

# Customer Journey





#### Registration



Cardholder downloads app from Google Play Store of 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.

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VISA

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mobile number.

**Payment Authentication** 

We just sent a SMS with secure code to your registered

Verification Code

SUBMIT

**RESEND CODE** 

Need some help? | learn more about authentication

### Registration

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Existing User? Log In

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vina	<ul> <li>DragonPass may use this information to verify your eligibility to receive benefits under this Program and may share your information with Visa, your card issuing bank and relevant service providers for the purposes of managing this Program.</li> <li>Your Visa card will be automatically saved under your profile for future Program related purchases. You won't be charged without your permission.</li> </ul>	Congregation may use intermediate to service and may start the service the service of the s
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Cardholder enters their Visa card details and selects country of issuance.

Burkina Faso

🔀 Burundi

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

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



Your Visa card

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Manage

With your Visa card you can enjoy a host of Visa Airport Companion benefits.

63

Membership

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Account

## 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.

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

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

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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 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.



Update Visa     Update Visa     Visa card? Your registered Visa card against your Visa Companion membership must be active (n expired or cancelled). Update your Visa car continue using your Visa Airport Companio	Airport
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① Important Note	
Replacing your Visa card will permanent remove your saved Visa card so please be certain this is the correct Visa card yo want to replace.	y u
Visa card Number 4488 9999 7777 8888	
Expiry Date CVV	
10/26 388	
Country of issuance	
Q Select Country	

See Terms and Conditions for more information on how your data is used.

your permission.

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Please wait whilst we	Payment Au

validate your Visa card

#### **Payment Authentication**

We just sent a SMS with secure code to your registered mobile number.

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VISA

Verification Code
SUBMIT

RESEND CODE

Need some help? | learn more about authentication



#### Successful Visa card Update

Your Visa Airport Companion membership ending with XXXX is now linked to your Visa card ending with XXXX.

Please note that your benefits and past order records have been transferred to your newly linked Visa card. Going forward, this Visa card will be used for payment.