

FAQ: DragonPass

Q: What is DragonPass?

A: DragonPass is a premium airport lounge service provider that allows members to enjoy lounge access for a more comfortable and enjoyable travel experience.

Q: Am I included in the category of customers who get complimentary Airport Lounges with DragonPass?

A: Yes, the free Airport Lounge service with DragonPass can be enjoyed by customers who have OCBC Voyage or OCBC 90N Credit Cards.

Q: Are there any restrictions on using Airport Lounge access with DragonPass?

A: Free access to the Airport Lounge can be used 2 times per year, with quota for the Main Card and Supplementary Card respectively.

Q: How do I get a DragonPass membership ID/user ID?

A: If you have activated your OCBC Voyage or OCBC 90N Credit Card, follow these steps through the OCBC Mobile app:

1. Open the OCBC Mobile app.
2. Select "Financial" > "Loans".
3. Select "Credit Card" > "Airport Lounge".
4. Click on "Request DragonPass ID" and enter the destination country, departure date, and change.
5. Requests will be processed within 3 business days.
6. You will receive an SMS containing a 16-digit membership number and a 4-digit activation code for registration in the DragonPass app.
7. If you do not have OCBC Mobile access, please register through the application or contact the OCBC Ask service at 1500-999.

Q: How do I activate DragonPass?

A: After receiving the membership number and activation code, follow these steps:

1. Klik "Activate Membership".
2. Enter your membership number and activation code, then click "Activate".
3. Enter your email address, then click "Next".
4. Fill in your first and last name according to your passport, then click "Next".
5. Fill in your personal details, read and agree to the terms.
6. Create a password.
7. Activation complete. Click "Home".

Q: What if the DragonPass validity period has expired?

A: DragonPass membership will be automatically renewed annually and as long as the OCBC Voyage or OCBC 90N Credit Card status is still active.

Q: What if I don't get a 16-digit membership number and a 4-digit activation code from OCBC?

A: Follow the steps above to submit a request through the OCBC Mobile app. If you haven't received it, contact Tanya OCBC at 1500-999.

Q: Can my DragonPass membership expire?

A: DragonPass membership will remain active as long as you are still an active OCBC Credit Card holder.

Q: How long is the validity period of free access to the Airport Lounge?

A: The validity period is 1 year from registration. If it exceeds 1 year, the free access quota will be reset to 2 times per year. Unused quotas will not be accumulated to the following year.

Q: Is there a charge for this Airport Lounge service?

A: You can use the Airport Lounge service for free 2 times per year as long as the credit card is active and unblocked. If it exceeds 2 times, the customer will be charged (per visit, depending on the lounge).

Q: Can I bring a companion/friend to enjoy the free Airport Lounge with DragonPass?

A: No, one membership is only valid for one OCBC Credit Card

Q: Where can I see the list of DragonPass Airport Lounges?

A: You can visit the official DragonPass website in <https://en.dragonpass.com.cn/about/faqs> to see the list of lounges around the world.

Q: Do I need to activate my DragonPass membership before using it?

A: Yes, you must first activate your DragonPass account. Follow the instructions in the DragonPass app.

Q: What if I already have a previous DragonPass membership?

A: Add a membership to your profile via the menu: My Membership > Add New Membership > Activate Membership, then enter the 16-digit membership number and 4-digit activation code.

Q: Can I share my DragonPass membership with others?

A: No, DragonPass Membership is only for the same name as the name of the Credit Card holder and cannot be used by other people, if it is proven to be used by another person then the Bank reserves the right to debit the lounge fee according to the price applied by DragonPass.

Q: What happens if I forget my password? Is my membership still valid?

A: Your membership remains valid for as long as it is active and eligible. If you forget your password, reset it in the app or contact:

Hotline 24/7 DragonPass: +886 4-2206-8053

English Service: +44(0) 161 929 8844 (Monday–Thursday: 9 AM–5 PM; Friday: 9 AM–4:30 PM WIB).

Q: Where can I find my DragonPass membership number?

A: A digital membership number is available in the "My Card" or "Membership > Profile" section of the app.

Q: How can I find participating airport lounges at my location?

A: Select the airport location in the search field of the app's home page. Click on the lounge icon to see the available list. You can also see the full list on the website, but the app shows the available lounges based on your membership.

Q: How do I access airport lounges with DragonPass?

A: Show your digital membership through the app on your phone to the lounge staff. After successful verification, you can enjoy the lounge service.

Q: What facilities are available in the lounge?

A: Amenities such as drinks, television, free internet access, showers, and flight status updates are available. Availability of facilities varies depending on the lounge.

Q: Can I access the lounge without a membership?

A: No, you must present a digital membership (DragonPass app) to access the lounge.

Q: Can DragonPass be used in Indonesia?

A: Yes, but only for OCBC 90N. Lounge Credit Card holders registered on the DragonPass app.

Q: Why can't DragonPass for Voyage Credit Card holders be used in Indonesia?

A: Voyage Credit Cardholders can use the DragonPass app in international lounges. For lounge facilities in Indonesia, access is done without an application. For more information, see web.ocbc.id/voyageaccess and www.ocbc.id/loungedomestik.

Q: How is the calculation of using airport lounge access 2x per year?

A: The Airport lounge access quota 2 times per year is calculated based on the 12-month period that begins from the time you first use the lounge facilities

Example :

- If you use the lounge for the first time on **April 1, 2026**:
 - Quota period is valid: **April 1, 2026 – March 31, 2027**.
 - The 2x quota will run out if used within that period.
- On April 1, 2027:
 - The period will reset (repeat).
 - You will get a new quota of 2 times access for the next period (April 1, 2027 – March 31, 2028).