Mastercard Airport Pass MEA-Lounge
access facilitation

The Experience

Bank Alfalah Optimus MasterCard cardholders can avail lounge benefits provided by MasterCard. Earlier cardholders could avail them through LoungeKey platform but now MasterCard has switched to a new service provider, Master Card Airport Pass MEA, a Mobile Application and Web Solution, partnered via DragonPass for an enhanced customer travelling experience.

The cardholder can register their eligible MasterCard card and display their digital membership number at the lounge reception to gain access. The fulfillment method would be completely digitized as cardholders will not be required to present their card. The mobile application and web solution would work in similar ways. However, MasterCard recommends usage of the mobile app due to the real time customer experience it would offer.

Mobile App

The mobile app can be downloaded via the following links,

https://downloadapp.dragonpass.com.cn/mastercardairport-pass-mea

App Store https://apps.apple.com/us/app/mastercard-airport-pass-mea/id1493489553

Google Play https://play.google.com/store/apps/details?id=com.dragonpass.en.mcme

Web Link

https://mastercardmea.dragonpass.com/

Registration

- Cardholders simply need to download 'MasterCard Airport Pass' mobile app via the mentioned link(s)
- Enter the eligible MasterCard card details along with some required personal details
- Create a Password to complete registration process

Lounge Access

From the app homepage a cardholder has two routes;

1. Use the Search bar to find available lounges and then select a lounge and click "Member Access" to access from the lounge page.

2. On the bottom app menu click "My Visits".

User and issuer Benefits

- Easy app download and registration process
- Convenience through Geo location feature that displays lounges nearby which the cardholders can select or change and choose another one
- Clear benefit entitlements communicated as per specific card

- Terms and Conditions, lounge locations, eligible lounges, etc. are effectively communicated to avoid customer inconvenience in the form of lounge declines, incorrect charges, etc.
- All payments will be clearly presented to the cardholder in app prior to the lounge visit, and the cardholder can provide their active consent to the applicable charges before provision of lounge access. This helps to remove any unknown charges and avoid customer complaints.
- Touchless entry at the lounge using QR code
- Availability of guest passes for purchase through wallet
- Ability to view visit receipt
- Ability to receive E-receipts for applicable charges
- End to End digital fulfillment
- Mobile data is not required as membership number generated in the app is shown at the lounge.
- DragonPass will enable the eligible BINs automatically. Hence, completion of Lounge implementation forms/ deal implementation sheets is not required.
- DragonPass can share monthly Lounge visit reports to the issuer upon raising requirement with account manager and completion of necessary forms.

Note: Participating lounges and facilities are subject to change anytime as per MasterCard policy. All Conditions of use of MasterCard Airport Pass shall apply