

# CUSTOMER NOTICE



## INTRODUCING THE NEW VISA AIRPORT COMPANION (VAC) APP (REPLACING VISA LOUNGE APP)

Dear Valued Customer,

Thank you for choosing the **NCBA Visa Infinite card**. Some changes have been made to improve your experience in accessing airport lounges around the world.

Effective **1st October 2024 ("Effective Date")**, As a cardholder of the NCBA Visa Infinite Card that offers you access to airport lounges, you are required to download the **Visa Airport Companion (VAC) app** and enrol your visa infinite card.

- The app is available at no cost from the Apple app store &/or Google Play Store.
- After the effective date, you will not be able to access the VIP Lounge through Lounge Key.
- You will need a smartphone to enable App download and registration.

### Benefits of the Visa Airport Companion (VAC) App:

- Full digital experience — once you have enrolled the NCBA visa infinite card, you can access participating airport lounges and benefit from an improved customer experience.
- Real-time eligibility checks; enabling an even more convenient registration.
- Extensive lounge coverage — with 1200+ lounges globally; The app will provide you with details of participating lounge locations.

### How to enrol of the VAC App:

#### Step 1: Download app

The VAC app is available on the Apple Store and Google Play Store.

#### Step 2: Registration

you will be required to sign up for the service and complete the information as requested including:

- Card number, Expiry date, CVV number (3 digit number at the back of the card), Kenya as Country of issuance, Name, email address, and mobile number
- Consent to Terms and Conditions, Privacy Policy, and Terms of Use.
- Primary and secondary cardholders cannot share memberships. The secondary cardholder must download the VAC App and create their own VAC profile.
- The same email address cannot be used to create multiple profiles. Every registration requires a unique email address.

**Step 3: Verification of registration:** A six-digit code will be sent to the cardholder's mobile number or email address for verification. Upon successful verification, you will then create a password.

**Note: First-time setup of offline access requires internet connection.**

Complimentary lounge access will be based on the minimum qualifying spend as below;

Lounge Spend Rule	Infinite Card	
	Debit Card	Credit Card
Rolling 30 day minimum Spend	Kes 50,000	Kes 65,000
Rolling 12 month minimum Spend	Kes 400,000	Kes 800,000

In the event you do not meet the minimum qualifying spend, a debit of \$32 per person will be directly debited from the card.

For any enquiry, please contact us on our 24/7 Customer Care Centre at Tel: +254 711 056 444/ +254 732 156 444 or [contact@ncbagroup.com](mailto:contact@ncbagroup.com) and you may also visit any of our available branches.

We thank you for banking with us.

Yours Faithfully,  
**NCBA BANK KENYA PLC.**