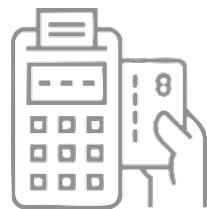


INDIA LOUNGE PROGRAM GUIDE

**The Best Parts of Your Journey,
Should be Priceless**

LOUNGE ACCESS METHODS SUPPORTED



EDC for chip & pin,
tap to pay and swipe

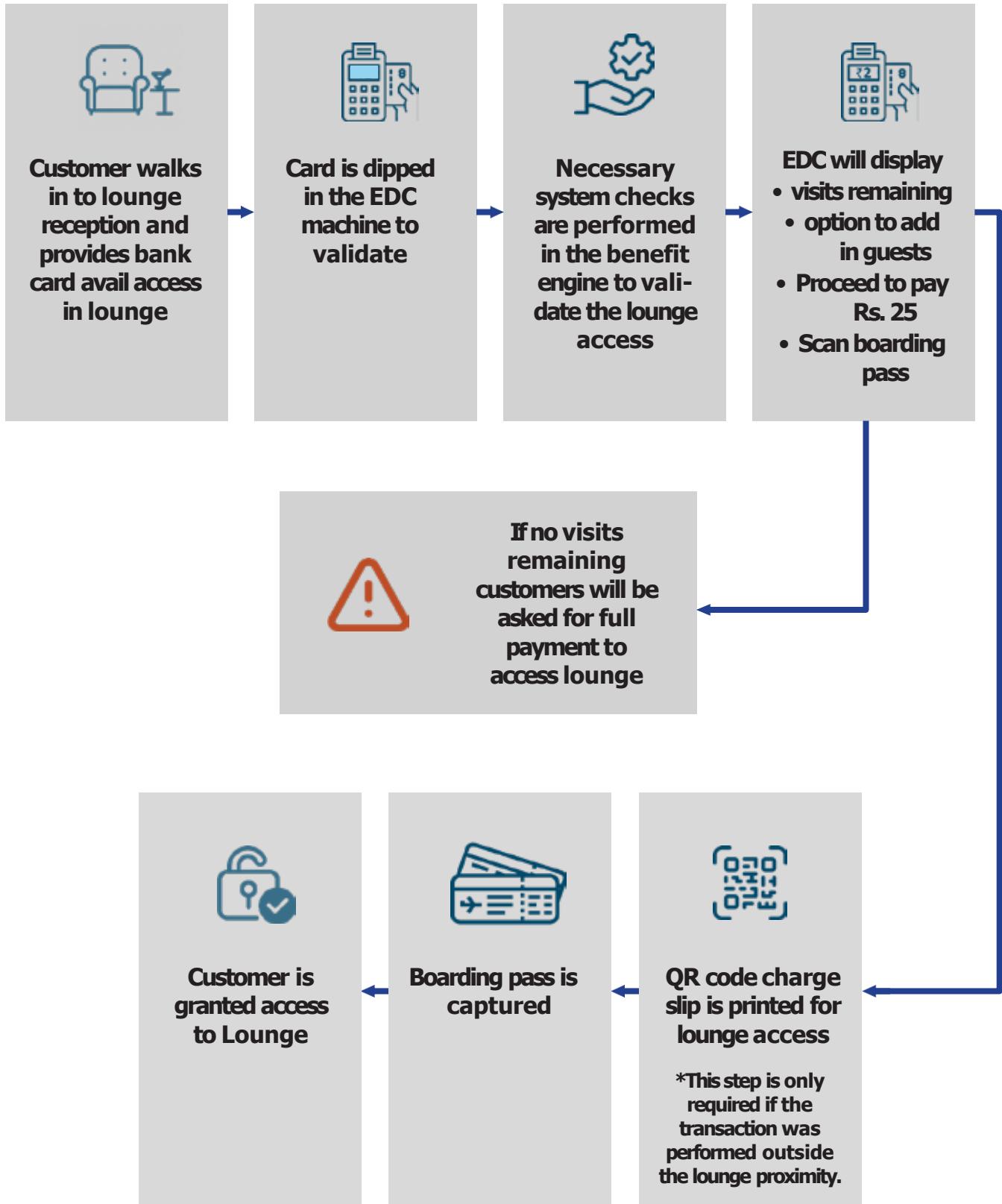


User Experience Demonstration



EDC Flow

USER EXPERIENCE DEMONSTRATION (EDC)



EDC ACTUAL SNAPSHOTS

Press the power button to switch on the device

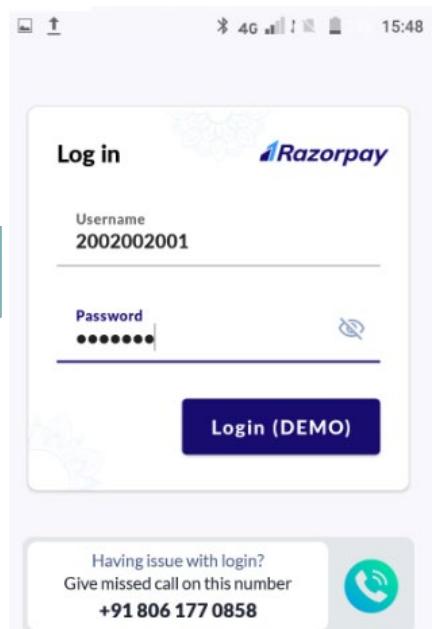


Power ON

Click Eztap icon



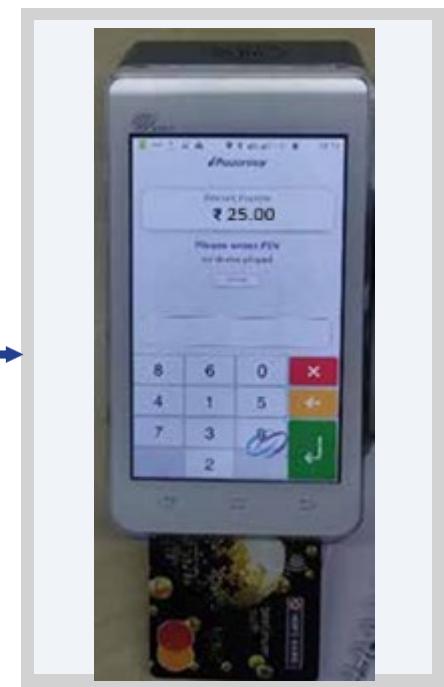
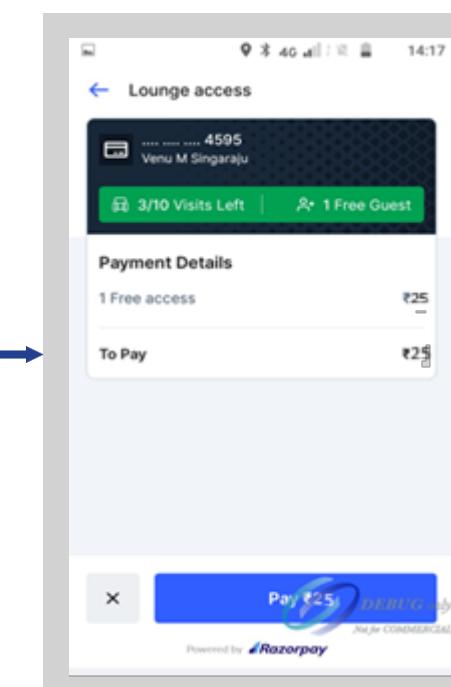
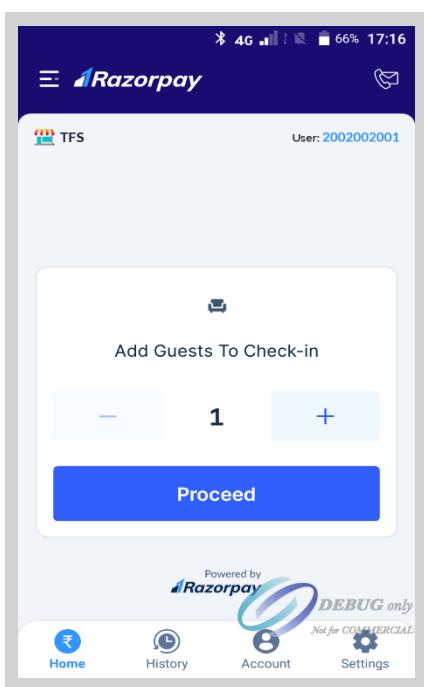
Login



Dip customer's card and enter the number of pax

Customer card details are displayed along with entitlements left. Based on the entitlements availed, free and paid details will appear.

Customer enters PIN

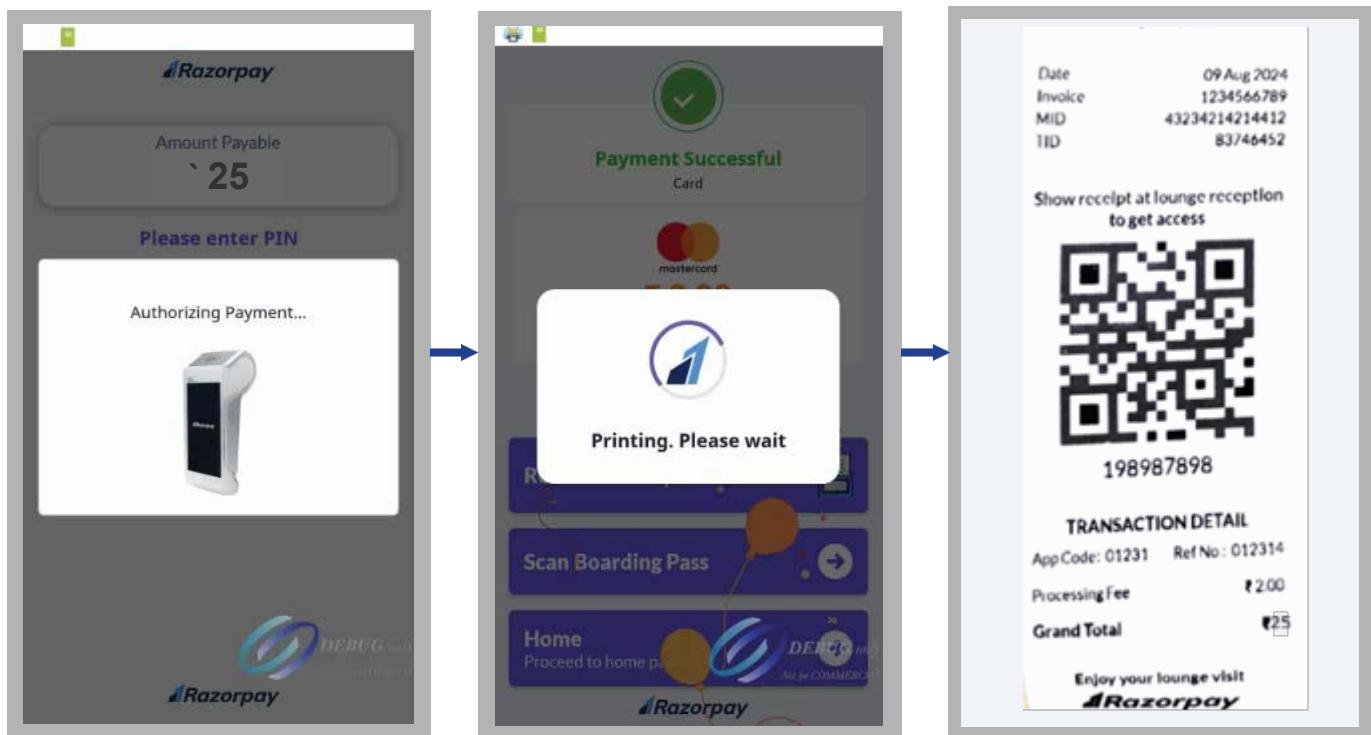


EDC ACTUAL SNAPSHOTS

Authorizing Payment

Printing Charge slip

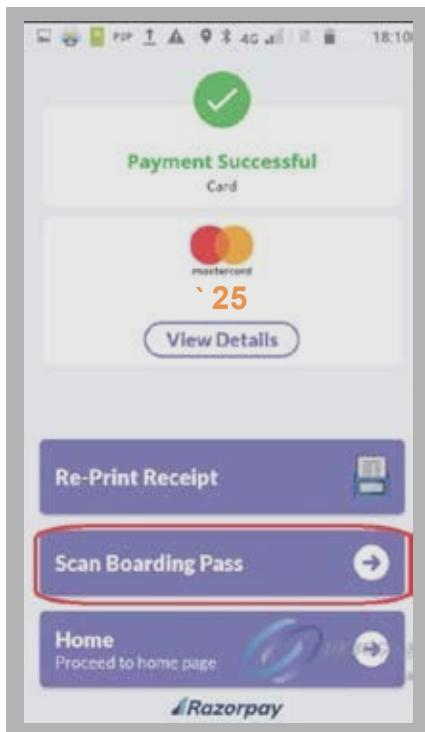
• QR code Charge slip



EDC ACTUAL SNAPSHOT

- Select Scan Boarding Pass

- Scan Boarding Pass



ESCALATION MATRIX - BANK

Contact	Name	Email ID	Mobile
Level 1	Call Centre Helpline	Cardsupport@eliteassist.in	1800 571 8990
Level 2	Alap Kavishwar	alap.kavishwar@travelfoodservices.com	+91 99303 42805
Level 3	Sanjeev Mishra	sanjeev.mishra@travelfoodservices.com	+91 99305 90112

ESCALATION MATRIX – CARDHOLDER

Contact	Name	Email ID	Mobile
Level 1	Call Centre Helpline	Cardloungesupport@eliteassist.in	1800 571 8990
Level 2	Alap Kavishwar	alap.kavishwar@travelfoodservices.com	+91 99303 42805
Level 3	Sanjeev Mishra	sanjeev.mishra@travelfoodservices.com	+91 99305 90112



Thank You