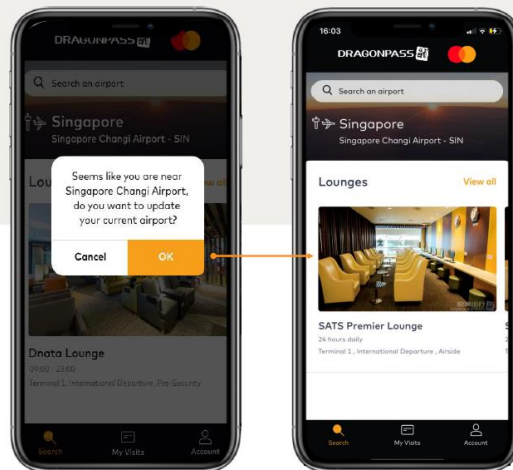


## Geo Location

The new app has the geo location ability that prompts the nearest airport to the cardholder which the cardholder can select or change to choose another airport

## Geo Location

If user has opted in to have their location tracked, we can auto detect user location and enable to switch to nearby airport.



When location tracking is turned on, the app detects the nearest airport.

Nearest airport is presented.

## Lounge Visit and Available Lounge Eligibility

Lounge Visit and available lounge entitlement will vary based on the country of issuance and/or the Mastercard card type. Any eligible free lounge visit entitlements will automatically be assigned based on the Mastercard card type, country of issuance and BIN number (upto first 11 digits of the card). Based on card type and country of issuance, the cardholder will be able to see the eligible lounges within the app.

Once a Mastercard card is registered in the app, this will be used for any applicable lounge visit payments. Payments for cardholder and/or guests (where applicable) are taken directly from the eligible card in the app, and a receipt is sent to the cardholder's registered email address.

All payments will be clearly presented to the cardholder in app before the lounge visit, and the cardholder holds responsibility to provide their active consent to the applicable charges before lounge access can be provided. This helps to remove any unknown payments and avoid customer complaints.

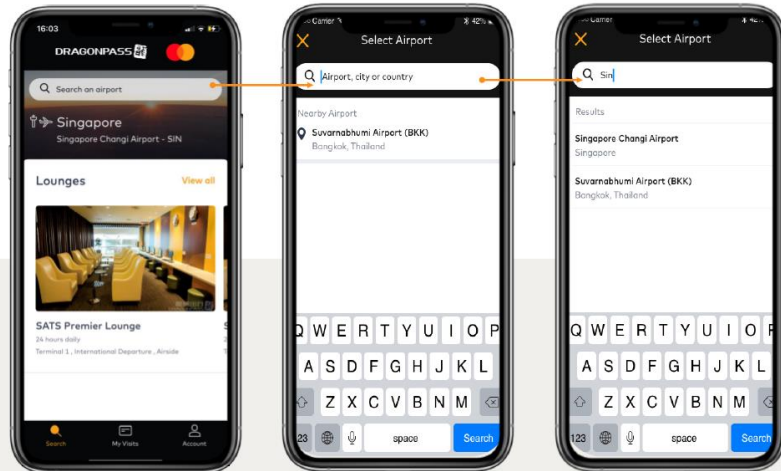
## How does the cardholder access the airport lounge using the Mastercard Airport Pass app?

From the app homepage a cardholder has two routes;

1. Use the Search bar to find available lounges and then select a lounge and click "Member Access" to access from the lounge page.
2. On the bottom app menu click "My Visits"

Option 1: Using Search Bar to find lounges

## Airport Search

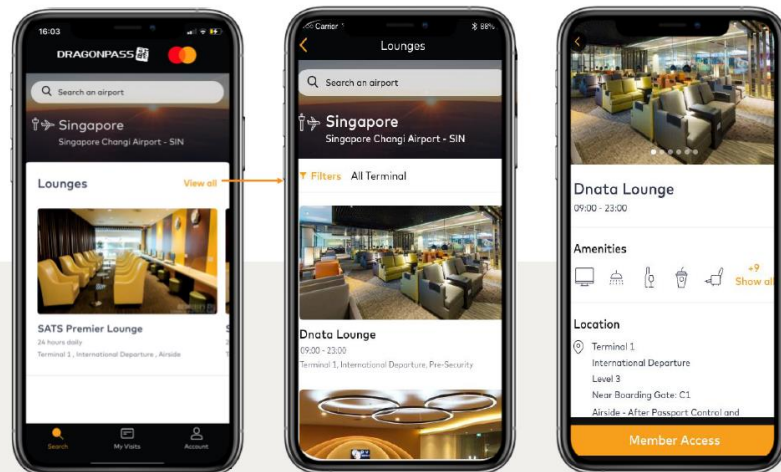


Click in search bar to search for an airport or to search by country.

Shows Nearest Airport if location tracking is on.

Start typing and results auto populate.

## Lounge Access Journey - Via Lounge Search



Click View All to see all Lounges.

All Lounges displayed. Click on Lounge to enter Lounge Page.

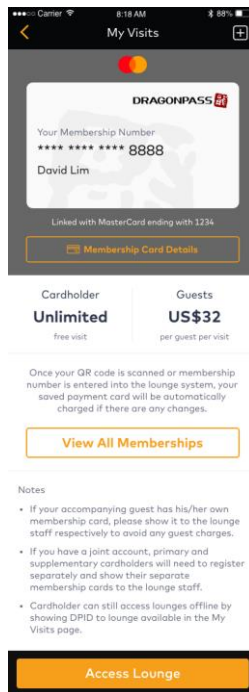
Lounge page to see more detail. Click Member Access.

The cardholder will then see an overview of their membership, including their digital membership card, an overview of their entitlements plus any charges for example guest charges. An example is played below of the entitlement for World card:

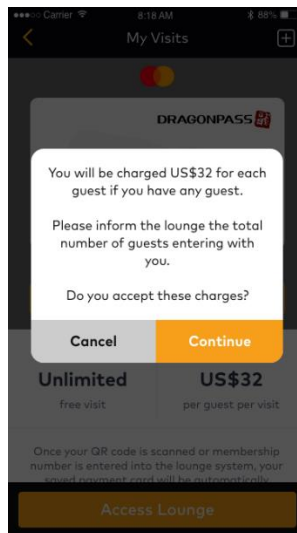
Option 2: Clicking 'My Visits' in the bottom navigation bar to search lounges



The membership number will be visible at this stage as the cardholder must first click 'Access Lounge'.



On clicking 'Access Lounge' the cardholder will be presented with a message to inform them of any charges that will be incurred. They must click continue before their membership will be visible to then use to access the lounge, the intention is to ensure all customers are informed of any charges clearly before they enter the lounge.



When the cardholder clicks 'Continue' their full membership will be displayed and they will be instructed to show this to lounge staff.



Upon successful verification with the lounge staff and the lounge portal, the cardholder can proceed to enjoy the complimentary lounge services. Where there is a need to purchase additional visits, a charge will be made against the registered card following entry to the lounge.

### Non-App solution

For those customers unable to access a smartphone, a website is available where customers can obtain individual lounge passes subject to eligibility checks through PAN verification via <https://mastercardmea.dragonpass.com> (Note: URL will be available from 1 October 2021). Cardholders can register into the website similar to the mobile app, and print their digital membership certificate and show at the eligible lounge to gain access.

## DragonPass security

Mastercard Airport Pass's vendor, DragonPass are PCI level 1 compliant, but does not store the full PAN for a cardholder after they are registered. The only information that is stored about a cardholder is First and Last name, email address, card type, truncated PAN and BIN range. This is for the lounge staff to be able to check cardholder's name against the boarding pass upon entering a lounge, and for DragonPass to provide accurate reporting to the World Elite Mastercard® and World Mastercard® Issuers (any lower eligible cards are automatically enrolled into the DragonPass systems using BIN file upload and are not sent the monthly visits reports).

By checking the validity of a payment card during registration, we ensure that only eligible cardholders are able to utilise the Mastercard Airport Pass app. These authorization checks are a critical part which ensures that only active card holders receive the benefit. Issuers will have the responsibility of accepting the pre-auth checks when a cardholder registers.

Note: DragonPass can be added to the issuers 'safe lists' to ensure that the 0USD ASI authorization checks are not immediately rejected, leading to cardholders getting decline at the lounges. Issuers can add below DragonPass merchant id to their safe list:-

<b>MID (or acquirer MID)</b>	63432793	Acquirer: Bambora
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It is the Issuers responsibility to accurately approve/decline the 0 USD ASI authorization requests to ensure that eligible cardholders continue enjoying the lounge benefit on their Mastercard card.

## Program Set Up Structure and Entitlements

Visit entitlement depends on the Mastercard card type and country of issuance.

In general, standard entitlement by product type is as follows, however this may vary by country, and Issuers need to check with their Account Managers the exact entitlement for their cards:

<b>Program</b>	<b>Lounge Entitlement - Cardholder</b>	<b>Lounge Entitlement - Guest / Price for guests outside the entitlement</b>	<b>Lounge List</b>
World Elite Mastercard®	Unlimited Free visits	Free for the 1st guest accompanying the cardholder and \$32 for additional guests*	Global list 1100+ lounges
World Mastercard®	Unlimited Free visits	\$32 per guest accompanying the cardholder*	Global list over 1100+ lounges
Platinum Mastercard®	Unlimited Free visits	\$32 per guest accompanying the cardholder*	25+ selected lounges
Titanium Mastercard®	Unlimited Free visits	\$32 per guest accompanying the cardholder*	10+ selected lounges

\*Note:- Primary and Supplementary cardholders need to download Mastercard Airport Pass MEA app and register their individual Mastercard cards, in order to avoid additional guest charges.

### e-Receipt

Where the cardholder pays for their visits (and any guest visits) this is charged directly to the customer's card, registered on the Mastercard Airport Pass MEA app, and a receipt is sent to them via email.

The image shows two versions of a DragonPass e-Receipt. On the left is a screenshot from a mobile app, and on the right is a desktop PDF version. Both receipts are for a lounge visit at Dubai International Airport (DXB) on 18 Dec 2019. The total charge to the credit card is US\$32.

**Customer Details:**

Full Name	David Hanks
Email Address	davidim@gmail.com
Payment Method	Mastercard **** * 8989
DragonPass Membership No.	7787 8222 8373 8888

**Description Table:**

Description	Amount
Lounge: Plaza Premium Lounge	
Airport: Dubai International Airport (DXB) Dubai, UAE	
No. of Visit(s): 2	
Charges for Cardholder: Free	
Charges for Guest(s): US\$32	
<b>Total Charge to Credit Card</b>	<b>US\$32</b>

**Got questions? Contact us:**

Email address: support@dragonpassuk.com  
 Contact No: +44(0) 161 929 8844  
 Address: 173a Ashley Road, Hale, Altrincham, Cheshire, WA15 9SD

This receipt is automatically generated.

**Receipt**

Email sent only if a payment has been taken. \$0 ASI authorization checks do not receive an email or receipt.

Note: - If for any reason charges cannot be collected from the cardholder's payment card at the time of entry, then this will be charged to the cardholder as a delayed payment. If payment still cannot be taken, this will be passed on to the issuing bank via Mastercard.

### Monthly Visit reports for Issuers (Optional)

The eligible Mastercard BINs are shared by Mastercard teams monthly with DragonPass on the 1<sup>st</sup> working day of each month, to enable the lounge benefit. There is nothing required from Issuer side to enable the lounge benefit.

Only if an Issuer requires monthly lounge visit reports to be shared securely by DragonPass then they need to reach out to their Account Manager and complete a Deal Implementation Sheet (DIS). This is totally optional.

A sample of the DIS is provided below. The DIS will vary based on deal type:-

## Mastercard Airport Pass MEA (via DragonPass)

Deal Information Sheet for receiving DragonPass visit reports (World Elite)

ISSUER DETAILS			
Issuing Bank Name (in English)		Is the card co-branded?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Card Product	World Mastercard	Is Issuer receiving Dragonpass visit reports today for any BINS/BIN ranges?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Issuer Region	<input checked="" type="checkbox"/> MEA	Requested date to start receiving reports (min. 14 days required)	DD/MM/YY
Issuer Contact Details	Name: Email:	Account Manager at Mastercard	Name: Mastercard to complete Email:
Issuer Country		Billing ICA	
Billing ICA Cards in Force (CIF) at Launch		Projected cards at end of Y1	
Purchase Order (to be completed by Mastercard)	<input checked="" type="checkbox"/> Core MENA <input type="checkbox"/> Core Non-MENA <input type="checkbox"/> Optional MENA <input type="checkbox"/> Optional Non-MENA	Card segment	<input type="checkbox"/> Consumer Credit <input type="checkbox"/> Consumer Debit <input type="checkbox"/> Commercial Credit <input type="checkbox"/> Commercial Debit <input type="checkbox"/> Pre-paid <input type="checkbox"/> Other: <i>please specify</i> _____
BIN Numbers - please input all BINS/BIN Ranges for which monthly Dragonpass visit reports are required		Do/does this BIN(s) accept Card Not Present/MOTO transactions?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No – please contact your Mastercard Account Manager (DragonPass app requires CNP/MOTO)
Method of storing PAN details on Lounge Visit Reports	<input checked="" type="checkbox"/> Partial (Truncated) Payment Card Numbers	Secure Data Exchange Option (PCI Compliant) – to exchange data securely between DP and issuer e.g. Reporting	<input checked="" type="checkbox"/> PGP Encryption <input type="checkbox"/> DP Hosted STFTP

<b>Lounge Visit Report Contacts</b> Issuer details of person(s) to receive Lounge Visit report (sent using secure data exchange method)	Name		Email	
	Name		Email	
	Name		Email	
<b>Lounge Visit Charging Options: World Elite BINs (only)</b>				
<b>Separate complimentary visit allocation for cardholder and guest(s)</b>	<b>Cardholder lounge visits per annum</b>	<b>Mastercard Funded Cardholder Visit Options</b> <input checked="" type="checkbox"/> Unlimited complimentary visits		<b>Pre-Authorization – Visits</b>
	<b>Guest lounge visits per visit</b>	<b>Mastercard Funded Guest Visits Options</b> <input checked="" type="checkbox"/> No complimentary visits, charge all visits to Cardholder  Note: currently no charges can be passed to the Issuer via Mastercard. All paid visits will be charged to cardholder's card		<input checked="" type="checkbox"/> <b>Account Status Inquiry (ASI) \$ 0.00 USD</b>
<b>Please note:</b>				
<ul style="list-style-type: none"> <li>• DragonPass requires a minimum of <b>14 calendar days</b> for setup from receipt of ALL requirements</li> <li>• Any charges made by DragonPass directly to Cardholders will be processed as E-commerce / MOTO (Mail Order / Telephone Order) transactions without CVC, and will appear as 'DragonPass.com' on Cardholder statements</li> </ul>				

Once the DIS is completed by the Issuer, and is submitted to their Mastercard Account Manager or Technical Account Manager, a project will be opened with Mastercard implementation teams, who will then forward the DIS form to DragonPass.

### Process after DragonPass receives DIS form

After DragonPass receives the DIS form from Mastercard, the entitlement and Program configuration begins. DragonPass will send an acknowledgment email to the Issuer of receipt of the DIS form and confirm that all of the information provided is sufficient for the DragonPass team to implement the program. DragonPass will advise the Issuer of when to expect the set-up to be completed (minimum 14 calendar days are required).

During the implementation process DragonPass will do the following:- \_

- request Issuer for the marketing materials to review that the lounge entitlement is being correctly communicated to cardholders while the program is being configured
- Setup and test the secure data transfer mechanism (PGP/SFTP) which will be used to share monthly visit reports securely
- ask the Issuer to use a test card to register into the Mastercard Airport Pass MEA app to check seamless registration, 0 USD ASI authorization, and other system functionalities to ensure the app is working correctly

Once the data transfer mechanism has been set-up and marketing materials have been reviewed and confirmed, DragonPass shall confirm the program readiness to the issuer within 14 calendar days.

Marketing communications to be shared with cardholders about the new benefit must be authorised by Mastercard and DragonPass prior to distribution (see “Marketing Material for Issuers”).

## Monthly Reports

The Issuers who have opted in to receive monthly reports, will receive reports by the 10<sup>th</sup> working day of the month showing details of cardholders who have registered in the app and the number of lounge visits used. The usage report shows the locations where your cardholders have used their visit entitlement, and how many guests accessed the lounge with them.

Data sharing can be done via PGP or SFTP secure systems.

Order No.	Membership No.	First Name	Last Name	Airport	Inspection	Lounge Code	Lounge	Country	Total Visit(s) Used	Complimentary visit(s)
92021030409537	7147620000000431			Dubai International Airport	Airside	N00052	Marhaba Lounge	UAE	2	1
92020078456148	7154860000000191			Dubai International Airport	Airside	N00051	Marhaba Lounge (Concourse A)	UAE	1	1
42020047949638	7147620000000201			Hong Kong International Airport	Airside	N00012	Plaza Premium Lounge (East)	China	2	1
92020047915676	7154860000000011			Abu Dhabi International Airport	Landside	N02339	Diamond Lounge	UAE	1	1
92020037889772	7147640000000211			Frankfurt Airport	Airside	N00061	Sky Lounge	Germany	1	1
92020037889739	7147630000000221			Athens International Airport	Airside	N01332	Goldair Handling Lounge	Greece	1	1
92020037889688	7147630000000221			Frankfurt Airport	Airside	N00061	Sky Lounge	Germany	1	1

## Customer support

Issuers must direct all DragonPass customer complaints to Customer Technical Support (CTS) at [loyalty\\_support@mastercard.com](mailto:loyalty_support@mastercard.com).

CTS teams will provide customer support to cardholders with any query regarding the App and program. All queries and complaints will be responded to within 10 business days (as in many cases follow up are required with lounge partners).

A full app customer journey and set of program FAQs is provided separately to assist Issuers with queries.

## Marketing materials for Issuers

Mastercard will be providing Issuers with Marketing materials to communicate the lounge program changes effectively. All editable materials in English and Arabic will be available on the [Mastercard Marketing Center](#) for issuers to download.

## Announcement emailer with FAQ



## SMS / Mobile app notifications

### SMS 1 – recommended date – prior to 1<sup>st</sup> October 2021:

Your Airport Lounge access with your [BANK NAME] Mastercard becomes digital and contactless from 1<sup>st</sup> October 2021. Download the Mastercard Airport Pass app today to continue enjoying access [LINK].

### SMS 2 – recommended date – early October:

Have you downloaded and registered your [BANK NAME] Mastercard on the Mastercard Airport Pass app? Download the app today to continue enjoying airport lounge access, digital and contactless from 1<sup>st</sup> October 2021 [LINK].

### SMS 3 – recommended date – November and December 2021:

Your Airport Lounge access with your [BANK NAME] Mastercard is digital and contactless. Register your Mastercard card on the Mastercard Airport Pass app today to access airport lounges. This app replaces the Lounge Key & Priority Pass program, your physical card will no longer be accepted for access. [LINK]

### SMS 4 – recommended date – 1<sup>st</sup> January 2022:

To avoid any disruption during travel, download the Mastercard Airport Pass app, register your Mastercard card and generate a QR code to enter airport lounges. Your physical card, Lounge Key & Priority Pass program, will no longer be accepted for access [LINK].

## Emailer



## Social posts



## ATM / Branch screens



## Web banners



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**Mastercard and DragonPass must review all marketing material produced by Issuers before they are sent to the eligible cardholders. This is to ensure that all instructions and information is accurate and cardholders do not face inconvenience at lounges.**

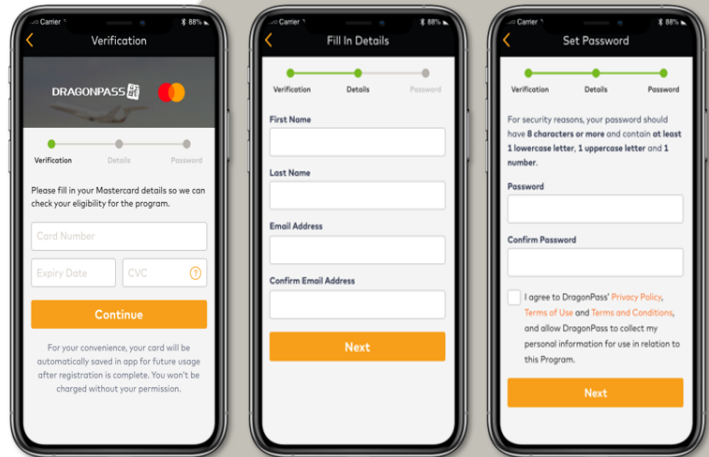
## Customer journey overview

The registration journey will allow DragonPass to conduct an authorisation check for card validation and determine Program eligibility and entitlement. All personal details will be saved, excluding the card PAN.

## Registering in the Mastercard Airport Pass MEA App

The Mastercard Airport Pass MEA App has a simple and seamless registration process.

The customer simply enters their eligible Mastercard card details, plus their name and email address to set up their membership. Card details are stored securely via tokenization, for any future payments which makes for a smooth and easy in app experience.

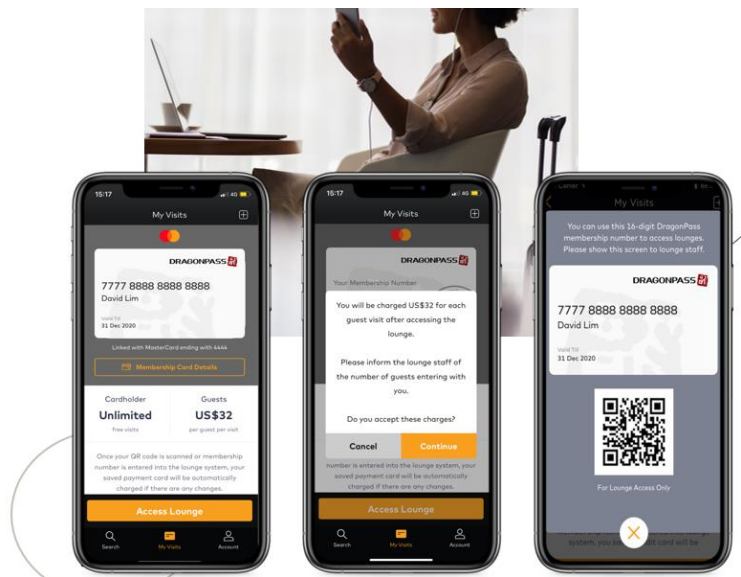


## Lounge entry with the Mastercard Airport Pass MEA App

A digital membership card is stored in App which allows for easy access into airport lounges, creating a seamless experience for the user.

To gain access, simply present the digital membership card, showing the 16 digit membership number and QR code scanner to the lounge receptionist for them to scan upon entry.

Contactless entry is seemingly important as it allows for quick entry and also limits personal contact, which is of upmost importance to us during the ongoing Covid-19.



## FAQs for Issuers

Q. What are the upcoming changes to the lounge benefit offered on Mastercard cards?

A. Today cardholders enjoy lounge benefit on selected cards by showing the physical Mastercard card at eligible lounges, and access through the LoungeKey program. In some cases, lounge access is availed by showing a physical Priority Pass card.

Effective **1<sup>st</sup> October 2021**, Mastercard is implementing changes to the airport lounge program. Mastercard will be launching '**Mastercard Airport Pass MEA**', a mobile app and web solution, powered through our new lounge partner DragonPass. This app will be replacing existing Loungekey/Priority Pass programs available on relevant cards in selected countries.

Cardholders will have to download the Mastercard Airport Pass MEA mobile app to continue enjoying lounge access. Alternatively, cardholders can also use the web solution <https://mastercardmea.dragonpass.com> (goes live on 1 October 2021) to register their eligible Mastercard card and print their membership document containing the QR code and DragonPass membership number and show the physical paper at lounges to gain access.

Q. Will the current LoungeKey and Priority Pass programs be discontinued immediately once Mastercard Airport Pass MEA launches on 1 October 2021?

A. There will be a transition period of 3 months during which both Mastercard Airport Pass and Loungekey/Priority Pass will be running in parallel, giving issuers sufficient time to communicate the change to the cardholders.

LoungeKey/Priority Pass (whichever is relevant to your card tier) will be discontinued effective 1<sup>st</sup> January 2022, and from January onwards, cardholders can only use the Mastercard Airport Pass MEA app to access airport lounges.

Q. Which cards and which countries will be affected by this change?

A. Please see the list of Mastercard cards and countries where this change will be applicable:

Mastercard® Cards	Country of Issuance
Titanium Mastercard®	Qatar Bahrain Pakistan
Platinum Mastercard®	
World Mastercard®	
World Elite Mastercard®	
Mastercard® Business Card	
Mastercard® Executive Business Card	
Mastercard® for Business Card	
Mastercard® Corporate Executive Card	
Mastercard® Corporate World Card	
Mastercard® World Prepaid	

The card types currently available based on above table include, not limited to, the following products:

- MDW - World Elite Debit Mastercard®
- MWE - World Elite Mastercard Card®
- MDH - World Debit Mastercard® Embossed
- MCW - World Mastercard® Card
- MWB - World Mastercard® for Business
- TNW - World Mastercard® Immediate Debit
- MWO - Mastercard® Corporate World Card
- WPD- World Prepaid Debit
- MWP - Mastercard® World Prepaid
- BPD - Mastercard® World Business Debit Card
- MDP - Debit Platinum Mastercard®
- MPL - Platinum Mastercard®
- MEB - Mastercard® Executive BusinessCard Card
- MEO - Mastercard® Corporate Executive Card
- MEP - Premium Debit Mastercard®
- MCB - Mastercard® BusinessCard Card
- MCT - Titanium Mastercard®
- MET-Titanium Debit Mastercard®

Q. My card is issued in a country not available in the above list? So, are we not eligible for the new program? Which lounges will my cardholders be able to access?

A. Mastercard Airport Pass MEA app is first launching in 3 markets- Qatar, Bahrain and Pakistan. This solution will be launching in other markets in Q1 2022 and the launch date will be communicated by Mastercard at an appropriate time, giving Issuers enough time for cardholder communications.

Till then all other MEA countries apart from Qatar, Bahrain and Pakistan will continue current LoungeKey or Priority Pass program till further notice.

Q. Will Mastercard be making any changes to the lounge offerings available on the different eligible cards?

A. The airport lounge benefit mostly remains the same as previously accessible with the relevant Mastercard cards (e.g. over 1100+ lounges depending on product tier). The only positive change is that Qatar issued Consumer Credit and Debit Platinum cards will now have access to the lounge in Qatar airport. This lounge is only accessible by Qatar issued platinum cards and not available to Platinum cardholders of other MEA countries.

Apart from that there are no changes to the lounge offered by Mastercard card type.

The eligible lounges can be viewed by downloading the Mastercard Airport Pass MEA app and searching for available lounges by card type.

Q. Where should Issuer send any lounge queries or complaints?

A. Please send it to Mastercard support teams [loyalty\\_support@mastercard.com](mailto:loyalty_support@mastercard.com)