



VISA

Visa Airport Companion (VAC) Journey

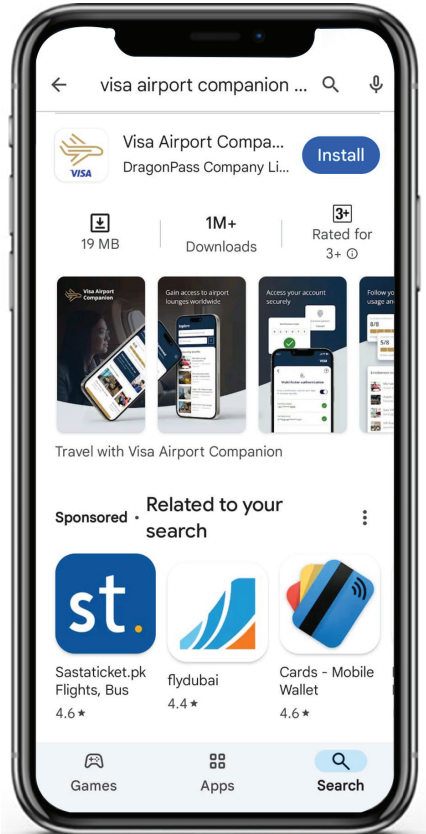




Download the App

Step 1

Download the VAC app from the Apple App Store or Google Play Store

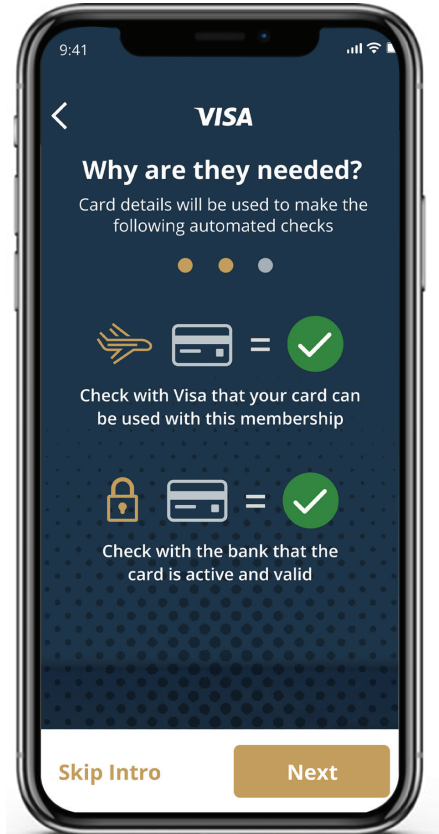




Step 2

- Select Sign Up or Login.
- Enter your Visa card details (Card Number, Expiry Date, CVV and Country of Issue). If there's an issue, you will get an error message to contact the bank.

Note: Activate your Debit Card for online transaction easily via AL Habib Mobile App or by contacting through our 24/7 Call Center at your convenience from your registered phone number.





Step 3

- If your card is ineligible, an error message will appear.
- Enter your name (must match your passport) and contact information. Access will be denied if the names don't match.

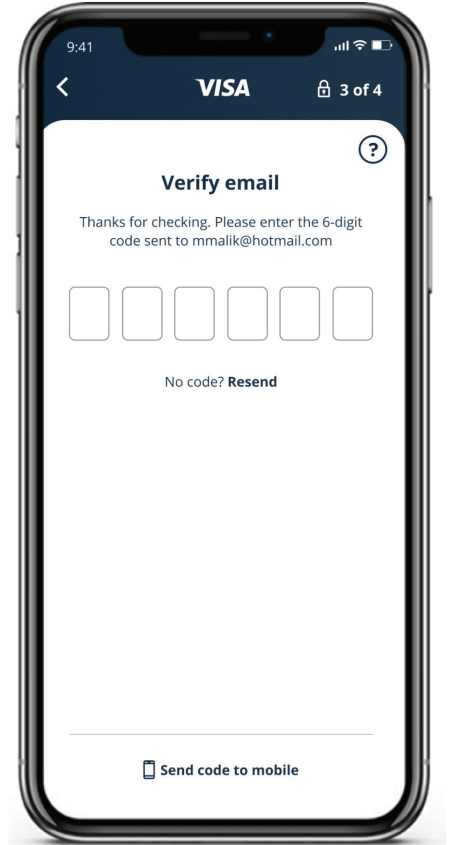
The image shows a smartphone screen displaying the 'Card Details' form. At the top, the status bar shows the time 9:41, signal strength, Wi-Fi, and battery icons. The app header is dark blue with a back arrow, the 'VISA' logo, and a lock icon with '1 of 4'. The form title is 'Card Details' with a help icon. Below the title is a sub-header: 'To check if you are eligible for a Visa Airport Companion membership, please enter your card details below.' The form contains several fields: 'Name on Visa card*' (7 dots), 'Visa card number*' (16 dots), 'Expiry date*' (4 dots), 'CVV*' (3 dots), and 'Country of issuance*' (a search bar with 'Select Country'). A privacy policy notice is at the bottom: 'DragonPass may use this information to verify your eligibility to receive benefits under your VAC membership and may share your information with Visa, your card issuing bank and relevant service providers (as defined in VAC T&Cs) for the purposes of managing this Program. This may include overseas transfer of information in accordance with applicable data protection laws.'



Verify and Set Up Access

Step 4

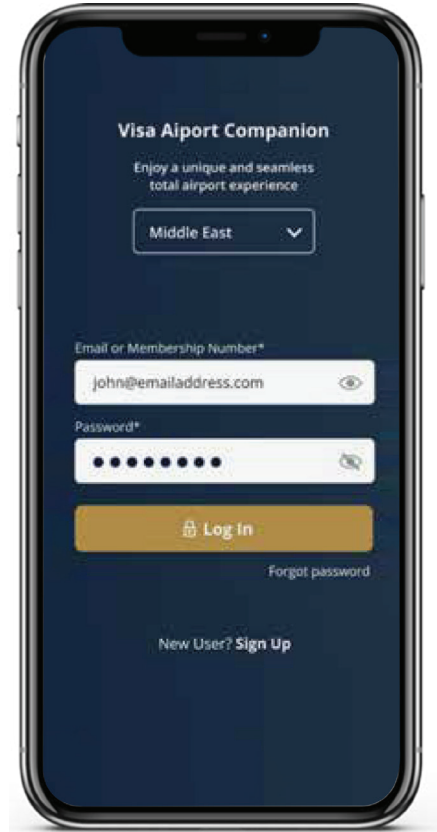
- A six Digit Code will be sent to your email or phone. Enter it to verify and create a password.
- Set up the biometric and offline access (internet required for the first setup). Offline access allow you to view the membership details without the Internet.





Step 5

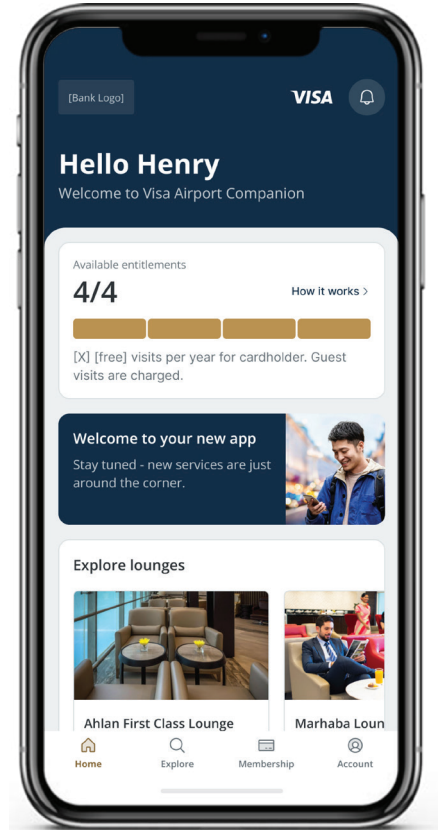
- Log in with your email and password or use biometrics.
- For login issues, tap the help icon or reset your password. After five failed attempts, your account will be lock for 30 minutes.
- Multi-factor authentication (MFA) is required for new devices, password resets, or when adding memberships.





Step 6

- After logging in, you'll see a welcome page with entitlements, terms, and lounge links.
- Notifications appear as a red dot on the home screen.





Step 7

- Tap "Explore Lounges" to select the airport and preferred lounge.
- A digital QR will be displayed on your screen for scanning at the lounge to enjoy access.

