

FREQUENTLY ASKED QUESTIONS ON PRIORITY PASS

- What is Priority Pass?

Priority Pass is the world's largest independent airport lounge access program. Membership offers great value for money and allows you to use any of 850 airport lounges whenever you travel. Your personalized Priority Pass card is offered to you with your NDB Good Life Infinite and Signature Credit Card.

- Why should I get the Priority Pass membership card?
 - i. Enjoy access to over 850 VIP lounges in more than 120 countries worldwide
 - ii. Use lounges in the program regardless of the class of travel or airline you're flying
 - iii. Relaxing ambience – for both you and your guests
 - iv. Complimentary refreshments and snacks
 - v. E-mail, internet and conference space
 - vi. Excellent working and leisure facilities

- Are the supplementary Credit Cardholders eligible for the Priority Pass Card?

Yes, the supplementary Credit Cardholders too are eligible for the Priority Pass Card.

- What are the Charges involved to Priority Pass?

Priority Pass Card is given at free of charge and the membership fee and the first lounge entry fee are waived off. However, there will be a minimum of USD 25 charged per person and USD 27 for accompanied person to access at any airport lounges around the world. Visit www.prioritypass.com for further details

- How the payment procedure works?

The first entry fee will be waived off and from the second entry the entrance fee will be charged through your NDB credit card in the following month.

- How can I obtain Airport lounge information and what are the Airport lounges I can access using my Priority Pass?

There are many resources available to ensure lounge information is available easily: - When you join, you will receive a comprehensive Lounge Directory detailing exactly how to find each lounge with a full list of all the facilities in the lounge and opening hours. (At the request, when required). Members can download the latest Lounge Directory by logging into their account and going to the 'Download' section to download a PDF. (Available in the NDB Web Site <http://www.ndbbank.com/>) All Priority Pass mobile applications are free to download and are available for iPhone, iPad, Android and BlackBerry. These applications include a "lounge finder" function that allows you to search for information about over 850 airport VIP lounges at your convenience.

- Can I enter a lounge without my Membership Card?

No. Unfortunately unless you can produce your membership card the lounge staff will not allow you access. Lounges are third party owned and operated and therefore Priority Pass is unable to influence lounge access should you attempt to enter without your membership card. It is important to always carry your Priority Pass membership card with you.

- What is the Validity period of the Card?

The validity period will be for 02 years from the issuing date.

- Can I take my family or friends into a lounge?

You can invite friends or guests to join you in a lounge. Most lounges will allow any number of guests but where there are limits details are shown in the Lounge Directory on <http://www.prioritypass.com/>.

- What happens if my card has been stolen or lost?

If your card is stolen, lost or damaged a new card will be issued at a fee of LKR 2,000. You may call NDB Call Center