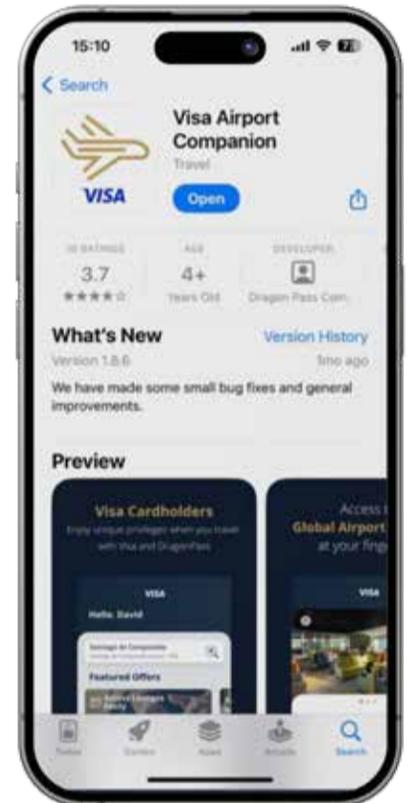


## Enrollment & User Journey

The Visa Airport Companion (VAC) app provides easy and convenient lounge access to eligible cardholders. Enrollment is quick, membership begins immediately, and cardholders will have fully digital access to lounges via the app. Cardholders will follow these steps to enroll and begin accessing their benefits.

### Step 1: Download app

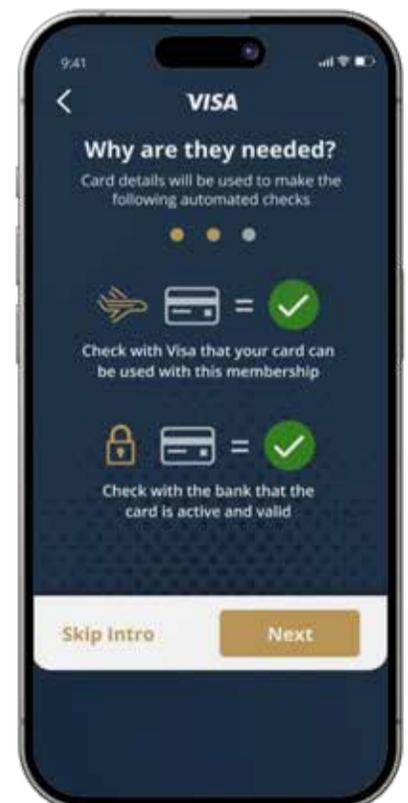
The VAC app will be available in the Apple App Store and Google Play Store for all CEMEA countries.



### Step 2: Registration

- The cardholder will be presented with the options to Sign Up or Log In.
- The app will provide an overview of the registration process. Cardholders can choose to skip this information, if preferred. The cardholder enters their Visa card details, including the card number, expiry date, CVV number, and country of issuance. 3D Secure and \$0 Auth are performed and card status is checked.\*\* In case of failures, cardholders will be notified with the appropriate error message to contact their respective Issuer.

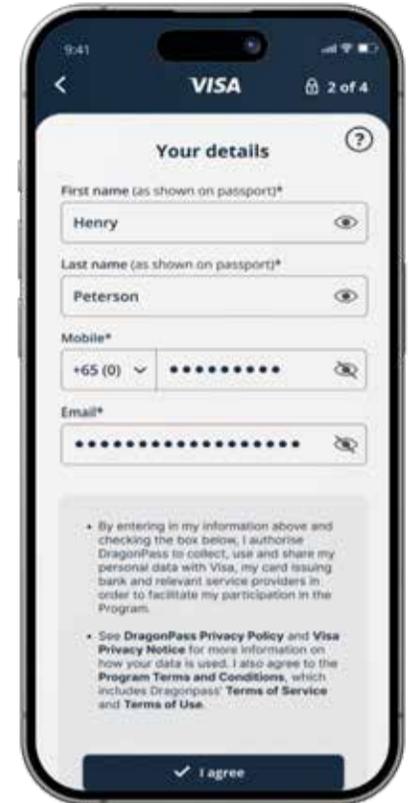
\*\*Not applicable to Debit and Prepaid cardholders for cards issued in Egypt.



## Step 2: Registration (continued)

- If the card is not eligible, the cardholder will be notified with the appropriate error message.
- As part of profile setup, the cardholder enters their details, including name (which must match passport) and contact information.

**Note:** If the name entered in the VAC app does not match the name on the passport, the cardholder will not be granted access to the lounge.

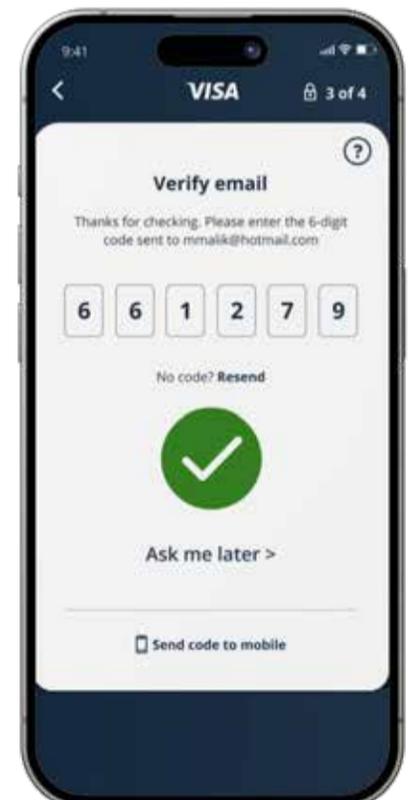


## Step 2: Registration (continued)

- A six-digit code is sent to the cardholder's email address or phone number for verification. Upon successful verification, the cardholder creates a password.
- The cardholder can then set up biometric access and offline access, if desired.

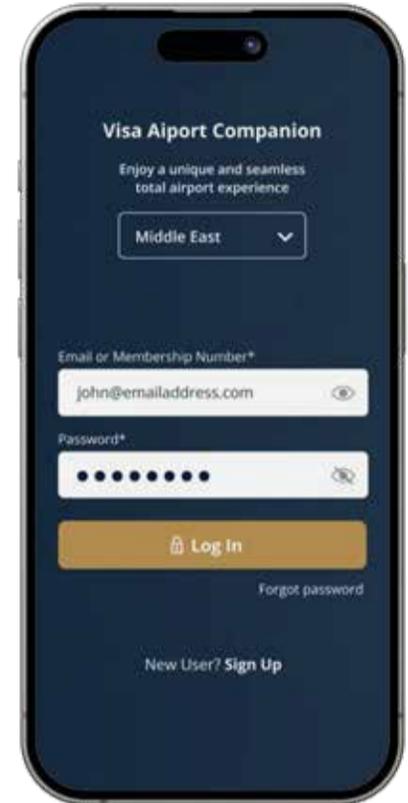
**Note:** First-time setup of offline access requires internet connection.

Once enabled, offline access allows cardholders to see their membership data without mobile data or Wi-Fi access. If offline mode is not enabled and no internet connection is available, the cardholder will not be able to access the lounge.



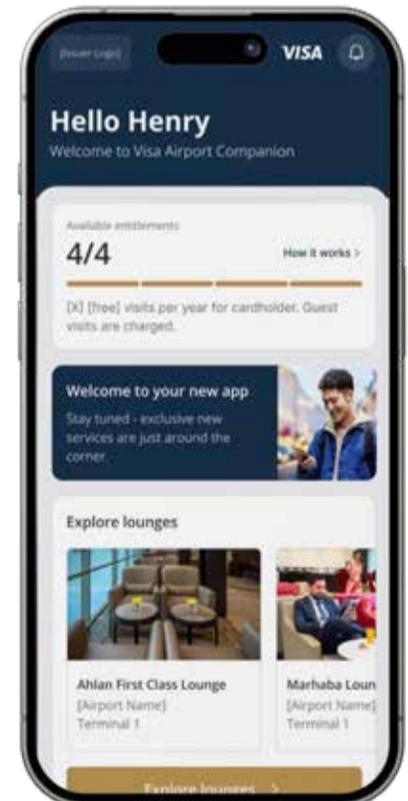
## Step 3: Login

- The cardholder can log in with their email address and password or via biometrics (if enabled).
- If there are issues with login, the cardholder can select the help icon or reset their password. The cardholder will be locked out of their account for 30 minutes after the fifth unsuccessful login attempt.
- Multi-factor authentication (MFA) is required when the cardholder logs in for the first time on a new device, is resetting their password, or is adding a new membership. The cardholder can opt for MFA at every login, if desired.



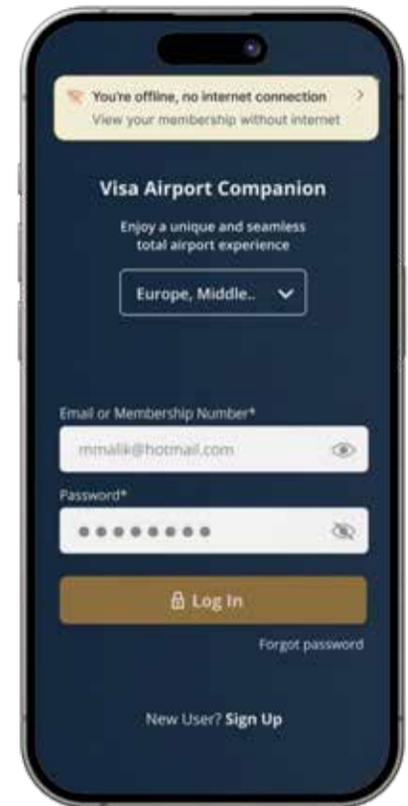
## Step 4: Home

- Once logged in, a personalized welcome page is displayed where the cardholder can see their available entitlements, any terms or rules, and links to view airport lounges.
- Cardholders can see notifications in the app, indicated by a red dot on the home screen.



## Step 5: Offline Access

If the cardholder has enabled offline access, the app will display a notification on the home screen. The cardholder can still access their membership QR code even if they do not have mobile data/Wi-Fi access.



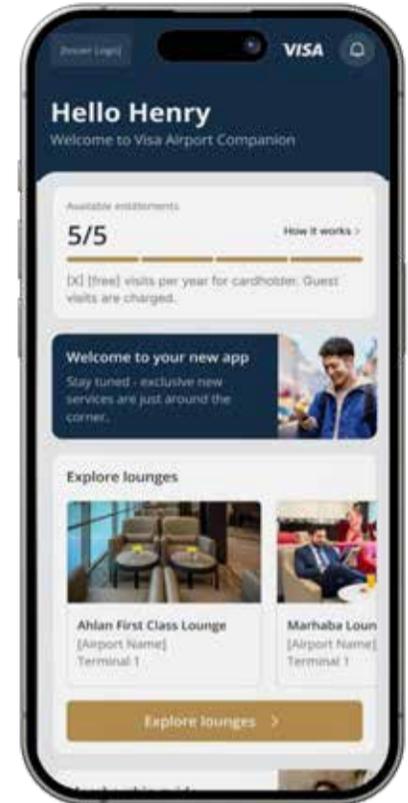
## Step 6: Lounge Access

- To browse and access lounges, the cardholder clicks Explore Lounges. After selecting the airport and desired lounge, the digital membership card (QR code) will be displayed for the cardholder to scan at the lounge.
- The cardholder can also access their membership card in the Membership section of the app.



## Step 7: Membership

- The cardholder can view membership details, such as available entitlements, digital membership card, FAQs, and more by selecting Membership at the bottom of the screen.
- The cardholder can change or add additional eligible Visa cards to their DragonPass membership. They can switch seamlessly between memberships without needing to log in again.
- If the cardholder's Visa card has expired, their entitlements will be locked until they update their card details.



## Step 8: In-app alerts & notifications

There are four types of alerts, indicated by color:

- Red – critical and needs immediate attention
- Yellow – important but non-urgent
- Green – communicates good news, success, or confirmation
- Gold – non-urgent information



## Step 9: Fair use

Fair use policy restricts the use of more than one entitlement in a given period. GCC and NALP cardholders are restricted from using more than one entitlement within a three-hour period.



## Step 10: Account & security

From the Account page, the cardholder can update language preferences, see past visits, access terms and conditions and FAQs, contact support, update their phone number, and more. Note: If the cardholder wishes to change any other personal information details, they must contact Customer Support.

