

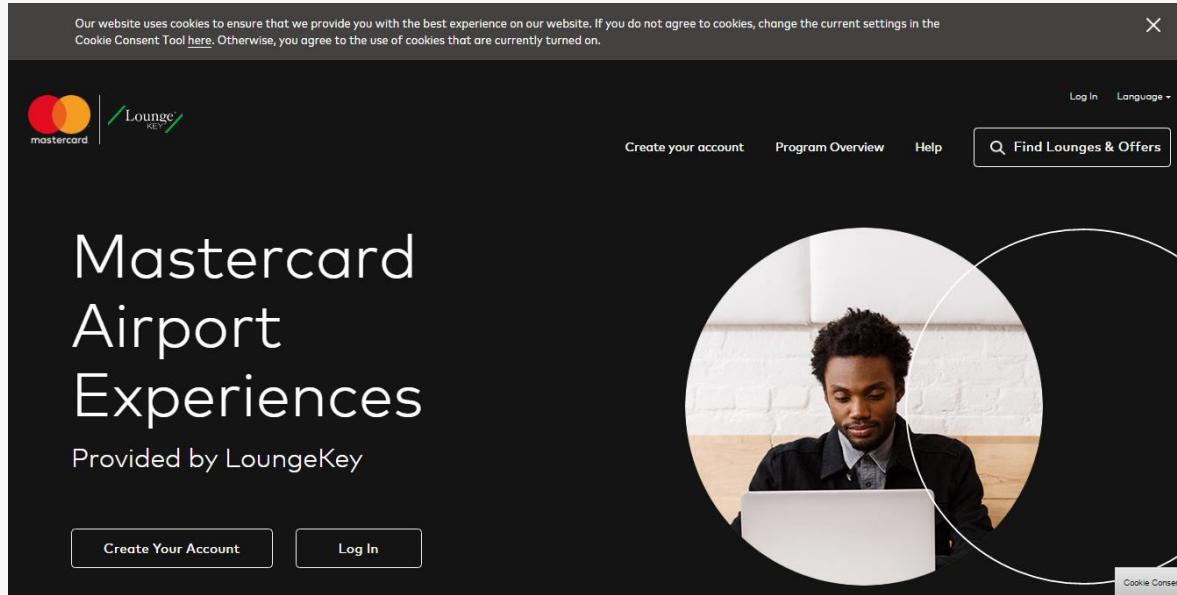
Mastercard Airport Experiences

Provided by LoungeKey



Website Registration

MASTERCARD AIRPORT EXPERIENCES HOMEPAGE



User visits airport.mastercard.com website following marketing communications from their issuing bank.

In order for the user to register to access all benefits available to them, they will select *Create Your Account*

CREATE ACCOUNT – VERIFY CARD (PART 1)

The screenshot shows the 'Create your account' page on the Mastercard Lounge Key website. The page is divided into three main sections: '1 Enter your card information', '2 Enter personal information', and '3 Confirmation'. The first section is active and contains a form for card verification. At the top, there are navigation links for 'Create your account', 'Program Overview', and 'Help', along with a search bar for 'Find Lounges & Offers'. The 'Create your account' section has a sub-header '1 Enter your card information' and a 'Card details' label with a mandatory field indicator. A consent box with a lock icon and text explains that providing payment card information is for verification purposes and may result in a temporary charge. A 'Check Consent' button is located to the right of this text. Below the consent box is a form for the 'Your 16-digit Mastercard number' with a 'required' label and a text input field. A note below the field states 'Please do not include spaces'. Underneath is a 'Captcha' section with a 'required' label, a distorted image of the letters 'JHNA' with small icons, a text input field for retyping the characters, and a note: 'For security purposes, retype the characters from the picture above.' A 'Verify' button is positioned below the captcha input field. The bottom of the page features a footer with links for 'Contact Us', 'Privacy Policy', 'Conditions of Use', 'Terms of use', 'Cookie Policy', and 'Mastercard', along with the copyright notice 'Copyright © 2017 Lounge Key Ltd.' and the Mastercard logo.

On this screen the user verifies their card number to confirm they are eligible for the Mastercard Airport Experiences program.

By entering the PAN, the website is confirming if the user has a valid MC World/WE card for the benefit.

CREATE ACCOUNT – VERIFY CARD (PART 2)

The screenshot shows the 'Create your account' page for Mastercard LoungeKey. The page is titled 'Create your account' and is divided into three steps: 1. Enter your card information, 2. Enter personal information, and 3. Confirmation. Step 1 is the active step. It includes a 'Card details' section with a lock icon and a warning: 'By providing your payment card information you consent to the use of such information by LoungeKey and your issuing bank for verification purposes and in connection with the services in accordance with our Terms of Use, Conditions of Use and Privacy Notice. Please note that for card verification purposes, you may see a temporary charge in your transaction history. This charge will appear as "pending" and will be removed after we have verified your card.' Below this is a 'Your 16-digit credit card number' field with a sample number '56789012345678901234', a 'CVC Number' field with a sample number '123' and a note 'This is the 3-digit number found on the back of the card', and an 'Expiry Date' field with 'Month' and 'Year' dropdowns. A 'Verify' button is at the bottom of the form. The page also features a navigation bar with 'Create your account', 'Program Overview', 'Help', and a search bar for 'Find Lounges & Offers'. The footer contains links for 'Contact us', 'Privacy policy', 'Condition of use', 'Terms of use', 'Cookie policy', and 'MasterCard', along with the copyright notice 'Copyright © 2017 Lounge Key Ltd.'.

1 Enter your card information

Card details ^{*} mandatory fields

By providing your payment card information you consent to the use of such information by LoungeKey and your issuing bank for verification purposes and in connection with the services in accordance with our [Terms of Use](#), [Conditions of Use](#) and [Privacy Notice](#). Please note that for card verification purposes, you may see a temporary charge in your transaction history. This charge will appear as "pending" and will be removed after we have verified your card.

[Cookie Consent](#)

Your 16-digit credit card number ^{*}

CVC Number ^{*}

This is the 3-digit number found on the back of the card.

Expiry Date ^{*}

Month Year

2 Enter personal information

3 Confirmation

[Contact us](#) [Privacy policy](#) [Condition of use](#) [Terms of use](#) [Cookie policy](#) [MasterCard](#)

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On this screen the user enters the required validation fields before continuing.

The page is the same page as previous page, but now the site is allowing the user to enter the remainder of their card information.

CREATE ACCOUNT – ENTER PERSONAL INFO

The screenshot shows the 'Create your account' page for Mastercard Lounge. The page is divided into two main sections: '1 Enter your card information' and '2 Enter personal information'. The current step is '2 Enter personal information', which is highlighted in green. Below the step indicator, there is a note: 'This form is securely encrypted and is only used to setup your account.' The form is titled 'Personal Details.' and includes several fields: 'Title' (dropdown menu with 'Mr' selected), 'First Name' (text input with 'Aruba'), 'Last Name' (text input with 'Platinum Test'), 'Primary phone number' (text input with '123' and a checkbox for 'This is a mobile number'), 'Secondary phone number' (text input and a checkbox for 'This is a mobile number'), and 'Country of residence' (dropdown menu with 'Aruba'). At the bottom of the form, there is a section for 'Account Details.' which is partially visible. The page also features a navigation bar at the top with links for 'Create your account', 'Program Overview', and 'Help', along with a search bar for 'Find Lounges & Offers'. The Mastercard logo and 'Lounge by' branding are visible in the top left corner.

1 Enter your card information

2 Enter personal information

This form is securely encrypted and is only used to setup your account.

Personal Details. * mandatory fields

Title *

Mr

First Name *

Aruba

Last Name *

Platinum Test

Primary phone number *

123 This is a mobile number

Please include your country code

Secondary phone number

This is a mobile number

Please include your country code

Country of residence *

Aruba

Account Details. * mandatory fields

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On this screen the user enters their personal information, account details, preferences and confirms acceptance to the Privacy Policy, Terms of Use, Conditions of Use and Cookie Policy

CREATE ACCOUNT – ENTER PERSONAL INFO (PART 2)

Account Details. ^{*} mandatory fields

Username ^{*}

(you cannot change your username)

Password ^{*}

Confirm Password ^{*}

Email address ^{*}

Confirm Email address ^{*}

Security question ^{*}

 ▼

Answer ^{*}

On this screen the user enters their personal information, account details, preferences and confirms acceptance to the Privacy Policy, Terms of Use, Conditions of Use and Cookie Policy

CREATE ACCOUNT – ENTER PERSONAL INFO (PART 3)

Preferences. * mandatory fields

Default language *

English ▾

Please select the language you would like to receive any email communications from us in

By checking this box, I acknowledge and agree to the disclosure of my email address and name to Mastercard to receive email marketing communications about Mastercard products and services that may be of interest to me, in accordance with the [Privacy Notice](#).

By checking this box, I acknowledge that I have read and agree to the [Terms of Use](#), [Conditions of Use](#), [Privacy Notice](#) and [Cookie Notice](#).

Save & Continue

3 Confirmation

Contact Us Privacy Policy Conditions of Use Terms of Use Cookie Policy Mastercard

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On this screen the user enters their personal information, account details, preferences and confirms acceptance to the Privacy Policy, Terms of Use, Conditions of Use and Cookie Policy

CREATE ACCOUNT – CONFIRMATION

Create your account

1 Enter your card information

2 Enter personal information

3 Confirmation



Congratulations, you have successfully completed the registration process. You will now have access to Mastercard Airport Experiences.

[Go to my account](#)

Once the user has completed all of their personal details, account details and preferences, they will accept the Terms and Conditions statement and submit.

Upon completion they will be presented with the Create Account Confirmation screen.

Web Experience

Homepage

- Search for airports of interest

The screenshot shows the Mastercard Airport Experiences homepage. At the top left is the Mastercard logo and the LoungeKey logo. On the top right, there are links for 'Log in', 'Language', 'Create your account', 'Program Overview', and 'Help', along with a search bar containing 'Find Lounges & Offers'. The main heading is 'Mastercard Airport Experiences' with the subtext 'Provided by LoungeKey'. Below this are two buttons: 'Create Your Account' and 'Log In'. To the right is a circular image of a man working on a laptop. The middle section features two large images: one of a person walking on a rocky shore with the text 'Turn the airport into a destination', and another of a person sitting on a sofa with the text 'More than 850 lounges await' and a location pin icon, with the subtext 'Locate dining, shopping, and spa offers'. The bottom section promotes the app with the text 'On the go? Download the app to locate lounges and offers.' and includes links to 'View airport lounges, offers and visit history.' and buttons for 'Download on the App Store' and 'GET IT ON Google play'. The footer contains links for 'Contact Us', 'Privacy Policy', 'Conditions of Use', 'Terms of use', 'Cookie Policy', and 'Mastercard', along with the copyright notice 'Copyright © 2017 Lounge Key Ltd.' and a 'Cookie Consent' button.

My Information


- See Lounge Access QR Code

Welcome moae test7 (Mastercard number ending 1286) [Logout](#) [My Favorites](#) [Language](#)


[My Account](#) [Program Overview](#) [Help](#)

[MY INFORMATION](#) [COMPLIMENTARY VISITS](#) [PROFILE](#) [HISTORY](#) [ACTIVE OFFER CODES](#) [MY FAVORITES](#)


Lounge Access


 Last Logged in: 4/24/2017 at 12:44 PM

To access an airport lounge, please present this QR code or simply present your eligible Mastercard branded card to the lounge attendant.







| | | | |
|-----------------|----------------------|--------------|----------------------|
| Name on card | Lounge Access Number | Card on File | Card Expiration Date |
| moae test7 | 14014714046799 | *****1286 | 12/31/2018 |
| Date Card Added | | | |
| 4/18/2017 | | | |

Provided by 



Welcome to lounge life.
Calm. Connected.
An escape from the hassle and hustle.
You could get used to this.
And with your Mastercard, you will.

Make the most of your airport experience

| | | | |
|--|---|---|---|
|  Lounges Chill in any of 850+ lounges worldwide |  Dining Offers Grab a great meal and take a bite out of the check |  Retail Offers Enjoy savings at participating retailers |  Spa Offers Spoil yourself a little and give yourself a break |
|--|---|---|---|

[Contact Us](#) [Privacy Policy](#) [Conditions of Use](#) [Terms of use](#) [Cookie Policy](#) [Mastercard](#)

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Complimentary Visits

- View Complimentary Visits Allocation

Welcome moax test7 (Mastercard number ending 1286) Logout My Favorites Language

My Account Program Overview Help Find Lounges & Offers

MY INFORMATION **COMPLIMENTARY VISITS** PROFILE HISTORY ACTIVE OFFER CODES MY FAVORITES

Complimentary Visits

Last Updated: 4/25/2017 at 2:54 PM

Shared Complimentary Visits

This includes both you and your guests complimentary visits.

Unlimited
Remaining

0 ∞

| Available | Pending | Used |
|-----------|---------|------|
| Unlimited | 0 | 0 |

Who's in the lounge?
You are.

It doesn't matter what airline you fly or what ticket you hold, explore more than 850 airport lounges from around the world.

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Profile

- View & Edit Profile Information

The screenshot shows the 'Profile' page of the Mastercard Lounge Key account. The page is divided into several sections: Personal Details, Account details, Card on File, and Preferences. Each section has an 'Edit' button. The top navigation bar includes 'My Account', 'Program Overview', 'Help', and a search bar for 'Find Lounges & Offers'. The bottom footer contains links for 'Contact Us', 'Privacy Policy', 'Conditions of Use', 'Terms of use', 'Cookie Policy', and 'Mastercard', along with a copyright notice for 2017 Lounge Key Ltd. and a 'Cookie Consent' button.

Welcome mcae test7 (Mastercard number ending 1286) Logout My Favorites Language

My Account Program Overview Help Find Lounges & Offers

MY INFORMATION COMPLIMENTARY VISITS **PROFILE** HISTORY ACTIVE OFFER CODES MY FAVORITES

Profile

Personal Details [Edit](#)

Title Prof

First Name mcae

Last Name test7

Primary phone number 0

Country of residence USA

Account details

Username mcae_pc_test7

Password xxxxxxxxxxxx [Edit](#)

Email address mcae_pc_test7@mailinator.com [Edit](#)

Security question What is your mother's maiden name? [Edit](#)

Card on File [Edit](#)

Name On Card mcae test7

Card Number *****1286

Card Expiry 12/18

Preferences [Edit](#)

Default language Español | Spanish

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History

- View History of Lounge Visits and Offers used

The screenshot shows the 'History' page of the Mastercard Lounge Key account. The page has a dark header with the Mastercard logo and Lounge Key logo on the left. On the right, it says 'Welcome mcae test7 (Mastercard number ending 1286)', 'Logout', 'My Favorites', and 'Language'. Below the header, there are navigation links: 'My Account', 'Program Overview', 'Help', and a search bar labeled 'Find Lounges & Offers'. The main navigation menu includes 'MY INFORMATION', 'COMPLIMENTARY VISITS', 'PROFILE', 'HISTORY' (which is underlined), 'ACTIVE OFFER CODES', and 'MY FAVORITES'. The main content area has the title 'History' and a message: 'Please note, due to varying lounge processing times, there may be a delay in updating your lounge visit history. Lounge visits are only displayed for the previous 18 months. No visits found.' The footer contains links for 'Contact Us', 'Privacy Policy', 'Conditions of Use', 'Terms of use', 'Cookie Policy', and 'Mastercard', along with the copyright notice 'Copyright © 2017 Lounge Key Ltd.' and a 'Cookie Consent' button.

Active Offer Codes

- View listing of Active Offer Codes

Welcome mcae test7 (Mastercard number ending 1286) Logout My Favorites Language ▾

My Account Program Overview Help

MY INFORMATION COMPLIMENTARY VISITS PROFILE HISTORY **ACTIVE OFFER CODES** MY FAVORITES

Active Offer Codes

Check out some of these offers exclusive to you as a Mastercard cardholder.

| Offer Code | Merchant | Facility Code | Location | People | Valid Until | Status | More Details |
|-----------------|-------------|---------------|----------|--------|-------------|-------------|--------------|
| 8SQMGBPVM7BKB8D | Harry's | 14 | 2 | 1 | - | Unavailable | ▼ |
| 8S4XFFVVM7QKB8L | Spa Express | 333 | 2 | 1 | - | Unavailable | ▼ |
| 8S4XFFVVM7QKB8L | Spa Express | 333 | 2 | 1 | - | Unavailable | ▼ |

< 1 2 ... 14 >

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My Favorites

- View listing of Favorite Offers

Welcome mcae test7 (Mastercard number ending 1286) Logout My Favorites Language

My Account Program Overview Help Find Lounges & Offers

MY INFORMATION COMPLIMENTARY VISITS PROFILE HISTORY ACTIVE OFFER CODES **MY FAVORITES**

My Favorites

Show All Sort by Most Recent

| Name | Facility Code | Type | Status | Location | Remove |
|------------------------------------|---------------|-------|-----------|--|--------|
| Olive Garden | 184 | Offer | Available | GRU Terminal 3 | × |
| Duty Free Americas | 264 | Offer | Available | CGH Other Locations | × |
| AMERICA! | 317 | Offer | Available | LAX Tom Bradley International Terminal | × |

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Program Overview


- Value proposition


The screenshot shows the Mastercard Lounge Program Overview page. At the top, there is a navigation bar with the Mastercard logo, the Lounge logo, and a welcome message: "Welcome, moose taxi! (Mastercard number ending 3386)". There are links for "Logout", "My Favorites", and "Language". Below the navigation bar are links for "My Account", "Program Overview" (which is underlined), and "Help". A search bar contains the text "Find Lounges & Offers".


Program Overview


Make the most of your airport experience

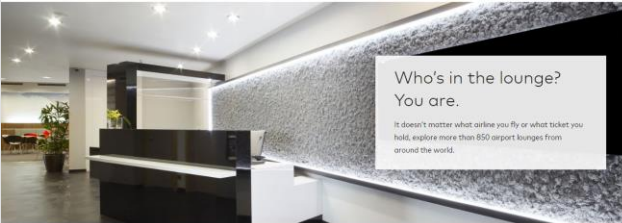
Find Lounges & Offers

 **Lounges**
Chill in any of 850+ lounges worldwide

 **Dining Offers**
Grab a great meal and take a bite out of the check

 **Retail Offers**
Enjoy savings at participating retailers

 **Spa Offers**
Spoil yourself a little and give yourself a break





**Who's in the lounge?
You are.**

It doesn't matter what airline you fly or what ticket you hold, explore more than 850 airport lounges from around the world.

On the go? Download the app to locate lounges and offers.

View airport lounges, offers and visit history.

Download on the  **App Store** or GET IT ON  **Google play**

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Terminal Listing

- Review terminals where lounges and offers are available





The screenshot displays the Mastercard Lounge Key website interface. At the top, the Mastercard logo and Lounge Key logo are on the left. The top right corner features the text "Welcome mcae test7 (Mastercard number ending 1286)", "Logout", "My Favorites", and "Language". Below this is a navigation bar with "My Account", "Program Overview", and "Help". A search bar on the right contains the text "Find Lounges & Offers".

Singapore Changi Intl


Results:







Terminal 1

-  Lounges
-  Dining Offers
-  Spa Offers
-  Retail Offers

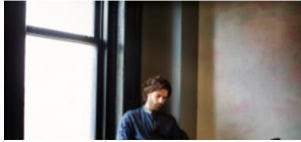
[View All](#) →






Terminal 2

-  Lounges
-  Dining Offers
-  Spa Offers
-  Retail Offers

[View All](#) →



Terminal 3

-  Lounges
-  Dining Offers
-  Retail Offers

[View All](#) →

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Search Results

- View
 - Lounges
 - Dining
 - Spa
 - Retail

The screenshot shows the website's search results for 'Terminal 2' at Singapore Changi Intl. The page is divided into several sections: 'Lounges', 'Dining Offers', 'Spa Offers', and 'Retail Offers'. The 'Lounges' section features three options: Ambassador Transit Lounge, SATS Premier Lounge, and The Green Market. The 'Dining Offers' section lists Central Thai, Chutney Mary Indian Fast Food, and Kaveri Vegetarian Cuisine. The 'Spa Offers' section includes Spa Express and Transpa. The 'Retail Offers' section displays a grid of brands including Calvin Klein Jeans, Discover Singapore, Longchamp, Pandora, So Chocolate, and The Chocolatier. The page also includes a navigation bar with 'My Account', 'Program Overview', and 'Help', and a search bar with the text 'Find Lounges & Offers'.

This close-up view highlights the 'Retail Offers' section of the website. It features a grid of brand logos and names, including Calvin Klein Jeans, Discover Singapore, Longchamp, Pandora, So Chocolate, and The Chocolatier. The logos are arranged in a clean, organized manner, with each brand name and logo clearly visible.

Lounge Detail

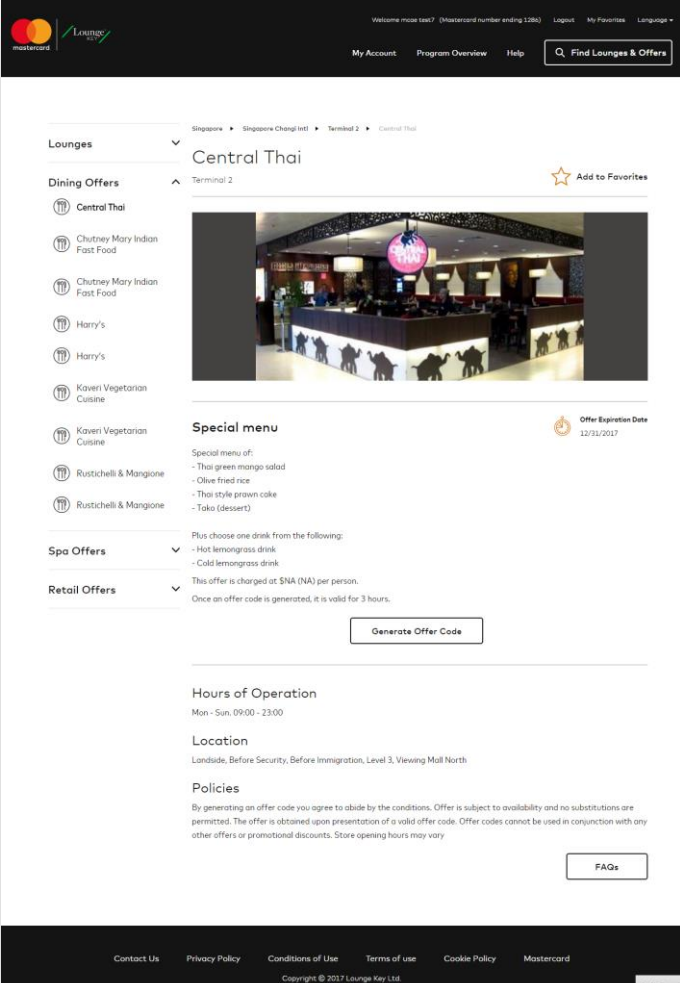
- View lounge images and details

The screenshot shows the Mastercard Lounge Detail page for the Ambassador Transit Lounge at Singapore Changi Intl. The page layout includes a top navigation bar with the Mastercard logo, a search bar for "Find Lounges & Offers", and links for "My Account", "Program Overview", and "Help". The main content area features a left sidebar with a "Lounges" menu containing "Ambassador Transit Lounge", "SATS Premier Lounge", and "The Green Market", along with "Dining Offers", "Spa Offers", and "Retail Offers" sections. The main content displays the lounge name, location, and a "Lounge Amenities" list including Air Conditioning, Alcohol, Conference, Digital Card Accepted, Disabled Access, Fax, Newspapers/Magazines, Refreshments, Shower, Telephone, TV, and Wi-Fi. Below this is a "Lounge Visits" section with a "Lounge Access" button, followed by "Hours of Operation" (24 hours daily), "Location" (Airside - Departure Transit Lounge, Mezzanine Level (Level 3)), "Lounge Policies" (Maximum 3 hour stay, children under 6 years admitted free, alcoholic drinks available 06:00-00:00 daily, bedrooms and gymnasium available, non-smoking), and "Additional Information" (alcoholic drinks, interstate/international calls, fax facilities, gymnasium, bedrooms, business center, massage, beauty and hair services subject to payment). A "FAQs" button is located at the bottom right of the main content area. The footer contains links for "Contact Us", "Privacy Policy", "Conditions of Use", "Terms of use", "Cookie Policy", and "Mastercard", along with a copyright notice for 2017 Lounge Key Ltd. and a "Cookie Consent" button.

Dining Offer

- View offer details

* Dining, Spa, & Retail offer details layout and redemption flows are the same



The screenshot displays the Mastercard Lounge Key website interface for a dining offer at Central Thai. The top navigation bar includes the Mastercard logo, the Lounge Key logo, and user account information such as "Welcome moze tsat7 (Mastercard number ending 1286)", "Logout", "My Favorites", and "Language". A search bar labeled "Find Lounges & Offers" is also present.

The main content area shows the location "Singapore > Singapore Changi Intl > Terminal 2 > Central Thai". The lounge name "Central Thai" is prominently displayed with an "Add to Favorites" button. Below this is a large photograph of the lounge interior.

The "Dining Offers" section lists several options, each with a lounge icon: "Central Thai", "Chutney Mary Indian Fast Food", "Harry's", and "Kaveri Vegetarian Cuisine". The "Special menu" section details the offer: "Special menu of: Thai green mango salad, Olive fried rice, Thai style prawn cake, and Taku (dessert)". It also states "Plus choose one drink from the following: Hot lemongrass drink or Cold lemongrass drink." The offer is charged at \$NA (NA) per person and is valid for 3 hours. A "Generate Offer Code" button is provided.

Additional information includes "Hours of Operation" (Mon-Sun, 09:00-23:00), "Location" (Landside, Before Security, Before Immigration, Level 3, Viewing Mall North), and "Policies" (Offer is subject to availability and no substitutions are permitted).

The footer contains links for "Contact Us", "Privacy Policy", "Conditions of Use", "Terms of use", "Cookie Policy", and "Mastercard", along with a "Cookie Consent" button.

Dining Offer Redemption

- Redemption flow

The screenshot shows the Mastercard Lounge app interface. At the top, there's a navigation bar with the Mastercard logo, the Lounge logo, and user information: "Welcome moce test7 (Mastercard number ending 1286)", "Logout", "My Favorites", and "Language". Below this is a secondary navigation bar with "My Account", "Program Overview", "Help", and a search button "Find Lounges & Offers".

The main content area is titled "Central Thai" and is categorized under "Terminal 2". It features a "Dining Offers" list on the left with items like "Central Thai", "Chutney Mary Indian Fast Food", "Harry's", and "Kaveri Vegetarian Cuisine". The selected offer for "Central Thai" is displayed in the center, showing a photo of the restaurant's interior. Below the photo is a "Special menu" section with a list of items: "Thai green mango salad", "Olive fried rice", "Thai style prawn cake", and "Tako (dessert)".

At the bottom, there's a "Spa Offers" section with a note: "Plus choose one drink from the following: - Hot lemongrass drink - Cold lemongrass drink". Below that is a "Retail Offers" section with a note: "This offer is charged at \$NA (NA) per person. Once an offer code is generated, it is valid for 3 hours." A "Generate Offer Code" button is visible, along with a "Cancel" button.

This screenshot shows the same app interface as the previous one, but with the offer details expanded. The "Special menu" section is now visible, listing the items: "Thai green mango salad", "Olive fried rice", "Thai style prawn cake", and "Tako (dessert)". Below the menu is a "Spa Offers" section with a note: "Plus choose one drink from the following: - Hot lemongrass drink - Cold lemongrass drink". Below that is a "Retail Offers" section with a note: "This offer is charged at \$NA (NA) per person. Once an offer code is generated, it is valid for 3 hours." A "Generate Offer Code" button is visible, along with a "Cancel" button.

Below the offer details, there's a "Present this offer code at Central Thai when you arrive, and at time of payment to redeem. Your Mastercard linked to this account will be charged NA NA per person. All extra costs need to be paid separately." section. This section includes a QR code, the offer code "8KSSM22VM7BFMBB", and the expiration date "Offer expires in 2 hours 59 minutes". Below the QR code is the text "You + 1 Guest".


At the bottom, there's a "View in Active Offer Codes" link.

Help

- Access FAQs, Contact Us, and App Download

The screenshot shows the top navigation bar with the Mastercard and LoungeKey logos on the left. On the right, it says "Welcome mcae test7 (Mastercard number ending 1286)", "Logout", "My Favorites", and "Language". Below this are links for "My Account", "Program Overview", and "Help" (which is underlined). A search bar contains the text "Find Lounges & Offers".


Help



FAQs

Do you have a question about the program or your benefits? Click here to see answers to the most frequently asked questions.


[FAQs](#)



Contact us

Our customer service team consists of multi-language advisors who can assist you with any questions (24 hours a day/365 days a year).

[Contact Us](#)



Download the app

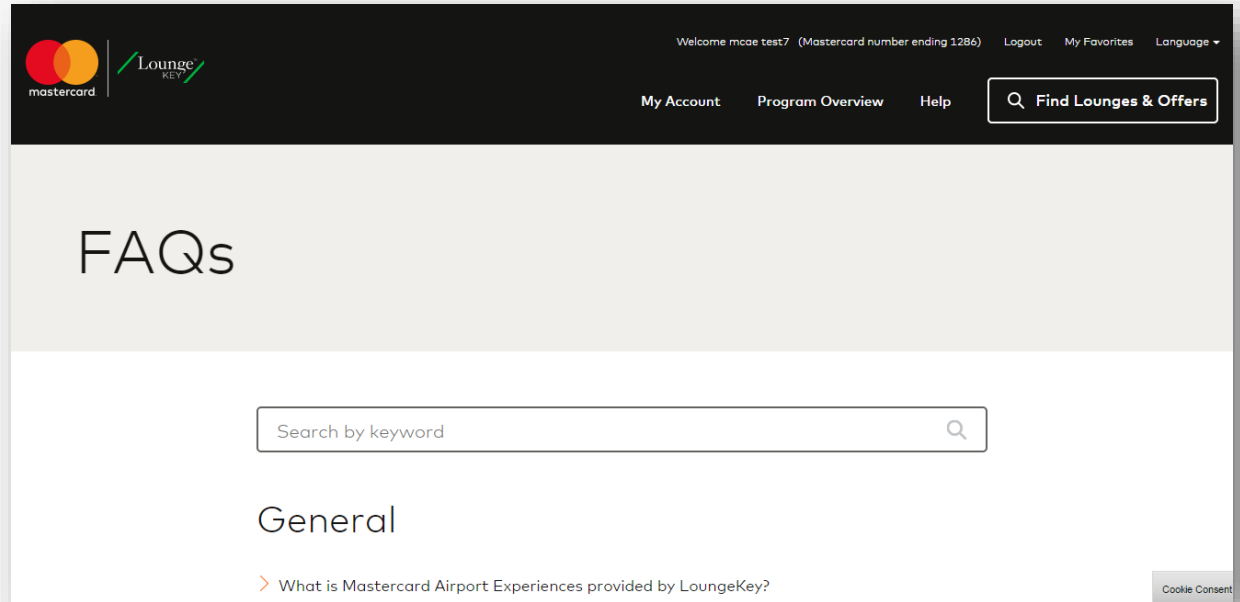
Access lounges and offers with the Mastercard Airport Experiences app provided by LoungeKey. As a Mastercard cardholder you can view available airport lounges, offers, and visit history. The app also provides digital access to many of our 850+ lounges.

[Learn more](#)

Footer: [Contact Us](#) [Privacy Policy](#) [Conditions of Use](#) [Terms of use](#) [Cookie Policy](#) [Mastercard](#)
Copyright © 2017 Lounge Key Ltd. [Cookie Consent](#)

FAQs

- View Frequently Asked Questions



The screenshot shows the top navigation bar of the Mastercard LoungeKey website. On the left, there is the Mastercard logo and the LoungeKey logo. On the right, there is a user greeting: "Welcome mcae test7 (Mastercard number ending 1286)", followed by links for "Logout", "My Favorites", and "Language". Below the navigation bar, there are links for "My Account", "Program Overview", and "Help". A search bar with the text "Find Lounges & Offers" is also present. The main content area features the heading "FAQs" in a large font. Below this is a search bar with the placeholder text "Search by keyword" and a magnifying glass icon. Underneath the search bar, the section "General" is displayed, with a link starting with a chevron symbol: "> What is Mastercard Airport Experiences provided by LoungeKey?". In the bottom right corner, there is a "Cookie Consent" button.

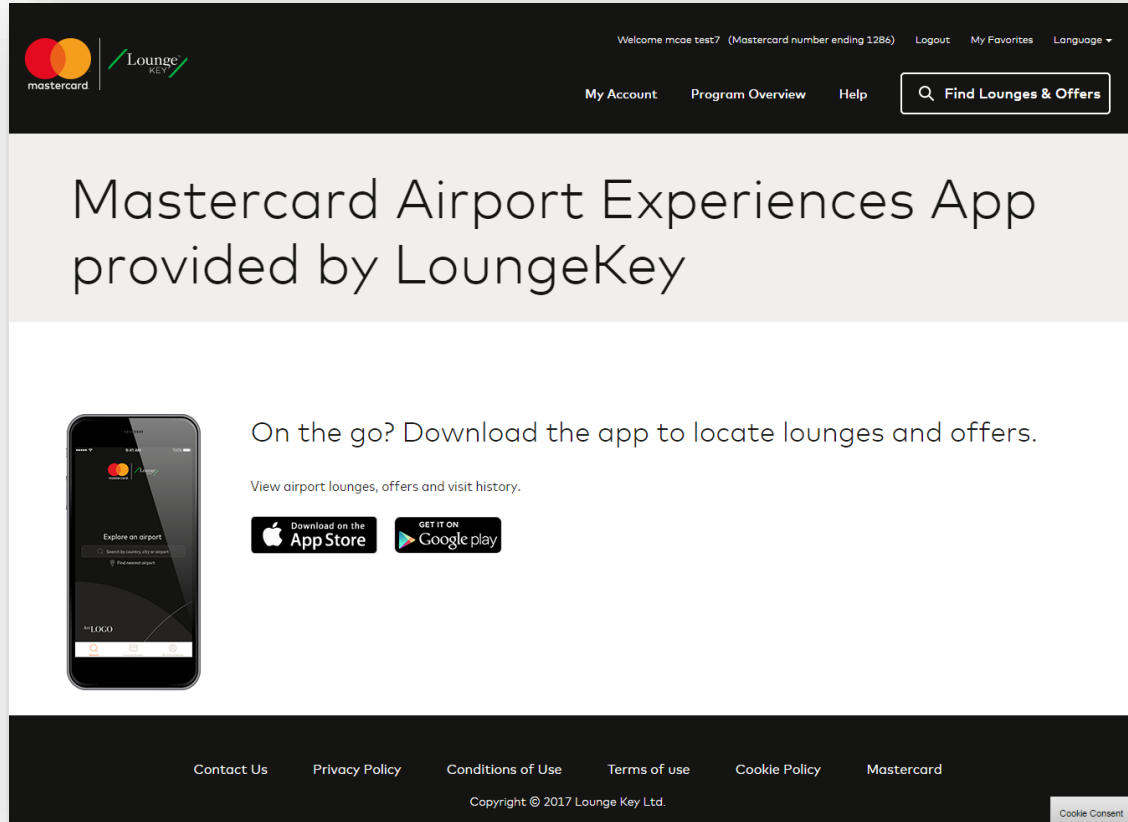
Contact Us

- View Contact Us Information

The screenshot shows the 'Contact Us' page for the Mastercard LoungeKey program. At the top, there is a navigation bar with the Mastercard and LoungeKey logos on the left, and user account information (Welcome moae stae7, Mastercard number ending 1286, Logout, My Favorites, Language) on the right. A search bar labeled 'Find Lounges & Offers' is also present. The main heading is 'Contact Us'. Below this, a message states: 'Please contact LoungeKey for assistance with the Mastercard Airport Experiences program.' It follows with: 'Our customer service team consists of multi-language advisors who can assist you with any questions (24 hours a day/365 days a year).' For email contact, it provides the address: loungekey.support@airport.mastercard.com. A link to the FAQ section is also available. The page is divided into three regional contact sections: Brazil (+55 11 4349 6157), Americas (+1 214 617 9011), and Europe, Middle East and Africa (+44 (0) 208 633 7596). Each section lists the languages supported (English and Spanish and Portuguese) and the 24-hour/7-day service availability. An 'Asia Pacific' section is also present with contact number +852 3018 3319. At the bottom, there is a 'Complete Email Form' section with a button to 'Complete Email Form'. The footer contains links for Contact Us, Privacy Policy, Conditions of Use, Terms of use, Cookie Policy, and Mastercard, along with a copyright notice for 2017 Lounge Key Ltd.

Download the app

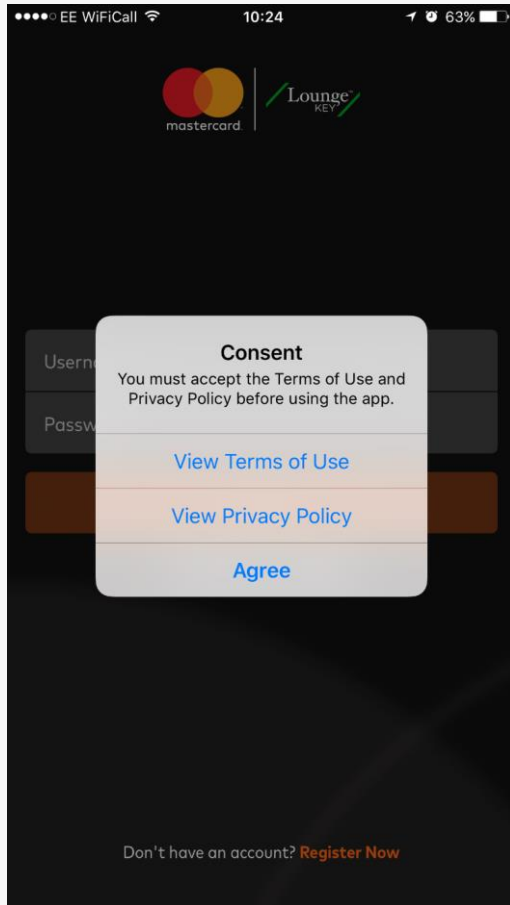
- Access app store links for app download



The screenshot shows the Mastercard LoungeKey website. At the top, there is a navigation bar with the Mastercard logo on the left, the LoungeKey logo in the center, and user information on the right including "Welcome mcae test7 (Mastercard number ending 1286)", "Logout", "My Favorites", and "Language". Below the navigation bar are links for "My Account", "Program Overview", and "Help", along with a search bar containing "Find Lounges & Offers". The main heading reads "Mastercard Airport Experiences App provided by LoungeKey". Below this, a smartphone displays the app interface. To the right of the phone, the text says "On the go? Download the app to locate lounges and offers." and "View airport lounges, offers and visit history." Below this text are two buttons: "Download on the App Store" and "GET IT ON Google play". The footer contains links for "Contact Us", "Privacy Policy", "Conditions of Use", "Terms of use", "Cookie Policy", and "Mastercard", along with the copyright notice "Copyright © 2017 Lounge Key Ltd." and a "Cookie Consent" button.

App Registration

LAUNCHING APP - CONSENT



When a user launches the app for the first time, a consent pop up is presented on screen to prompt the user to accept Terms of Use and Privacy Policy before using the app.

The user will need to select **Agree** before they can continue to use the app.

LAUNCHING APP - CONSENT

We Care About Your Privacy

This app uses technologies so that we, and our partners, can remember you and understand how you use our app. To see a list of these technologies and choose whether they can be used, please manage your preferences below. Further use of this app will be considered consent.

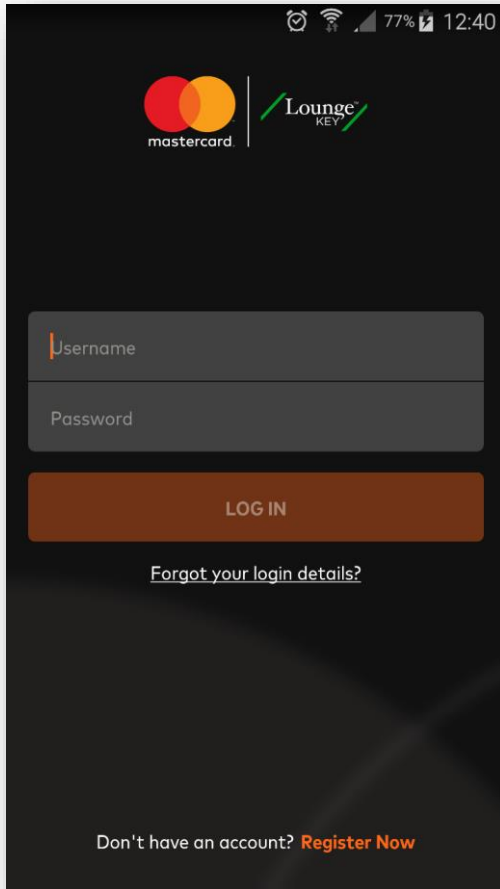
Continue

Manage Preferences

The following Privacy Consent notice window will pop up.

The user can either select *Manage Preferences* to review their settings or select *Continue* to continue using the app

CREATE ACCOUNT



A user will need to register before they can use the app. If they have not already done so on the website, airport.mastercard.com, they will need to select **Register Now** presented at the bottom of the screen.

CREATE ACCOUNT – VERIFY CARD (PART 1)

The screenshot shows a mobile app interface for creating an account. At the top, the status bar displays 'EE WiFiCall', '13:08', and '40%' battery. The app header is 'Create your Account' with a 'Close' button. The main heading is '1 Enter your card information'. Below this is a 'Card details' section with a red asterisk and the text '* mandatory fields'. A lock icon is next to a paragraph of text: 'By providing your payment card information you consent to the use of such information by LoungeKey and your issuing bank for verification purposes and in connection with the services in accordance with our [Terms of Use](#), [Conditions of Use](#) and [Privacy Notice](#). Please note that for card verification purposes, you may see a temporary charge in your transaction history. This charge will appear as "pending" and will be removed after we have verified your card.' Below this is a form field labeled 'Your 16-digit Mastercard number *' with a red asterisk. The field contains the placeholder text 'required'. Below the field is the instruction 'Please do not include spaces'. Underneath is a 'Captcha *' section with a red asterisk. It features a captcha image showing the characters '4HCF' and a refresh icon. Below the image is an empty input field. At the bottom of the form is the instruction 'For security purposes, retype the characters from the picture above.' and a large orange 'Verify' button. The Mastercard logo is visible in the bottom left corner of the app interface.

On this screen the user verifies their card number to confirm they are eligible for the Mastercard Airport Experiences program.

CREATE ACCOUNT – VERIFY CARD (PART 2)

The screenshot shows a mobile app interface for creating an account. At the top, the status bar displays 'EE WiFiCall', the time '13:10', and a 40% battery level. The app header is 'Create your Account' with a 'Close' button. The main content area is titled '1 Enter your card information' and includes a sub-header 'Card details' with a red asterisk indicating mandatory fields. A lock icon is positioned to the left of a paragraph of text: 'By providing your payment card information you consent to the use of such information by LoungeKey and your issuing bank for verification purposes and in connection with the services in accordance with our [Terms of Use, Conditions of Use and Privacy Notice](#). Please note that for card verification purposes, you may see a temporary charge in your transaction history. This charge will appear as "pending" and will be removed after we have verified your card.' Below this text are three input fields: 'Your 16-digit credit card number' (containing '5573489170806716'), 'CVC Number' (containing 'required'), and 'Expiry Date' (with 'Month' and 'Year' dropdown menus). The Mastercard logo is visible in the bottom left corner.

On this screen the user enters the required validation fields before continuing.

CREATE ACCOUNT – ENTER PERSONAL INFO

On this screen the user enters their personal information, account details, preferences and confirms acceptance to the Privacy Policy, Terms of Use, Conditions of Use and Cookie Policy

13:10 38%

Create your Account Close

2 Enter personal information

This form is securely encrypted and is only used to setup your account.

Personal Details. * mandatory fields

Title *

Please select

First Name *

Last Name *

Primary phone number *

Please include your country code

This is a mobile number

Secondary phone number

13:10 38%

Create your Account Close

Secondary phone number

Please include your country code

This is a mobile number

Country of residence *

Please select

Account Details. * mandatory fields

Username *

(you cannot change your username)

Password *

Confirm Password *

Security question *

Please select

Answer *

13:11 38%

Create your Account Close

Email address *

Confirm Email address *

Preferences. * mandatory fields

By checking this box, I acknowledge and agree to the disclosure of my email address and name to Mastercard to receive email marketing communications about Mastercard products and services that may be of interest to me, in accordance with the [Privacy Notice](#).

By checking this box, I acknowledge that I have read and agree to the [Conditions of Use](#), and [Cookie Notice](#) in addition to the [Terms of Use](#) and [Privacy Notice](#).

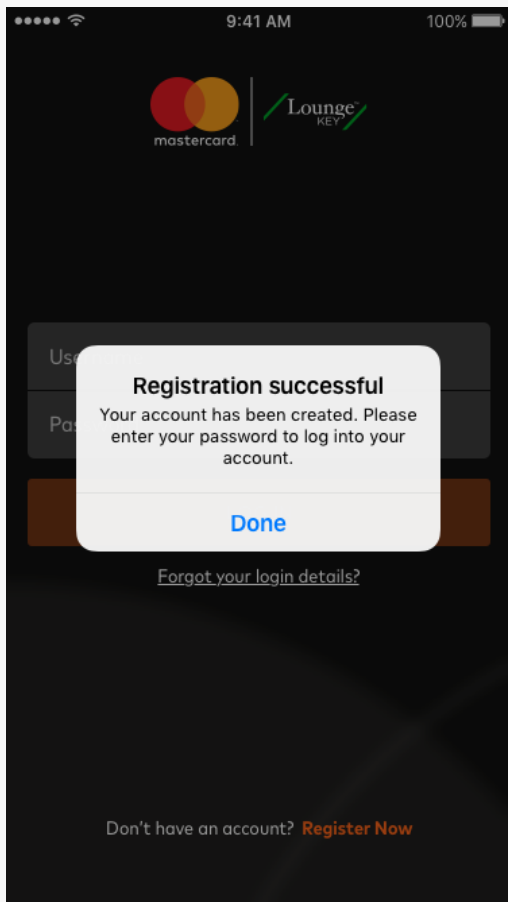
Default language *

Please select

Please select the language you would like to receive any email communications from us in

Save & Continue

CREATE ACCOUNT – CONFIRMATION



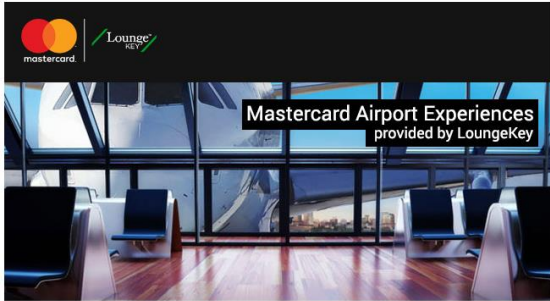
Once the user has completed all of their personal details, account details and preferences, they will accept the Conditions statement and submit.

Upon completion they will be presented with the Registration successful pop-up presented here.

Welcome Email

CREATE ACCOUNT

Upon completing the registration flow, the user will receive a welcome email.



Hello Aruba Platinum Test,

Welcome to a whole new way to make every moment matter. Even at the airport. Because your Mastercard is now a passport to lounges and offers on dining, shopping, and spas in many airports throughout the world.

[Find Lounges & Offers](#)



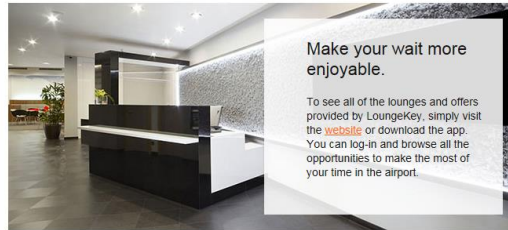
Lounges worldwide

Relax in any of 850+ lounges worldwide. It doesn't matter what airline you fly, Or what ticket you hold. All you need is your Mastercard.



Offers on dining, shopping, and spas

From duty-free shops to designer boutiques, From sushi restaurants to spas, Just use the website or app for special savings at participating partners.



Make your wait more enjoyable.

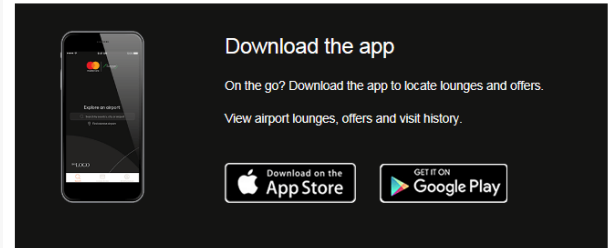
To see all of the lounges and offers provided by LoungeKey, simply visit the website or download the app. You can log-in and browse all the opportunities to make the most of your time in the airport.

Eat. Pamper. Shop. Save. Soar.

Grab a great meal and take a bite out of the check. Spoil yourself at the spa and give yourself a break on the price. Your Mastercard now gives you all kinds of offers that turn the airport into a destination.

Eat. Pamper. Shop. Save. Soar.

Grab a great meal and take a bite out of the check. Spoil yourself at the spa and give yourself a break on the price. Your Mastercard now gives you all kinds of offers that turn the airport into a destination.



Download the app

On the go? Download the app to locate lounges and offers.

View airport lounges, offers and visit history.

Download on the App Store

GET IT ON Google Play

[Contact us](#) [Privacy policy](#) [Conditions of use](#) [Terms of use](#) [Cookie policy](#) [Mastercard](#)

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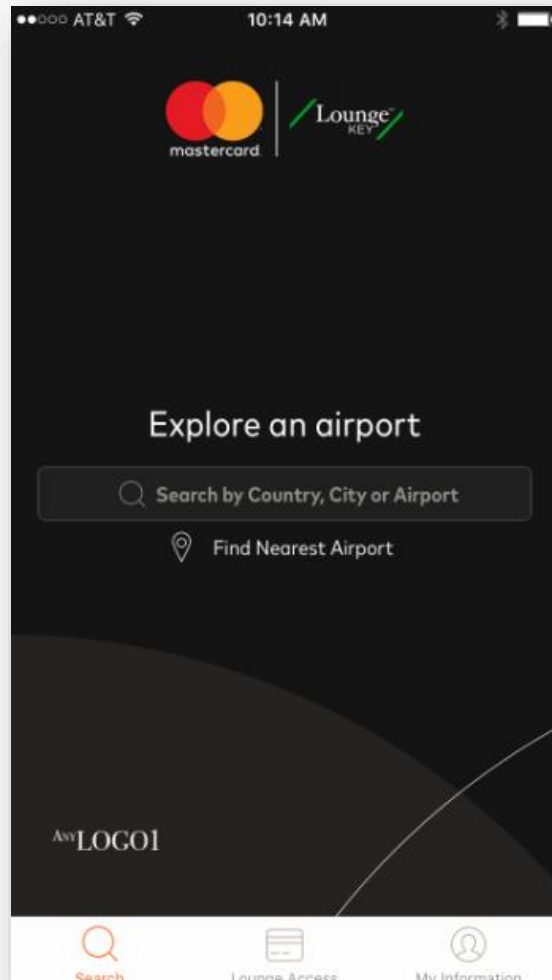
For additional inquiries
Contact Us: loungekey.support@airport.mastercard.com

The Collinson Group Limited
Outfitters Exchange
123 Houndsditch
London
EC3A 7BU

Mobile Experience

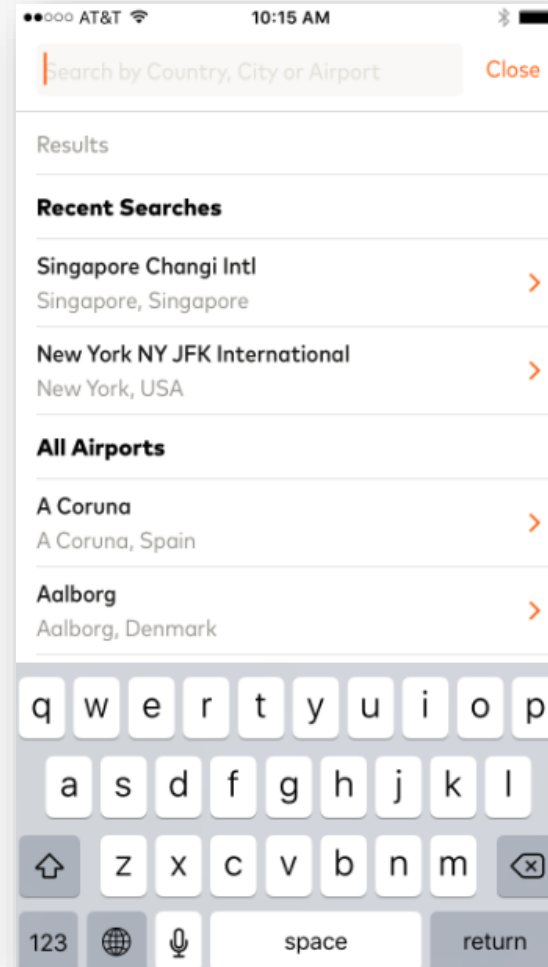
Homescreen

- Search for airports of interest



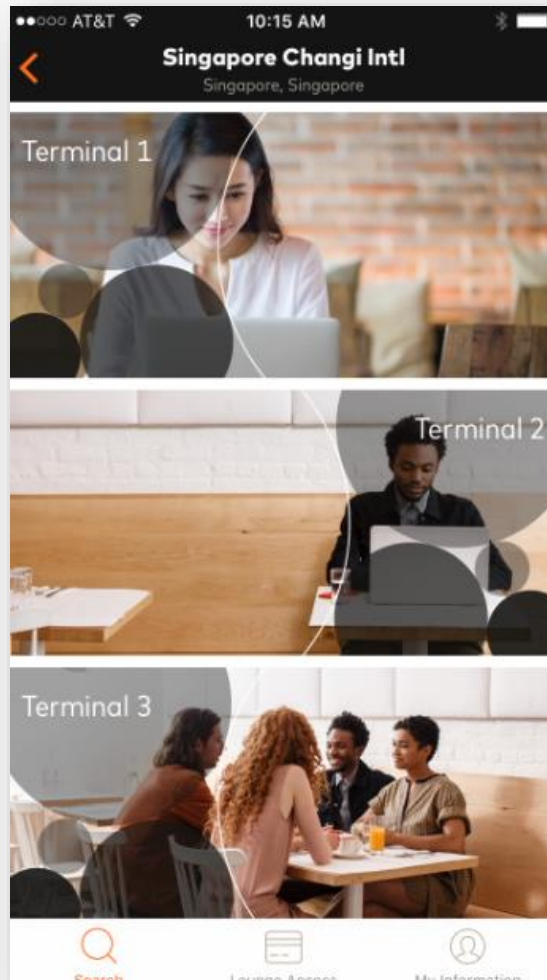
Airport Search

- Search by Country, City or Airport



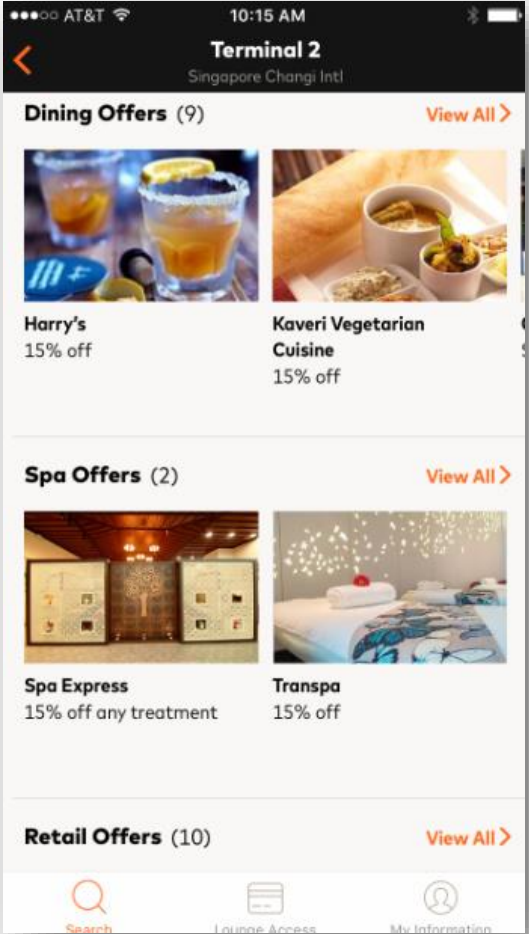
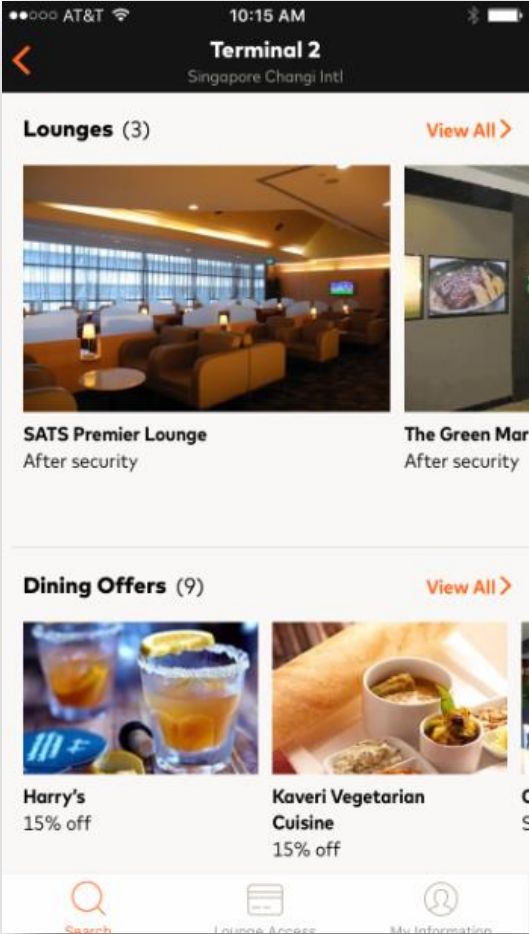
Terminal Listing

- Review terminals where lounges and offers are available



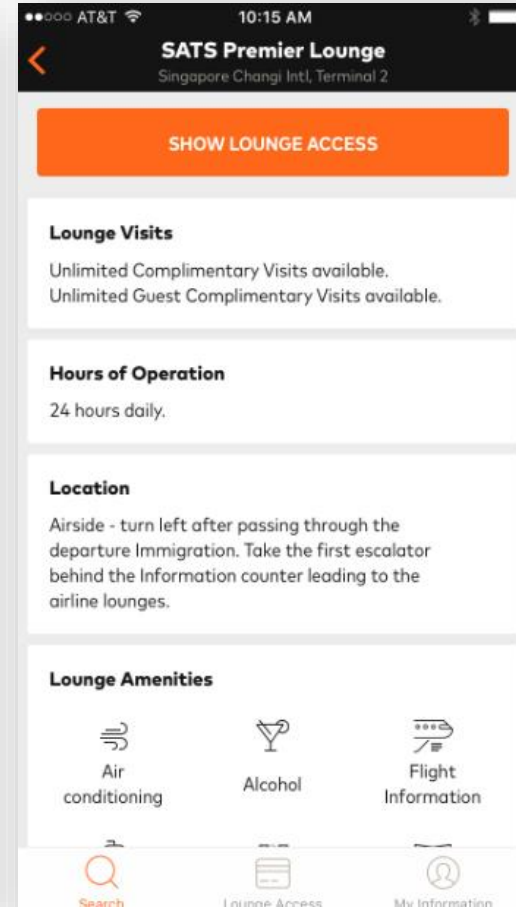
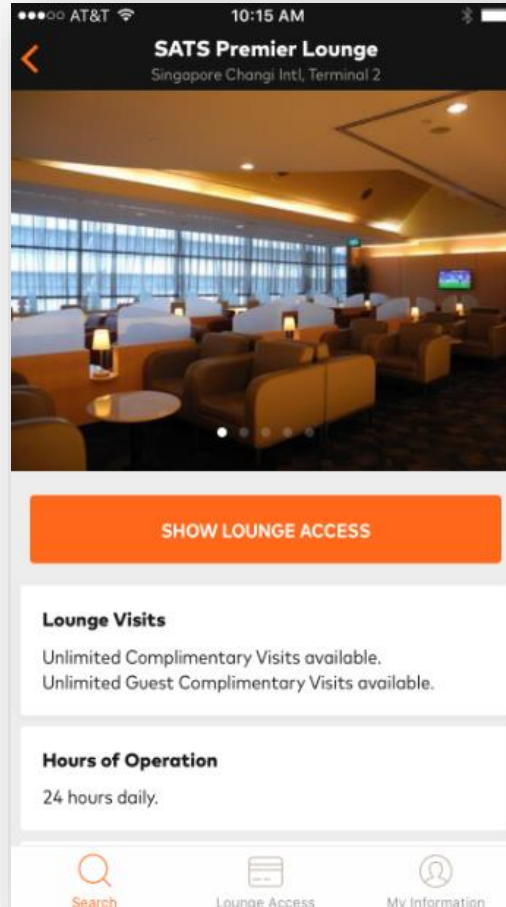
Search Results

- View
 - Lounges
 - Dining
 - Spa
 - Retail



Lounge Detail

- View lounge images and details



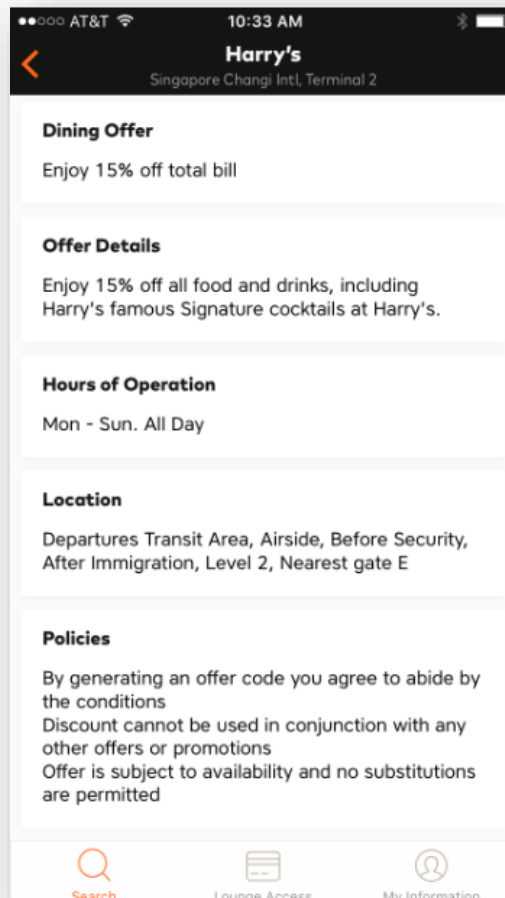
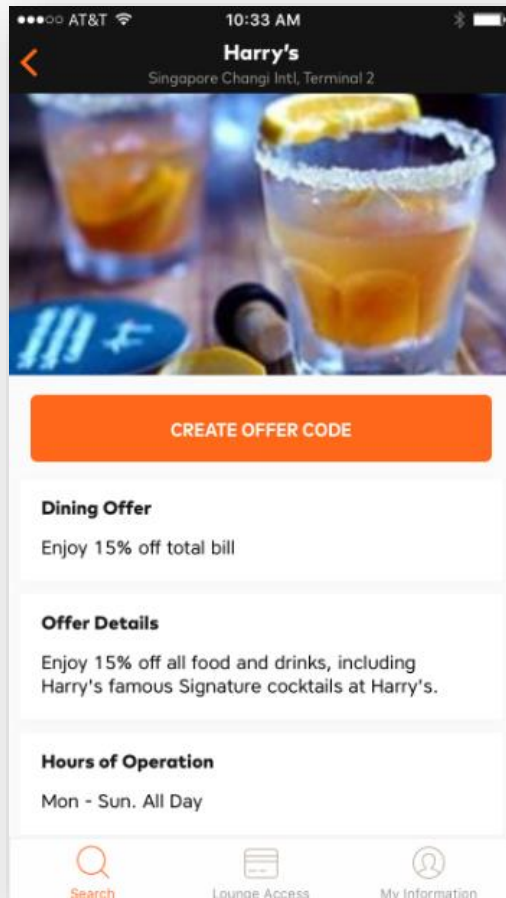
Lounge Access

- View lounge access QR code



Dining Offer

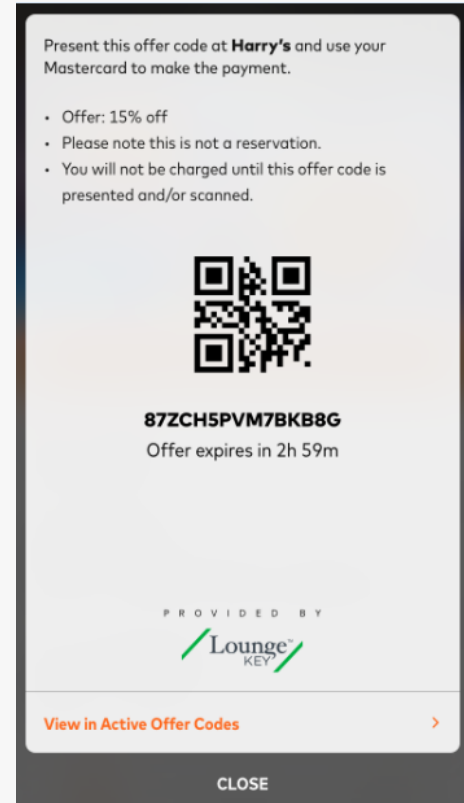
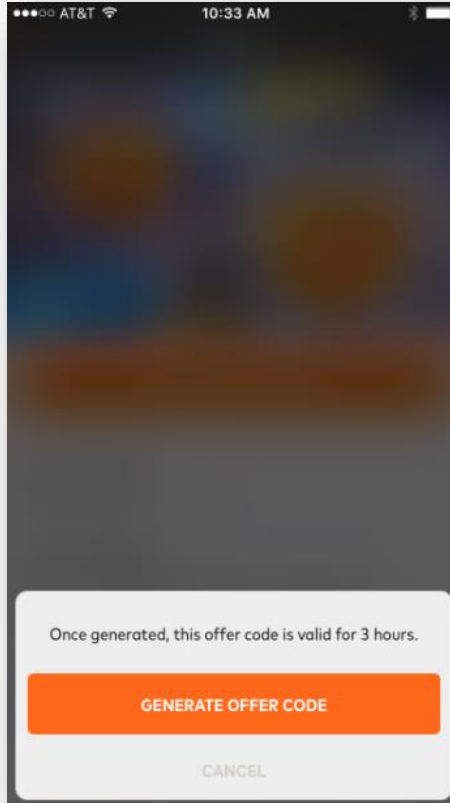
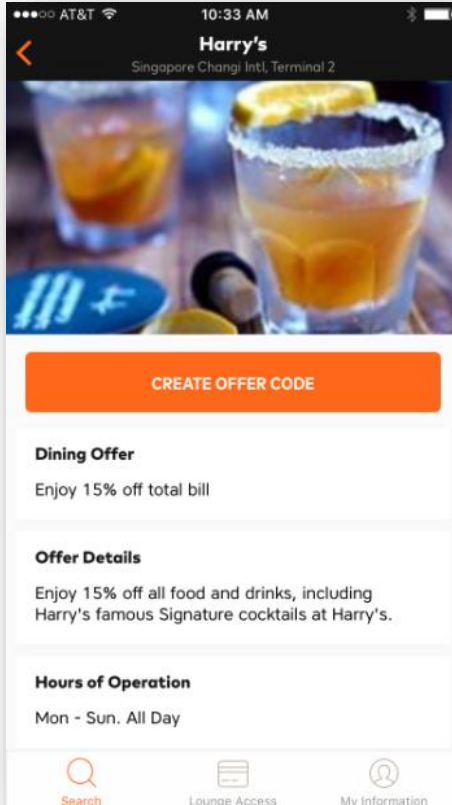
- View offer details



*Dining, Spa, & Retail offer details layout and redemption flows are the same

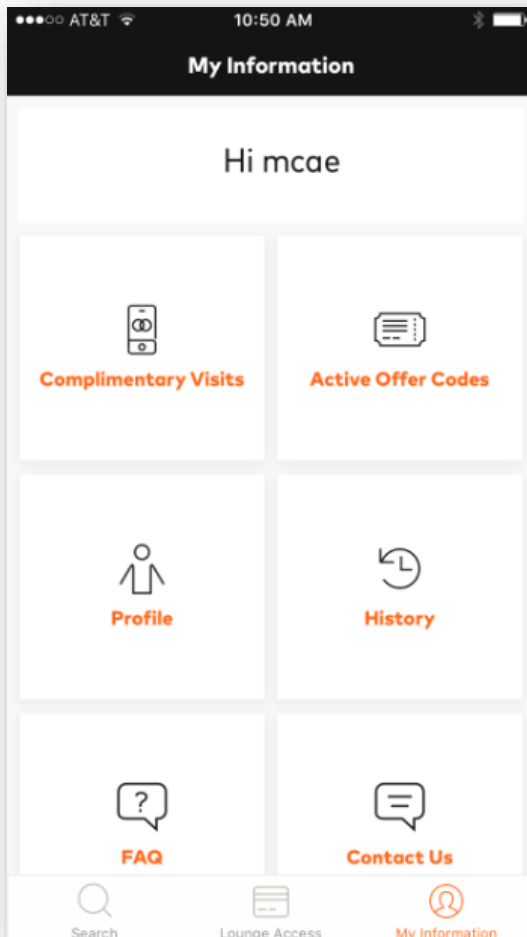
Dining Offer Redemption

- Redemption flow



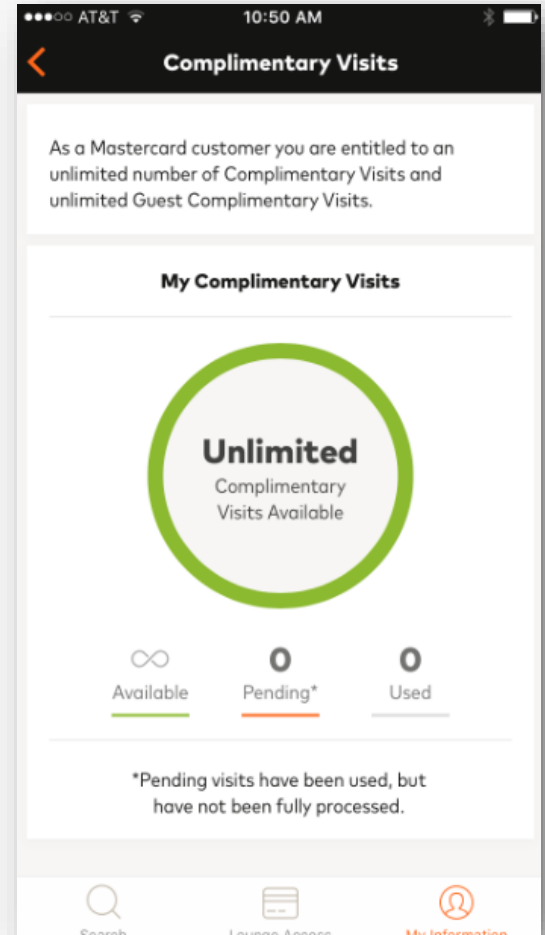
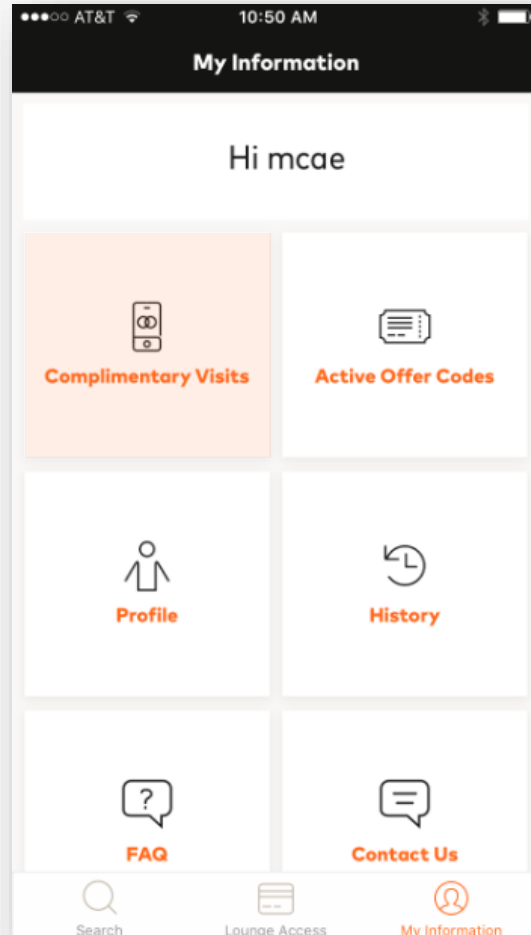
My Information

- View My Information



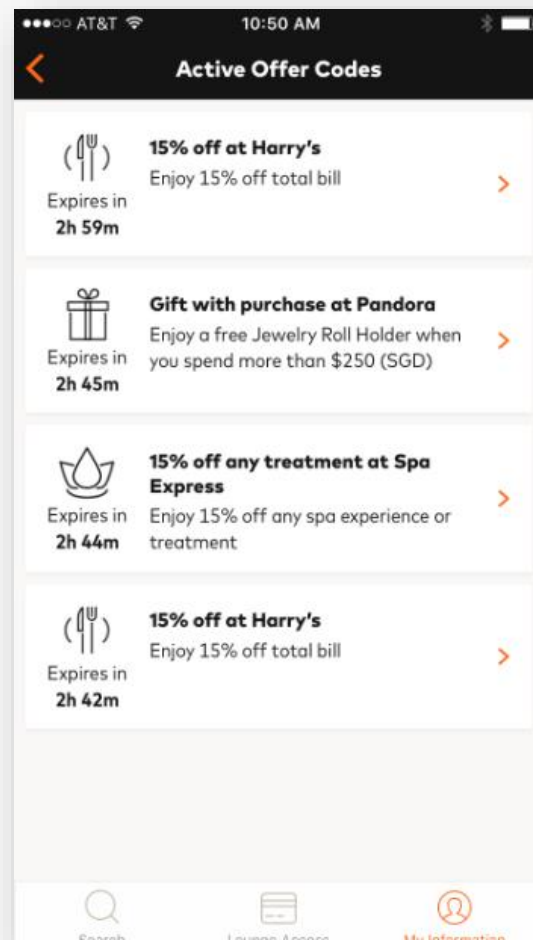
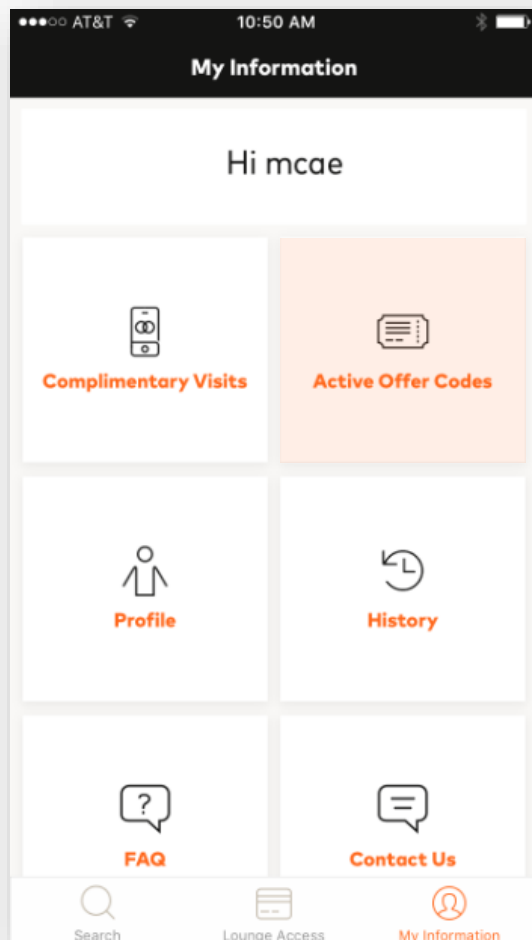
Complimentary Visits

- View Complimentary Visits



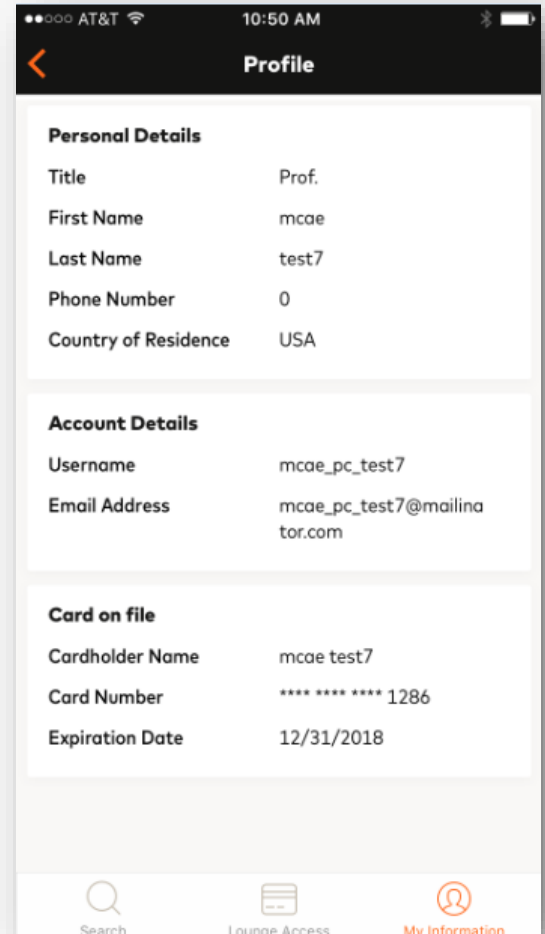
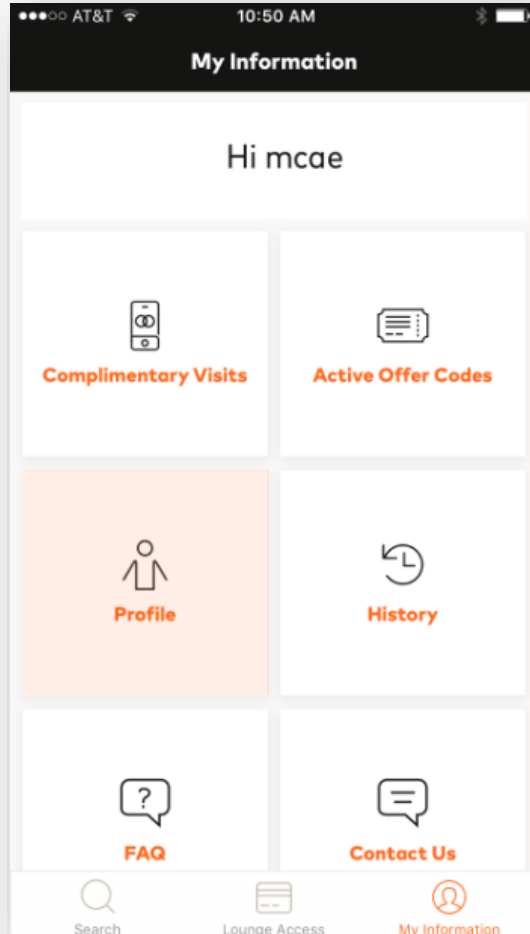
Active Offer Codes

- View listing of Active Offer Codes



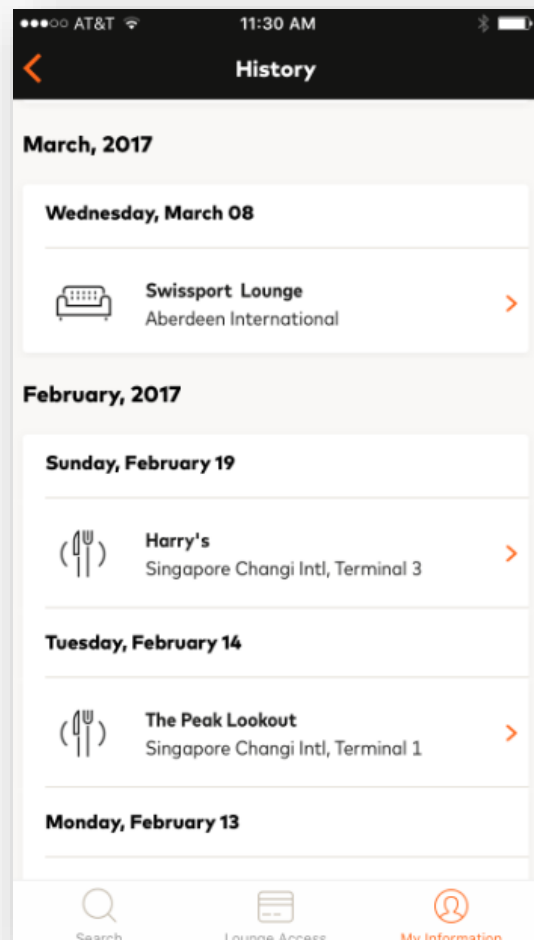
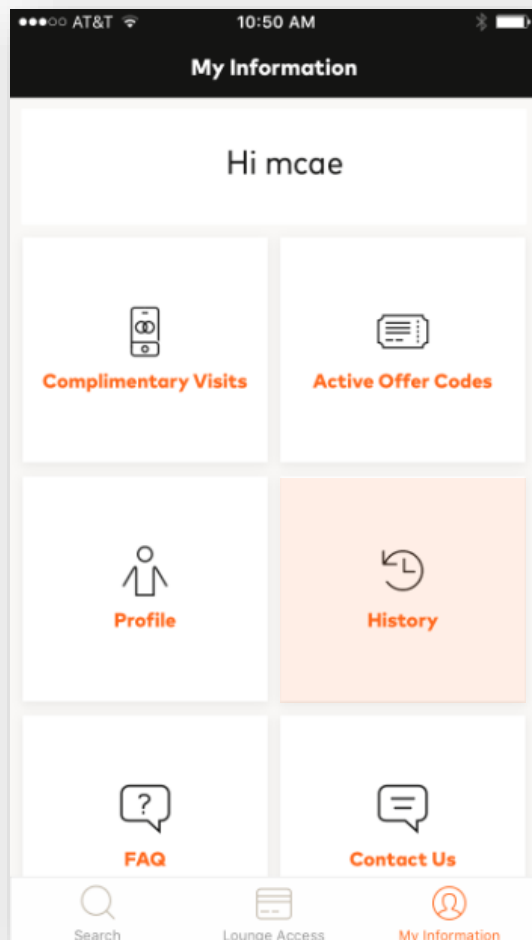
Profile

- View Profile Information



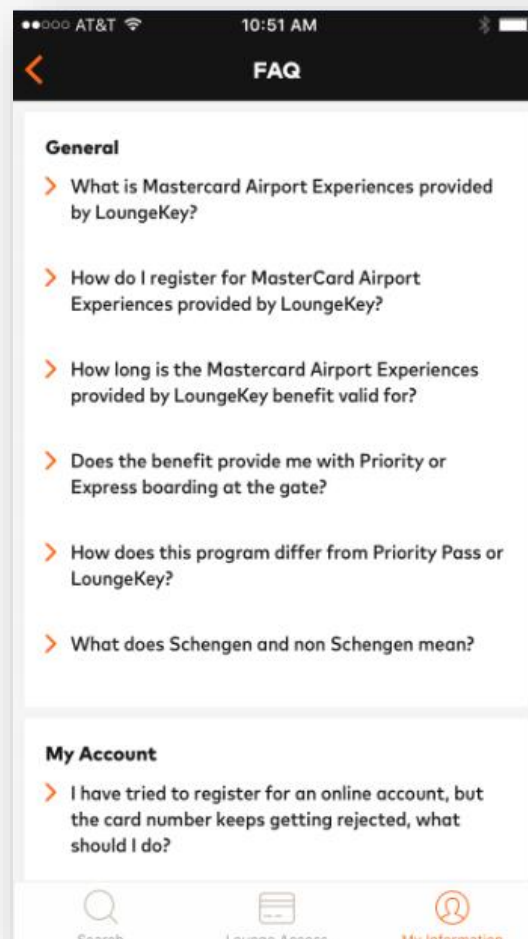
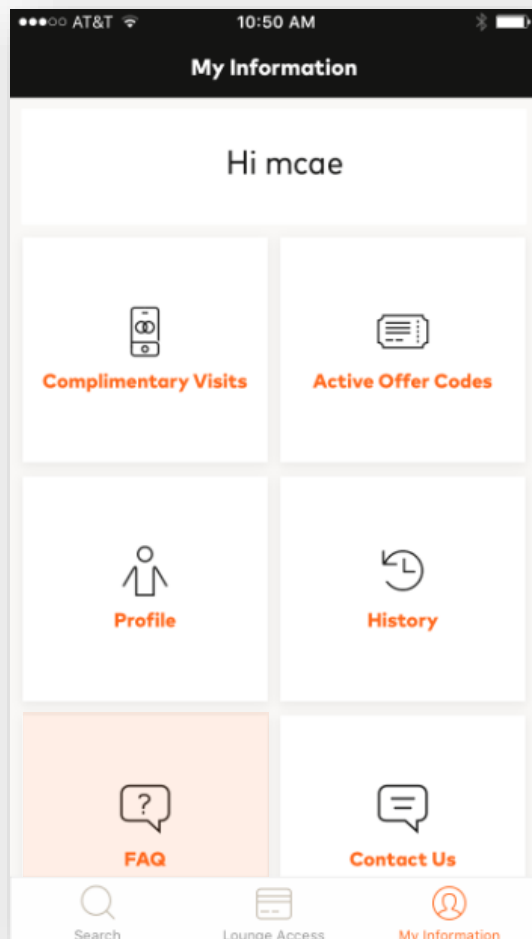
History

- View History of Lounge Visits and Offers used



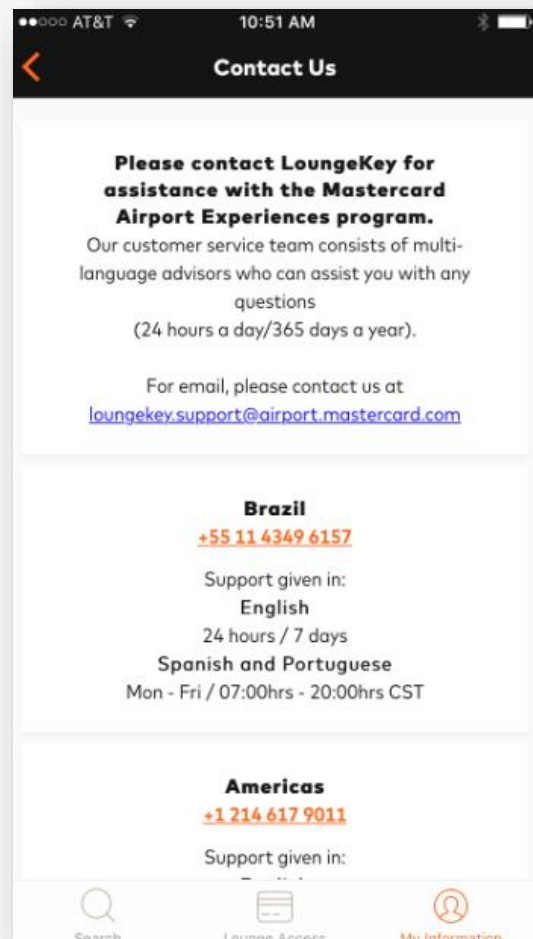
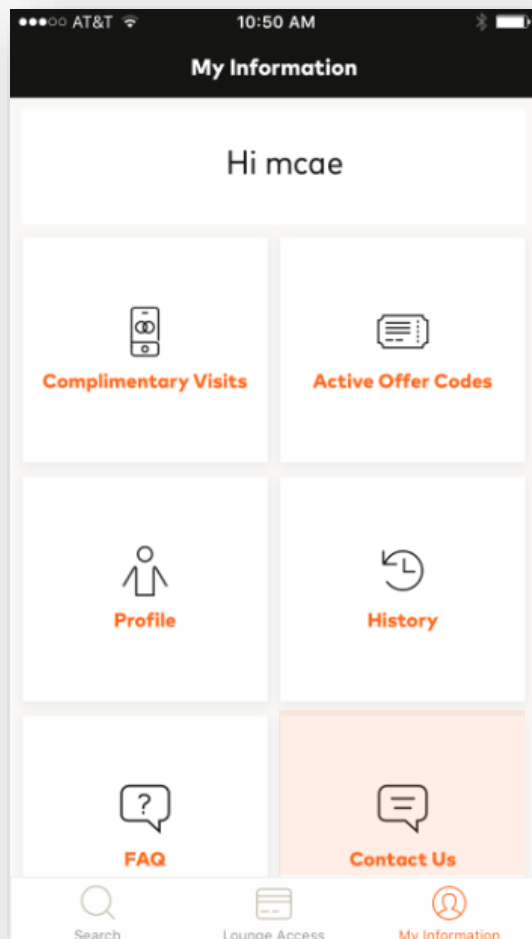
FAQs

- View Frequently Asked Questions



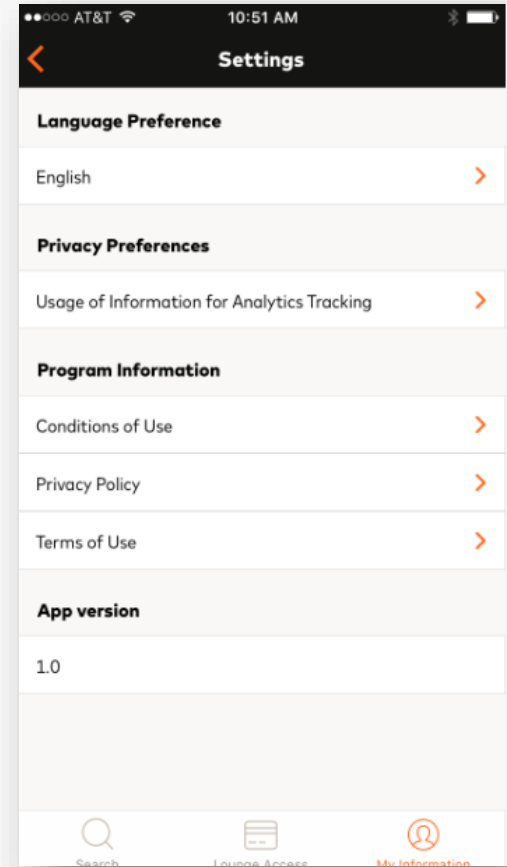
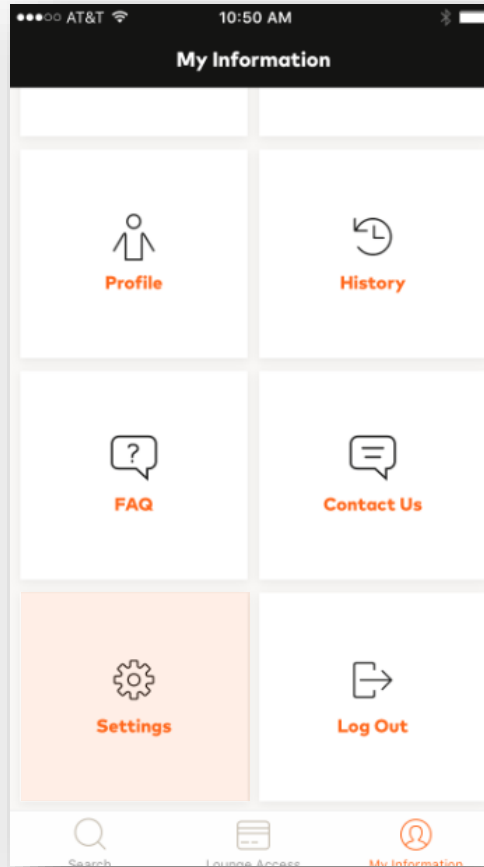
Contact Us

- View Contact Us



Settings

- Manage Settings



APPENDIX