Maybank

DIGITAL PRIORITY PASS MEMBERSHIP FAQs

1. **What is Priority Pass?**
   Priority Pass is a program owned by Collinson Group that allows eligible Cardmembers access to over 1,500 VIP airport lounges worldwide.

2. **Who is eligible for the complimentary Digital Priority Pass Membership?**
   This is exclusive for Maybank Visa Infinite Principal Cardmembers or Diamante Visa Infinite Principal Cardmembers.

3. **How do I register for Digital Priority Pass Membership?**
   o If you meet the eligibility criteria as an existing Maybank Visa Infinite Cardmember or Maybank Diamante Visa Infinite Cardmember, you will receive a Unique Invitation Code under "MY COUPONS" on Maybank TREATS SG app.
   o Please visit www.prioritypass.com/maybank, input the Unique Invitation Code and complete registration for the new Digital Priority Pass Membership.
   o Upon successful registration, you are required to download the Priority Pass app on your mobile device and log in to your Priority Pass app in order to enjoy your Digital Priority Pass Membership benefits.

   • To register for the Digital Priority Pass membership

   Step 1: Download and Login to Maybank TREATS SG App
   a. Enter username and password.
   b. Input the **6-digit One Time Password (OTP)** sent to your registered mobile number.
   c. Click on **'Submit'**
   d. Select **'My Coupon'** at the bottom tab
   e. Select **eCoupon** (e.g., 'Maybank Diamante Visa Card: Digital Priority Pass Membership')
   f. Click on **'Use Now'** button
   g. **Copy** the Unique Invitation Code
   h. Visit www.prioritypass.com/maybank, **input** the Unique Invitation Code and **complete** registration

   Step 2: Register Digital Priority Pass Membership
   a. Visit www.prioritypass.com/maybank on web browser
   b. Enter the **Unique Invitation Code** sent to your Maybank TREATS SG app and click **'Submit'**
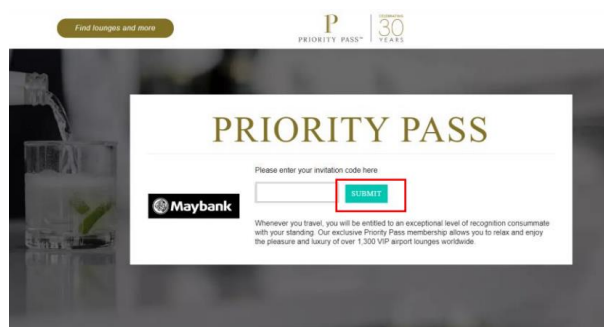
c. Select "Singapore" as **location**
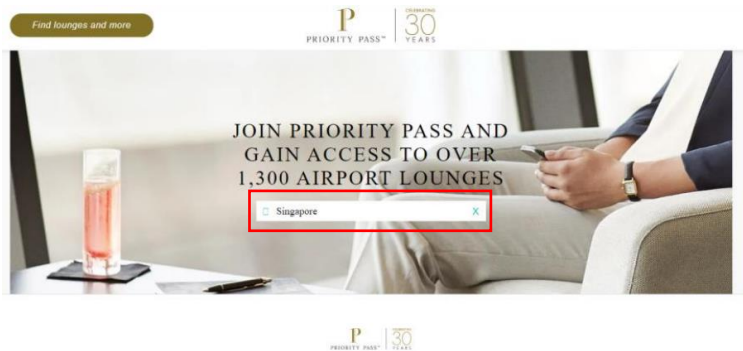
d. As a Maybank Visa Infinite Cardmember, you would be able to see **total number of lounge visits** you are entitled to. Click **'Join Now'** and **complete your registration** under "Personal Details" for Digital Priority Pass Membership.
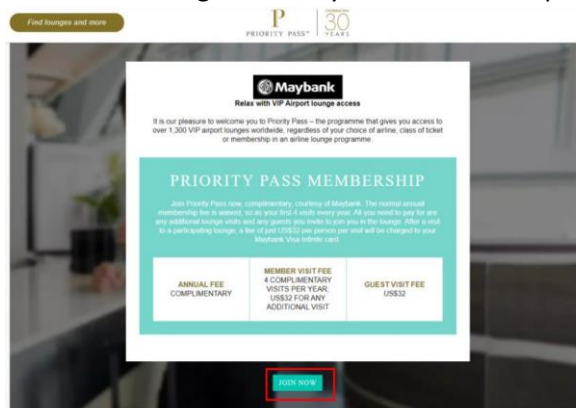
e. **Create an account** which you can then access your Digital Priority Pass Membership online or via the Priority Pass app.

f. Enter your Maybank Visa Infinite **Card details and billing address** for Priority Pass billing [If applicable – in the event if you exceed the total number of lounge visits, you are entitled to and/or guest visit fee(s)]

g. Ensure that the Membership Declaration box is **checked** and click **'Join Priority Pass'**

h. Your registration for Digital Priority Pass Membership is now complete. Please validate the accuracy of details under the "**Bill to**:" section.

You will **receive a confirmation email** from Priority Pass (info@email.prioritypas.com) to inform you that your online account is now active and ready for use.
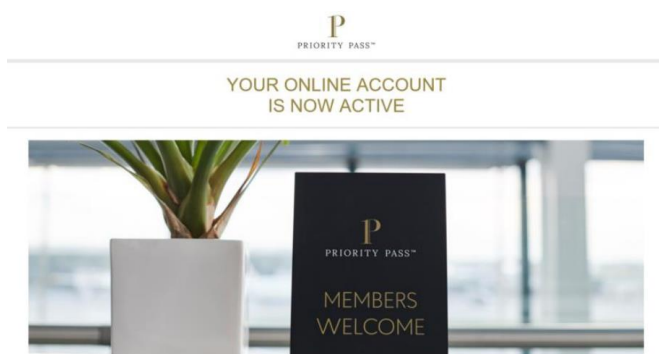
Step 3: Login to Priority Pass App using the same username and password created during the registration in order to enjoy your Digital Priority Pass Membership benefits

a. Enter username and password
b. Click on '**Card'** at bottom tab
c. View Digital Priority Pass Card

4. How to retrieve Unique Invitation Code for Digital Priority Pass registration?

For Cardmembers who have yet to register for Digital Priority Pass, below are the steps to retrieve the unique code for registration at www.prioritypass.com/maybank:

- To <u>retrieve</u> Digital Priority Pass Unique Invitation Code
    a. Login to TREATS SG app
    b. Enter username and password
    c. Click on **'My Profile'**

    d. Click on **'My Account'**
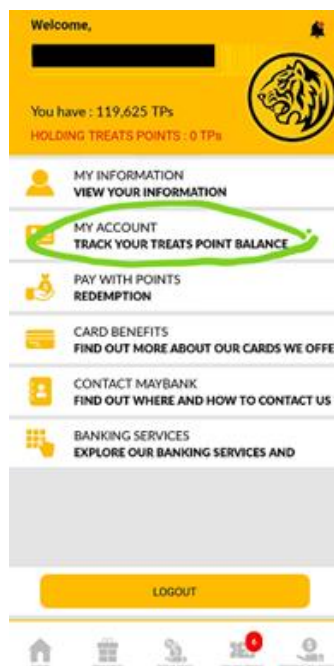
e. Select **'Coupon Redemption History'** and view unique code (e.g., code: QR12345678-9 OR QQ12345678-9)
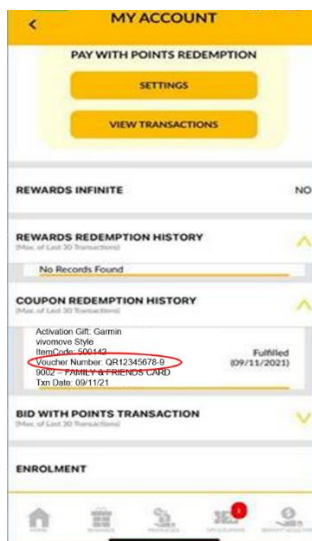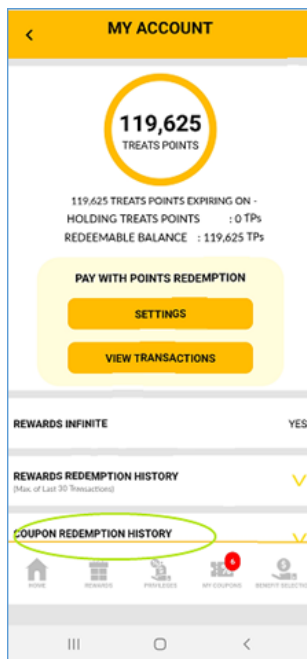
f. Visit www.prioritypass.com/maybank on web browser and input Unique Invitation Code to **complete registration**

5. **Can I still use my previous physical Priority Pass Card after I apply for the new Digital Priority Pass Membership?**
   No, you will not be able to use your previous physical Priority Pass Card after registering for the new Digital Priority Pass Membership. Please note that all physical Priority Pass Cards have been deactivated on 1 August 2023.

6. **Can I link my new Digital Priority Pass Membership to my current Priority Pass Membership with the physical Priority Pass Card?**
Priority Pass does not allow linkages between memberships. You will need to register for a new Digital Priority Pass Membership associated with the Unique Invitation Code sent to you on Maybank TREATS SG app.

7. **What are the Digital Priority Pass Membership renewal criteria ("Renewal Criteria")?**
From 15 April 2016, renewal of the membership shall be subject to **one** of the following criteria:
   - Made a minimum spend of S$60,000 in your current or previous card anniversary year; OR
   - Paid the Maybank Visa Infinite Card annual fee

8. **I have fulfilled one of the Renewal Criteria and would like to re-apply, where should I obtain the application form?**
To apply, SMS to 79898 in this format:
VIPP<space><Name><space><Last 4 digits of Card Number>
E.g. VIPP Richard Lee 7888

9. **Will my Priority Pass Membership with other banks get terminated when I terminate my Digital Priority Pass Membership with Maybank?**
No. Only the Digital Priority Pass Membership registered with Maybank Visa Infinite Card or Diamante Visa Infinite Card will be terminated.

10. **What is my lounge visit entitlements on the new Digital Priority Pass Membership Card?**
Each <u>Maybank Diamante Visa Infinite</u> Principal Cardmember is entitled to **unlimited** complimentary lounge visits per membership year. You will be given unlimited complimentary lounge visits immediately upon successful registration.

   Each <u>Maybank Visa Infinite</u> Principal Cardmember is entitled to **four complimentary lounge visits** per membership year. You will be given four complimentary lounge visits immediately upon successful registration.

   Visits by Supplementary Cardmembers and/or accompanying guests will be charged by Priority Pass to your Maybank Diamante Visa Infinite / Visa Infinite Card at US$35 (or the prevailing rate) per person per visit.

11. **Can a Maybank Visa Infinite Principal Cardmember use more than four complimentary lounge visits in a membership year?**
Yes. If you have fully utilised the four complimentary lounge visits within a membership year, any additional visit will be charged by Priority Pass to your Maybank Visa Infinite Card at US$35 (or the prevailing rate) per person per visit.

12. **Can I view my lounge visits history online?**
You are able to view a history of your lounge visits under the 'My Account' tab in your Priority Pass app or Priority Pass website at www.prioritypass.com. Please note that your most recent visits may not be shown in the visit history if they are still being processed by the lounge operators. If you have further enquiry on any lounge visits made, please contact Priority Pass Membership Service Team by phone (+852 2866 1964) or by email (info@prioritypass.com).

Maybank

13. **How do I find out if there are lounges in the airport I am flying through? And if the lounges accept the Digital Priority Pass Membership Card?**

Please visit Priority Pass website at www.prioritypass.com/maybank , or use the lounge search function in the Priority Pass app. If the lounges accept the Digital Priority Pass Membership Card, "Digital Card Accepted" will be shown under the "Facilities" section of the lounge.