

UOB LADY'S SOLITAIRE METAL CARD

With effect from 29 Dec 2023, the existing Mastercard Airport Experiences provided by LoungeKey will be replaced with Mastercard Travel Pass provided by Dragon Pass. UOB Lady's Solitaire Metal Card Privileges will be revised as such:

Privileges	How to redeem
One(1) complimentary Airport limousine ride a year	Log in to travelwithus.mastercard.com to reserve
Six (6) complimentary lounge access visits a year	<u>Till 28 Dec'23:</u> Visit airport.mastercard.com and/or download the Mastercard Airport Experiences mobile app <u>W.E.F 29 Dec'23:</u> Download the Mastercard Travel Pass app or visit mastercardtravelpass.dragonpass.com to register

For any queries, please reach out to Mastercard Concierge 1800 723 1338 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

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 service 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 +65 6741 4197 / +448081966002 or email info@dragonpass.com.cn

FAQ for Complimentary Lounge Access

How do I access the Program?

Till 28 December 2023:

- Visit airport.mastercard.com and/or download the Mastercard Airport Experiences mobile app from Apple Store or Google Play 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 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.

With effect from 29 December 2023:

- Visit mastercardtravelpass.dragonpass.com and/or download the Mastercard Travel Pass mobile app from Apple Store or Google Play and present your membership to enjoy access to any of 1,300+ airport lounges in more than 140 countries worldwide
- Registration is required via the Mastercard Travel Pass provided by DragonPass mobile application or at mastercardtravelpass.dragonpass.com with your UOB Lady's Solitaire Metal Card
- UOB Lady's Solitaire Metal Cardmembers must present their mobile access card or membership certificate to access a participating lounge. A valid boarding pass and an acceptable form of identification may also be required.
- UOB Lady's Solitaire Metal Cardmembers can choose to bring along any accompanying guest(s) to utilise the lounge at a per person, per visit fee of USD\$32, provided always that the guest is a travelling companion.

- Terms and Conditions apply, please visit mastercardtravelpass.dragonpass.com for details.