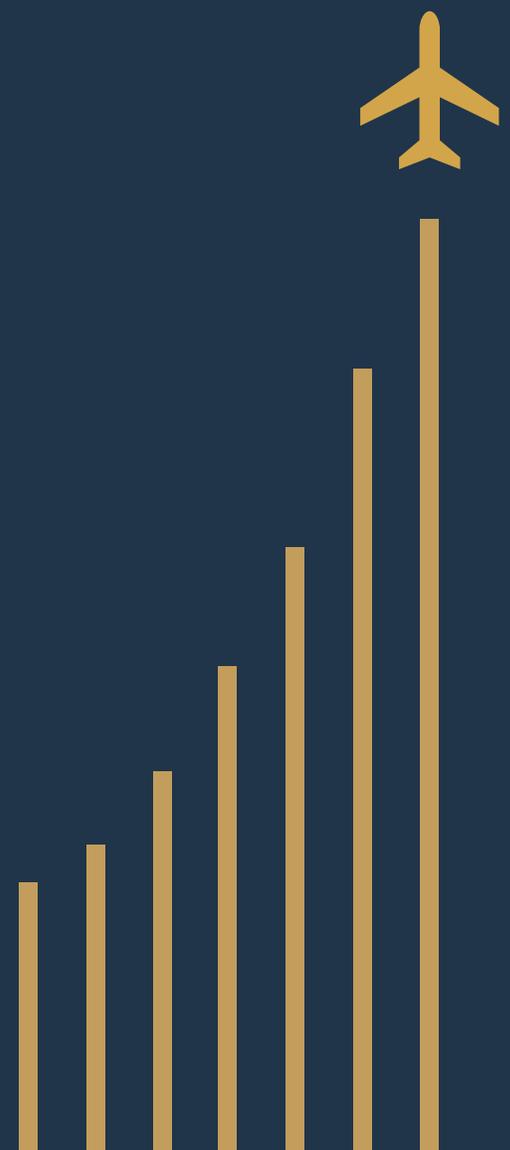


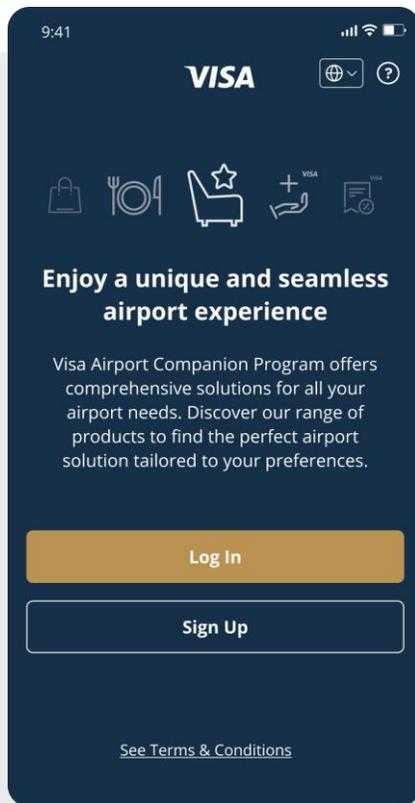
# Customer Journey



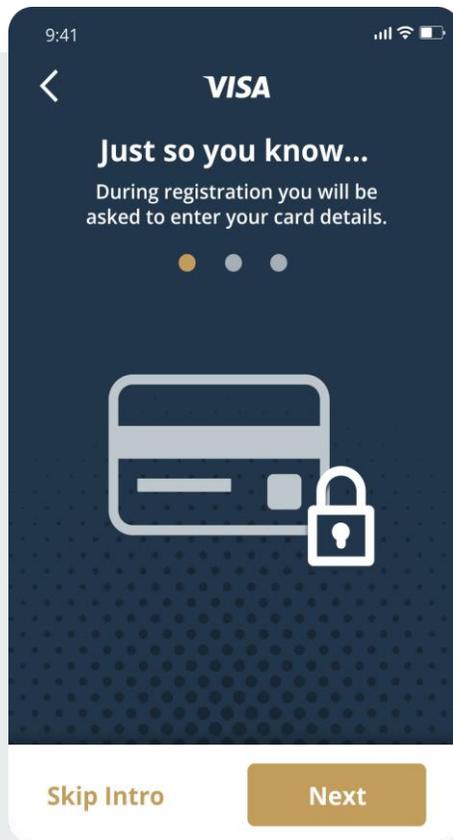
# Registration



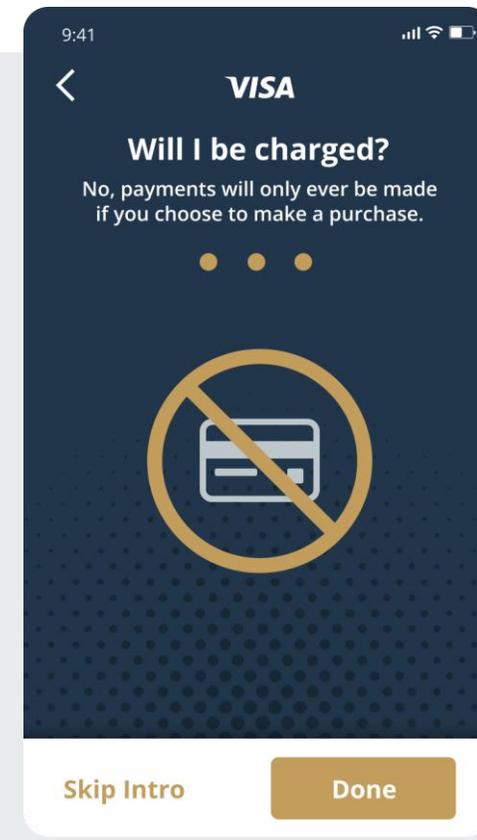
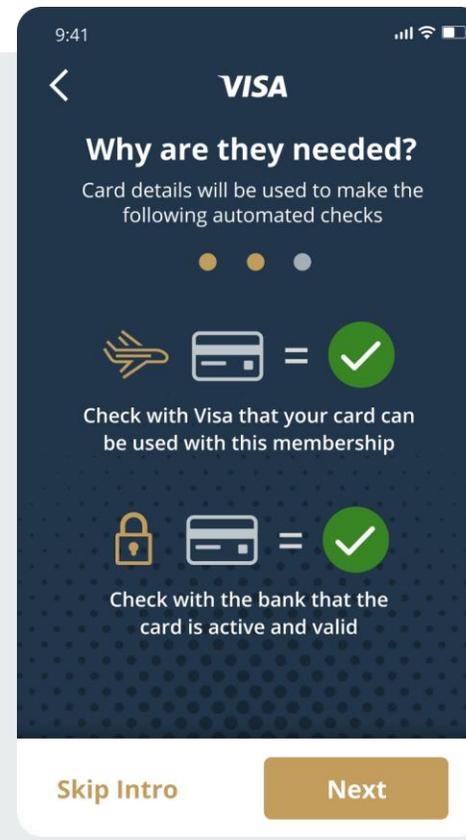
Cardholder downloads app from Google Play Store or App Store for iPhone



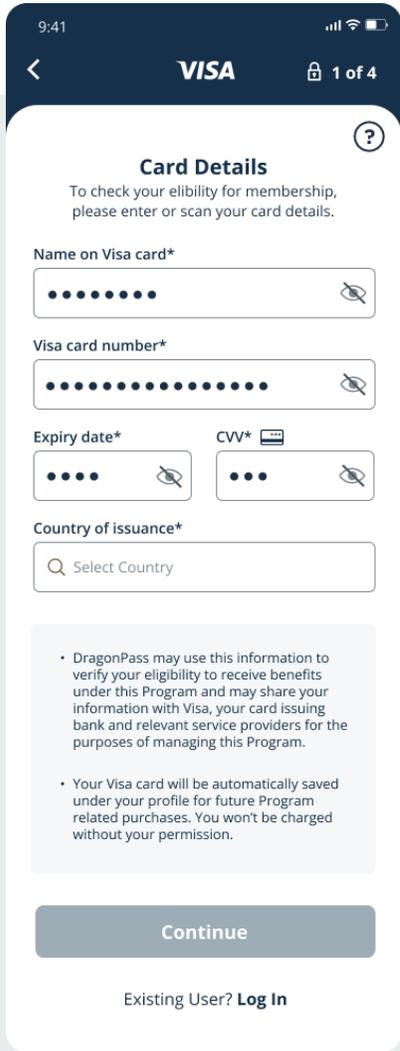
Cardholder selects **Sign Up**



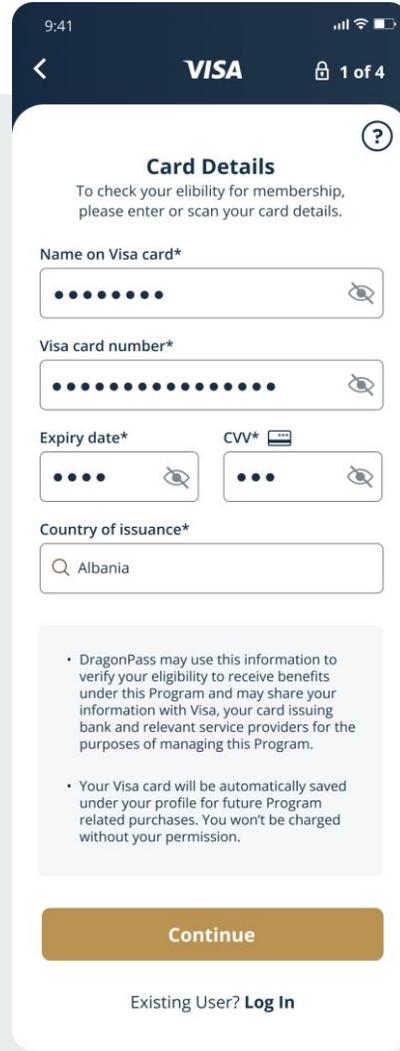
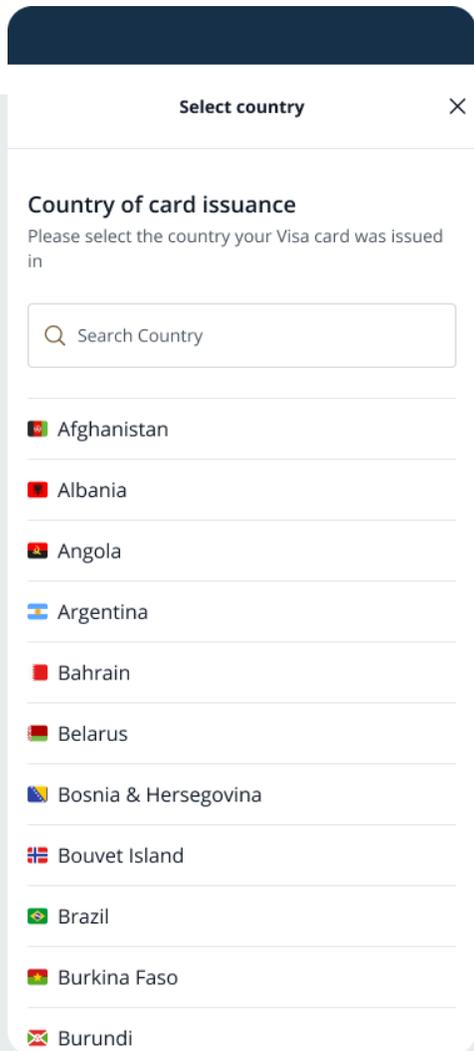
How to screens are displayed with information on registration. Cardholder can click through all screens or skip to start registration.



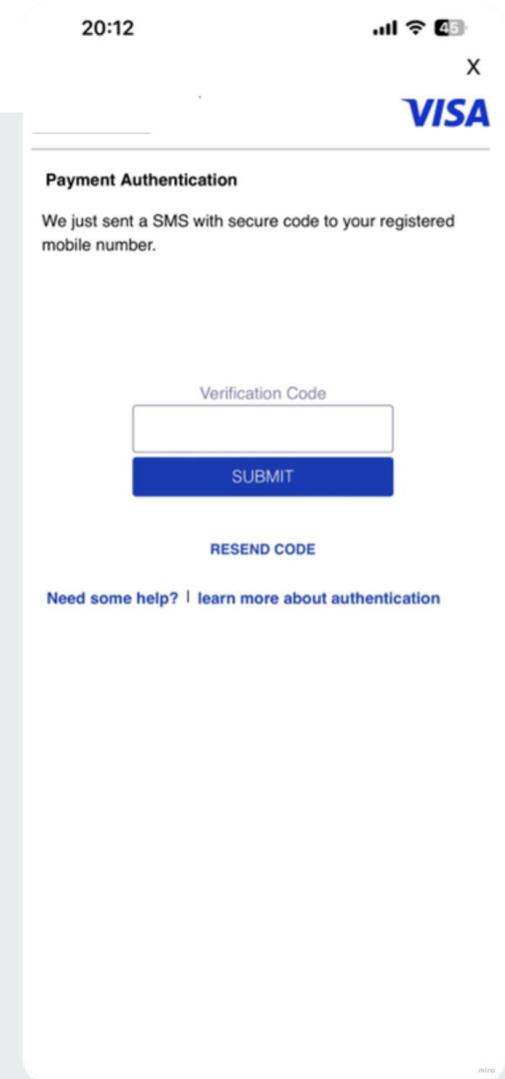
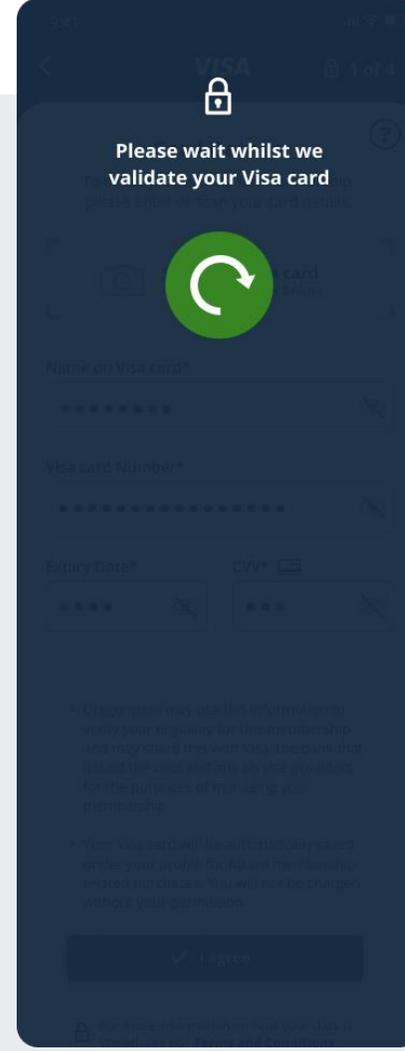
# Registration



Cardholder enters their Visa card details and selects country of issuance.



VCES check is completed to check eligibility followed by \$0 auth active card check.



If enabled by issuer, 3DS verification will be prompted.

# Registration

**Your details**

First name (as shown on passport)\*  
Malik

Last name (as shown on passport)\*  
Mohammed

Mobile\*  
+9714 (0) [masked]

Email\*  
mmalik@hotmail.com

By entering in my information above and checking the box below, I authorise DragonPass to collect, use and share my personal data with Visa, my card issuing bank and relevant service providers in order to facilitate my participation in the Program.

See [DragonPass Privacy Policy](#) and [Visa Privacy Notice](#) for more information on how your data is used. I also agree to the [Program Terms and Conditions](#), which includes Dragonpass' [Terms of Service](#) and [Terms of Use](#).

I am over 21yrs of age

I agree

Please select (optional):

Allow the use of third-party tools to gather insights and enhance your experience with our services.

By checking this box, you agree to Visa processing your personal information, including overseas transfers, to receive marketing communications from Visa. You can unsubscribe at any time. For more information, please review [Visa's Global Privacy Notice](#).

Continue

Cardholder enters their personal details and agree to terms.

**Correct Details?**

We use these details for password recovery and security. Are they correct?

+9714 8765 9045  
mmalik@hotmail.com

Yes

No, edit details

I authorize Dragonpass to collect, use and share my personal data with Visa, my card issuing bank and relevant service providers in order to facilitate my participation in the Program.

I also agree to the **Program Terms & Conditions**, which includes Dragonpass' **Terms & Service** and **Terms of Use**.

I am over 18yrs of age

I agree

For information on how your data is stored, view [Dragonpass Privacy Policy](#) and [Visa Privacy Notice](#)

Cardholder to confirm their contact details are correct. Details will be used for multi factor authentication.

**Verify mobile**

Thanks for checking. Please enter the 6-digit code sent to +914 8\*\*\*\*9045

[ ] [ ] [ ] [ ] [ ] [ ]

No code? [Resend](#)

[Ask me later >](#)

Send code to email

**Verify mobile**

Thanks for checking. Please enter the 6-digit code sent to +914 8\*\*\*\*9045

5 2 0 8 7 1

No code? [Resend](#)

[Ask me later >](#)

Send code to email

**Verify mobile**

Thanks for checking. Please enter the 6-digit code sent to +914 8\*\*\*\*9045

5 2 0 8 7 1

No code? [Resend](#)

Send code to email

[Ask me later >](#)

Cardholder must verify either mobile or email during registration with a one time password.

If cardholder skips this step they will be prompted to verify mobile or email on their subsequent login.

**Verify email**

Thanks for checking. Please enter the 6-digit code sent to mmalik@hotmail.com

[ ] [ ] [ ] [ ] [ ] [ ]

No code? [Resend](#)

[Ask me later >](#)

Send code to mobile

**Verify email**

Thanks for checking. Please enter the 6-digit code sent to mmalik@hotmail.com

6 6 1 2 7 9

No code? [Resend](#)

[Ask me later >](#)

Send code to mobile

**Verify email**

Thanks for checking. Please enter the 6-digit code sent to mmalik@hotmail.com

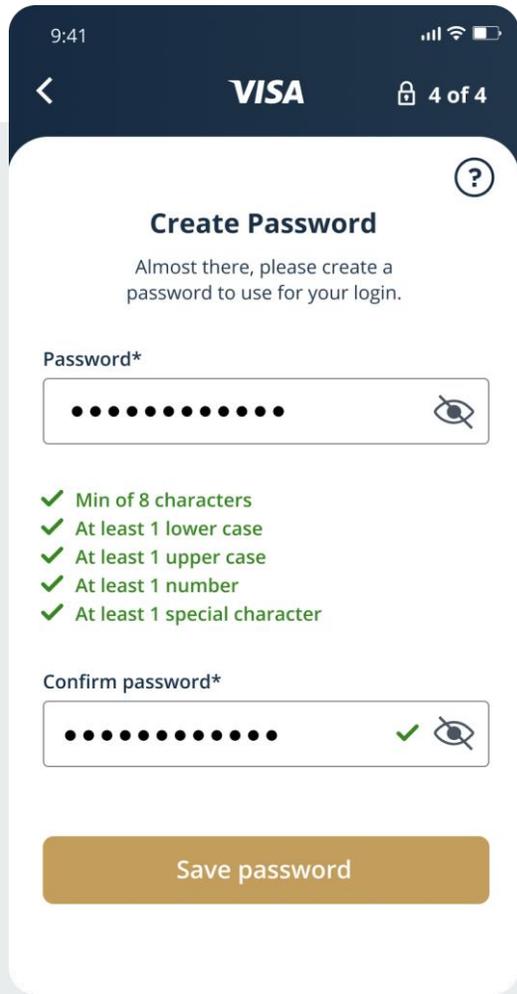
6 6 1 2 7 9

No code? [Resend](#)

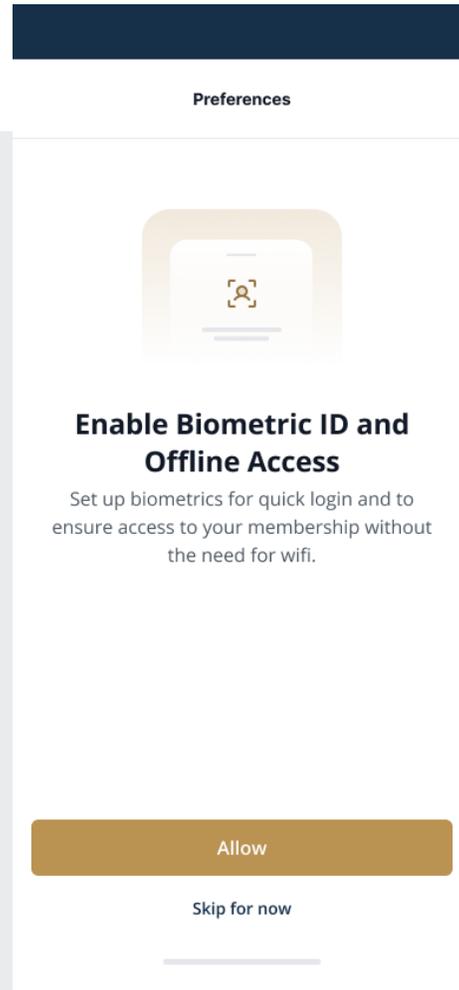
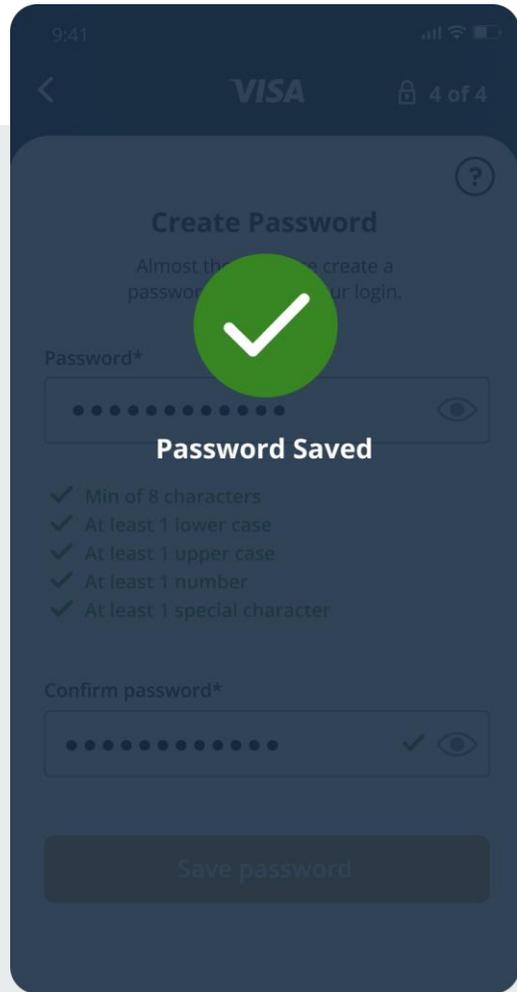
Send code to mobile

[Ask me later >](#)

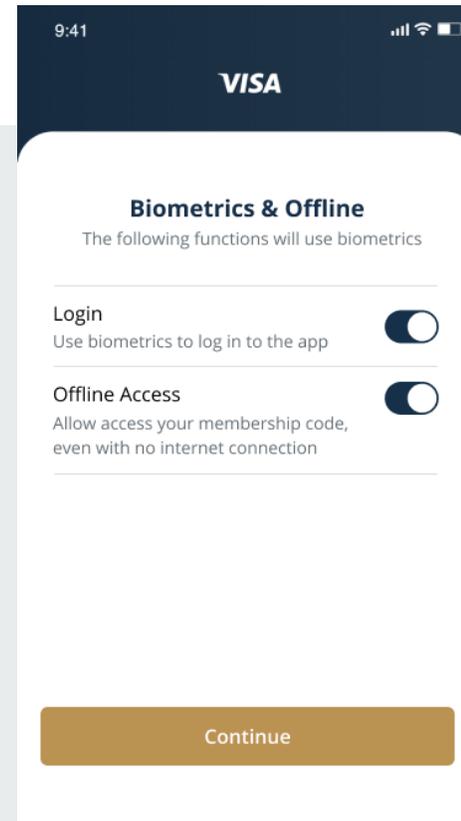
# Registration



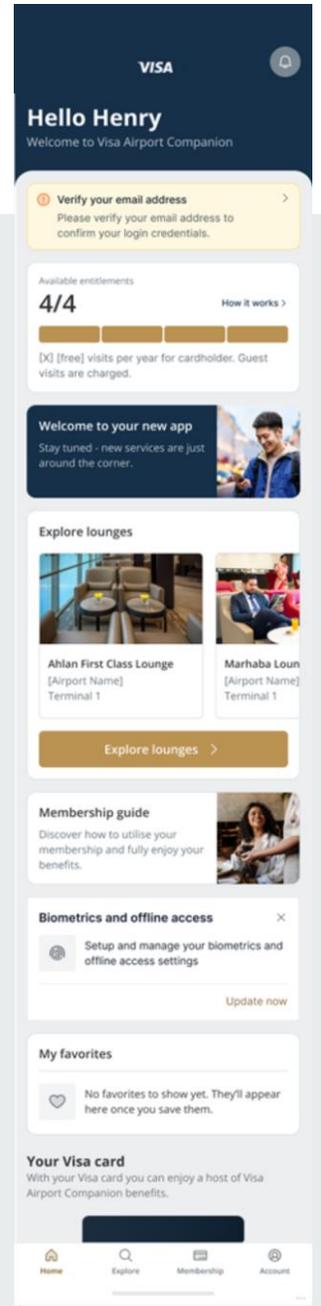
Cardholder will be asked to create a password.



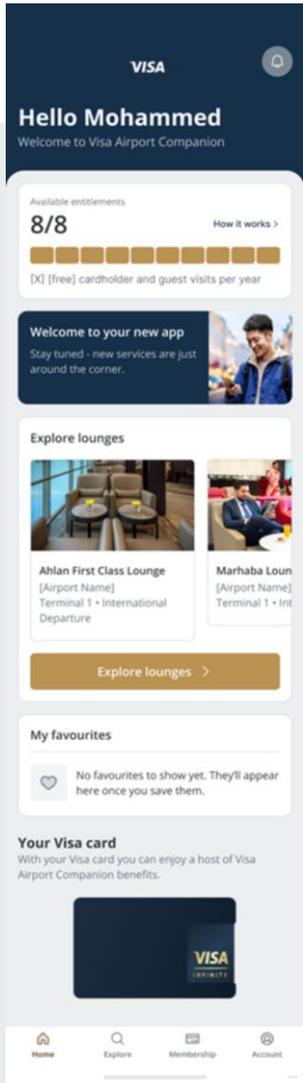
Cardholder has the option to enable biometric for login and offline access. Offline access will allow cardholder to use their membership to access lounge without internet connection.



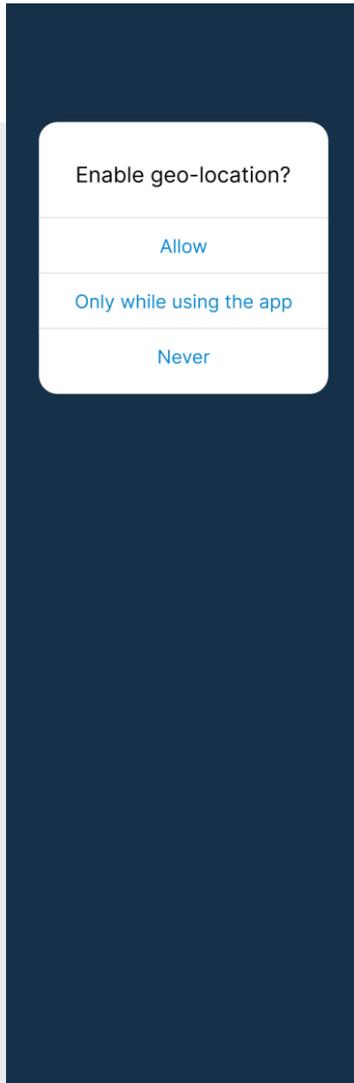
Cardholder has successfully registered and will be able to view their entitlements and use their benefit immediately.



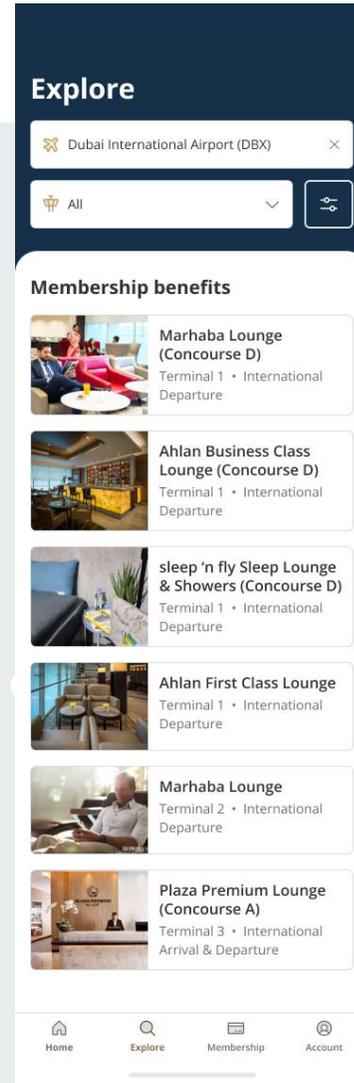
# Finding and Accessing a lounge



To find a lounge, cardholder selects **Explore** from the homepage.

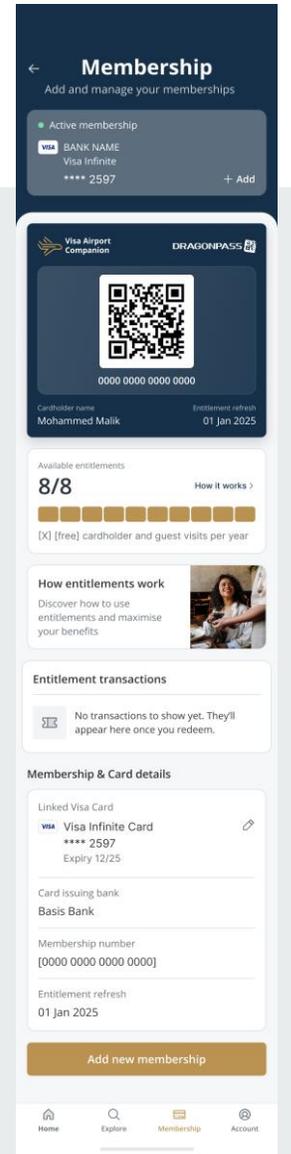
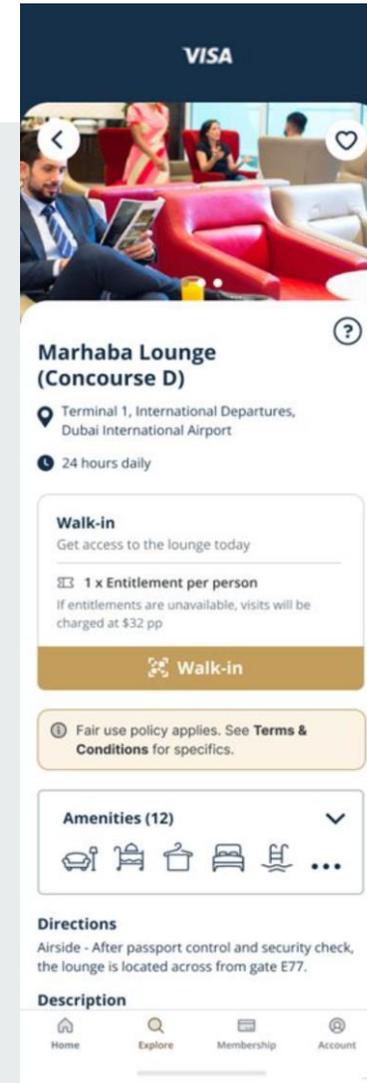


Cardholder has the option to enable geo-location. This will suggest the nearest airport when using the app.



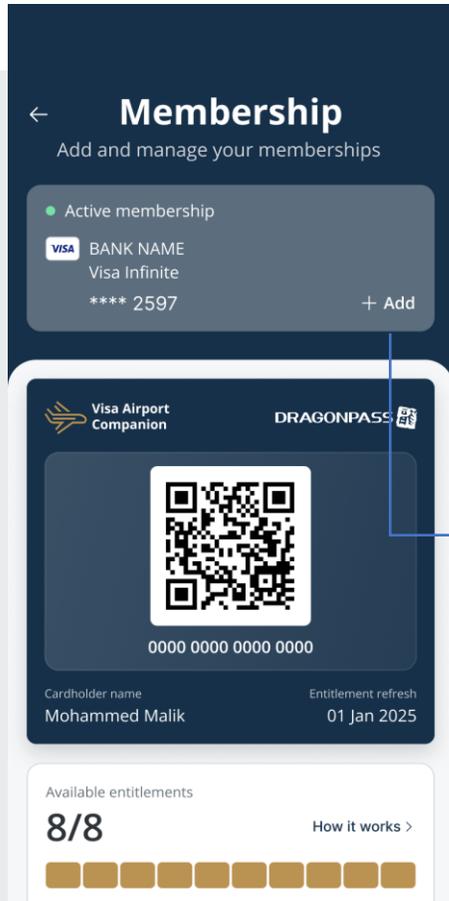
The c

When an airport has been selected a list of all lounges will appear. Click to view further details of a lounge such as directions, opening hours and amenities. To access cardholder selects **Walk-in**.

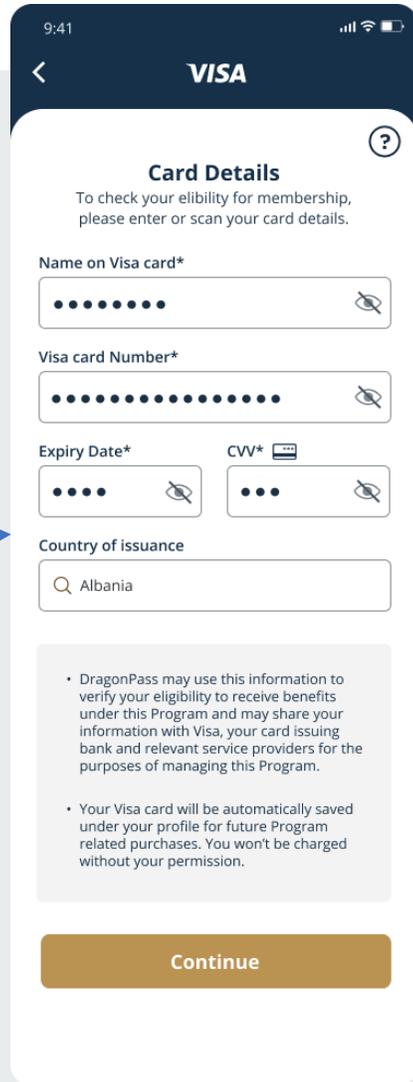


To access a lounge cardholder must present the digital membership/QR code.

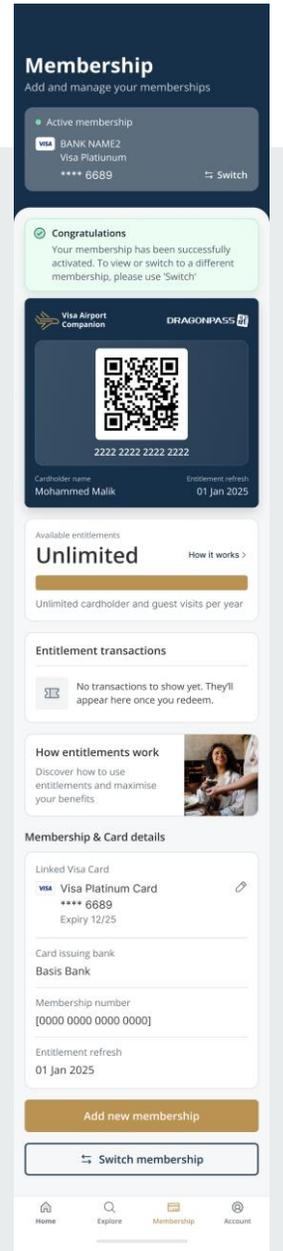
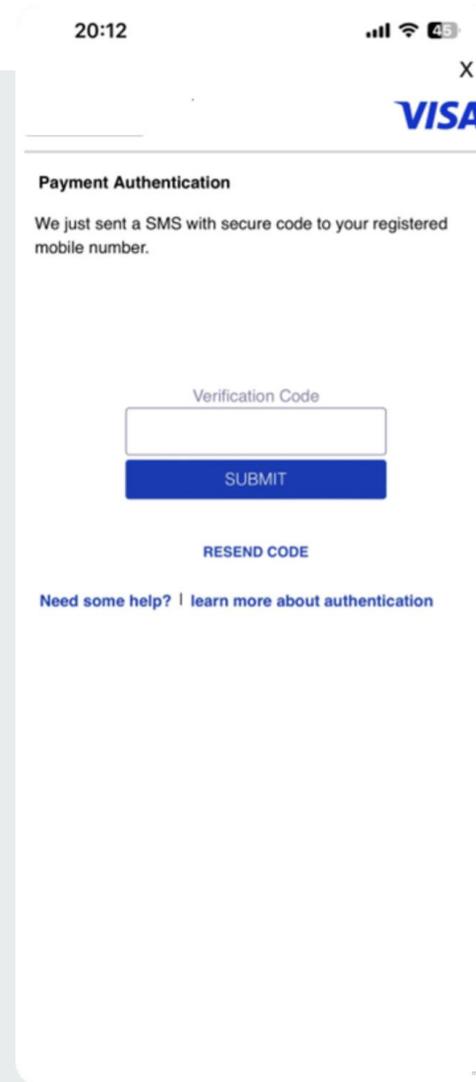
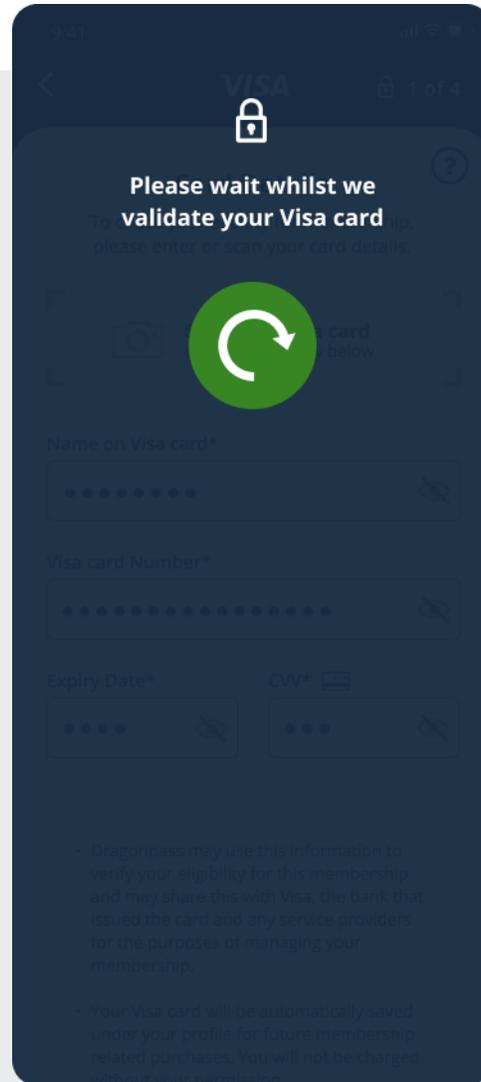
# Adding a second eligible Visa card



Cardholders can have multiple memberships if they have more than one eligible Visa card. One membership is created per eligible Visa card. Cardholders click **+Add** to register another card.



Cardholders enter their Visa card details and the Visa card will go through an eligibility check, \$0 auth and 3DS. After successful registration, cardholder will have to see the benefits linked to their new membership.



# Updating replacement Visa card

Cardholders will be notified in app if the status of the membership changes e.g due to expired card or eligibility change.

In app messages will inform the cardholder they will need to update their Visa card to continue using their benefit.

Once the cardholder clicks the red in app notification, they will be asked to update their Visa card. Once completed their membership will once again become active.

