



CIB CREDITS CARDS BENEFITS Q&A

Q1- What is the lounge access benefit on Titanium, Heya, Cashback, Platinum, World and World Elite?

A: Experience a new seamless digital experience via the MasterCard Travel Pass app. Generate a QR code through the app or if you're offline, share your membership number from the app. To download the application, [click here](#).

- The lounges may change without prior notice
- Child access fees differ from one country to another, the customer should ask the lounge operator for details

Q2- What is the purchase protection on Platinum credit cards?

A: Purchase protection provides the cardholder with insurance on all the purchases made using the credit card, the purchases are covered against loss, theft or accidental damage for a period of 180 days from the date of purchase as indicated in the store receipt.

The cardholder is covered and the insurance company will refund the amount up to USD 2,000 per occurrence and maximum of USD 5,000 per year.