

DRAGONPASS FREQUENTLY ASKED QUESTIONS (FAQ) **UOB VISA INFINITE METAL CARDMEMBERS ONLY**

UOB Visa Infinite Metal Card – DragonPass Lounge Access FAQ

1. What is changing for the lounge access benefit?

Effective 1 June 2026, Cardmembers will receive 12 complimentary lounge passes per 12-month membership period. Unlimited access remains available until 31 May 2026.

2. How will my 12 complimentary lounge passes be credited?

Your passes will be automatically credited to your Airport Companion App on 1 June 2026. No action is required.

3. Can I use more than one lounge pass at the same time?

Yes. You may use multiple passes in a single visit, such as when entering with guests. Each guest visit deducts one pass.

4. Do Supplementary Cardmembers receive complimentary passes?

No. Only the Principal Cardmember receives complimentary passes. Supplementary Cardmembers' visits will be deducted from the Principal Cardmember's balance or will be charged once all passes have been used.

5. What happens if I have used up all 12 passes?

Additional visits will be chargeable at DragonPass's prevailing rates shown in the Airport Companion App.

6. Will the expiry date of my DragonPass membership change?

No. The expiry date of your DragonPass membership will remain the same. Upon cancellation of your UOB Visa Infinite Metal Card, your DragonPass membership will no longer be valid, and all unused lounge passes will be forfeited.

7. Can I still use lounge access after cancelling my card?

No. Lounge access ends immediately upon cancellation and unused passes are forfeited. Any lounge usage after cancellation will be chargeable.

8. What is DragonPass and the Airport Companion App?

DragonPass offers global airport lounge and travel services. The Airport Companion App lets you manage your DragonPass membership and access your digital card.



9. How do I download and register for the Airport Companion App?

Download "Airport Companion" from the Apple App Store or Google Play Store and sign up using your UOB Visa Infinite Metal Card.

10. How do I access airport lounges?

Present your digital DragonPass membership card (QR code) in the Airport Companion App at lounge entry.

11. How do I check my remaining lounge passes?

Log in to the Airport Companion App and view your membership details and visit history.

12. Do unused lounge passes carry over?

No. Unused passes expire at the end of your 12-month membership period.

13. I have received a new UOB Visa Infinite Metal Card with a new card number. Do I need to re-register my DragonPass membership?

Yes. If your card has been replaced with a new card number, you will need to re-register your DragonPass membership using the updated card details.

14. Who do I contact if I need help?

For assistance, you may email support.apac@dragonpass.com, call +44 16 1929 8844 (Monday-Sunday, 24/7), or visit the Help section in the app.

Version: March 2026