

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 1 |
| 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.

| 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