

## FREQUENTLY ASKED QUESTIONS (FAQs) FOR AIRPORT LOUNGE PROGRAMME WITH PLAZA PREMIUM LOUNGE

### 1. What is airport lounge programme with Plaza Premium Lounge?

Airport lounge programme with Plaza Premium Lounge is an airport Lounge programme that allows Cardmembers and their guests access to Plaza Premium Lounge worldwide and enjoy the benefits and services provided by presenting a valid AFFIN INVIKTA Visa Infinite, AFFIN INVIKTA World Mastercard-i, AFFIN World Mastercard or AFFIN Visa Business Platinum (“AFFIN Premium Cards”) at Plaza Premium Lounge access point/counter. There is no any additional membership card to be carried.

### 2. Who is eligible to access Plaza Premium Lounge?

Cardmembers of AFFIN Premium Cards (“Cardmember”).

### 3. Who is eligible for complimentary lounge access under airport lounge programme with Plaza Premium Lounge?

Cardmembers are eligible to enjoy complimentary accesses to Plaza Premium Lounge located at selected countries around the world based on access entitlement below:

Card Type	Number of Complimentary Access
AFFIN INVIKTA Visa Infinite and AFFIN INVIKTA World Mastercard-i	Unlimited complimentary accesses in a calendar year
World Mastercard and Visa Business Platinum	Up to a six (6) complimentary accesses in a calendar year.

The full list of the selected countries and location of Plaza Premium Lounge lounges under this Programme can be found in [www.affinonline.com](http://www.affinonline.com) and [www.affinislamic.com.my](http://www.affinislamic.com.my). The complimentary lounge access is subject to a minimum retail spend of RM2,500 in the latest month of AFFIN Premium Cards statement prior to the lounge. Definition of a calendar year is from 01 January until 31 December of a particular year.

Example:

Lounge Access Date(s)	Statement Cycle date	Minimum Cumulative Retail Spend Required	Explanation
5 March 2021	On 18 <sup>th</sup> of each month	RM2,500 in February 2021 statement	Latest statement for 5 March 2021 lounge access is February 2021 statement (19 January – 18 February 2021).
3 March 2021 and 28 March 2021	On 10 <sup>th</sup> of each month	RM2,500 in February 2021 statement, and RM2,500 in March 2021 statement.	Latest month statement for 3 March 2021 lounge access is February 2021 statement (11 January – 10 February 2021).  Latest month statement for 28 March 2021 lounge access is March 2021 statement (11 February – 10 March 2021).

**4. Does a Cardmember allow to access Plaza Premium Lounge if not meeting the required minimum retail spend of RM2,500 in the latest month of AFFIN Premium Cards?**

Complimentary access to Plaza Premium Lounge will be denied. However, a Cardmember is still able to access the Plaza Premium Lounge at his/her own cost at the following preferred rate:

Plaza Premium Lounge Location	Preferred Rate
Malaysia	25% off published rate
Worldwide	20% off published rate

Payment must be made with AFFIN Premium Cards to enjoy the preferred rate.

**5. What happen after the complimentary access has been fully utilized?**

Cardmember is still able to access the Plaza Premium Lounge at his/her own cost at a preferred rate as stated in item 4 above.

**6. Is there a limit to number of complimentary access in a day?**

Yes. Cardmember is only allowed to utilise one (1) complimentary access in a day and up to three (3) hours per access to Plaza Premium Lounge. Subsequent access on the same day and/or access more than three (3) hours will be subject to the applicable charges set by Plaza Premium Lounge.

**7. Does an accompanying guest for AFFIN Premium Cards Cardmember entitle to the complimentary access?**

No. The complimentary access is only applicable to AFFIN Premium Cards Cardmembers. Any accompanying guest(s) of AFFIN Premium Cards Cardmember may access to Plaza Premium Lounge but will be subjected to Plaza Premium Lounge access fee charged by Plaza Premium Lounge. Accompanying guest(s) of AFFIN Premium Cards Cardmember are also entitled for a preferred rate on Plaza Premium Lounge access fee as stated in item 4 above.

**8. Can a Cardmember transfer his/her complimentary access to someone else to be utilized?**

No. Complimentary access is not transferable and only valid for Cardmember holding AFFIN Premium Cards.

**9. How does a Cardmember gain access to Plaza Premium Lounge?**

Cardmember is required to present his/her valid AFFIN Premium Cards at the Plaza Premium Lounge. Cardmember may be required to provide additional identification such as boarding pass or any other documents as may be required by the lounge staff. Cardmember's card will be swiped to confirm eligibility and to register the access. No prior booking is required.

**10. Can a Cardmember access Plaza Premium Lounge without activating his/her AFFIN Premium Cards?**

No. Cardmember is required to activate his/her AFFIN Premium Cards prior accessing Plaza Premium Lounge. A valid AFFIN Premium Cards must be presented to access Plaza Premium Lounge. All blocked cards, either temporary or permanent are not allowed to access Plaza Premium Lounge.

**11. Is there any age limit for Plaza Premium Lounge access?**

There is no age limit for Plaza Premium Lounge access. Admission for children aged below two (2) years old is at no charge. Children aged two (2) years old and above is subject to the charges/fees imposed by Plaza Premium Lounge. Children aged two (2) years old and above is

also entitled for a preferred rate stated in item 4 above.

**12. How does a Cardmember find information on Plaza Premium Lounge?**

Please visit [www.plaza-network.com](http://www.plaza-network.com) for information on lounge location, opening times, facilities available and the individual lounge terms and conditions. List of Plaza Premium Lounge location available for AFFIN Premium Cards Cardmember can also be obtained at [www.affinonline.com](http://www.affinonline.com) and [www.affinislamic.com.my](http://www.affinislamic.com.my).

**13. Can the lounge staff provide information on Cardmember complimentary lounge access entitlement and their access history?**

No. This information is not available to the lounge staff. Cardmember is advice to check on his/her AFFIN Premium Cards statement prior to the access to ensure spending requirement has been met.

**14. What happens if Cardmember's AFFIN Premium Cards is damaged or has been stolen or lost?**

Cardmember may call AFFIN Premium Cards dedicated line at 03-8230 2323 immediately to report the loss. The Bank will block access to the lost/stolen AFFIN Premium Cards and this will be flagged out as a blocked card if anyone attempts to access a Plaza Premium Lounge with the card.

**15. Who can be contacted for any inquiry related to this Programme?**

For any assistance, feedback and/or complaints related to this Programme, Cardmember may call AFFIN Premium Cards dedicated line at 03-8230 2323 or email to [yourvoice@affinbank.com.my](mailto:yourvoice@affinbank.com.my)