



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. For existing cardholders with card approval on or before May 1, 2021, the unique invitation code will be sent to their Citi Mobile® App on or after June 14, 2021.

Then, visit <https://www.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 HK\$250/US\$32.

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 HK\$250/US\$32 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 <https://www.prioritypass.com/citihkprestige>) or Citi Prestige Card to the participating Lounge receptionist together with their 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 <https://www.prioritypass.com> or contacting a Priority Pass representative at +852 2866 1964 or via email info@prioritypass.com, in order to enjoy complimentary Lounge access.

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

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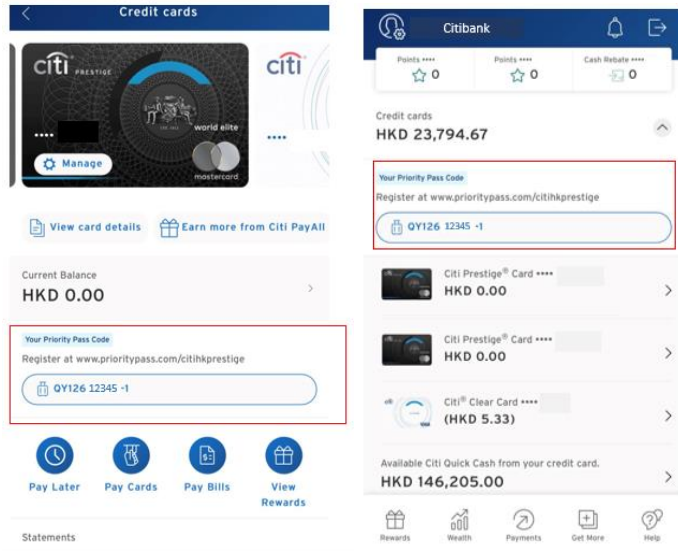
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8. How do I retrieve my code and setup the Priority Pass digital account?

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 <https://www.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

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