

Dragonpass FAQs

1. What is DragonPass?

It is a mobile app which gives you entry to up to 850 airport lounges worldwide. It is complimentary to you so long as you hold a valid Standard Chartered Visa Infinite credit card.

2. Where can I download the DragonPass app from?

You can download the DragonPass mobile app through the App Store (for Apple users) or on Google Play (for Android users).

3. How do I log in and use DragonPass?

You may refer to the [user guide here](#) or refer to your Relationship Manager.

4. How will I get my DragonPass Membership ID and Password?

New customers: Your Membership ID will be sent to your email address in our bank records within 10 days of your card being approved. The 4-digit password will be provided via SMS the next working day.

Existing customers: If you have not provided the bank with a valid email address, the bank will not be able to send you the Membership ID. Please call our 24-hour Client Care Centre to update your contact details and request for your Membership ID.

5. Why must my name be entered in full as per my passport at registration?

The airport lounges will verify your name against your passport or boarding pass. Should they not match, the airport lounges reserve the right to disallow your entry.

6. How will I know if my registration is successful?

You will be prompted to change your password. Please enter the new password twice and tap 'OK', this will confirm your registration accordingly.

7. What can I do if I forget my Membership ID?

You may log in with the email address you used for verification during the initial registration.

8. What can I do if I forget my Password?

You may tap on 'Forgot Password' and it will be emailed to the address you have registered with.

9. How many complimentary visits am I entitled to?

You are entitled to unlimited airport lounge access however the duration entitled for each visit is subject to the respective airport lounges' terms and conditions.

10. Can I bring guests into the airport lounge?

Yes, you may and their entry will be charged to your credit card the following month at USD24.99 per guest. The number of guests you may bring is subject to each airport lounges' terms and conditions.