



## Frequently asked questions about LoungeKey lounge access

### 1. Is the access free?

Yes it is complimentary for main and supplementary cardholders. However do note that LoungeKey will perform a pre-authorisation amount to validate your card. The entry is still complimentary and this amount will not be charged to your card

### 2. What is LoungeKey?

LoungeKey is an airport lounge product brought to you by Collinson Group. Collinson Group is also the company behind Priority Pass.

### 3. Do I need to enrol my Card for overseas use to gain access to LoungeKey lounges?

To avoid any disrupted access to LoungeKey network of lounges, please activate your magnetic stripe for overseas use as EMV chip technology may not be adopted in some countries.

To activate your Card's magnetic stripe for overseas use, please call 1800-227 8811. If you are overseas, please call our hotline at (65) 6227 8811.

### 4. How different is the LoungeKey's of airport lounges from that of Priority Pass?

LoungeKey and Priority Pass offer a similar network of airport lounges worldwide, in particular the same lounges in major cities like Singapore, Bangkok, Jakarta, Hongkong, Malaysia and Australia. To search for lounges click [here](#).

### 5. When will my Priority Pass Card expire?

Your Priority Pass membership card will not be valid for entry after 4 October 2019. The mode of lounge entry will be switched to presenting your HSBC Visa Infinite card at LoungeKey participating lounges to enjoy complimentary access.

### 6. My Priority Pass is lost / due for renewal, can I get a replacement card?

Yes, we can arrange a replacement card but this card will be valid for entry till 4 October 2019. With effect on and from 5 August 2019, you can start entering LoungeKey's network of lounges using your HSBC Visa Infinite Credit Card. We will no longer be issuing the Priority Pass card.

### 7. When can I access LoungeKey lounges?

From 5 August 2019, you may present your HSBC Visa Infinite Credit Card, boarding pass and mention LoungeKey at participating lounges worldwide to enjoy the complimentary access.

### 8. How do I access LoungeKey lounges?

Simply present your HSBC Visa Infinite Credit Card, boarding pass and mention LoungeKey at participating lounges to gain complimentary access.

#### When accessing the lounge on your own:

LoungeKey will perform a pre-authorisation amount to validate your card. This amount will not be charged to your card. The 'Total number of users' reflected on the card terminal is 1. A pre-authorisation amount is a temporary hold of your credit balance and no funds will be charged to the card.

#### When accessing the lounge with guests:

Guest charges at USD 27 per guest applies, including children and infants unless otherwise stated by the lounge. Do ensure the 'Total number of users' reflected on the card terminal is correct. For example, if the



‘Total number of users’ on the card terminal is 3, total of USD54 will be charged (i.e. for 2 guests with cardholder). Guest charges are subject to change at the lounge operator’s discretion. With effect from 1 October 2019, the guest charge is USD 32 per guest.

For HSBC Visa Infinite supplementary cardholders, they will need to present their HSBC Visa Infinite Credit Card, boarding pass and sign themselves into the lounge in order to gain complimentary access.

#### **9. How can my supplementary card member gain access to LoungeKey lounges?**

There is no change to the programme – your supplementary cardholder (s) have to present their own HSBC Visa Infinite supplementary Credit Card at LoungeKey participating lounges to gain complimentary access. Each cardholder must sign themselves in for complimentary access.

Do ensure that the overseas usage of the Credit Card is enabled for lounge entry.

#### **10. Can I take children and infant in for free?**

There are different child policy for different lounges. For more information regarding the policy within a particular lounge, please visit the lounge finder [here](#).

If lounge allow free entry, please ensure that they are not reflected as guest on the card terminal when you sign for entry.

For example if you are traveling with your one children or infant and the entry is complimentary covered under the Child policy of the lounge, the ‘Total number of users’ on the card terminal is 1 and the lounge access is complimentary.

#### **11. Why is there a change of provider for lounge?**

We have received feedback from customers that it is cumbersome to carry 2 cards when they travel. The network provided by LoungeKey is similar to Priority Pass particularly for the top destinations where lounges remain the same.

### **LoungeKey Account Creation**

#### **12. What is a LoungeKey account?**

This account allows you to check lounge coverage through the lounge finder function, track entry visits and guest charges and allows you to enjoy additional discounts at selected retailers in different airport lounges.

To enjoy these additional perks, you need login to your account and generate the discount QR codes to be presented at point of payment.

#### **13. How do I set up a LoungeKey account?**

Visit [here](#) and create an account in 3 easy steps. After confirmation, a welcome email will be sent to the email address input during account creation.

#### **14. Will this affect my complimentary benefits if I do not have the account?**

Account creation is only required if you would like to enjoy the additional perks at the selected retailers. To gain access, simply present your HSBC Visa Infinite Credit Card at LoungeKey participating lounges.

Information is updated as of July 2019