



AIRPORT LOUNGE SERVICE USAGE INSTRUCTION

Valid from April 2019

FIVE EASY STEPS TO ACCESS OVER 1,100 DRAGONPASS AIRPORT LOUNGES AROUND THE WORLD

1. Download DragonPass App
2. Activate your account
3. Search and select your airport on DragonPass App
4. Top-up (If any)
5. Visit Airport Lounge by showing your Virtual Membership Card that appears on DragonPass App.

Step 1 DOWNLOAD DRAGONPASS APP

1. Go to the App Store or Google Play Store and search for 'DragonPass'.



2. Download the app with the icon shown below .



3. Register your account and start enjoying the benefits of the DragonPass App.

Step 2 ACTIVATE YOUR ACCOUNT

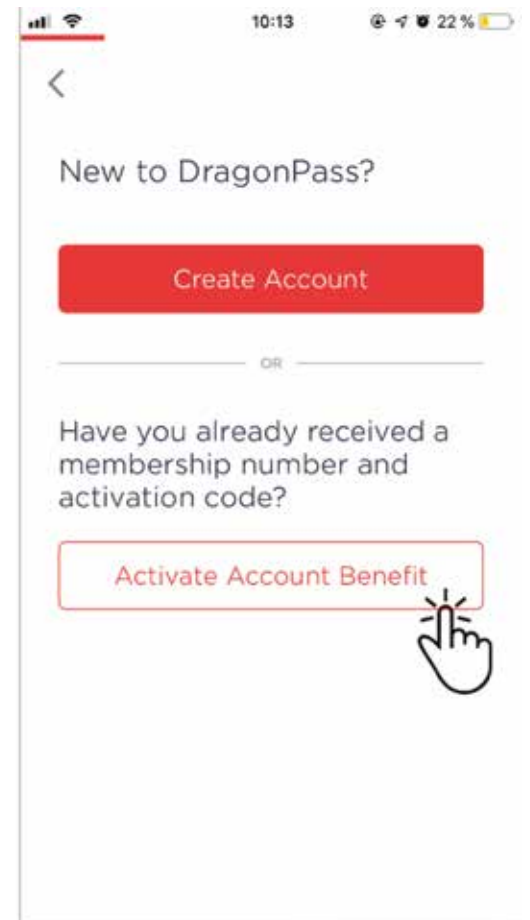
1. Login your account



- (1) First screen when downloading DragonPass App for the first time. Select **“Sign up or Log in”** to continue.

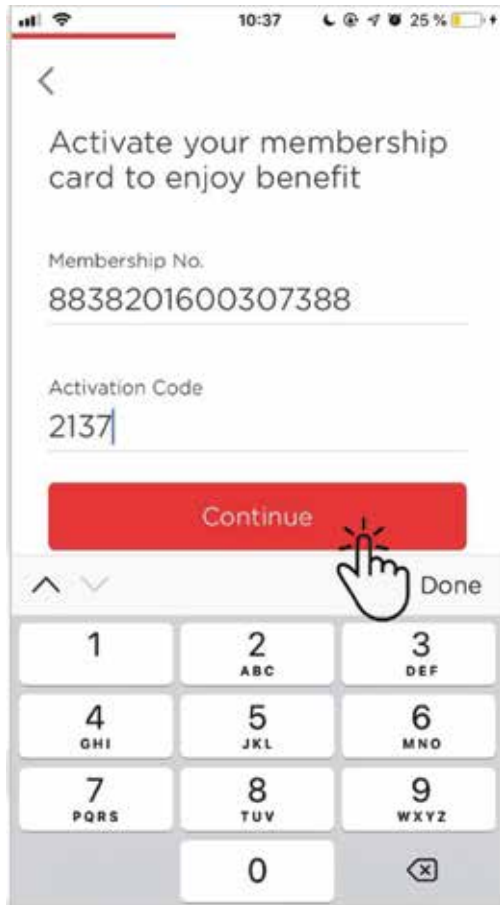


- (2) Open App - click **“ Sign Up”** to start the activation process.

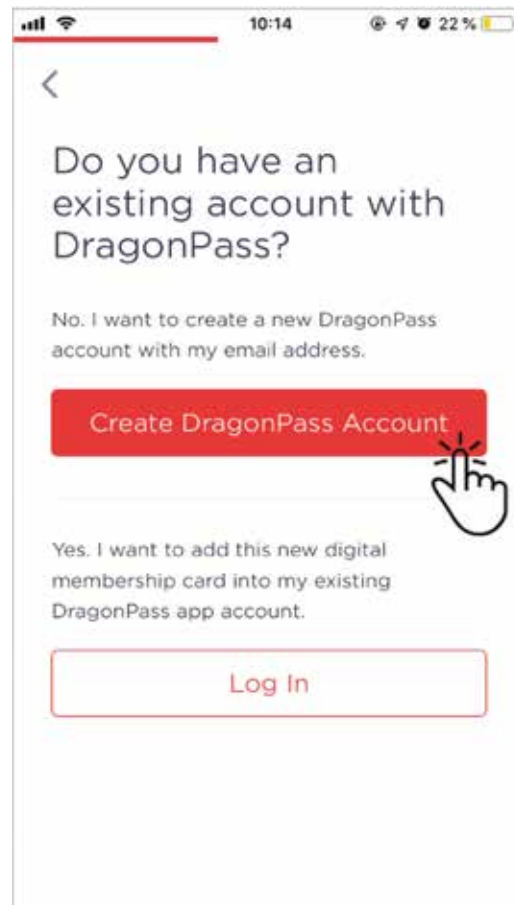


- (3) Select **“Activate Account Benefit”**

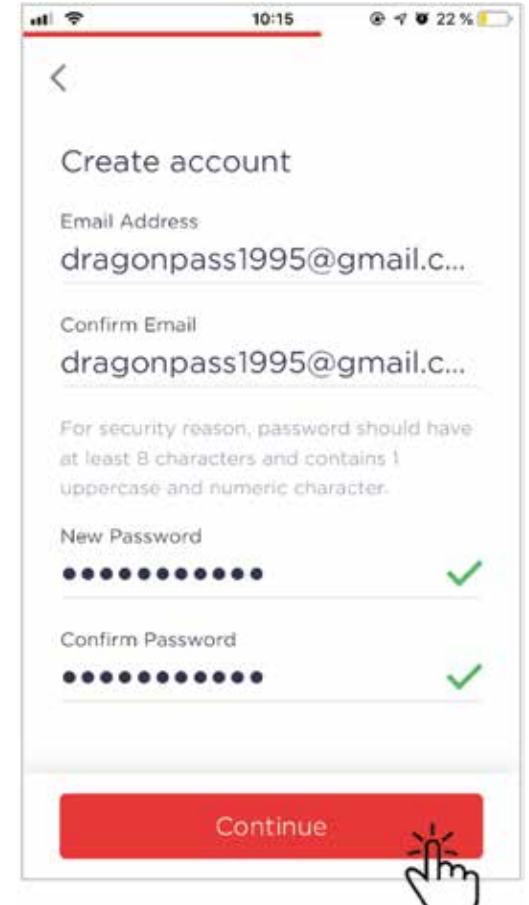
Step 2 ACTIVATE YOUR ACCOUNT



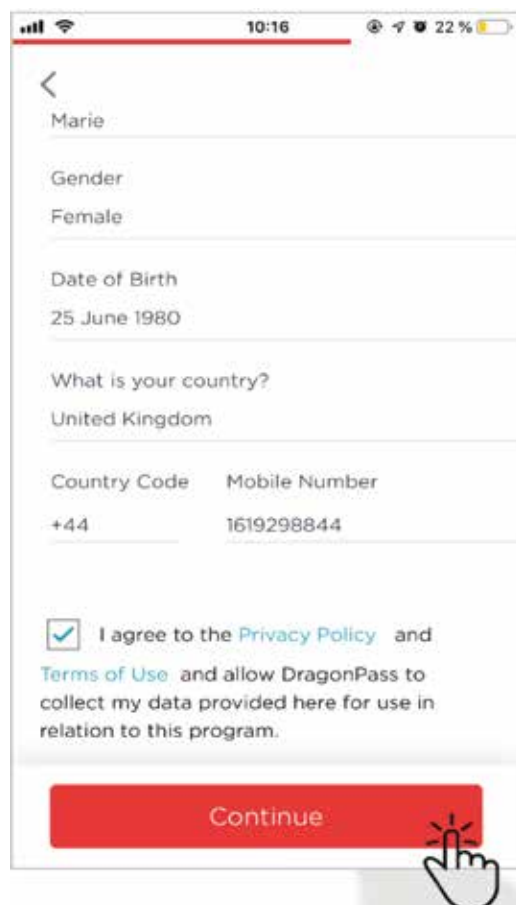
(4) Enter membership number and activation code, select “Continue”.



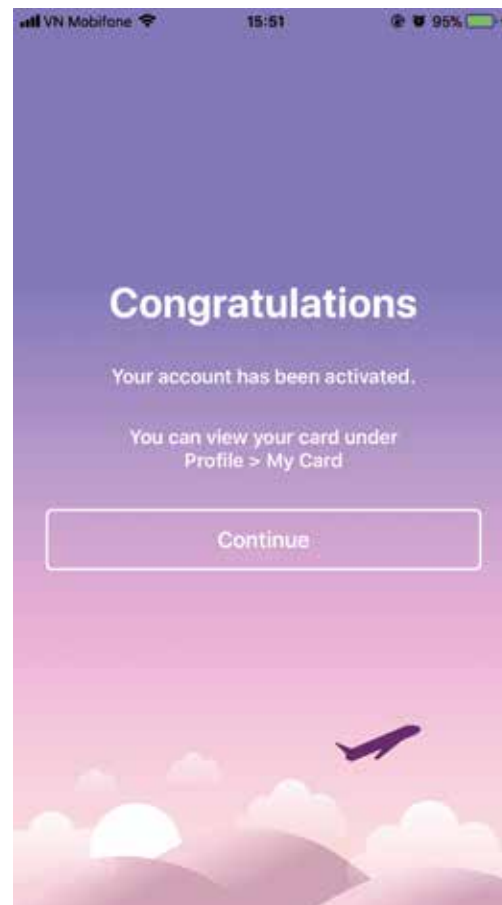
(5) Select “Create DragonPass Account”



(6) Fill in email address and create password, and then select “Continue”.



(7) Fill in personal details, agree to the Privacy Policy and Terms of Use. Select “Continue”.



(8) Activation completed. Click “Continue”.

Step 2 ACTIVATE YOUR ACCOUNT

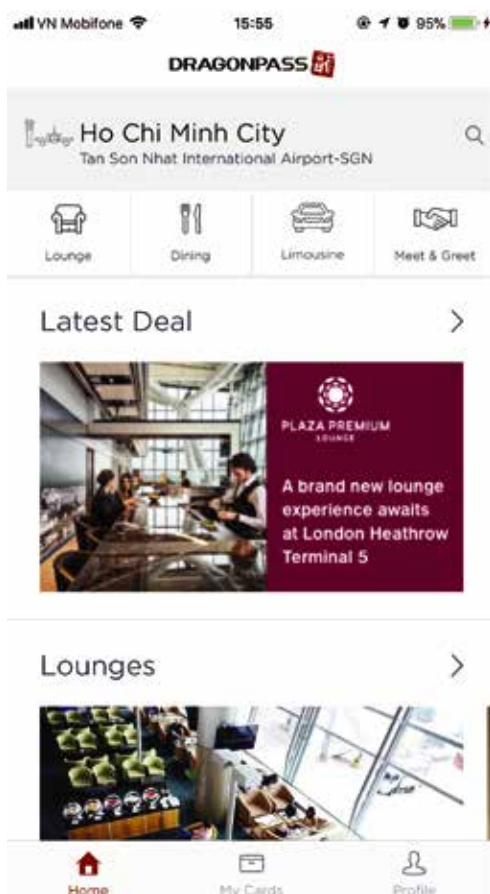
*After 7 working days since card issuance date, Shinhan shall send the Member ID and Activation Code via SMS to your registered mobile number.

**The email address used in step (6) doesn't need to be the same as one that you have registered with Shinhan. However, you will receive Verification Code sent by Dragon Pass via this email address when activating your account or forgetting password. Besides, you can also use this email address to log in DragonPass App.

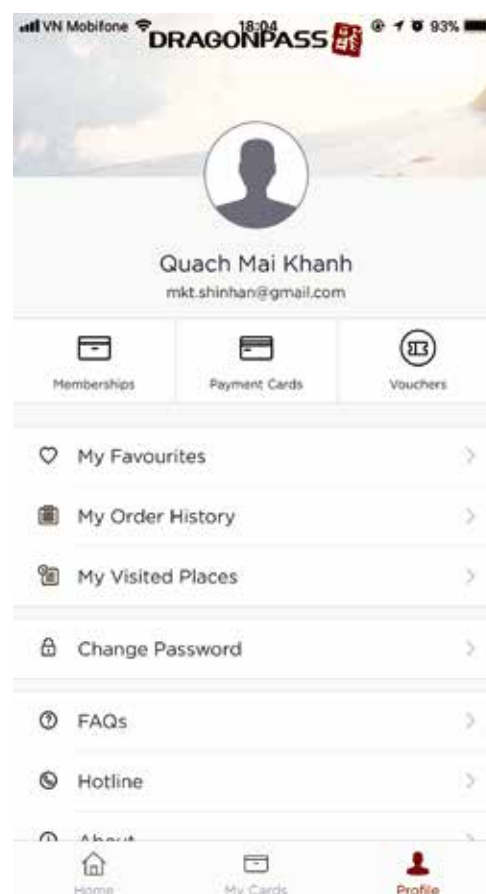
***Your password must be at least 8 characters long and contains 1 uppercase or numeric character.

****DragonPass Member ID is automatically expired when your card is terminated.

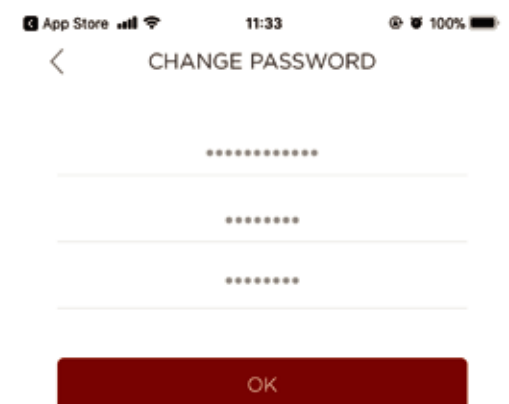
2./ How to change your password (if you want to change your password any time – optional)



(9) Homescreen.
Select icon “Profile”.

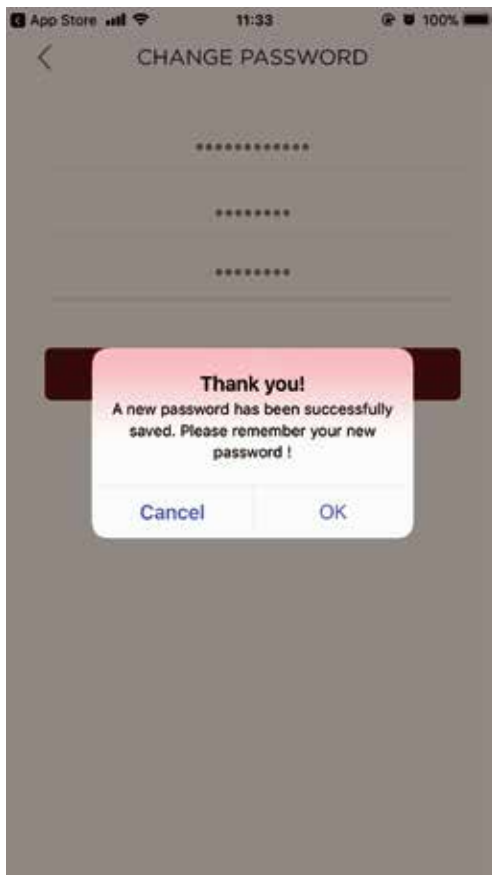


(10) Select “Change Password”.



(11) Type your old password and then new password twice***
Choose “OK”.

Step 2 ACTIVATE YOUR ACCOUNT

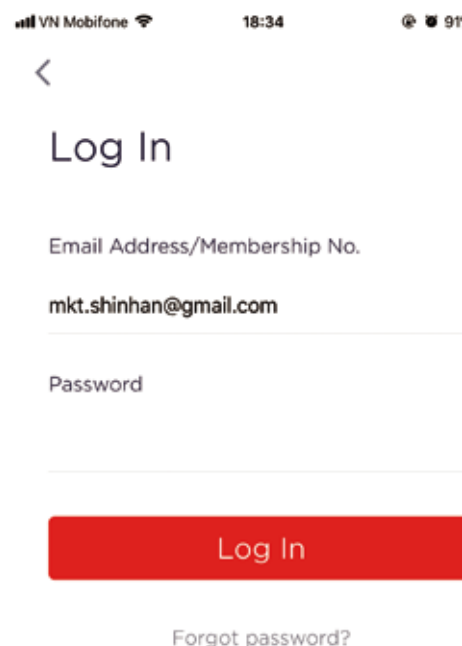


(12) Tap “OK” and your password is now successfully changed.

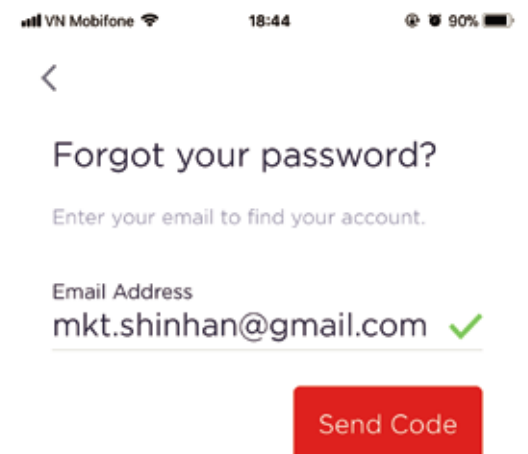
3./ How to reset your password (if you forgot your password - optional)



(13) Open App – click Sign Up to start the activation process.

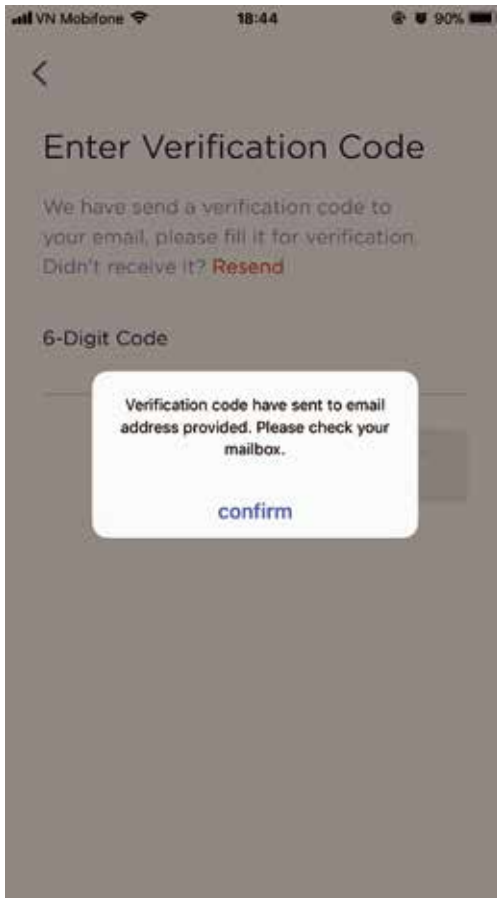


(14) Fill in email address used as step (6) or Membership No. Select ‘**Forgot password**’ to continue.

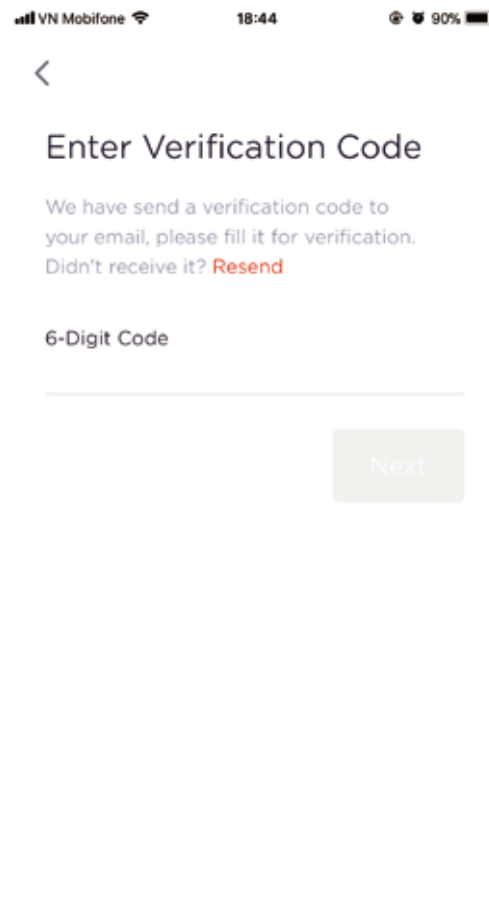


(15) Fill in email address used as step (6). Select ‘**Send code**’.

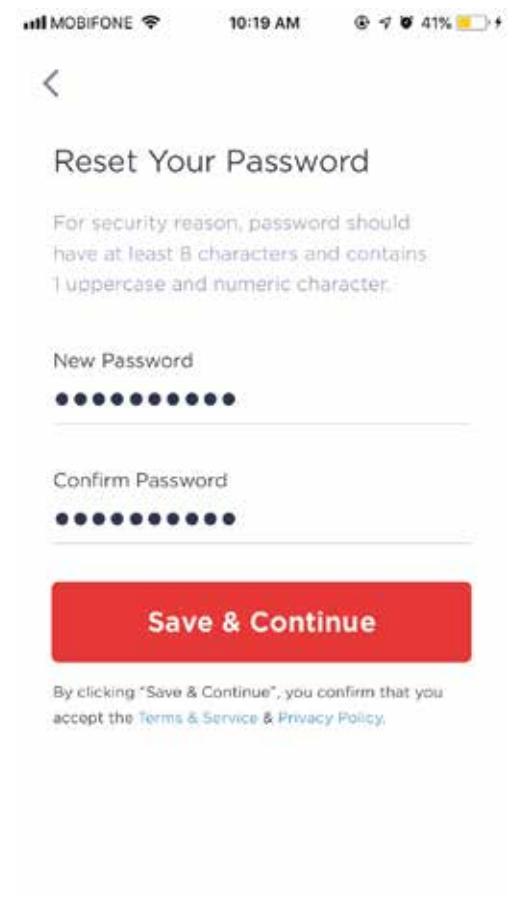
Step 2 ACTIVATE YOUR ACCOUNT



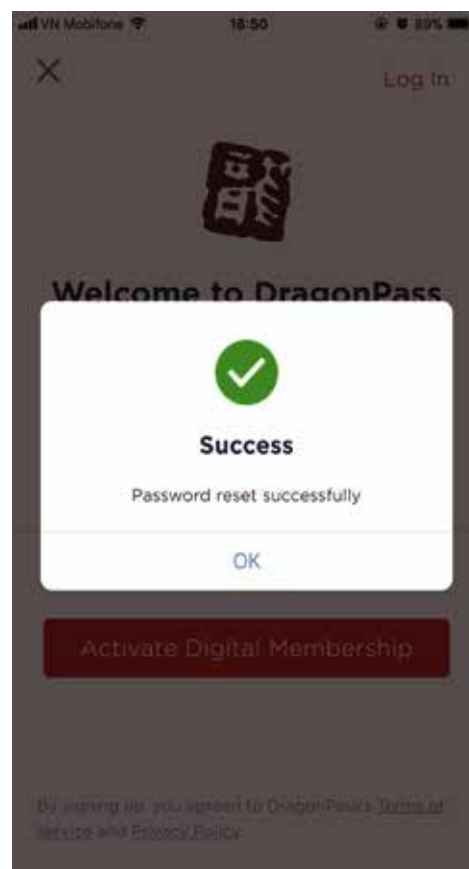
(16) Verification Code will be sent to the email address used in step (6). Tap **'Confirm'** to continue.



(17) Fill in the Verification Code sent by email and click **'Next'**.



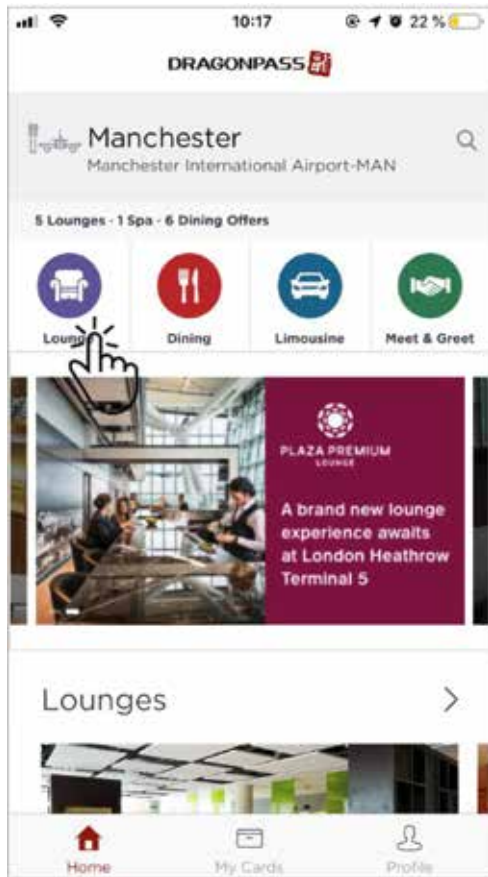
(18) Type your new password*** and confirm password. Select **'Save & Continue'**.



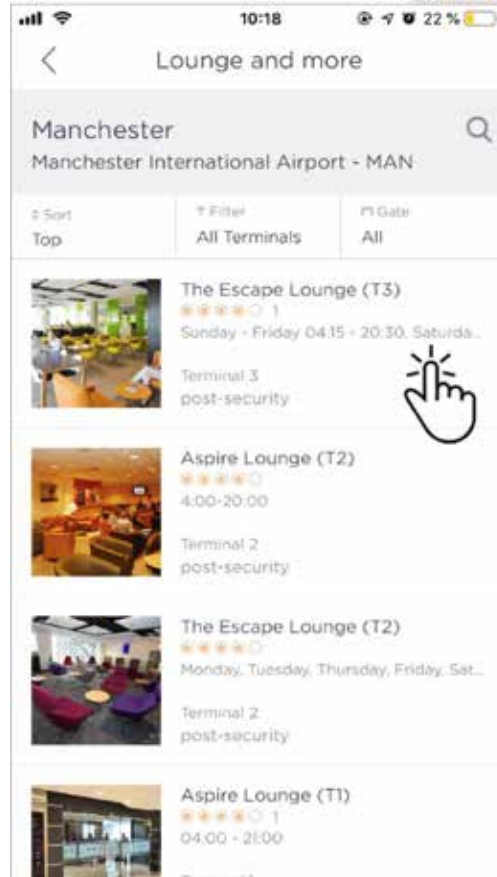
(19) As new password was successfully created, you can log in to your account.

Step 3 SEARCH AND SELECT YOUR AIRPORT

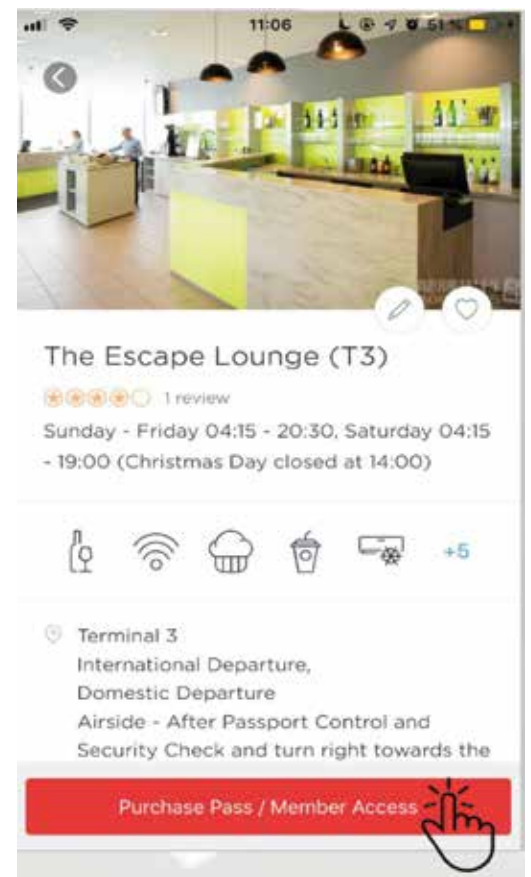
1. Airport at the top will default to the nearest airport if location settings is turned on.



(20a) At homescreen, choose 'Lounge'.

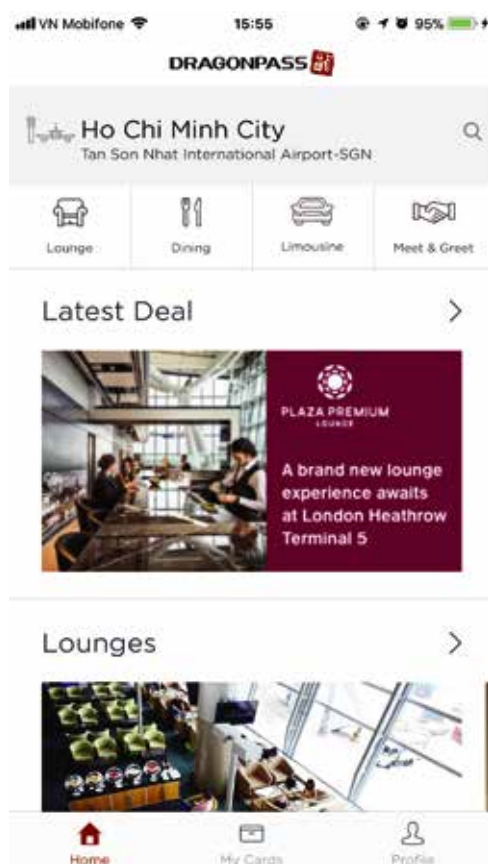


(21a) Select each lounge to search more information.

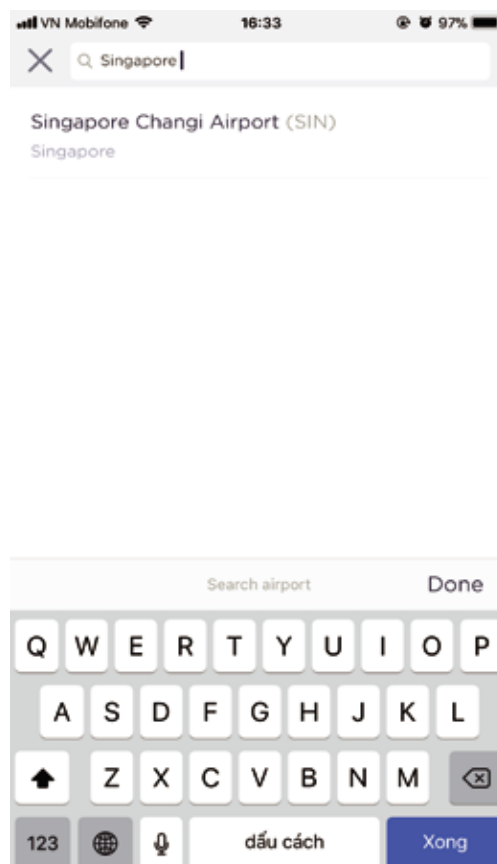


(22a) Details of the lounge are displayed. Tap 'Member Access' if you wish to visit.

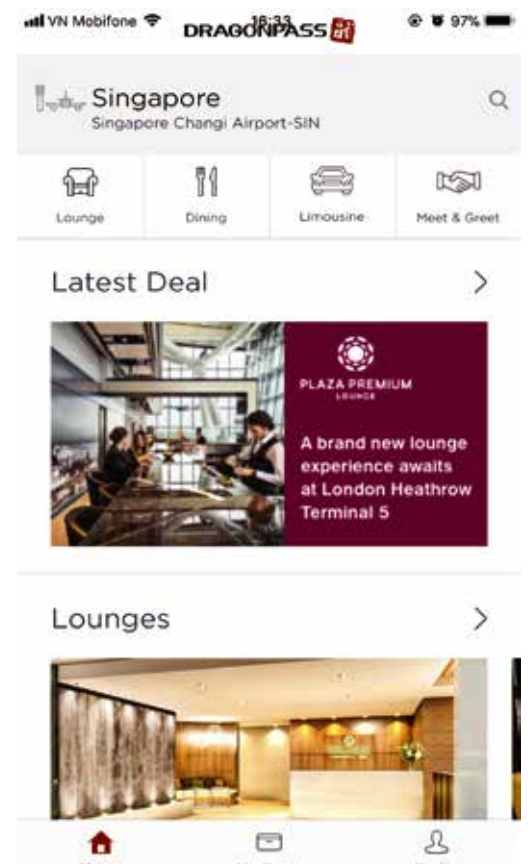
2. To find a lounge at a different airport



(20b) Tap the search icon in the top right hand corner



(21b) Type in name of the airport and select from the list



(22b) The airport has changed now. Then follow step (20a), (21a), (22a).

Step 4 TOP - UP (IF ANY)

1. On the first day of each quarter, each membership account will be automatically received 01 complimentary visit for **Travel Platinum cardholder** and 03 complimentary visit for **PWM Platinum cardholder** which is shown as below. In case you don't see this, please contact us via Shinhan Contact Center at **1900 1577** or DragonPass Service Lounge Hotline **+441619298844** for further information. The complimentary lounge visit from the previous quarters will not be allowed to carry forward to the following quarters.



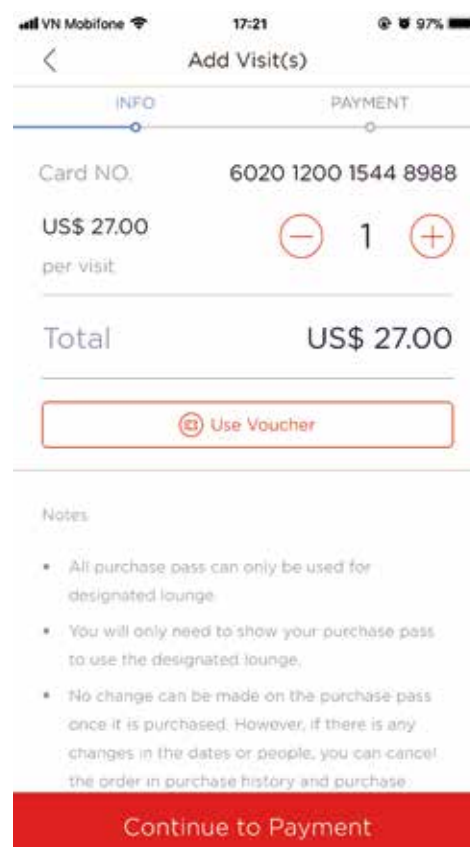
Your one (01) complimentary airport lounge visit is shown here.

(23) After tapping 'Member Access' as step (22a), present your virtual Membership Card to lounge staff for entry.

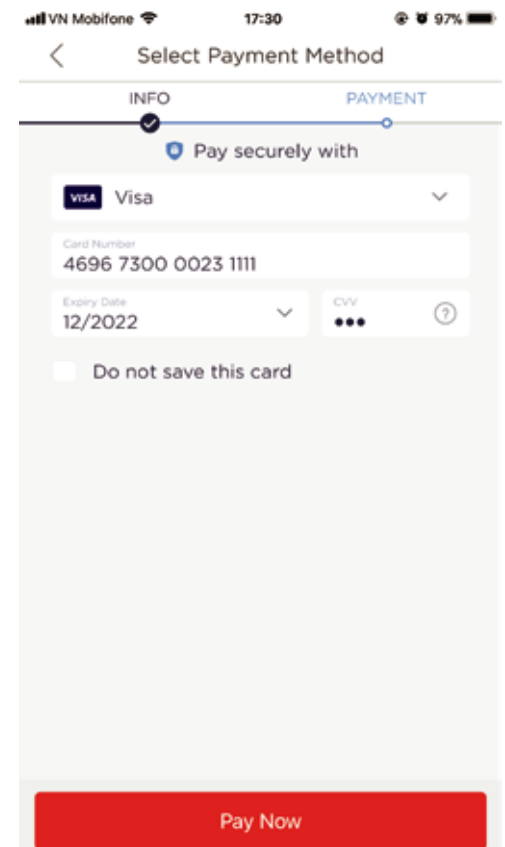
2. For any additional visit, you are requested to pay directly to DragonPass by following instructions using Top-up function. As an Shinhan Credit Cardholder, you are eligible for a favorable rate of USD 27 per visit applied for both domestic and overseas lounges



(24) Under your account details, select 'Add Visit(s)'.

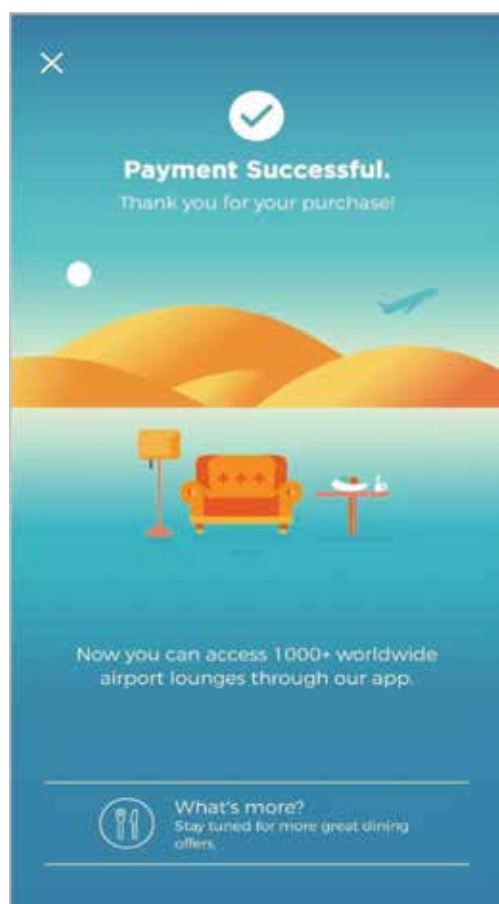


(25) Choose the number of visits you wish add and then tap 'Continue to Payment'.



(26) Fill in your Shinhan Credit Card details. Tap 'Pay Now' to complete the payment.

Step 4 TOP - UP



(26) This page will show when the payment was successful. The purchased visits will be added to your membership immediately.

Step 5 VISIT LOUNGES IN THE AIRPORT



After selecting your lounges using DragonPass, you are now ready to enjoy our Lounge Service by getting into the lounge and show your virtual Membership Card to the lounge staff.

We hope you enjoy the service and have a great time !