Instructions for using the LoungeKey application

The LoungeKey benefit is included in the Erste Premier service and is available to all holders of Premier logo cards.

Entry to the global network of LoungeKey lounges is possible using an Erste Premier plastic payment card or the LoungeKey app in a smart phone. The application is operated by LoungeKey, the registered office of which is in London. Česká spořitelna does not own the application; it only facilitates the service. On entry, the client should declare that they wish to use the LoungeKey programme for entry.

If you have any questions, please contact us via e-mail at **info@loungekey.com** or telephone UK-London **+44 (0) 208 865 0767**. All communication will be in English.

Benefits of the application

– An available Digital Card, which you can produce when entering a lounge (when using an Erste Premier Lounge or a Mastercard Lounge, please produce your payment card to enter).
– The application will give you all the information you need about the global network of airport lounges you can use, including:
  • full details about the equipment and services provided in each specific lounge, including the opening hours and location within the airport.
  • navigation of the airport premises.
  • displaying your entry history.

How do you get the app?

You can download the app on the **Erste Premier** website or from App Store and Google Play.

Registering in the application

Requirements for registration:
– Complete forms without using any diacritic marks.
– Make sure your payment card is active.
– Make sure Internet payments are permitted.
– Make sure that the account associated with the card being registered holds a balance of at least CZK 100.

– Register using your smart phone or a **desktop computer exclusively** via the **Erste Premier** website.
– When registering a Visa card, you must use the link for Visa cards.

To verify your card, a pre-authorisation charge of USD 3.25 (Visa) will be placed on your account during registration and whenever updating card information; the pre-authorisation will automatically expire a few days later.

Registration procedure

1. Select whether you will register with an Erste Premier **Visa payment card**.
2. Depending on the card selected, select the corresponding **link to the LoungeKey service** on the Erste Premier website.

TIP ⓘ
If you do not select the link via Erste Premier website and the Visa link appropriate to the card you wish to register, the registration will fail.

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3. Click on **"Create your account"**.
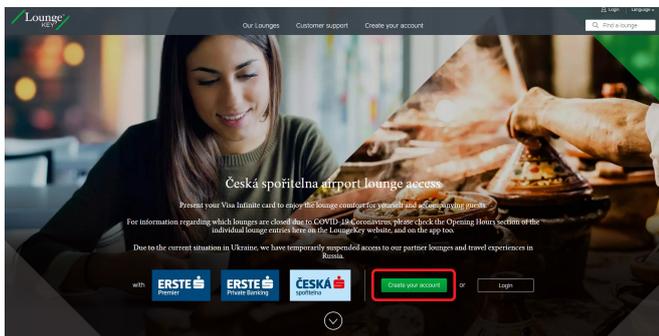
4. Complete the form and click on **"Validate"**.

TIP ⓘ

If you enter an invalid card number, the message "Please enter a valid payment card number associated with LoungeKey" will appear.

Please enter a valid payment card
number associated with LoungeKey

It is essential to exclusively use English alphabet characters, otherwise the registration will fail. Diacritic marks must not be used. First name and surname must have a maximum of 20 characters.

5. Enter the **verification SMS code** sent to your smart phone and click **"Potvrdit"** (Confirm).

6. Enter ePIN and click **"Potvrdit"** (Confirm) or confirm in your George Key.

7. Click **"Pokračovat"** (Continue).

8. Complete the LoungeKey form.

9. Validate and go to your account: **"Go to my account"**.

## Instructions for card replacement

You should always **replace your card if your existing one expires** as part of the regular renewal, or if you were issued with a **replacement card** due to loss, theft, etc. If your card expires, the app will ask you to update it and redirect you to the card editing tab. The type and issuing company of the new card must match that of the previous card. If you have an account registered with a debit card, the new card must also be a debit card. If you have a renewed/replacement payment card, please update your card details (expiry date, etc.) via the LoungeKey landing page, not the LoungeKey app. (Visa registration – https://www.loungekey.com/csas-eb-visa.) The card details need to be updated even if the card number is retained during the renewal/replacement process.

If the card cannot be renewed, please create a new registration with new login details (different username). Only one payment card number can be registered in LoungeKey.
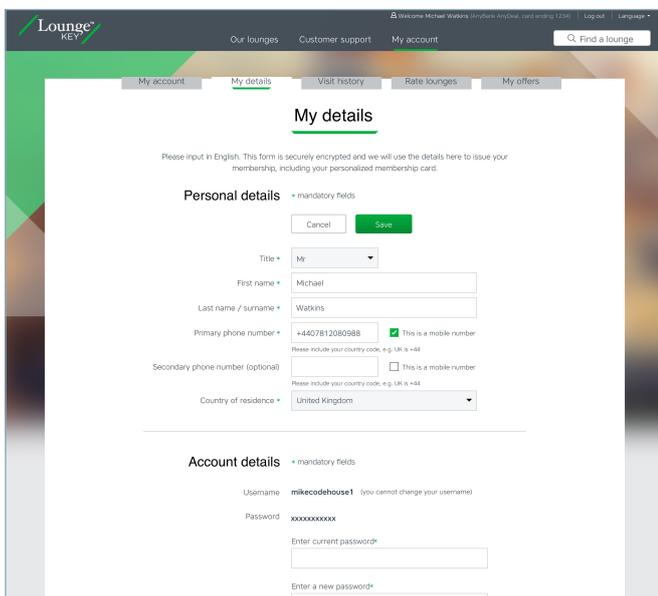
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1. Log into the app by clicking **Login**.
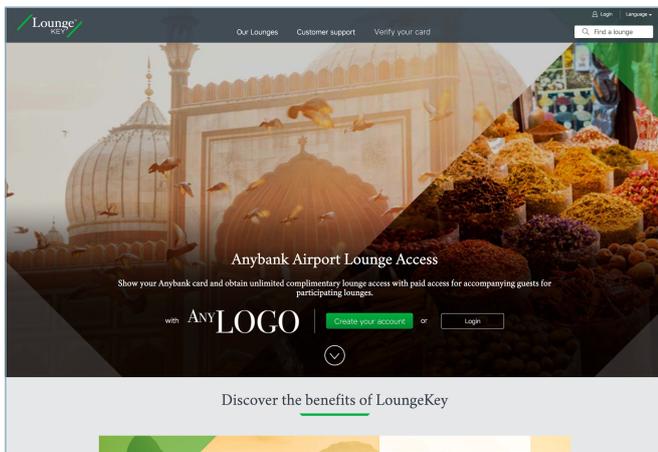
2. You will be asked to update your card details. Click **"Update Card Details"**.
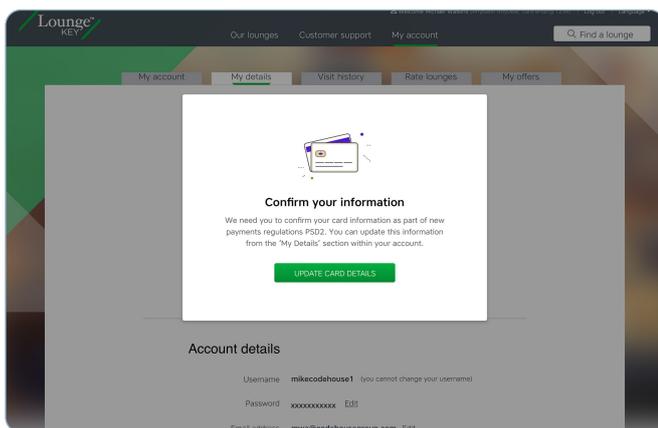
3. Edit your card details and click **"Save"**.

4. You may be asked for 3DS verification. Copy the verification code sent to you in an e-mail or text message. Your card will be verified through pre-authorisation of USD 3.25 USD (Visa), which will then be cancelled automatically.
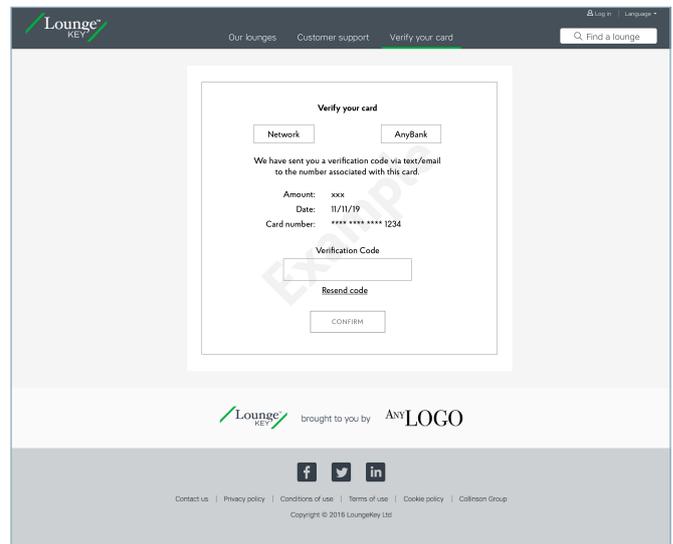
What to do if you forget your password

1. Use the **"Forgot?"** button to display a link in which to enter your username.
2. A new password will be sent to the e-mail registered in the application – **you can change the password at any time**.

What to do if you do not know your username

1. Use the **"Forgot?"** button to display a link for you to enter the e-mail address registered in the app.
2. You will then receive an e-mail with your username. **Important: the username cannot be changed.**