



1. How do I sign up for a Priority Pass Digital Membership Card?

If you are a Citi Prestige Principal Cardholder, retrieve your unique invitation code from Citi Mobile® App.

For new Citi Prestige Cardholders with card approval after May 1, 2021, your unique invitation code will be available within 60 working days after your Citi Prestige Card is approved.

Then, visit prioritypass.com/citihkprestige to complete your registration. Upon successful registration, you will need to download the Priority Pass App on your mobile phone. Thereafter, you will be able to login to the Priority Pass App to enjoy your complimentary airport lounge privileges.

2. Can I utilize more than 1 complimentary airport lounge visit per arrival or departure at each airport?

Citi Prestige Principal Cardholders can enjoy one complimentary Lounge visit per arrival or departure at each airport. Each additional visit will incur an entrance fee of US\$35 (or at the prevailing rate).

3. Can I bring along Citi Prestige Supplementary Cardholders or additional guests to the airport lounge?

Each accompanying guest (including Supplementary Cardholders) will need to pay an entrance fee of US\$35 (or at the prevailing rate) for each access.

4. How do I access the lounge?

After signing up for a Priority Pass Digital Membership Card, Principal Cardholders wishing to access a Lounge must present their Digital Membership Card (this may be obtained by creating an account through prioritypass.com/citihkprestige) or Citi Prestige Card to the participating Lounge receptionist together with same day boarding pass and quote "Priority Pass member with Citi Prestige Card". A valid boarding pass and an acceptable form of identification may also be required.

5. There is an error in the entitlements displayed on the Priority Pass App. Who can I ask for help in sorting out the error?

Please contact Priority Pass via call +852 2866 1964 or email info@prioritypass.com for enquiry and further investigation.

6. Can I link my new Digital Membership Card to my current Priority Pass account? I have already subscribed as a member.

Since Priority Pass does not allow linkages between memberships, you will need to create a new account for the Digital Membership Card associated with your Citi Prestige Card.

7. In the event a Citi Prestige Card has been lost or stolen, do I need to update my new card information? How do I update my new card information?

In the event a Citi Prestige Card has been lost or stolen, and the card number changed, you need to update your new card information by logging into your account on Priority Pass website prioritypass.com or contacting a Priority Pass representative at +852 2866 1964 or via email info@prioritypass.com, to enjoy complimentary Lounge access.

8. Will Priority Pass Digital Membership be auto renewed?

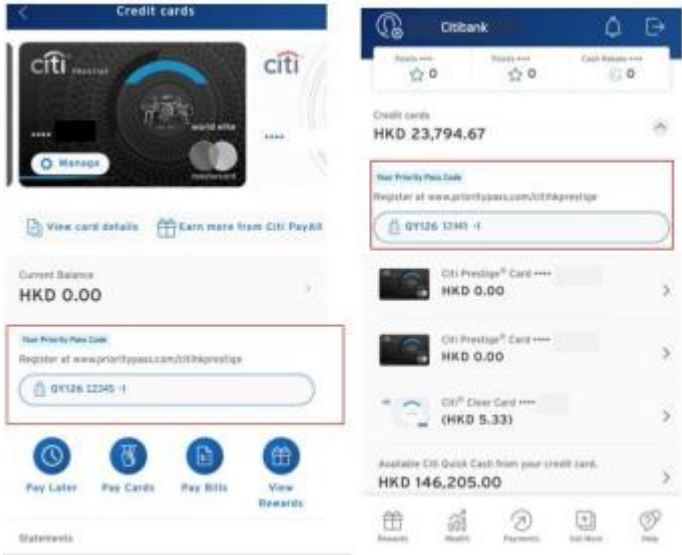
Yes, it will be auto renewed at the end of each year.



9. How do I retrieve my code and setup the Priority Pass digital account?

STEP 1: RETRIEVE YOUR CODE

Simply retrieve your unique invitation code in the email or login to Citi Mobile® App to retrieve your unique invitation code.



STEP 2: REGISTER

Complete the registration with your unique invitation code at prioritypass.com/citihkprestige.

STEP 3: DOWNLOAD

Download the Priority Pass App through App Store or Google Play



STEP 4: ACCESS

Key in your login details and start accessing the Priority Pass App

To borrow or not to borrow? Borrow only if you can repay!

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