

1. What is the Airport Companion Asia Pacific app?

The Airport Companion Asia Pacific app is a first of its kind digital solution to provide an unique and seamless "total airport experience" for Jade by HSBC Premier Debit Card Cardmembers to access exclusive privileges including lounge access and dining discounts in key airports.

2. Who is eligible for the programs?

Jade by HSBC Premier Debit Card Cardmembers issued by HSBC Bank in Singapore

3. How can I access the airport lounge?

Present your digital membership card to the lounge staff for a simple verification. Upon successful verification, you can proceed to enjoy the lounge service.

4. How do I add lounge visit(s) to my membership account?

Go to "Me" and click on "My Card". Click on "Add Visit(s)" and the number of visit that you would like to purchase. Payment can only be made with your Jade by HSBC Premier Debit card. You will also receive 2 complimentary lounge visits from us every year.

5. Where can I use my newly added lounge visits in my membership account?

You can use membership visit in all lounges within the DragonPass network unless otherwise stated.

6. What is the validity date for my lounge visits?

Your lounge visits has the same validity date as your membership account.

7. Can unused newly added lounge visits be refunded?

Yes, you can request for a refund by calling DragonPass customer hotline before your membership account expired.

8. Can I bring guests to the airport lounge?

Yes, you can bring any accompanying guests as long as you have purchased additional single airport lounge visit passes for each guest or have sufficient visits added in your membership card. Your complimentary lounge visits can be used by the named cardholder only.

9. How do I purchase a single lounge visit pass?

Search for the lounge that you would like to visit and click on "Purchase Pass". Fill in the number of passes required and follow the payment instructions to complete the purchase. Payment can only be made with your Jade by HSBC Premier Debit card.

10. Where can I use the single lounge visit pass?

You can only use the single lounge visit pass at the lounge that you have purchased the pass for.

11. What is the validity date for my single lounge visit pass?

Your single lounge visit pass is valid for 90 days from the purchase date.

12. Can unused single lounge visit pass be refunded?

Yes, you can request for a refund by pressing "Cancel Order" under your single lounge visit within 30 days of the expiry date provided that it is unused. Your refund will be credited to your debit card account within 15 working days. For SkyTeam Exclusive Lounge in Sydney Kingsford Smith International Airport, you will need to contact DragonPass customer hotline for a refund which will take at least 40 working days to be credited to your credit card account.