



As ICBC Turkey, we are honored to present our privilege program with the precious contributions of our ICBC head office to our valued customers.

The free DragonPass membership with 6 complimentary lounge passes. Our current Platinum cardholders and newly acquired customers can benefit from this privilege till end of 2025.

Industrial and Commercial Bank of China and DragonPass now jointly offer Global VIP lounge service at high-speed railway stations in China (High-speed railway stations are available only in China) and Airports to all ICBC Turkey Platinum Credit Card customers. All qualified card holders can enjoy VIP lounge services at high-speed railway stations and airports globally.

For more detail about the conditions & terms and user manual please visit www.icbc.com.tr/en/

FAQs

+ GENERAL

How long will I be able to benefit from this privilege?

From now till 31 December 2025

To benefit from the program, which one is applicable card?

ICBC Turkey Platinum Credit Card, both VISA and MasterCard schemes.

Is my personal data secure?

We take data protection and the privacy of our customers very seriously and transactions are progressing within the scope of KVKK.

Is there an app I can download?

Yes, it's available for Apple and Android devices and free to download from the App Store and Google Play Store. You can search for DragonPass.

Who can I call if I have any queries?

Please call directly 444 00 50.

Who administers the airport lounge membership?

ICBC Turkey is not responsible for the operation and running of the airport lounge access.

+ MEMBERSHIP

What's my initial password for the first-time login?

The last four digits of your registered phone number.

How can I set a new password?

Password must contain; at least 8 characters long, at least 1 upper case, at least 1 lower case, at least 1 number

How can I register to the program and start my membership?

You can read our detailed user manual and follow the steps and the links to register.

Do I get any lounge visits with my membership?

You will get 6 lounge visits per year to use free of charge only this year.

Is my card open to e-commerce transactions for membership?

Your card must be open to Abroad Online Shopping Authority. In order to open your card please visit ICBC Turkey mobile/ internet banking or call directly 444 00 50.

Do I have to pay for the membership process?

DragonPass membership is provided by our bank, so no membership fee will be paid. However, DragonPass charges a very small activation fee of 3RMB from your card for activation. Once the verification message is generated, 3RMB will be debited from your account. This is to ensure that your card is not being used fraudulently and to secure the safety of your card. You

will get 6 lounge visits per year to use free of charge. In case needed more, additional lounge passes can be purchased.

How can I extend my membership when it expires?

It can be renewed annually if the conditions specified by ICBC Turkey Bank are fulfilled each year.

Can someone else use my card to gain access?

No, your membership is specific to you.

Can I initiate membership transactions with all mobile line providers in Turkey?

All Turkish mobile line providers and all the major service providers all over the world.

How can I register if I could not register properly or did not get SMS?

Please try with a different mobile number.

Once I have joined, how long do I have to wait to use my membership?

You can start using DragonPass immediately after completing the membership steps.

What should I do if I forget my login password, how can I reset?

You can follow the instructions in your app, but you need to remember your email address.

+ LOUNGES

How many airport lounges can I access?

With DragonPass you have access to a network of over 1000 airport lounges around the world.

How long can I stay in the lounge?

Each lounge will have its own set of terms and conditions so for exact times please contact your chosen lounge directly. However, most lounges will usually permit 2 hours free. You can use app to search specific facilities and details.

Can I take other people into a lounge if they do not have a membership?

You will receive 6 airport lounge passes as part of your membership and you can use these for yourself, family and guests that are travelling with you. Customers can bring maximum 3 person for one time, including themselves (card holder) and it is limited with 4 person a month.

Can I take children into an airport lounge?

Many lounges will allow children into the lounge. Some lounges allow children under a certain age to enter for free (usually below 2 years is free). Each lounge will have its own set of terms and conditions regarding children, so please contact your chosen lounge directly.

Can I access a lounge if I have forgotten my card?

The airport lounge cannot allow you access without either your digital membership card. A digital version of your membership card is available when logging in to the app. Also boarding card is needed to access the airport lounge.

Do I need any other documents to use my airport lounge pass?

To access the airport lounge you will need your passport and boarding card as these will verify your identity. It is important that the name on your membership card matches that on your

passport and boarding card, airport lounges will check these to establish your right to access the lounge.

Can I use a lounge irrespective of the airline I am travelling with and class of my ticket?

Once you have registered your membership you can request access to any of our airport lounges worldwide regardless of airline or class you are flying with.

Are the airport lounges run by DragonPass?

No. Lounges are run by various companies. You can see who runs a specific lounge by logging into the App. Due to the COVID-19 outbreak, lounges are implementing additional safety measures to help protect both customers and employees. These may include but are not limited to reduced capacity to enable social distancing, use of personal protective equipment, alternative food and beverage offerings, and more frequent and increased cleaning and hygiene schedules. Some lounge can be close, please check the information from App.

List of the airports in Turkey



Adnan Menderes Airport (ADB)
İzmir, Turkey



Ankara Esenboga airport (ESB)
Ankara, Turkey



Antalya Airport (AYT)
Antalya, Turkey



Dalaman Airport (DLM)
Dalaman, Turkey



İstanbul Airport (IST)
İstanbul, Turkey



Milas-Bodrum Airport (BJV)
Bodrum, Turkey



Sabiha Gokcen International Airport (SAW)
İstanbul, Turkey

For more detailed FAQs please visit www.en.dragonpass.com.cn