

CIB CREDITS CARDS BENEFITS Q&A.

HEYA – TITANIUM - PLATINUM

1. Q: What is the lounge access benefit on Titanium, Heya and Platinum credit cards?

A: Enjoy unlimited complimentary access to the below lounges regardless of your travel class by simply presenting your Titanium, Heya or Platinum credit card.

City	Airport	Lounge Name	Terminal
AMMAN	Queen Alia International Airport, Jordan	Crown Lounge	Main Terminal
CAIRO	Cairo International Airport, Egypt	First Class Lounge	Terminal 3
CAIRO	Cairo International Airport, Egypt	First Class Lounge	Terminal 2
DUBAI	Dubai International Airport, UAE	Marhaba Lounge	Terminal C1
DUBAI	Dubai International Airport, UAE	Marhaba Lounge	Terminal 1, Concourse D
DUBAI	Dubai International Airport, UAE	Marhaba Lounge	Terminal 3, Concourse C
DUBAI	Dubai International Airport, UAE	Marhaba Lounge	Terminal 3, Concourse B
DUBAI	Dubai International Airport, UAE	Marhaba Lounge	Terminal 3, Concourse A
JEDDAH	King Abdul-Aziz International Airport	First Class Lounge	North Terminal
ABU DHABI	Abu Dhabi International Airport, UAE	Mastercard Diamond Lounge	VIP Terminal
KUWAIT	Kuwait International Airport	Dasman Premier Lounge	Main Terminal

Now, our Platinum cardholders will enjoy complimentary access to 15 regional and international LoungeKey lounges across USA, UK, Canada, Germany, France, Singapore, and more... Just show your valid Mastercard Platinum card at the lounge, mention 'Loungekey' to get access. For more Information, please visit:

<https://www.loungekey.com/en/mcplatinummel>

City	Airport	Lounge Name	Terminal
BELGIUM	Brussels Airport	Diamond Lounge	Main Terminal
CANADA	Toronto Lester B. Pearson Intl	Plaza Premium Lounge (Int'l Dep.)	Terminal 1
FRANCE	Paris Charles de Gaulle	Star Alliance Lounge	Terminal 1
GERMANY	Frankfurt Main	Sky Lounge	Terminal 2
HONG KONG	Hong Kong SAR	Plaza Premium Lounge	Terminal 1
ITALY	Rome Fiumicino	Le Anfore Lounge	Terminal 3
MALYSIA	Kuala Lumpur Intl	Plaza Premium Lounge	Terminal 1
MOROCCO	Mohammed V Intl	Pearl Lounge (Departures)	Terminal 2
NETHERLANDS	Amsterdam Schiphol	Aspire Lounge (No.41)	Terminal 3
SINGAPORE	Singapore Changi Intl	SATS Premier Lounge	Terminal 3
SPAIN	Barcelona El Prat	Sala VIP Miro	Terminal 1
THAILAND	Bangkok Suvarnabhumi Intl	Miracle First Class Lounge	Intl. Concourse G
TURKEY	Istanbul Ataturk Havalimani	Primeclass CIP Lounge	Intl.Terminal
UNITED KINGDOM	London Heathrow	Aspire, The Loung & Spaat LHR T5	Terminal 5
USA	York NY JFK International	Wingtips Lounge	Terminal 4

- Star Alliance and EGYPTAIR lounges are not included
- The above list may change without prior notice
- Child access fees differ from one country to another, the customer should ask the lounge operator for details

2. Q: 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.

3. Q: How can the Platinum Cardholder benefit from MasterCard Emergency Service?

A: Wherever the cardholder travel worldwide, they can always count on MasterCard Global Service™ for any card-related need. Emergency services are available 24 hours and they will connect the cardholder with a representative who can help with:

- Lost or stolen cards
- Emergency replacement cards
- Emergency cash advances
- Locate an ATM that accepts MasterCard®, Maestro®, and Cirrus® brands

In the United States:

For an emergency within the United States, the cardholders should call (1-800-627-8372).

Outside the United States:

All countries are listed in MasterCard directory [Click Here](#)

* All terms and conditions apply