

Card Enrollment & Registration FAQs

Q: What are the prerequisites for a cardholder to register a Visa card in the Visa Airport Companion (VAC) app?

A: A cardholder must hold an eligible Visa card from a participating issuing country or Issuer to register for the VAC app. Eligible cards include • Visa Infinite

Q: How can a cardholder sign up their Visa card for the VAC app?

A: Sign up is a simple process, following these steps:

Step 1: Download the Visa Airport Companion (VAC) app, available at no cost from the Apple App Store or Google Play Store.

Step 2: Select Sign up and complete the information as requested including: • Eligible Visa card details: » Card number » Expiry date » CVV number » Country of issuance • Name, email address, and mobile number • Consent to Terms and Conditions, Privacy Policy, and Terms of Use.

Step 3: A six-digit code will be sent to the cardholder's mobile number or email address for verification.

Step 4: After successful verification, the cardholder can create a password and will be directed to the app homepage where their benefits can be accessed straight away.

Q: Does the cardholder need to enter their Visa card details to register on the VAC app?

A: Yes, the cardholder will need to enter their Visa card details to register. They will be asked to re-enter their card details if they get a new card (e.g., replacement for a lost/stolen card or if card expires).

Q: Can the registered email address or mobile number be changed later?

A: Yes, cardholders can change their email or mobile number. To change their mobile number, they can select Account and the pencil/edit icon in their profile within the app. To change their email address, cardholders need to contact customer service, who will verify their identity by undertaking General Purpose Authentication (GPA) checks. Once the cardholder's identity is confirmed, the customer service agent can update the email address assigned to their profile.

Q: What if the cardholder email/mobile number verification failed or fields are left incomplete during profile creation? Does the cardholder need to enroll their card(s) again?

A: If the cardholder was not able to verify their email/mobile number during the registration process, they have the option to skip this step by selecting “Ask me later.” However, upon their next login they will be asked to verify their mobile number or email to proceed with login.

Q: Can cardholders add or register more than one Visa card on the VAC app?

A: Yes, if a cardholder has more than one eligible Visa card they can add it to their existing VAC account. On the membership page there is an Add New Membership button which will prompt the cardholder to enter the details of their other eligible Visa card(s). After successful validation, a membership linked to that Visa card is created, displaying the available benefits. If a cardholder has multiple memberships, they can click the Switch Membership button in the Membership section to view details associated with each membership.

Q: Can cardholders access all enrolled cards under one profile?

A: Yes, the cardholder can register multiple eligible Visa cards under one profile. They can view their memberships by going to the membership section and selecting Switch Membership.

Q: Can secondary cardholders enroll under the same profile as the primary cardholder?

A: Primary and secondary cardholders cannot share memberships. The secondary cardholder must create their own VAC account using their own details, including their name as it appears on their passport and email address

Q: Can cardholders enroll in VAC using a Visa card issued in a country outside of the CEMEA region?

A: Card benefits may vary. Cardholders will need to contact their issuing bank to confirm eligibility of any Visa cards issued outside of the CEMEA region.

Q: What if the cardholder doesn't have a smartphone? Can the cardholder redeem benefits with a physical card?

A: VAC is a fully digital app-based experience. Cardholders will be unable to access lounges with a physical card. Cardholders who do not have a smartphone will be unable to use the service. To access a lounge, the cardholder must register on the VAC app prior to visiting the lounge.

Q: Can the cardholder register at the lounge? Will lounge staff help cardholders download and register on the VAC app?

A: Cardholders must register in the VAC app before they can gain lounge access. They can register anywhere if they have access to the app and an internet connection. It is strongly recommended that cardholders register before arriving at the lounge to avoid delays in entering. Lounge staff will be trained to support and guide cardholders to some extent; however, they are not obligated to provide app assistance

Q: How can Issuers support successful registration of Visa card(s) on the VAC app?

A: There are three important steps Issuers should take to help reduce friction for cardholders transitioning to the VAC app:

- Step 1: Help mitigate the risk of mass cardholder declines due to multiple \$0 Auth requests by following the steps outlined on page 8.
- Step 2: Inform cardholders of the change to their benefit using the assets found in the Marketing Toolkit. Encourage cardholders to download and register for the app prior to reaching the airport to avoid queues at the lounges.
- Step 3: Prepare your customer-facing teams for inquiries about VAC. See information on page 12.

Q: Why are cardholders asked to contact the issuing bank if card registration fails?

A: If registration for a valid eligible Visa card fails, it is most likely because the 3D Secure cardholder authentication has failed, or the \$0 Auth request was declined by the Issuer

Benefit Redemption & Lounge Access FAQs

Q: How can a cardholder access airport benefits after successful card enrollment in the Visa Airport Companion (VAC) app?

A: Cardholders will have access to their benefits immediately after successful registration. They will be able to view their entitlements and available airports and lounges. To access a lounge after registration, all the cardholder needs to do is present their membership QR code upon arrival at an eligible lounge. The QR code can be found in the Membership section of the app.

Q: Is entry to the lounge guaranteed?

A: Entry to any eligible lounge is subject to availability on the day the cardholder is travelling. The cardholder can view any alternative lounges in the VAC app. With the lounge coverage through DragonPass, VAC provides access to 1200+ lounges globally, including 220 in CEMEA.

Q: Can the cardholder access multiple lounges at the same airport?

SSA cardholders are restricted from using more than one entitlement within a three-hour period.

Q: Will the cardholder need to pay for lounge access? Can cardholders pay for access via the VAC app?

A: If the cardholder does not have any complimentary lounge visits, they will be charged \$32 USD per person per visit to their registered Visa card. Note: This rate is subject to change and is only applicable if payment is made via the VAC app. Payment made directly to the lounge outside of VAC is subject to the lounge's own walk-in rates.

Q: Prior to travel, can the cardholder check whether lounge access is complimentary?

A: Yes. Cardholders can view the status of their complimentary visits by logging into the VAC app at any time. The homepage and Membership sections will display the number of visits to which they are entitled. The app also provides a list of eligible lounges by airport, so the cardholder can plan which lounge(s) to visit during their travels.

Q: Can the cardholder bring a guest to the lounge?

A: Yes, cardholders can bring guests to lounges. Guests must be on the same flight. If the cardholder does not have any complimentary guest visits, they will have the option to bring guests for a charge of \$32 USD per person per visit. The charge will be made directly to their registered Visa card

Q: Can a cardholder access a lounge if they do not have access to the internet/Wi-Fi/mobile data?

A: Yes, if the cardholder enabled offline access in the VAC app, they can see their membership details without Wi-Fi or mobile data. If offline mode is not enabled, the cardholder will be unable to access the lounge. Note: First-time setup of offline access requires internet connection. Cardholders can enable offline mode by selecting Security from the Account page. Once enabled, cardholders can access their membership offline with their device biometrics.

Q: Will Visa Airport Companion (VAC) benefits be available in all countries?

A: The lounges are only available in participating locations as part of the DragonPass network. In the Explore section of the app, cardholders can browse available lounges by selecting their desired airport. Quick links to the lounge list are also available on the homepage. The number of lounges available to the cardholder will depend on their program. We recommend the cardholder check the app for the most up-to-date list of lounges available to them