

## LUXURY TRAVEL EXPERIENCE MADE SIMPLER

Escape the crowded departure halls and wait for your flight in the comfort of an airport lounge, with the complimentary LoungeKey membership which comes with your Pan Asia Bank MasterCard Black and MasterCard World.

With a simple swipe of your card, you can access over 800 global airport lounges in over 120 countries around the world without the need for a separate membership card.

### Cardholder Benefits

Complimentary LoungeKey membership for Pan Asia Bank MasterCard Black & MasterCard World which includes:

- Paid access to overseas lounges for cardholder @ USD27.00 per visit
- Paid access to overseas lounges for guests of cardholder @ USD27.00 per visit per guest
- Complimentary refreshments and snacks
- Access to business facilities, internet, phones, fax machines and conference space

### Access Your Benefits

1. To find participating lounges
  - Visit <https://www.loungekey.com/MastercardSA> or download the LoungeKey mobile app where you can easily search for useful lounge information such as location, available amenities, operating hours, guest policies, and more
  - The LoungeKey mobile app can be downloaded from Apple Store or or [Google Play Store](#)
  - Please sign up for a user account on <https://www.loungekey.com/MastercardSA> for login details to access your LoungeKey mobile app
2. To access participating lounges
  - Visit <https://www.loungekey.com/MastercardSA> to see lounges available for you
  - Present your Pan Asia Bank MasterCard Black and MasterCard World at the lounge, your boarding pass and identify yourself as a LoungeKey member
  - Your card will be swiped to confirm eligibility, to register your visit and to debit payment of the lounge access fee, where applicable. You may incur charges for lounge access. Please note that the Lounge Key terminal will not prompt for the lounge visit fee (where applicable) at the time of entry that will be charged to your card account after 3-5 days.

For more information, please refer to the Frequently Asked Questions,

## FREQUENTLY ASKED QUESTIONS

1. What is LoungeKey?

LoungeKey is an airport lounge program that allows you and your supplementary cardholders entry at participating lounges by showing your valid Pan Asia Bank MasterCard Black and MasterCard World. payment card. You do not need to carry an additional membership card.

Service support is provided via LoungeKey website at

<https://www.loungekey.com/MastercardSA>, mobile app

(<https://play.google.com/store/apps/details?id=com.loungekey.android> or

<https://itunes.apple.com/gb/app/loungekey/id808810002> and 24/7 customer support hotline UK – London +44 (0) 208 865 0767, USA – Dallas +1 469 334 4174, Hong Kong +852 3071 5062.

2. How does LoungeKey different from Priority Pass?

LoungeKey's network of global airport lounges allows entry just by presenting your valid Pan Asia Bank MasterCard Black and MasterCard World payment card. Priority Pass members must carry their valid Priority Pass membership card to gain entry to a lounge.

3. Do I need to enroll prior to enjoying LoungeKey?

Enrollment is not required. From 01st September 2017., your card is ready to use at over 800 LoungeKey airport lounges.

4. What are my LoungeKey benefit?

With your Pan Asia Bank MasterCard Black and MasterCard World membership, receive:

- Paid access to overseas lounges for cardholder @ USD27.00 per visit
- Paid access to overseas lounges for guests of cardholder @ USD27.00 per visit per guest
- Access to business facilities, internet, phones, fax machines and conference space
- Complimentary refreshments and snacks

5. How do I find LoungeKey lounge information?

To check nearest lounge location, download lounge information and to check lounge coverage at your travel destination, you can use the following channels:

Mobile App:

<https://play.google.com/store/apps/details?id=com.loungekey.android>

<https://itunes.apple.com/gb/app/loungekey/id808810002>

Website :

<https://www.loungekey.com/MastercardSA>

6. How do I gain entry into the lounge?

- Visit <https://www.loungekey.com/MastercardSA> to see lounges available for you
- Present your Pan Asia Bank MasterCard Black and MasterCard World at the lounge, your boarding pass and identify yourself as a LoungeKey member
- Your card will be swiped to confirm eligibility, to register your visit and to debit payment of the lounge access fee, where applicable. You will then be asked to confirm the visit information (date, location and number of visitors) and sign the card reader to certify the

lounge visit. You may incur charges for lounge access. Please note that the Lounge Key terminal will not prompt for the lounge visit fee (where applicable) at the time of entry that will be charged to your card account after 3-5 days.

Please note that you are responsible to confirm details of the transaction (time of entry, number of guests you are bringing in with you into the lounge). In the unlikely event that the receptionist is not familiar with LoungeKey, please double-check your app and show them the listing.

7. Can the lounge staff provide me information about my complimentary lounge access entitlement?
  - No, as the lounge serves thousands of customers from various financial institutions globally. When your card is swiped, lounge staff only checks for access eligibility. You may incur charges for lounge access. Please note that the Lounge Key terminal will not prompt for the lounge visit fee (where applicable) at the time of entry that will be charged to your card account after 3-5 days.
  - To view program information, your usage and billing history, log in to <https://www.loungekey.com/MastercardSA>. If you have any questions about your complimentary access entitlement, please contact 0114667222.
8. Can I bring guest to the lounge? Is there a limit to the number of guests allowed?

Each lounge has their own terms and conditions. Typically, there is no limit on the number of guests; however, each lounge has the right to limit based on occupancy and their own policy. You can find the guest policy for participating LoungeKey lounges on <https://www.loungekey.com/MastercardSA>. On lounge visit charges for guests, please contact 0114667222.
9. Can I take children into the lounge?

The admission policy for children varies by lounge, so it is important that you check on the Lounge Details page on <https://www.loungekey.com/MastercardSA> if there is any restriction. On lounge visit charges for guests, please contact 0114667222.
10. What happens if my card has been stolen or lost?

Contact us immediately at 0114667222 to report the loss. We will block access to the lost/stolen card and this will be detected as a blocked card if anyone attempts to access a lounge with it. Your replacement card will be automatically enrolled in LoungeKey.
11. What services can the 24/7 customer service hotline provide?

The representatives can verify eligibility; provide airport lounge locations and amenities of the lounges. Please be advised that you will have to provide your full 16-digit card account number to access this service.
12. If I have concern and feedback, who can I approach?

Please contact [card@pabcbank.com](mailto:card@pabcbank.com) to register your feedback or complaints.