

The Platinum Card®

Priority Pass™ Lounge Access – Frequently Asked Questions

Eligibility

Who can apply for the Priority Pass?

The Basic Card Member and one Supplementary Card Member.

Can the Priority Pass allocation be given to two Supplementary Card Members instead?

The application is strictly for the Basic Card Member and one Supplementary Card Member only.

How do I transfer the Priority Pass membership from one Supplementary Card Member to another Supplementary Card Member?

Please contact The Platinum Concierge at 1800 392 1177 (Card Services) to cancel the existing membership. Kindly submit another application form for the new membership and it will take approximately 4 to 6 weeks to process and deliver the Priority Pass card.

Can I upgrade or merge my existing Priority Pass account?

A new account will need to be created with your Platinum Card as Priority Pass does not allow linkages between accounts.

Application Processing

How to submit my application?

To enroll for your membership to access Priority Pass lounges, please call The Platinum Concierge at 1800 392 1177 (Card Services).

How long does it take to get the Priority Pass card?

It takes approximately 4 to 6 weeks for the application to be processed and card to be delivered from Hong Kong to Singapore by normal post.

Can the Priority Pass application be expedited?

No. We appreciate your understanding.

Can the Priority Pass card be sent to a different address or country?

The Priority Pass card can only be sent to the billing address on your American Express account.

Priority Pass Account Activation/Amendment/Replacement

I have received my Priority Pass card. How can I activate it?

Activate it via prioritypass.com/en/activate-your-account by keying in your Priority Pass membership number and the last 4 digits of your Platinum Card.

I have received my Priority Pass card but there is a name mismatch.

Name stated is as per your passport. There is a 15-character limit (including spaces) on the first and last name fields, thus your name will be truncated if it exceeds the character limit.

I have not received my Priority Pass card after the estimated processing time.

If you have not received your Priority Pass card after 4 to 6 weeks, please contact The Platinum Concierge at 1800 392 1177 (Card Services).

I need a replacement card.

Please contact Priority Pass via:

- Telephone at +852 2866 1964
- Webform at memberhelp.prioritypass.com/en/support/tickets/new

Priority Pass Membership Period

How long will the Priority Pass account be valid for?

It will be valid for three years and will be automatically renewed as long as your Platinum Card is active. When you cancel your Platinum Card, your Priority Pass access will be cancelled as well and cannot be reinstated.