

## 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, Youth Account and Private Business Account offerings.

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 and Youth Account holders 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 or Business card in their own name, and
  - The card is active (i.e. has been used in the last three months), and
  - The account the card is linked to, is not in arrears and is on the full account fee structure

### 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
  - o All Bidvest 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
  - o Access to Set Meal options at 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 holders who do not have an Account in their own name.

<b>Complimentary lounge visits allocated per year</b>	Unlimited
<b>Lounges included</b>	<ul style="list-style-type: none"> <li>SAA Premium lounges</li> <li>All Bidvest lounges</li> <li>All other DragonPass-affiliated lounges in South Africa and worldwide</li> </ul>
<b>Complimentary guest entry to lounges</b>	<p><b>SAA Premium and Bidvest lounges</b></p> <ul style="list-style-type: none"> <li>No complimentary guest entry included</li> <li>Children under 12 years can enter for free if accompanying an Investec client (up to four)</li> </ul> <p><b>All other DragonPass lounges</b></p> <ul style="list-style-type: none"> <li>One complimentary guest entry included</li> </ul>
<b>Airport spas</b>	<p>Exchange a lounge entry for a treatment offered by a participating spa in the DragonPass network.</p> <p>A spa treatment uses a lounge allocation.</p>
<b>Dining programme</b>	<p><b>Restaurant Vouchers</b></p> <ul style="list-style-type: none"> <li>Exchange a lounge entry for a voucher towards any meal at a participating restaurant in South African airports</li> </ul> <p><b>Set Meals</b></p> <ul style="list-style-type: none"> <li>Exchange a lounge entry for a Set Meal at a participating restaurant in airports worldwide</li> </ul> <p><b>Dining offers</b></p> <ul style="list-style-type: none"> <li>Access to special promotions and discounts offered by certain restaurants in airports worldwide</li> </ul>

#### Investec Youth Account holders

Individuals who hold an Investec Youth Account.

<b>Complimentary lounge visits allocated per year</b>	12 entries
<b>Lounges included</b>	<ul style="list-style-type: none"> <li>SAA Premium lounges</li> <li>All Bidvest lounges</li> <li>All other DragonPass-affiliated lounges in South Africa and worldwide</li> </ul>
<b>Complimentary guest entry to lounges</b>	No complimentary guest entry included
<b>Airport spas</b>	<p>Exchange a lounge entry for a treatment offered by a participating spa in the DragonPass network.</p> <p>A spa treatment uses a lounge allocation.</p>
<b>Dining programme</b>	<p><b>Restaurant Vouchers</b></p> <ul style="list-style-type: none"> <li>Exchange a lounge entry for a voucher towards any meal at a participating restaurant in South African airports</li> </ul> <p><b>Set Meals</b></p> <ul style="list-style-type: none"> <li>Exchange a lounge entry for a Set Meal at a participating restaurant in airports worldwide</li> </ul> <p><b>Dining offers</b></p> <ul style="list-style-type: none"> <li>Access to special promotions and discounts offered by certain restaurants in airports worldwide</li> </ul>

**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"><li>SAA Premium domestic lounges</li><li>Bidvest domestic lounges</li></ul> <i>* Access to international departure lounges is not included</i>
Complimentary guest entry to lounges	<ul style="list-style-type: none"><li>No complimentary guest entry included</li></ul>
Dining programme	<b>Restaurant Vouchers</b> <ul style="list-style-type: none"><li>Exchange a lounge entry for a voucher towards any meal at a participating restaurant in South African airports</li></ul> <b>Dining offers</b> <ul style="list-style-type: none"><li>Access to special promotions and discounts offered by certain restaurants in airports worldwide</li></ul>

**IMPORTANT INFORMATION**

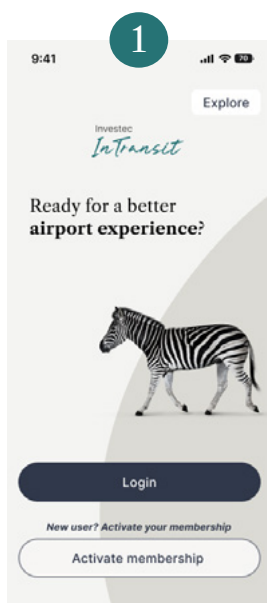
- Access to lounges, spas and restaurants shall always be subject to the relevant service operator's operating hours, availability, capacity constraints, and terms and conditions (as specified on the InTransit app)
- Only one benefit (no matter the type) can be used for every three-hour period
- Additional lounge visits:
  - Additional visits purchased through the InTransit app cannot be reversed or refunded
  - Additional visits purchased do not expire
- Spa treatments cannot be exchanged for a different treatment
- Restaurant vouchers:
  - A voucher cannot be cancelled, reversed or amended once created
  - Vouchers are valid for 24 hours
  - Expired vouchers cannot be added back to your annual allocated number of visits
  - The total voucher amount is redeemed against the total bill, excluding gratuity
  - Only one voucher per member can be redeemed per bill
  - A maximum of three (3) vouchers can be redeemed per bill
  - Vouchers cannot be exchanged for cash
- No variations on Set Meals are permitted
- Dining offers (discounts) are applied against your total bill, excluding gratuity

Please refer to the InTransit Terms & Conditions and Programme Rules for full details.

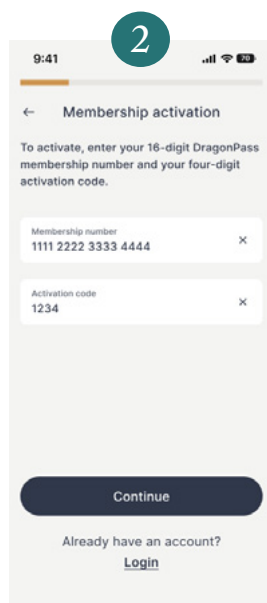
# The InTransit User guide

## Get set up

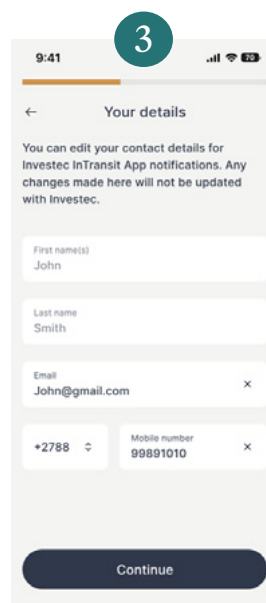
1. Download the InTransit app from your app store  
The app is not available for download on Huawei devices. Please contact the global Client Support Centre for assistance
2. Set up your InTransit profile:



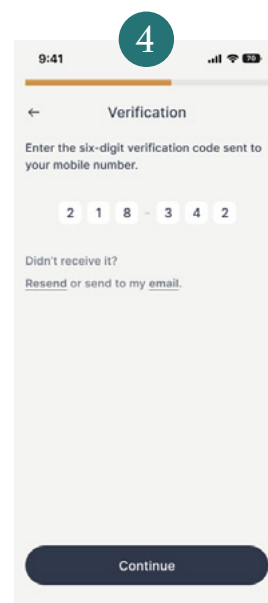
Click on 'Activate membership'



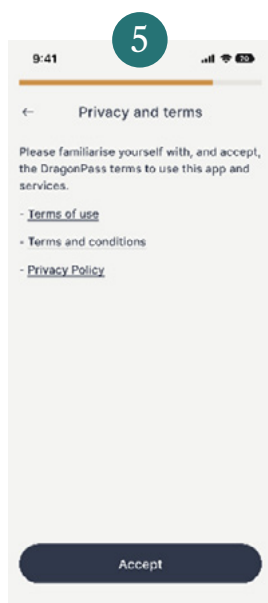
Enter your InTransit number and activation code you received via email. You can also find your InTransit details under the 'Lifestyle' section on Investec Online and the App



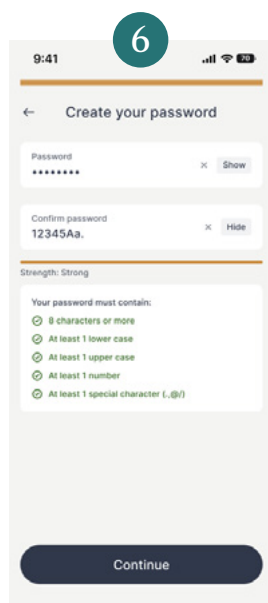
Verify or update your contact details.  
The same contact details cannot be used by more than one InTransit member.  
Contact details are used for InTransit notifications and to reset your password.



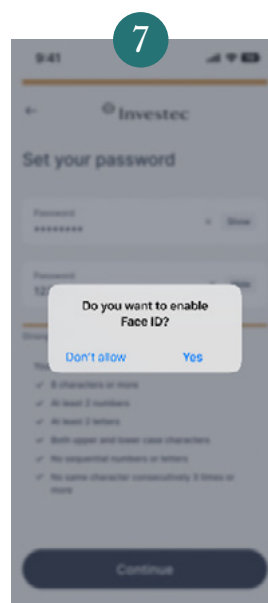
Enter the verification code sent to your phone or email address.



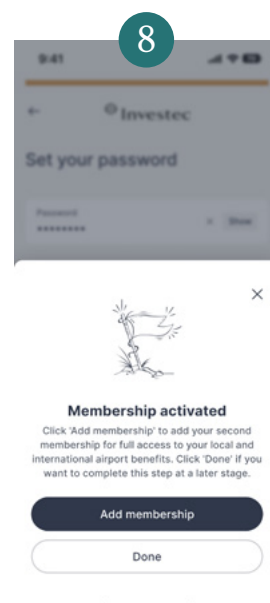
Read and accept the DragonPass Terms



Create your password



Click 'Yes' to enable biometrics for future log in



Click on 'Add membership' to activate your second membership

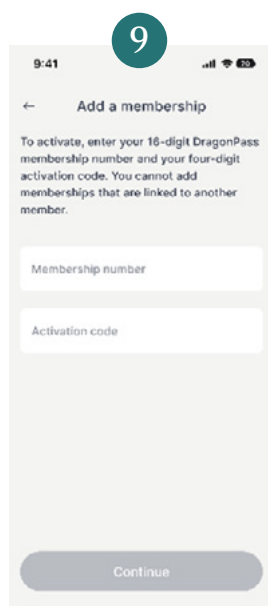
Youth and Business card holders click on 'Continue' to start enjoying your InTransit benefits

#### Private Bank Account clients and Visa Platinum card holders

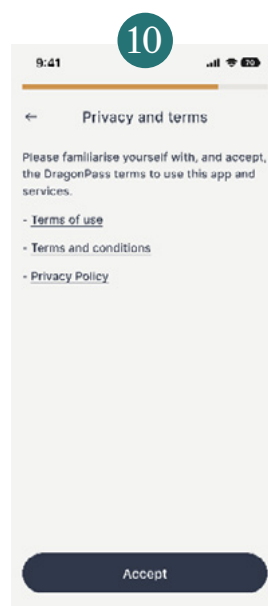
Private Bank Account clients and Visa Platinum card holders will receive two membership details:

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

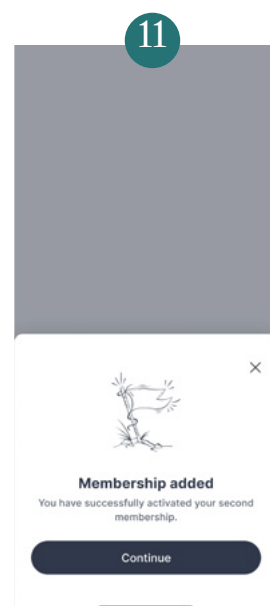
Please follow the below steps to add your second membership:



Enter your second InTransit membership number and activation code

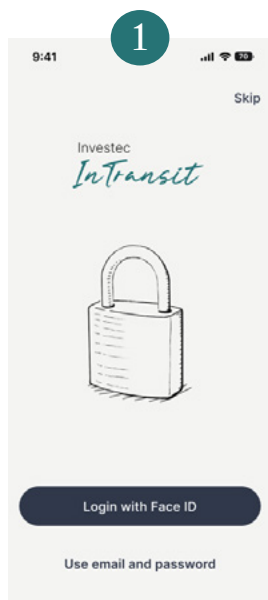


Accept the DragonPass terms

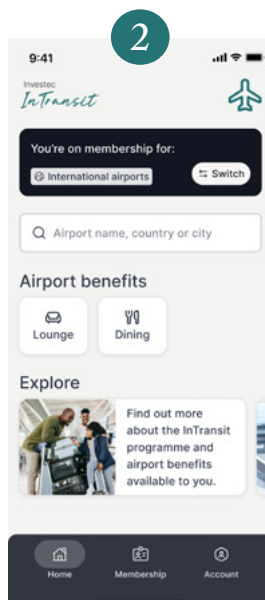


Click 'Continue' to return to your Membership page

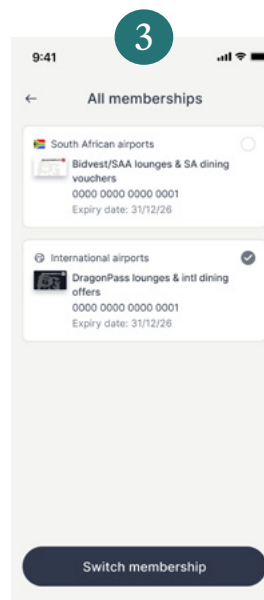
## How to get access to a lounge



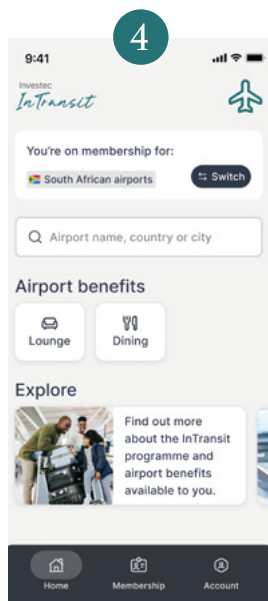
Log in using biometrics or your password



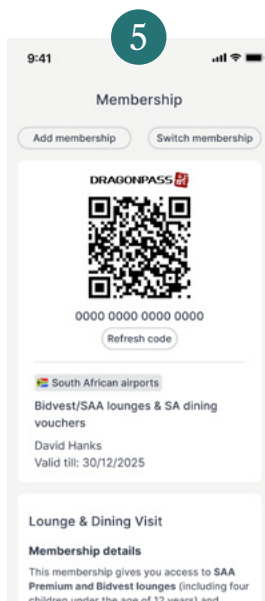
Private Bank Account and Platinum card holders only: first check you are on the membership applicable for the lounge you want to enter. Click the 'Switch' button to switch between memberships if needed.



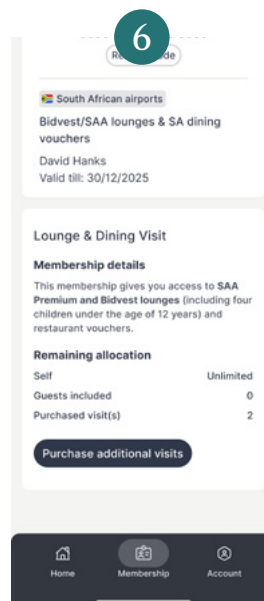
To switch memberships, select the applicable membership and click on the 'Switch membership' button



Click 'Membership' on the menu bar.

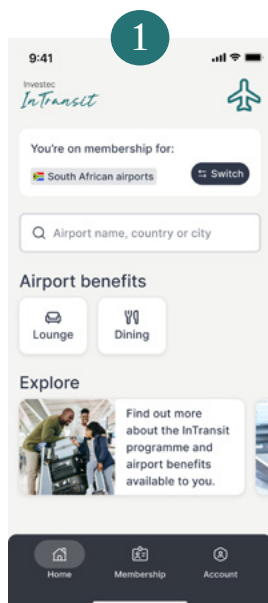


Present your QR code to the lounge reception staff.

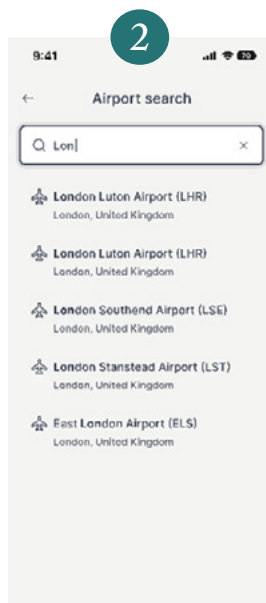


Scroll down the page to view the details of the benefits associated with your membership.

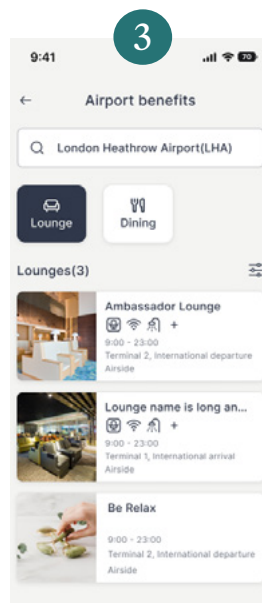
## How to find a lounge



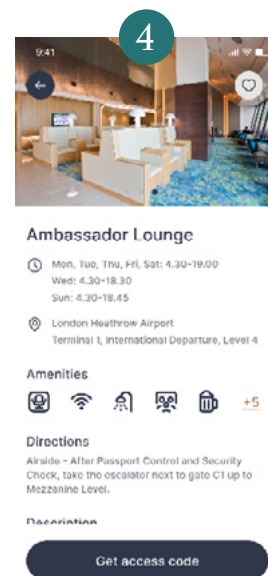
Click on the 'Lounge' icon  
**Private Bank Account clients and Visa Platinum card holders:** switch between your memberships if needed before searching



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.



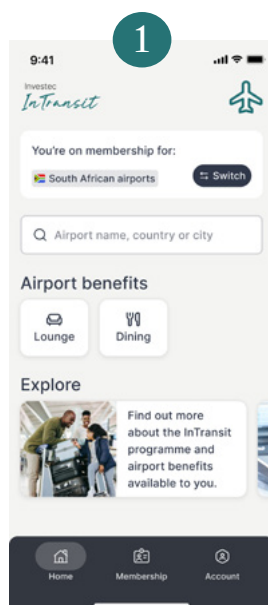
Select a lounge to view operating times, amenities available and directions.

Read the 'Terms' that apply.

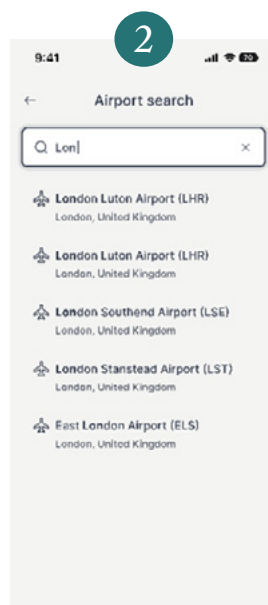
The 'Get access code' button is a quick link to the Membership page to view your QR code.



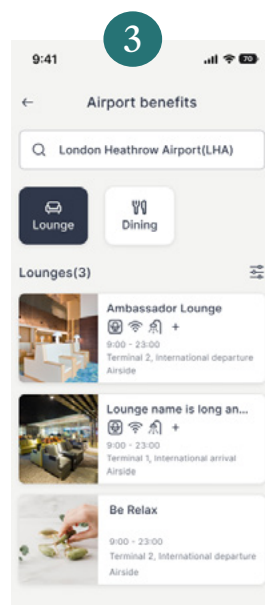
## How to find a spa treatment



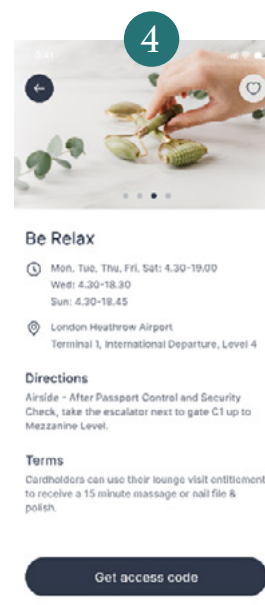
Click on the 'Lounge' icon.  
**Private Bank Account clients and Visa Platinum card holders:** switch between your memberships if needed before searching.



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.

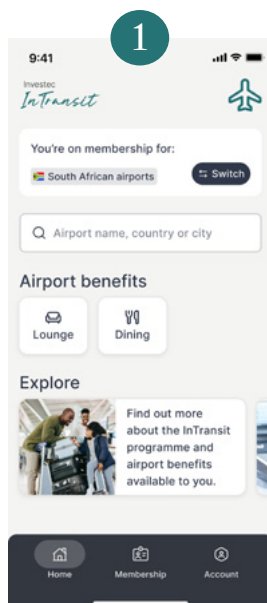


Select the spa to view the operating times, directions and details of the treatment under 'Terms'.

The 'Get access code' button is a quick link to the Membership page to view your QR code.

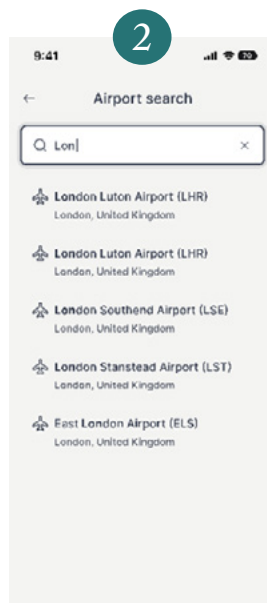


## How to redeem a dining offer

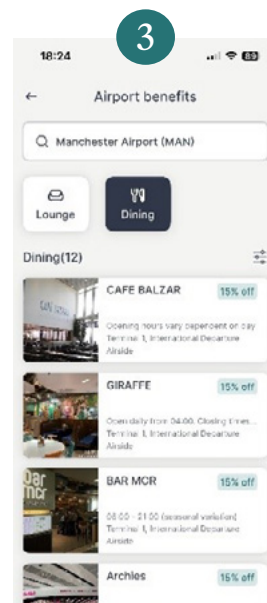


Click on the 'Dining' icon.

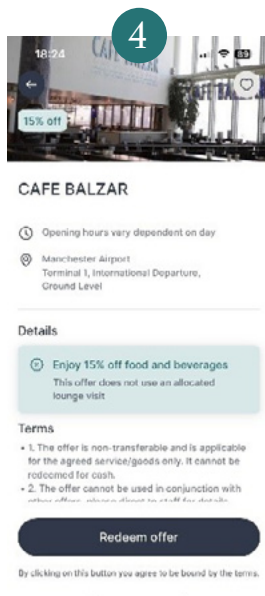
**Private Bank Account clients and Visa Platinum card holders:** switch between your memberships if needed before searching



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

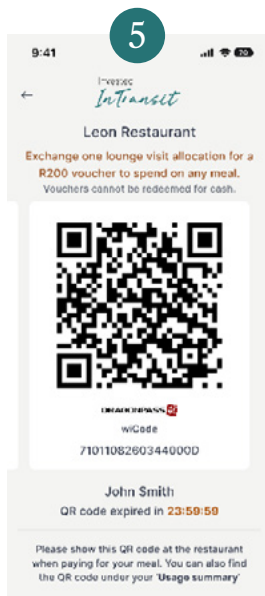


View the dining offers available at your location.



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

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

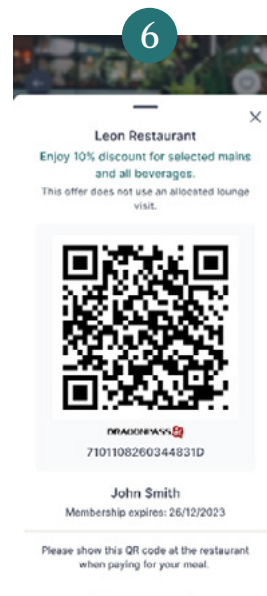


Note:

A restaurant voucher (R200) or Set Meal offer uses a lounge allocation.

Vouchers are valid for 24 hours only.

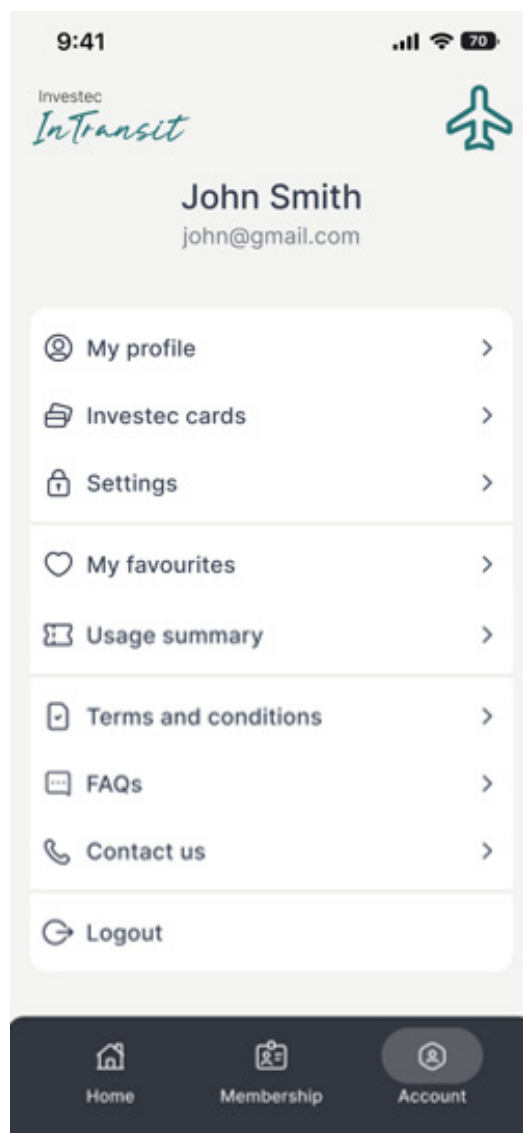
Dining offers (discounts) do not use a lounge allocation.



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 permanently cancel your membership with DragonPass. You will no longer have access to any airport 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

