



## Priority Pass™

Thanks to the Priority Pass, customers of Goldman Lampe receive an unlimited number of entries to more than 1,200 partner lounges at airports around the world, regardless of the choice of airline, travel class or membership of an air program.

# Terms of use of the Priority Pass card by holders of the World Elite Debit MasterCard Debit Card (valid from 01/12/2020)

## General provisions

1. Priority Pass is a worldwide airport lounge access program (the "Priority Pass Program") provided by Priority Pass Limited, Collinson Group Lifestyle Benefits, Cutlers Exchange, 3r Floor, 123 Houndsditch, London EC3A 7BU, United Kingdom.
2. The list of available lounges, benefits and services as well as the rules of the Priority Pass Program are described on the website of the Priority Pass Program operator: [www.prioritypass.com](http://www.prioritypass.com).

## Priority Pass card

1. Under the Priority Pass Program, Goldman Lampe Private Bank FZE ("Bank") in cooperation with Priority Pass Limited issues personal Priority Pass cards to holders of World Elite Debit MasterCard ("Customer") Debit Cards.
2. The Priority Pass card cannot be transferred to third parties and is valid until the expiry date indicated on the card. The Priority Pass card is valid provided it is signed by the holder. The card cannot be used by any person other than the card holder.
  3. The Priority Pass card is issued for a period of three years.
  4. Extending the validity of the Priority Pass card is done by sending the Customer a new Priority Pass card with a new expiry date.
  5. Resignation from the World Elite Debit MasterCard Debit Card results in the closure of the Priority Pass card.
6. If the holder of the World Elite Debit MasterCard Debit Card fails to meet the minimum average balance specified in the Table of Fees and Commissions for Private and Corporate Client, the Bank reserves the right to issue another Debit Card. This is synonymous with closing the Priority Pass card.
7. The Priority Pass card is issued free of charge, no membership fees are charged in connection with the issuance of the Priority Pass card until the above-mentioned notification, for which a report on the use of the electronic card reader and / or a correctly completed Visits Register has been issued.

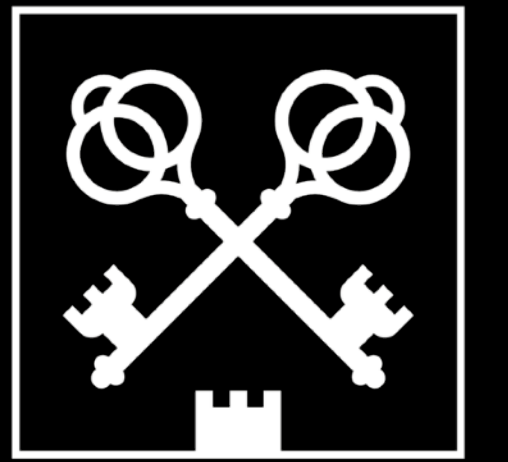
## Use of airport lounges

1. The Priority Pass card allows the holder and his guests access to selected airport lounges and the use of available benefits and services, regardless of the travel class and airlines for which the flight was purchased.
2. For the use of airport lounges by the cardholder and his guests, a fee is charged in accordance with the Table of Fees and Commissions: Accounts and Line of Credit for Individual Customers.
3. The fee is credited to the Private Client Personal and Corporate Account of the Priority Pass Card holder, based on information provided to the Bank by Priority Pass Limited. The fee is booked by the fifteenth day of the calendar month after the month in which the airport lounges were used.
4. In order to take advantage of the visit to the salon, the holder of the Priority Pass card presents it to the employee of the salon at the entrance to the salon. The use of the service is confirmed by signing the "Record of Visit" and / or registering the Priority Pass card in the electronic card reader. The number of guests using the service is recorded by placing an appropriate annotation in the Visits Register and requires confirmation by the Customer with his own signature.
5. In the event of loss, loss, damage or theft of the Priority Pass card, its holder is obliged to immediately notify the Bank, eg by contacting Customer Service. All costs resulting from the use of a lost or stolen Priority Pass card, incurred after the date of notification, are covered by the Bank. The Customer will be charged for all visits to the showrooms made on the basis of the lost or stolen Priority Pass card, until the above-mentioned notification, for which a report on the use of the electronic card reader and / or a correctly completed Visits Register has been issued.

## Complaints

1. All questions, complaints and claims regarding the operation of Priority Pass cards and showrooms may be addressed to the Bank by mail, by phone, electronically and submitted directly to Branches. The Bank, on behalf of the Customer and with his consent, will forward questions, complaints or claims to Priority Pass Limited and provide the Customer with an answer immediately after receiving it from Priority Pass Limited.
2. The Bank accepts complaints from Customers regarding the service with regard to the Bank's obligations related to the provision of the service in the form of:
  - a. in writing - submitted in person at the Bank's Branch during the working hours of the Branch, or sent to the following address: JUPHAR COMMERCIAL TOWER, RAS AL KHAIMAH, AL NAKHEEL
  - b. orally - by phone or in person for the record during the Customer's visit to the Bank's Branch;
  - c. in electronic form - to the Bank's e-mail address.

Up-to-date contact details for submitting complaints and claims are available on the Bank's website ([www.goldmanlampe.com](http://www.goldmanlampe.com)).
3. At the Customer's request, the Bank confirms the receipt of the complaint in writing or as otherwise agreed with the Customer.
4. The customer has the option of submitting a complaint or claim through an attorney with a power of attorney granted in a written form certified by a notary, notarized or granted by Terms of use of the Priority Pass card by holders of the World Elite Debit MasterCard Debit Card  
(valid from 01/12/2020)



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