

Migration of Airport Lounge Facility from Priority Pass to LoungeKey

User guide for Union Pay Asia Prestige Platinum & Diamond Premium Cardholders

UnionPay Diamond and Platinum Credit Cardholders are eligible for complimentary airport lounge access through LoungeKey, a feature seamlessly integrated into their Credit Cards. By presenting their UnionPay Diamond or Platinum Credit Card at any LoungeKey participating lounge terminal, Cardholders can enjoy exclusive lounge benefits.

To activate your complimentary LoungeKey airport lounge access, please complete your registration by following these steps:

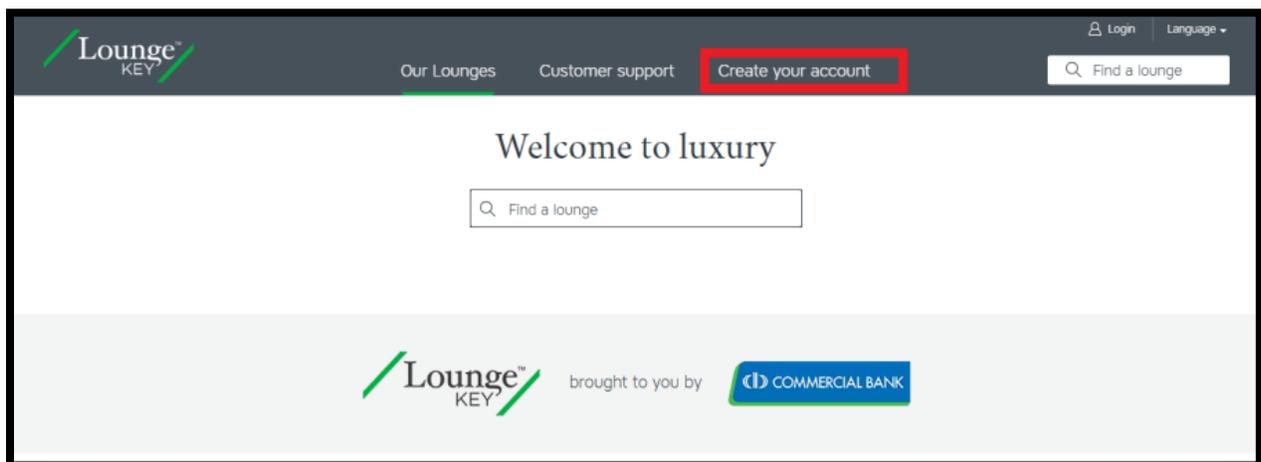
Visit the Commercial Bank corporate website at Link - <https://www.combank.lk/>

Navigate to:



Step 1

Click on **“Create your account”** to get started.



Step 2

Clicking “Create your account” will direct you to the Card verification page. Users need to enter their UnionPay Credit Card details.

1 Verify your card

Card details * Mandatory fields

 We need this information in order to link the card to your account. Your information is secure and will never be passed on to third parties.

Name on card *

Please enter the name on card. This will be your first initial and surname e.g. J Smith.

Please enter your full payment card number *

This is the long number on the front of your card. Please do not include spaces.

CVV number *

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

Expiry date *

Month Year

Captcha *

Retype the characters from the picture above.

- Name on the Card
- Full Card Number
- CVV
- Expiry date

When registering for LoungeKey, a **USD 1 pre-authorization** will be applied to the payment Card to verify that it is active, which will be expired within few days.

Step 3

Users need to fill their Personal details as follows.

2 Enter your details

Please input in English characters. This form is securely encrypted.

Personal details * Mandatory fields

Title *

Please select ▼

First name *

Last name / surname *

Primary phone number *

This is a mobile

Please include your country code, e.g. UK is +44

Secondary phone number

This is a mobile

Please include your country code, e.g. UK is +44

Residence *

Reino Unido ▼

- Name
- Mobile Number
- Residence

Step 4

To complete the registration, **create a Username and Password for LoungeKey.**

Complete the other details as indicated.

Account details * Mandatory fields

Create a Username *

(you cannot change your username)

Create a password *

Your chosen Password must be at least 8 characters long and contain at least one letter and one number.

Confirm Password *

Email address *

Confirm email address *

Choose a security question *

Please select ▼

Security question answer *

Please enter an answer to your security question in Latin characters.

Your password needs to be at least

- 8 characters long
- Including 1 letter
- And 1 number

- User Name
- Password
- Email
- Security question and answer

Step 5

Then, choose the communication preference.

Communication preferences * Mandatory fields

Default language *

Please select ▼

Marketing

Keeping your data safe

We aim to always stay one step ahead of personal data security and we put you in control of how your information is managed.

Marketing

If you'd like us to stay in touch and send you occasional information about relevant offers and updates, you may receive:

- Personalized newsletters, information about new, premium travel experiences and updates on innovative new features and partnerships as we introduce them
- Offers and Promotions, tailored wherever possible to your travel and preferences you express to us
- Surveys to help us improve the service that we provide to you
- Details of other relevant Collinson products and services

Remember, you can change your communications preferences at any point by logging in to your LoungeKey account and going to the My Details page. Please note that it can take up to 7 days for your settings to be applied.

Yes it's ok to contact me by:

Email SMS / App notifications Telephone Post

Marketing Disclaimer Test 2 Copy

Profiling and Tracking

Intro text test for Profiling and Tracking

Step 6

Agree to the Terms and Conditions and click on “Create account” to complete the registration.

It's ok to analyze my data. By allowing us to analyze how you use our services, you are helping us to develop and deliver the best possible experience to you. The information allows us to shape future improvements and member experiences and provides insight into how we can meet the ever-changing needs of our global LoungeKey Community. Rest assured that this information will not be shared with any external parties.

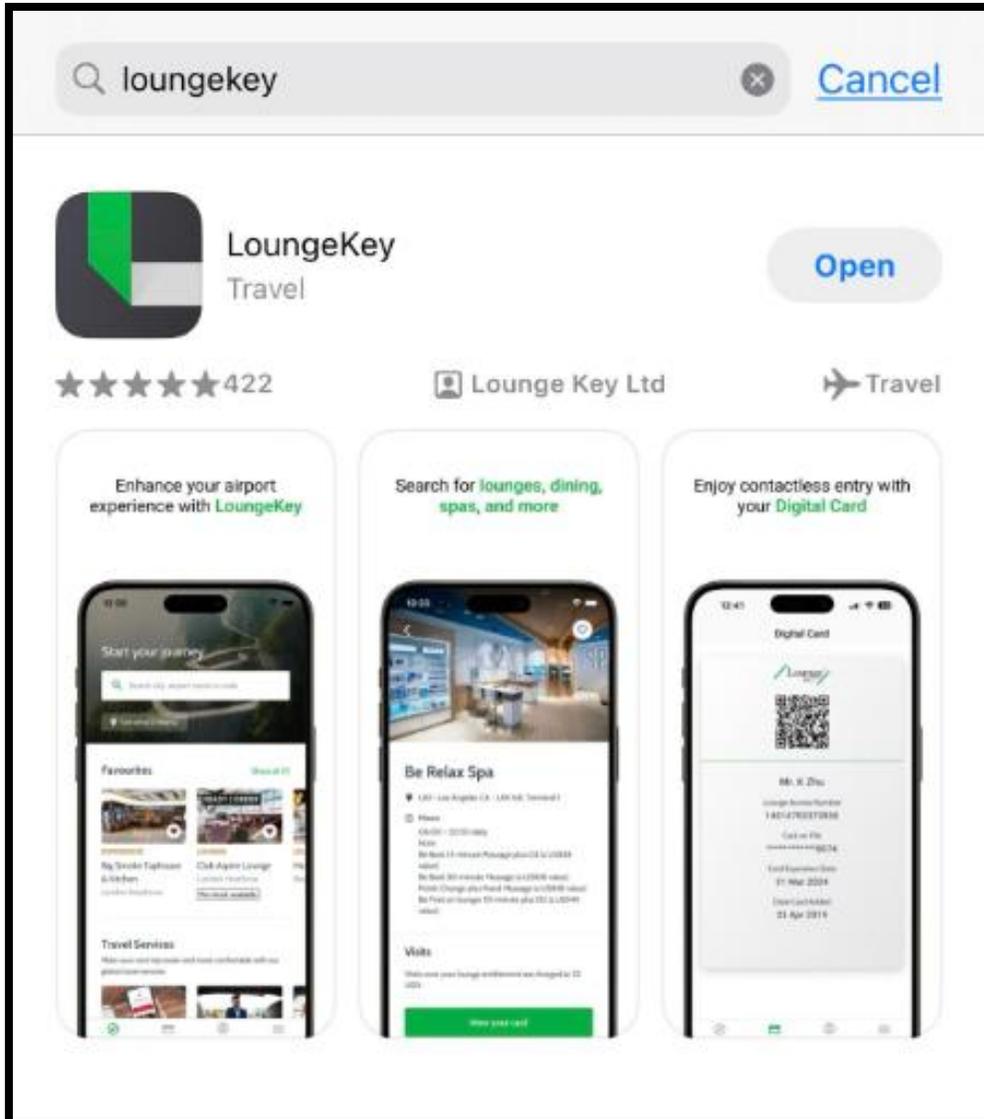
Data processing *

I agree to abide by the [Conditions of Use](#), [Privacy Policy](#) and [Terms of Use](#). *

[Create account](#)

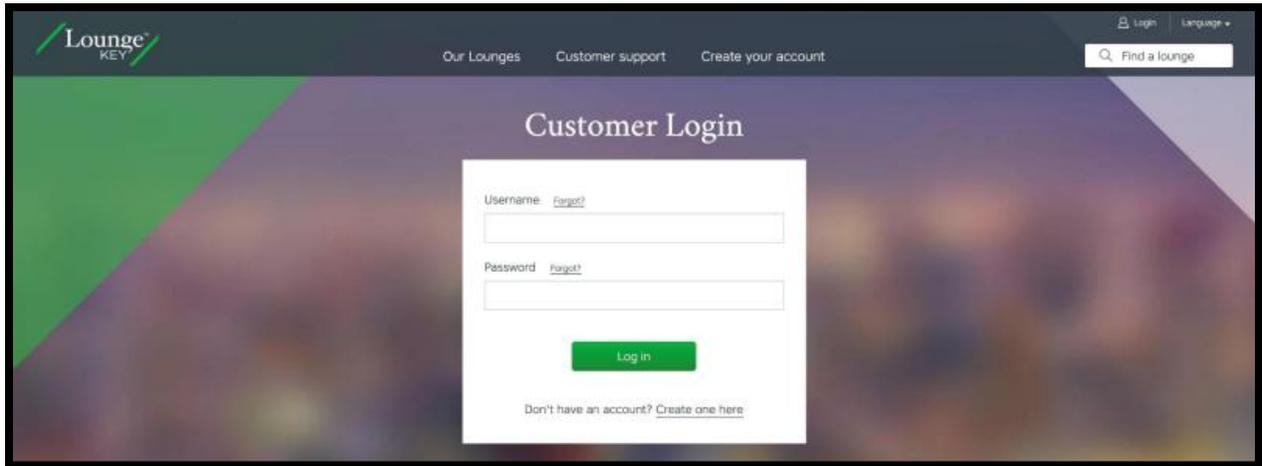
Step 7

Once registration is complete, **download the LoungeKey mobile application** from the **App Store** or **Android Play Store**.



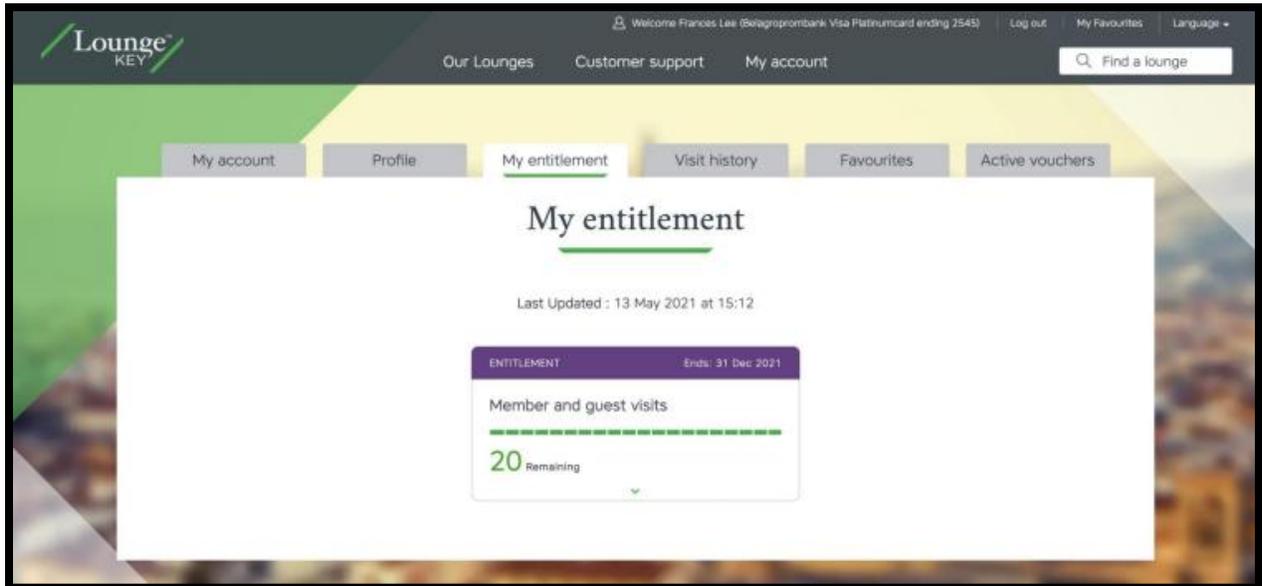
Step 8

Users can log in to the LoungeKey mobile application using the **Username and Password** they created.



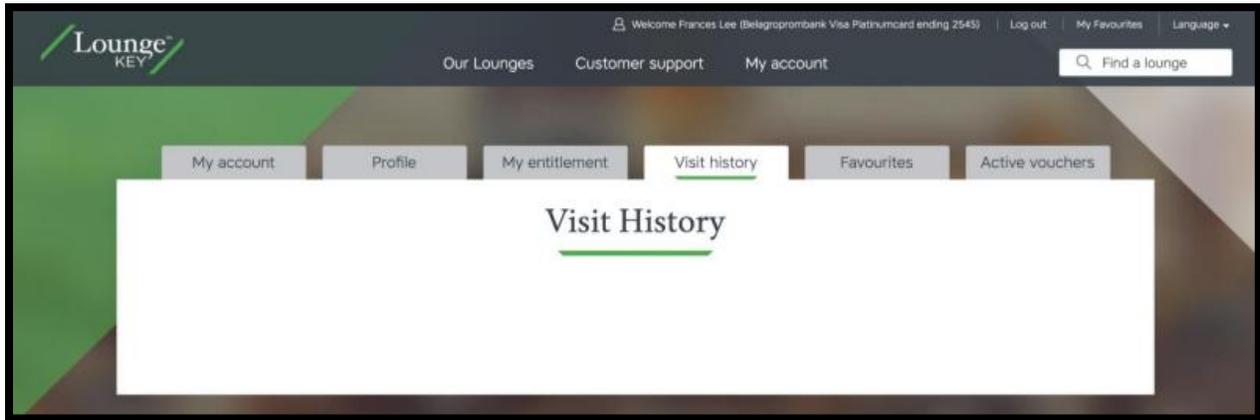
Step 9

Users can view available and remaining visits in the LoungeKey mobile application.



Step 10

Users can access their visit history via the application.



Digital Membership Card

Once registration is complete, the **Digital Membership Card** will be available for viewing in the LoungeKey mobile application or website. The Digital Card enables **contactless entry into lounges via QR**, providing a safer airport experience.

