

## UOB LADY'S SOLITAIRE METAL CARD

With effect from 1 Jan 2020, UOB Lady's Solitaire Metal Card Privileges will be revised as such:

Privileges	Expired as of 31 Dec'19	Wef 1 Jan'20	How to redeem
Complimentary limousine rides	Two(2) one-way Changi Airport transfers	One(1) Global Airport limousine ride	Log in to <a href="http://travelwithus.mastercard.com">travelwithus.mastercard.com</a> to reserve
Complimentary lounge access	2 complimentary visits a year	6 complimentary visits a year, limited to Cardholder only. <i>Subsequent visits and accompanying guest visits are chargeable at 32 USD per person, per visit</i>	Visit <a href="http://airport.mastercard.com">airport.mastercard.com</a> and/or download the Mastercard Airport Experiences mobile app

For any queries, please reach out to Mastercard Concierge (+65) 8008-525-008 for assistance.

### **FAQ for Complimentary limousine rides**

#### **How do I access the Program?**

You can access the Program at the Program Website: [travelwithus.mastercard.com](http://travelwithus.mastercard.com)

If you are visiting the Program Website for the first time, you will be required to perform a one-time registration to create a user account. Cardholders who hold a valid and eligible UOB Lady's Solitaire Metal Card will be able to register an account and access the Program.

#### **How do I register an account to access the Program?**

You will be able to perform a one-time registration to create a user account via the Program Website. The Website is accessible via desktop or mobile. Cardholders will be validated for eligibility during the process.

#### **How do I make a reservation for the Limo service?**

Reservations for the Limo service can be made on the Program Website once you have successfully created a user account.

### **Is Limo reservation only available via the website?**

Currently reservations are only offered via the website, which is accessible via desktop or mobile. Alternatively, you may also reach out to Mastercard Concierge for assistance.

### **Who should I contact if I need assistance with my Airport Limo reservations?**

If you are experiencing technical issues accessing the Program Website, please call the DragonPass customer service team at +886 4-2206-2555 or email [info@dragonpass.com.cn](mailto:info@dragonpass.com.cn)

## **FAQ for Complimentary Lounge Access**

### **How do I access the Program?**

- Visit [airport.mastercard.com](http://airport.mastercard.com) and/or download the Mastercard Airport Experiences mobile app from Apple Store or Android Market to easily search for participating lounges, as well as view selected offers from top airport dining, spa and retail merchants.
- Sign up for a user account on [airport.mastercard.com](http://airport.mastercard.com) and/or on Mastercard Airport Experiences mobile app to generate your digital lounge access code, view your benefit entitlements, visit history, generate offer codes and more.
- To access participating lounges, present your UOB Lady's Solitaire Metal Card or your digital lounge access code, together with your boarding pass and identify yourself as a LoungeKey member.
- To redeem offers, select your preferred offer and generate an offer code. Present the valid offer code to the cashier and redeem the offer.
- Terms and Conditions apply, please visit <https://airport.mastercard.com/en/conditions-of-use> for details.