

The Investec InTransit Programme

The Investec InTransit programme provides eligible clients complimentary access to certain services at airports in South Africa and worldwide through the Investec InTransit App.

InTransit is a benefit of the Private Bank Account offering.

Services are provided by DragonPass*, a leading global travel and lifestyle service platform. The Investec InTransit App was developed in partnership with DragonPass.

* DragonPass International Ltd, a company incorporated in the UK (Reg number 08643888)

Eligibility

1. Private Bank Account clients can access the InTransit benefits if their account is:
 - In good standing, and
 - Active, and
 - On the full account fee structure associate with the Account (not on the electronic only fee structure)
2. Cardholders (clients who do not hold an Account in their own name) can access the InTransit benefits if:
 - They hold an Investec Visa Platinum card in their own name, and
 - The card is active (i.e. has been used in the last three months)

Airport services

The type of Account or Visa card you hold determines your access to services and annual number of lounge entries allocated.

- **Airport lounges**
Complimentary access to:
 - o SAA Premium lounges
 - o DragonPass-affiliated lounges
- **Airport spas**
 - o Access complimentary treatments offered by spas in the DragonPass network
- **Airport dining programme**
 - o Access a voucher for a participating restaurant in South African airports
 - o Access discounts and special promotions offered by certain restaurants in airports worldwide



Private Bank Account clients and Visa Platinum card holders

Individuals who hold an Investec Private Bank Account in their own name (including guaranteed Private Bank Account holders) and for Investec Visa Platinum card holder who do not have an Account in their own name.

| | |
|---|---|
| Complimentary lounge visits allocated per year | Unlimited |
| Lounges included | <ul style="list-style-type: none"> SAA Premium lounges All Bidvest lounges All other DragonPass-affiliated lounges worldwide |
| Complimentary guest entry to lounges | <p>SAA Premium and Bidvest lounges</p> <ul style="list-style-type: none"> No complimentary guest entry included Children under 12 years can enter for free if accompanying an Investec client <p>All other DragonPass lounges</p> <ul style="list-style-type: none"> One complimentary guest entry included |
| Airport spas | Exchange a lounge entry for a treatment offered by a participating spa in the DragonPass network. A spa treatment uses a lounge allocation. |
| Dining programme | <p>Restaurant Vouchers</p> <ul style="list-style-type: none"> Exchange a lounge entry for a voucher towards any meal at a participating restaurant in South African airports Vouchers cannot be exchange for cash A voucher uses a lounge allocation <p>Dining offers</p> <ul style="list-style-type: none"> Access to special promotions and discounts offered by certain restaurants in airports worldwide Redeeming a dining offer does not use a lounge entry allocation |

Investec Youth Account holders

Individuals who hold an Investec Youth Account.

| | |
|---|---|
| Complimentary lounge visits allocated per year | 12 entries |
| Lounges included | <ul style="list-style-type: none"> SAA Premium lounges All Bidvest lounges All other DragonPass-affiliated lounges worldwide |
| Complimentary guest entry to lounges | No complimentary guest entry included for all lounges |
| Airport spas | Exchange a lounge entry for a treatment offered by a participating spa in the DragonPass network. A spa treatment uses a lounge allocation. |
| Dining programme | <p>Restaurant Vouchers</p> <ul style="list-style-type: none"> Exchange a lounge entry for a voucher towards any meal at a participating restaurant in South African airports Vouchers cannot be exchange for cash A voucher uses a lounge allocation <p>Dining offers</p> <ul style="list-style-type: none"> Access to special promotions and discounts offered by certain restaurants in airports worldwide Redeeming a dining offer does not use a lounge entry allocation |

Investec Visa Business card holders

Clients who hold an Investec Visa Business card and do not have an Account in their own name.

| | |
|---|--|
| Complimentary lounge visits allocated per year | Unlimited |
| Lounges included | <ul style="list-style-type: none"> SAA Premium domestic lounges Bidvest domestic lounges <p><i>* Access to international departure lounges is not included</i></p> |
| Complimentary guest entry to lounges | <p>SAA Premium and Bidvest lounges</p> <ul style="list-style-type: none"> No complimentary guest entry included |
| Dining programme | <p>Restaurant Vouchers</p> <ul style="list-style-type: none"> Exchange a lounge entry for a voucher towards any meal at a participating restaurant in South African airports Vouchers cannot be exchange for cash A voucher uses a lounge allocation |

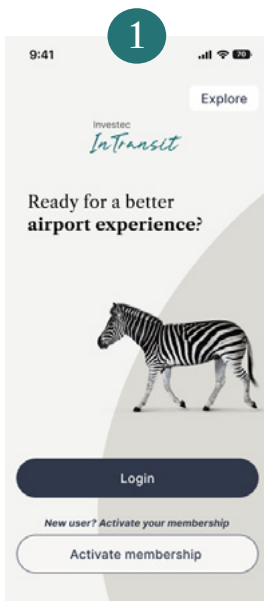
IMPORTANT INFORMATION

- A fair use policy restricts the use of more than one service in a three-hour period
- Each service provider has their own terms of use. Refer to the 'Terms' section for a specific service provider in the InTransit App
- Additional lounge entries purchased in the InTransit app do not expire
- Spa treatments offered cannot be exchanged for a different treatment
- Restaurant vouchers:
 - The total voucher amount is redeemed against your total bill, excluding gratuity
 - Only one voucher can be redeemed per bill
 - Vouchers cannot be used in conjunction with any other offer
 - Vouchers cannot be exchange for cash
 - A voucher can only be used once
 - The unused portion of the voucher cannot be exchanged for cash
- Dining offers:
 - The offer is applied against your total bill, excluding gratuity
 - Offers cannot be used in conjunction with any other offer or voucher

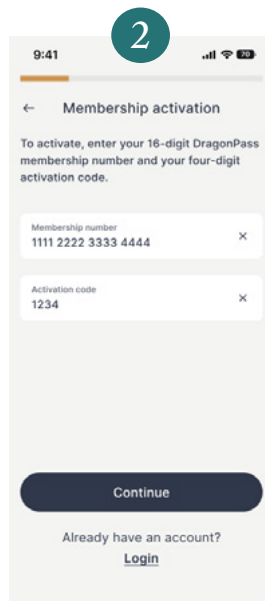
The InTransit User guide

Get set up

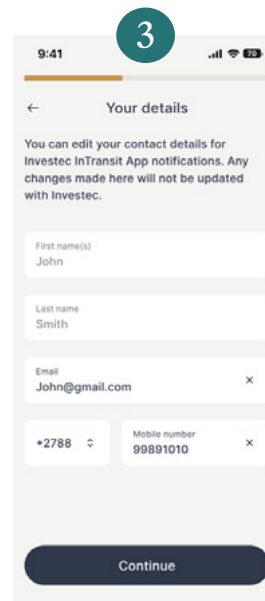
1. Download the InTransit app from your app store
The app is not available for download on Huawei devices. Please contact the global Client Support Centre for assistance
2. Set up your InTransit profile:



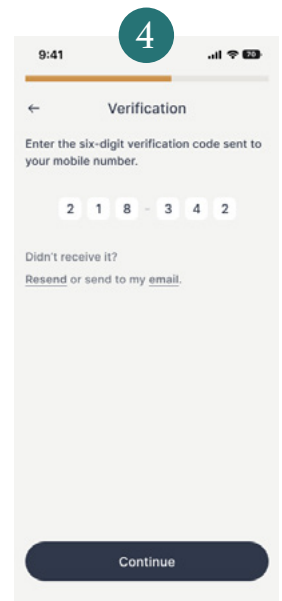
Click on 'Activate membership'



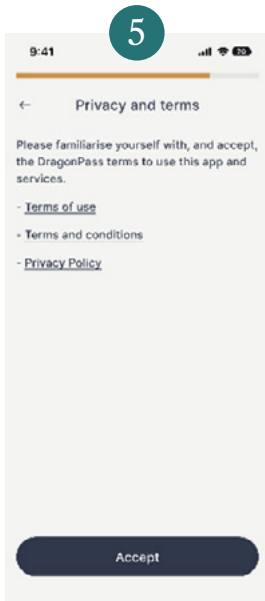
Enter your InTransit number and activation code you received via email. You can also find your InTransit details under the 'Lifestyle' section on Investec Online and the App



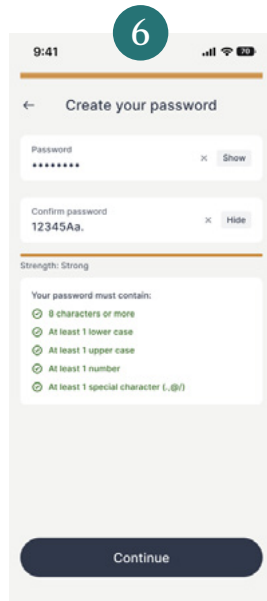
Verify or update your contact details.
The same contact details cannot be used by more than one InTransit member.
Contact details are used for in Transit notifications and to reset your password.



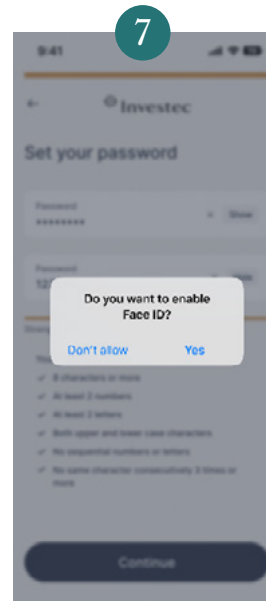
Enter the verification code sent to your phone or email address.



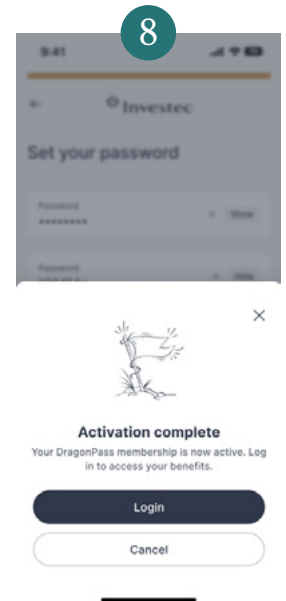
Read and accept the DragonPass Terms



Create your password



Click 'Yes' to enable biometrics for future log in



Click on 'Login' to start using your InTransit benefits

Private Bank Account clients and Visa Platinum card holders

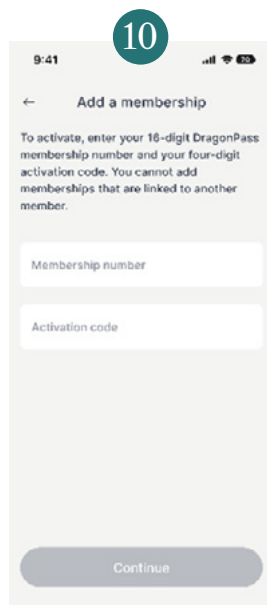
Private Bank Account clients and Visa Platinum card holders will receive two membership details:

1. Membership 1: access to Bidvest and SAA lounges
2. Membership 2: access to other DragonPass lounges

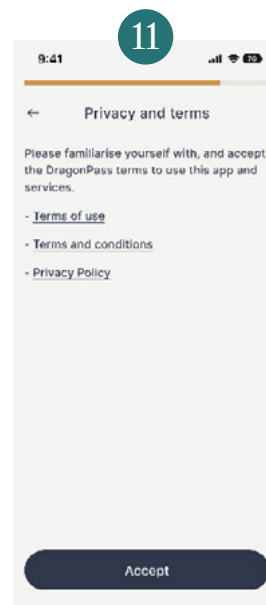
Please follow the below steps to add your second membership:



Go to the 'Membership' screen and click 'Add membership'



Create your password



Click 'Yes' to enable biometrics for future log in

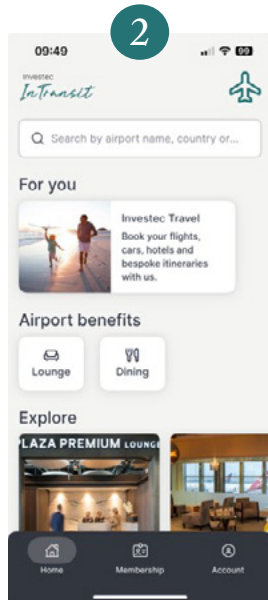


Click on 'Login' to start using your InTransit benefits

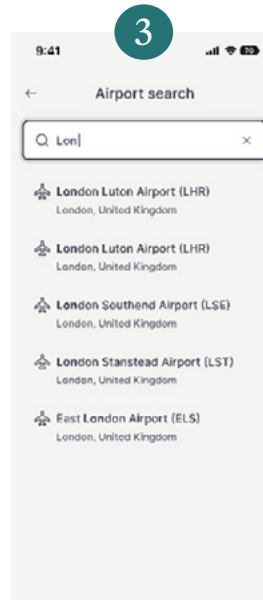
How to get entry to a lounge



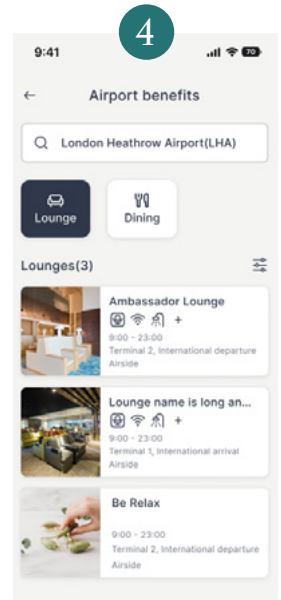
Log in using biometrics or your password



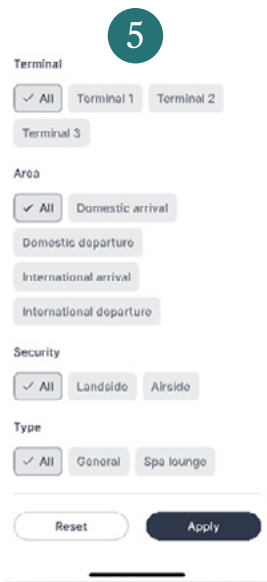
Click on the 'Lounge' icon



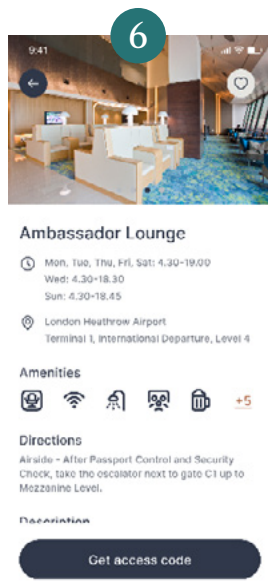
Search for an airport. If geolocation is enabled, it will detect and suggest an airport.



View the available lounges. You can filter your search by clicking on the 'filter' icon.



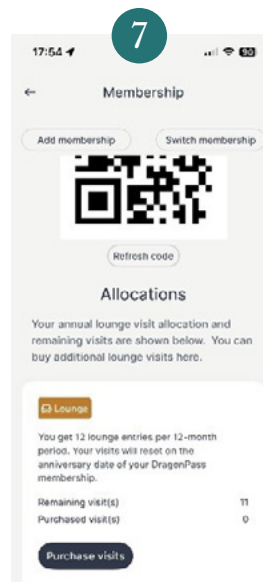
Filter your search by Terminal, Area, or Type of lounge



Select a lounge to view operating times, amenities available and directions.

Read the 'Terms' that apply.

Click 'Get access code' to view your QR code on the 'Membership' screen



Scroll down to view the remaining allocations available to you.



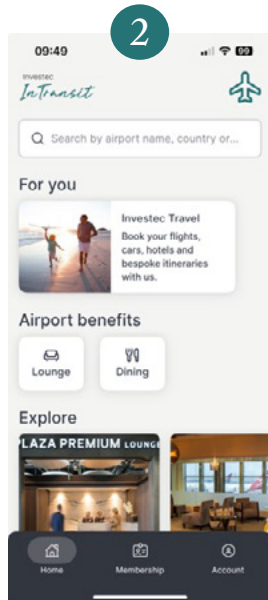
Show the QR code at the lounge reception with your boarding pass.

Note: the name on your boarding pass must match the name displayed on the Membership card else access to the lounge will be denied.

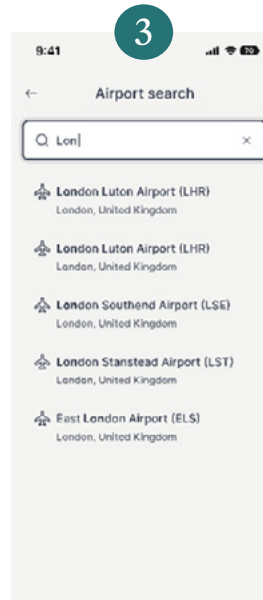
How to redeem a spa treatment



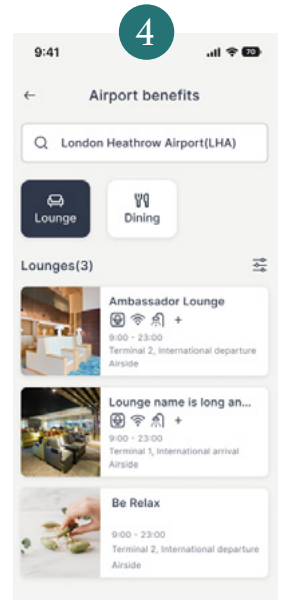
Log in using biometrics or your password



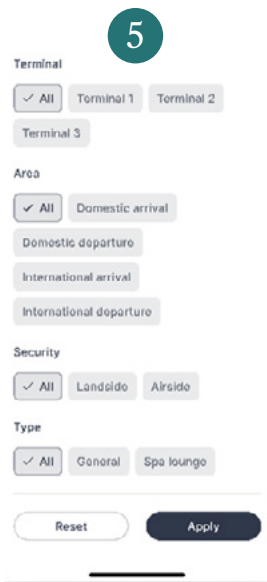
Click on the 'Lounge' icon



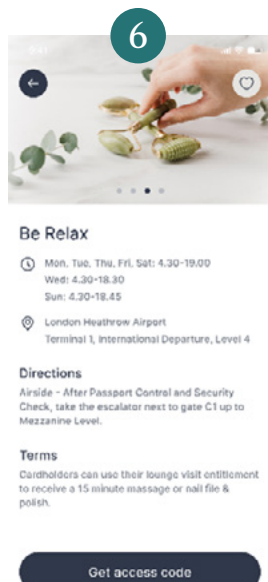
Search for an airport. If geolocation is enabled, it will detect and suggest an airport.



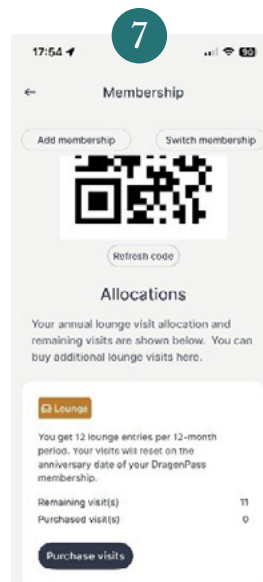
If a spa is available at your location, it will be listed.



You can also filter your search by selecting 'Spa lounge' under Type of lounge.



Select the spa to view the operating times, directions and details of the treatment under 'Terms'.
Click 'Get access code' to view your QR code on the 'Membership' screen



Scroll down to view the remaining allocations available to you.



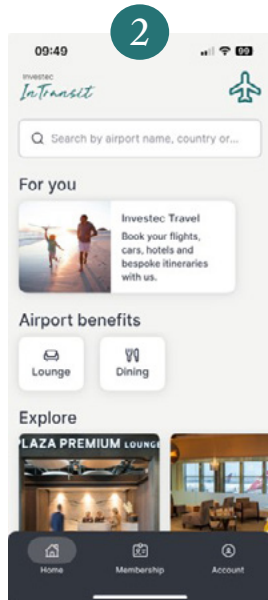
Show the QR code at the spa reception to redeem your treatment.

Note: the name on your boarding pass must match the name displayed on the Membership card.

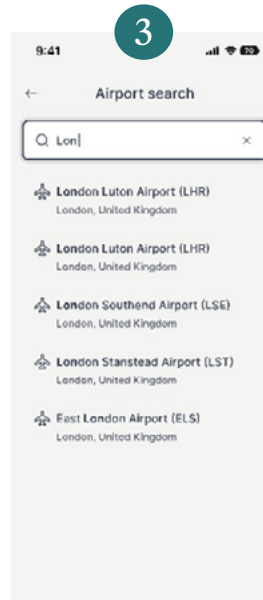
How to redeem a dining offer



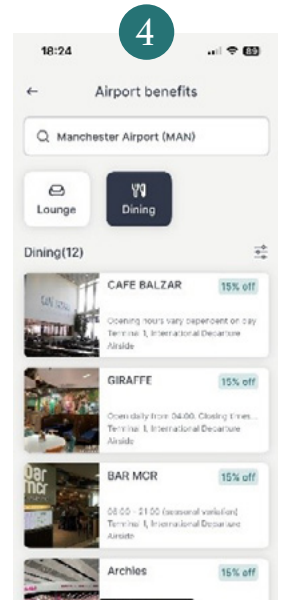
Log in using biometrics or your password



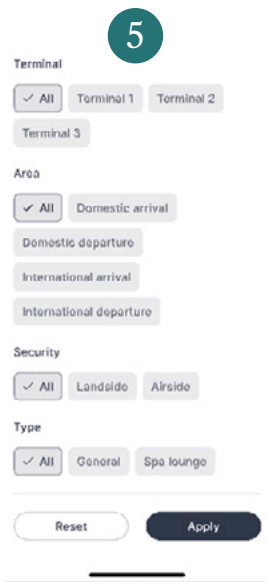
Click on the 'Dining' icon



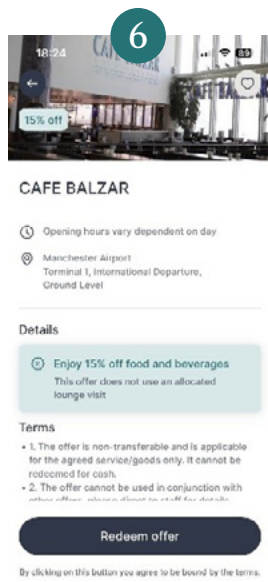
Search for an airport. If geolocation is enabled, it will detect and suggest an airport.



View the dining offers available at your location.

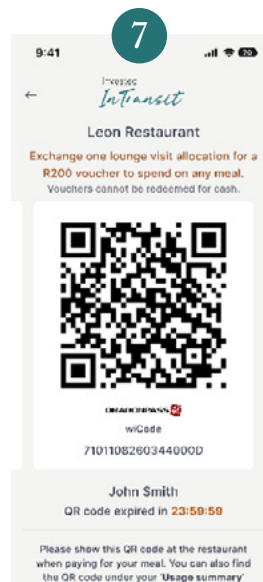


You can also filter your search by selecting the filter icon.



Select the restaurant to view the operating times, directions and details of offer.

Click 'Redeem' to generate the restaurant offer or voucher code



Note:

A restaurant voucher (R200 voucher) uses a lounge allocation.

Vouchers are valid for 24 hours only.

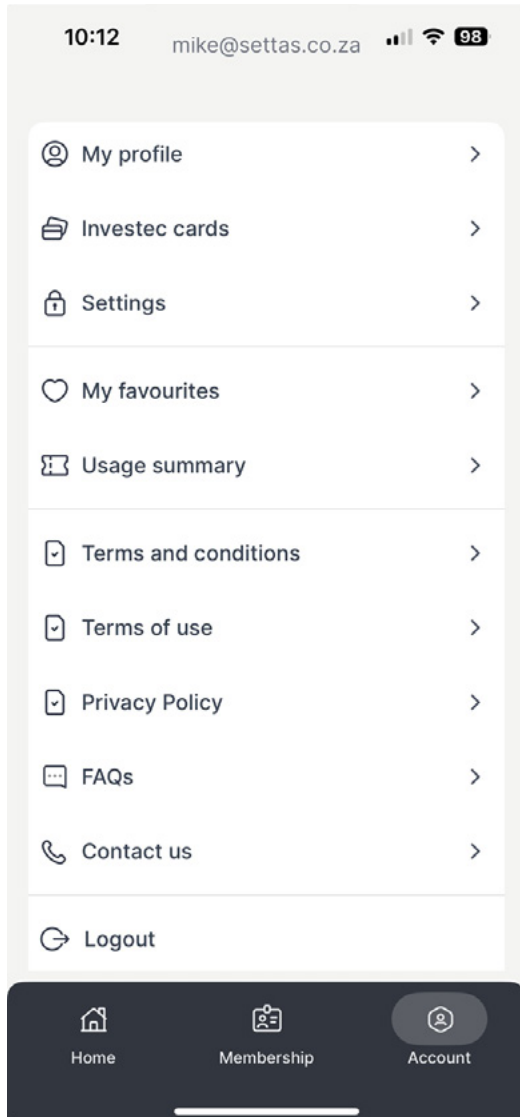
Dining offers (discounts) do not use a lounge allocation.



Present the code when paying for your meal bill. The offer is applied to the total bill and can include multiple diners if all on the same bill and you are travelling together.

Note: the name on your boarding pass must match the name displayed on the Membership card.

The 'Account' page



My profile

Update your email address or mobile number.

Changes will not update your details with Investec.

Investec cards

Add your Investec card for convenient in-app purchases of additional lounge entries.

Settings

- Change your password
- Enable or disable biometrics for login
- Enable offline access: use offline access to allow the app to access your membership QR code when there is no internet connection
- Delete account: this will cancel your DragonPass membership, and you will not be able to access any benefits

My favourites

View lounges or restaurants you have added to your favourites list

Usage summary

- View past visits to lounges
- You can view vouchers you have redeemed here as well

Terms and conditions

The DragonPass terms and conditions relating to your membership and available services

Terms of use

These terms apply to your access and use of services provided by DragonPass

Privacy policy

How your information is processed by DragonPass in accordance with GDPR

FAQs

Your frequently asked questions regarding the programme and services offered

Contact us

You can call or email the Investec Client Support Centre directly from the App

