

# Mastercard World

# Benefits

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**Global  
Roaming**



**Concierge  
Service**



**Fast  
Track**



**Lounge  
Key**



**Discounts and  
special offers**

# Mastercard LoungeKey

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By presenting an Amio bank Mastercard World Elite card at participating lounges, you can receive:

- Complimentary Lounge Key membership,
- Free access to over 1,200 LoungeKey business lounges in more than 135 countries and over 450 cities worldwide,
- Business services available – internet, phone, and even conference facilities in select lounges,
- Complimentary refreshments and snacks.

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A Mastercard® card must be presented at participating lounges or a QR code generated via the LoungeKey app.

To use the benefit, the card must be active and have a positive balance, as an SMS message is sent to verify the card's validity, and no charge is applied.

## Website:

<https://www.loungekey.com/we-arm>

## Directions:

Worldwide

## Availability:

- Mastercard World – 6 visits per year, including guest access

# How to use?



LoungeKey has a dedicated website and app, where after registration you can view the list of participating airports, check service availability, and receive a QR code to access the business lounge.

## Website

### Step 1



Access the LoungeKey website

### Step 2



Register a LoungeKey account by providing your card details

### Step 3



Sign in to your account at any time and from any location

### Step 4



Verify available benefits online

## App



### Step 1

Download the LoungeKey app, accepting the Terms of Use and required permissions



### Step 2

The LoungeKey app will appear on your screen



### Step 3

The cardholder is directed to the login section, where they can create a LoungeKey account



### Step 4

The cardholder is directed to the account creation page, where they enter their payment card details



### Step 5

The cardholder enters their payment card data



### Step 6

The cardholder enters personal details, selects a username and password, and sets communication preferences



### Step 7

The new LoungeKey user completes the registration process and is directed to the login section with their pre-filled username

# Fast Track



Fast Track service is available at more than 100 airports across Europe, as well as at Zvartnots International Airport – up to 6 times per year, including guest access.

To get your Fast Track QR code via the Mastercard Travel Experiences app or website, simply select the airport, number of travelers, and preferred time.

The Fast Track pass is generated in the app or sent via email, after which you need to proceed to the Fast Track area of the terminal.

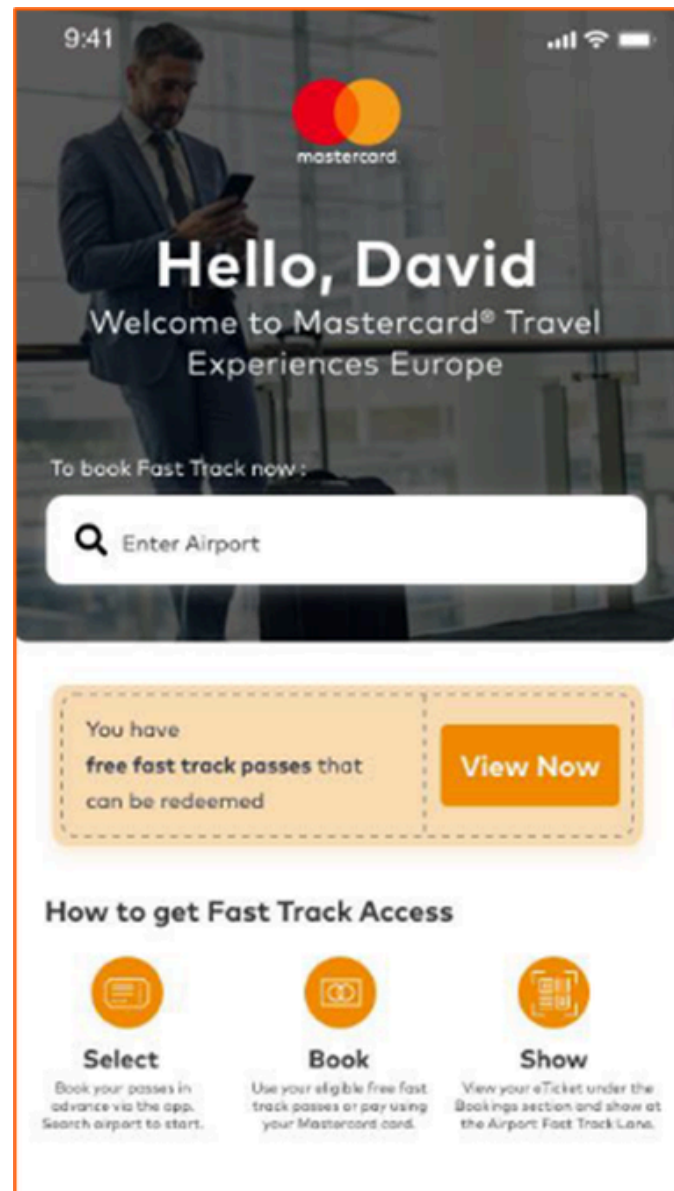
To enter, it is necessary to present the Fast Track pass.

To use the benefit, the card must be active and have a positive balance, as an SMS message is sent to verify the card's validity, and no charge is applied.

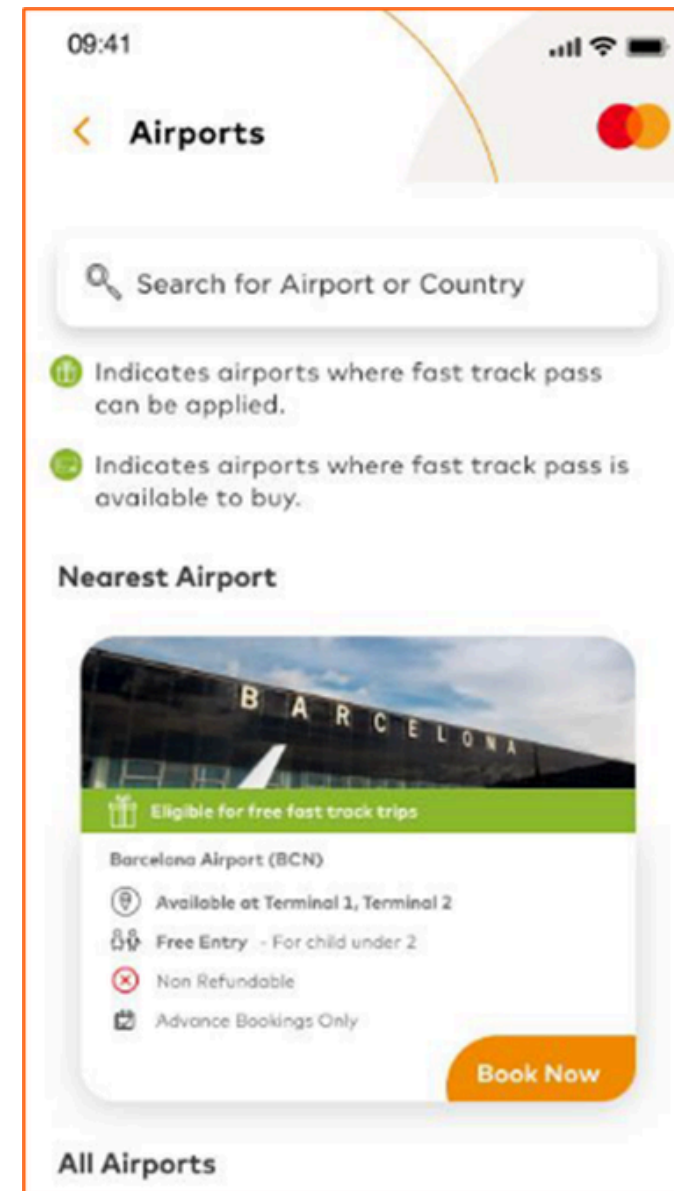
# Fast Track



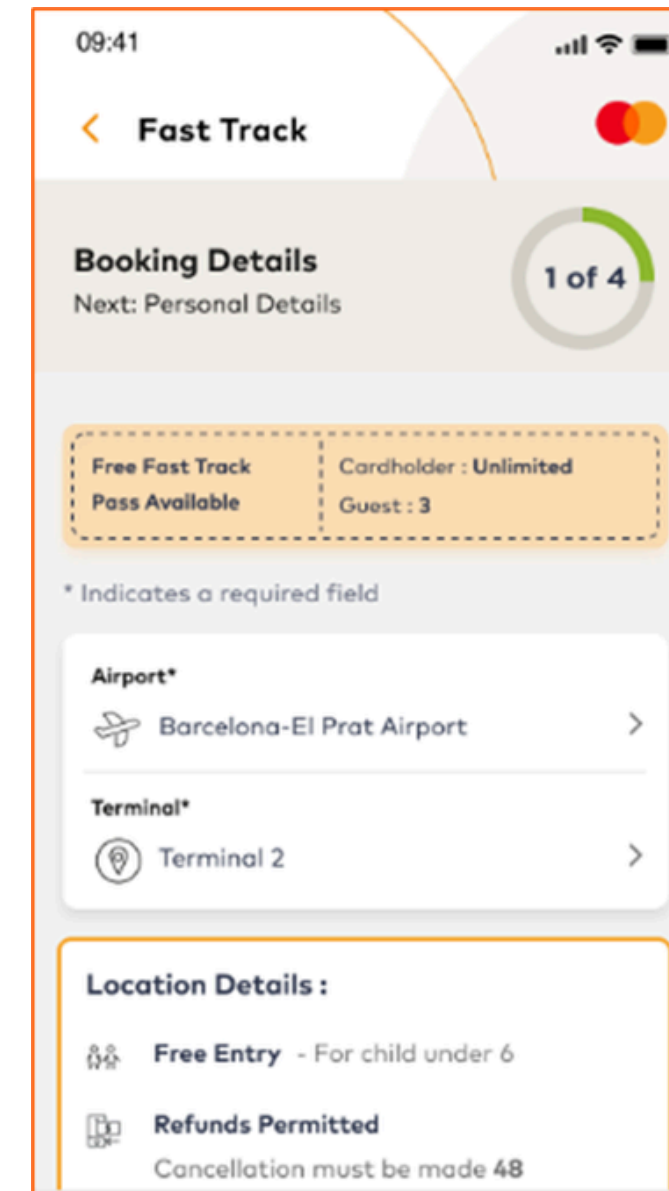
Enter the airport name in the "Search Airport" field



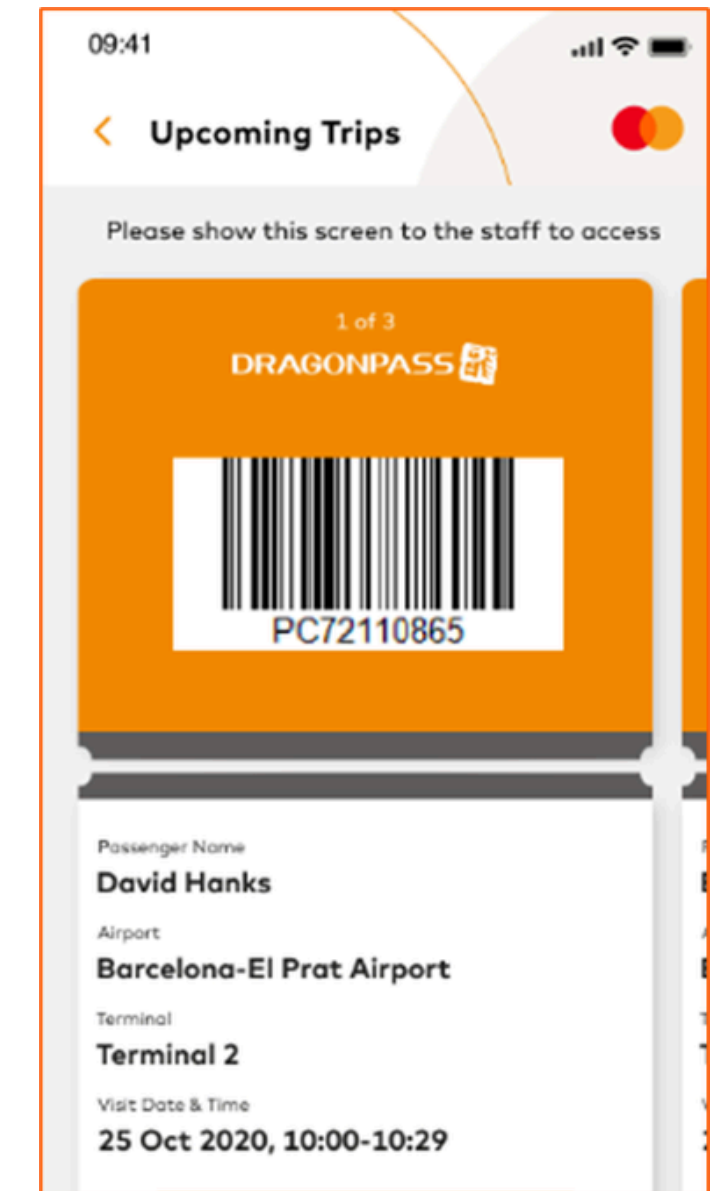
Check available services



Book your Fast Track Pass



Show or scan your Fast Track Pass to access the priority lane



# Concierge Service

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## How to use?

Concierge service will be your assistant for travel planning or numerous daily requirements and tasks.

The professional assistant team of Mastercard Concierge service will help you plan the perfect vacation (find and book hotels, tickets, entertainment), find and deliver any product worldwide, book a table in restaurants, tickets for various entertainment venues, spa centers, get any type of information, and much more.

Follow the link via phone:

<https://arm.concierge-support.com/>

Choose your preferred messenger

Enter the first 6 digits of the card and the phone number (only once during registration)

A wide range of queries are available

- Selection of tickets, hotels or apartments
- Food delivery and other types of delivery worldwide
- Search and reservation of products and services
- Any other organizational and informational requests regarding Mastercard services

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## Direct contact with concierge service: 24/7

The concierge service is available via all popular messengers (Viber, Telegram, WhatsApp), as well as by phone and email

# Description of Concierge Service

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- ✓ Information Services (flight and train schedules, hospitals and other service centers, latest news, issuing bank details, and other general information services)
- ✓ Travel Assistance (ticket and hotel reservations, lost luggage support, and related travel services)
- ✓ Event Planning and Organization Worldwide
- ✓ Global Reservation Services (cinemas, theaters, clubs, restaurants, and more)
- ✓ Delivery Services (flowers, food, and various goods delivery)
- ✓ Coordination of Communication Between Cardholder and Bank
- ✓ Information on Mastercard Cardholder Benefits and Privileges
- ✓ Airport Meet & Greet and VIP Lounge Access Arrangements
- ✓ Personal Shopper Services Worldwide
- ✓ Home Assistance Services (arrangement of cleaning, interior design, renovation, and related services)
- ✓ And a Wide Range of Additional Services

# Global Roaming (FlexiRoam)



FlexiRoam global network includes 520 operators in more than 208 countries.



Stay in touch immediately after landing.



Choose reliable internet from FlexiRoam instead of unreliable Wi-Fi or limited roaming.

## Expiration date and coverage

- 1 GB of free roaming per year (validity 15 days)
- 15% discount on additional services in the app

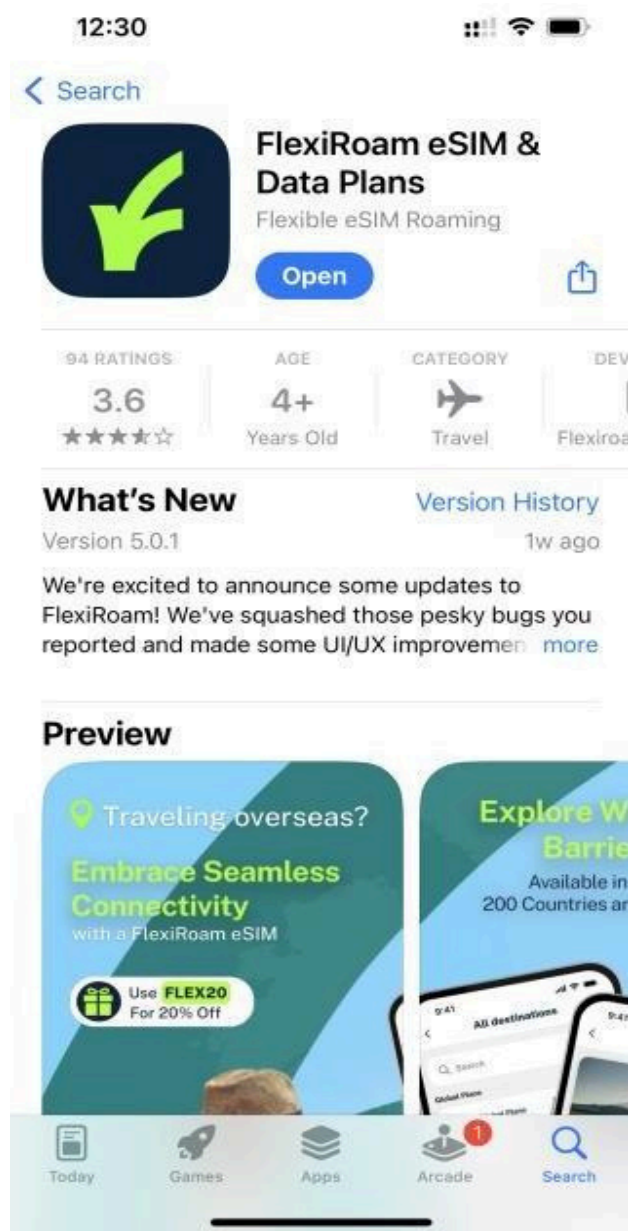
## How to activate

1. You need to download the FlexiRoam app
2. Click on the Mastercard symbol to check your tariff plan eligibility
3. Enter your 16-digit Amio Mastercard number and email address to create an account
4. Click on “Redeem Starter Plan” and activate your e-SIM card
5. Activate FlexiRoam Data Roaming in your phone settings
6. Switch to your tariff plan

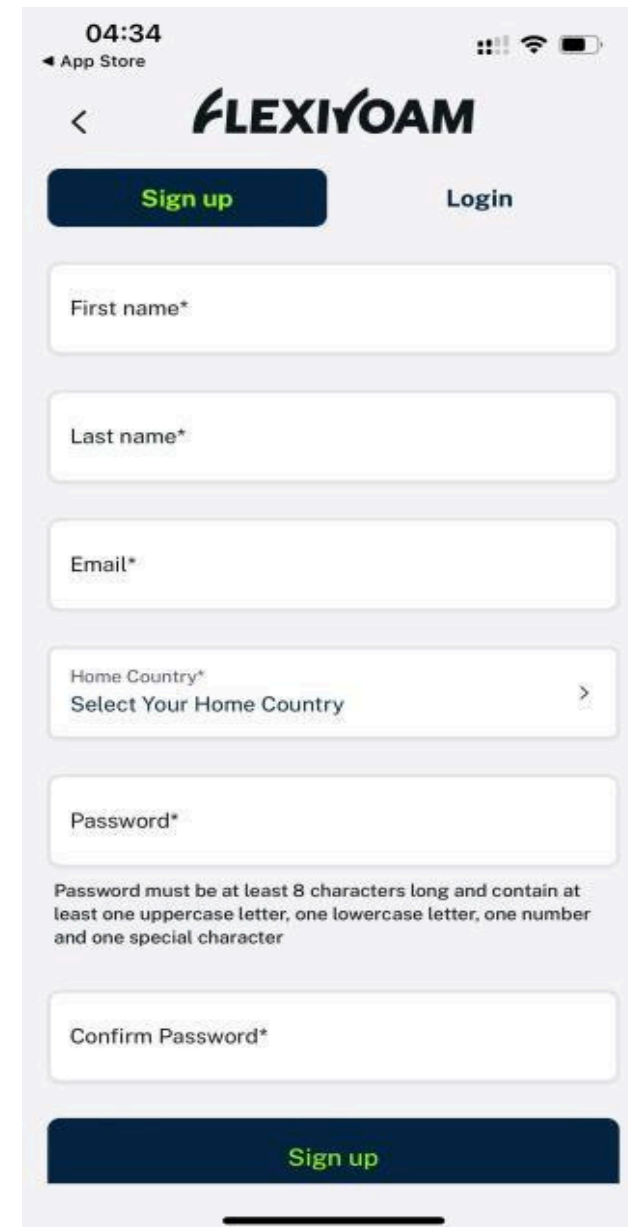
# Register / Login (FlexiRoam)



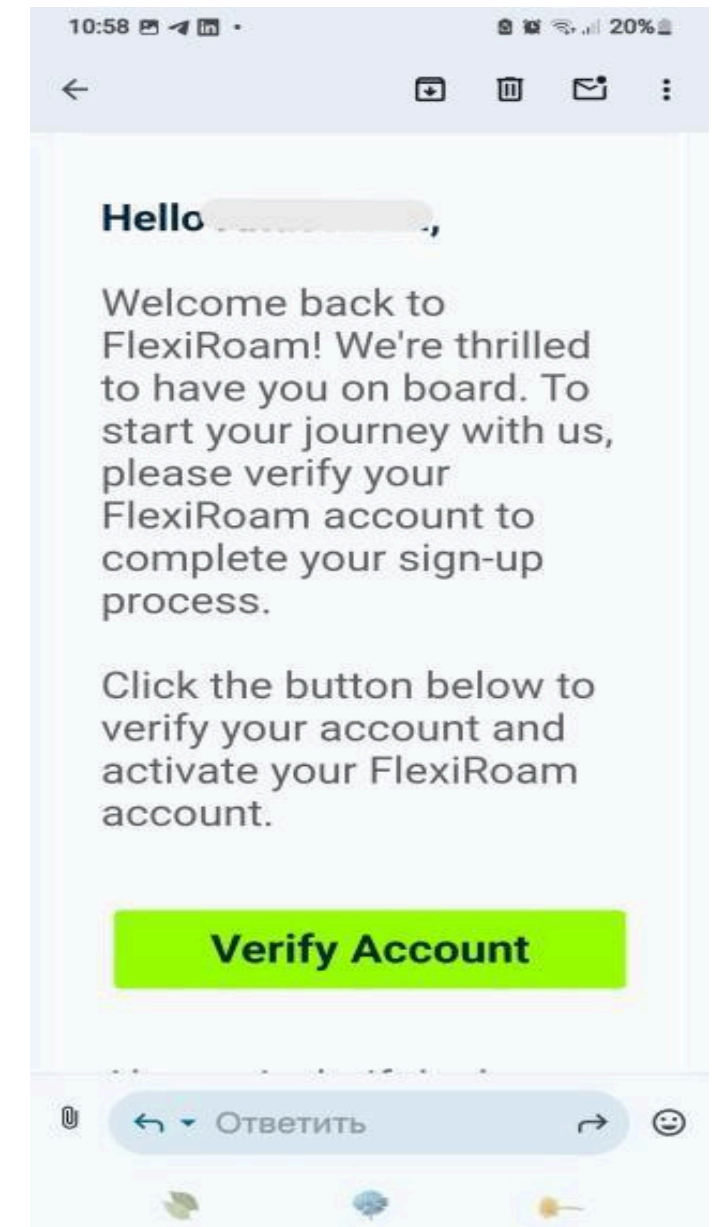
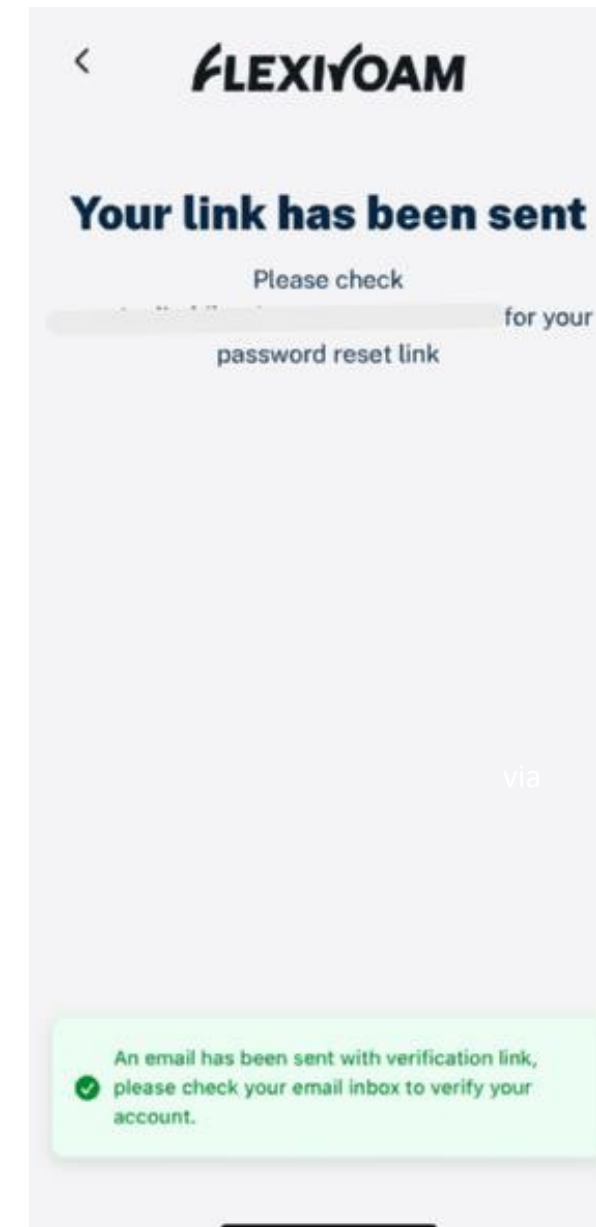
After downloading, open the FlexiRoam app



If you do not have an account yet, tap the "Register" button



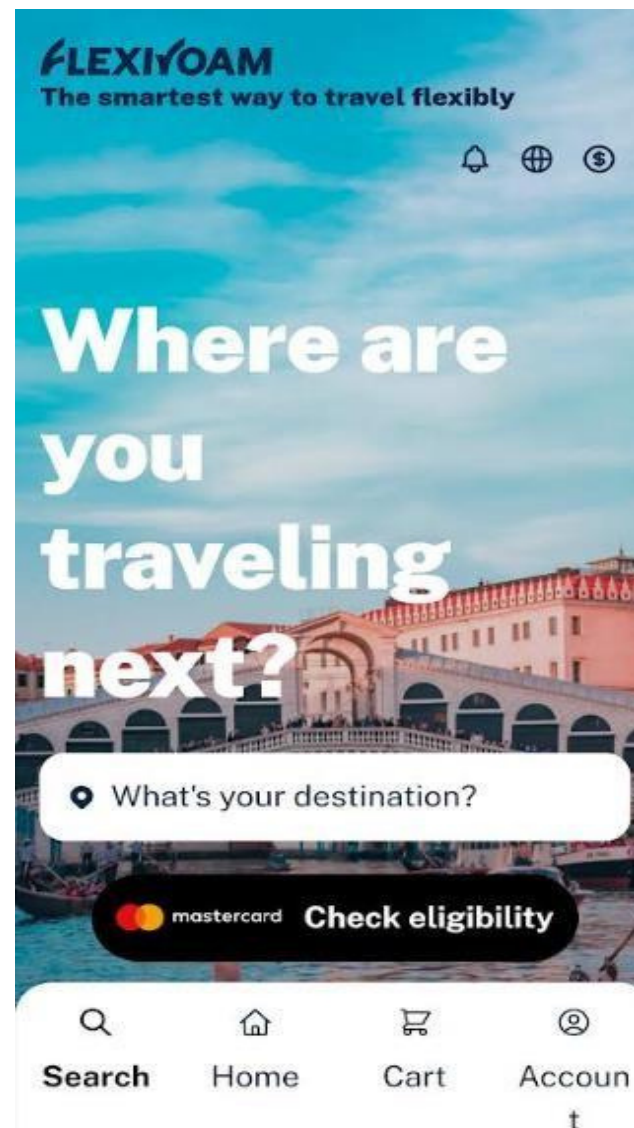
Activate your account by following the link sent by FlexiRoam via email



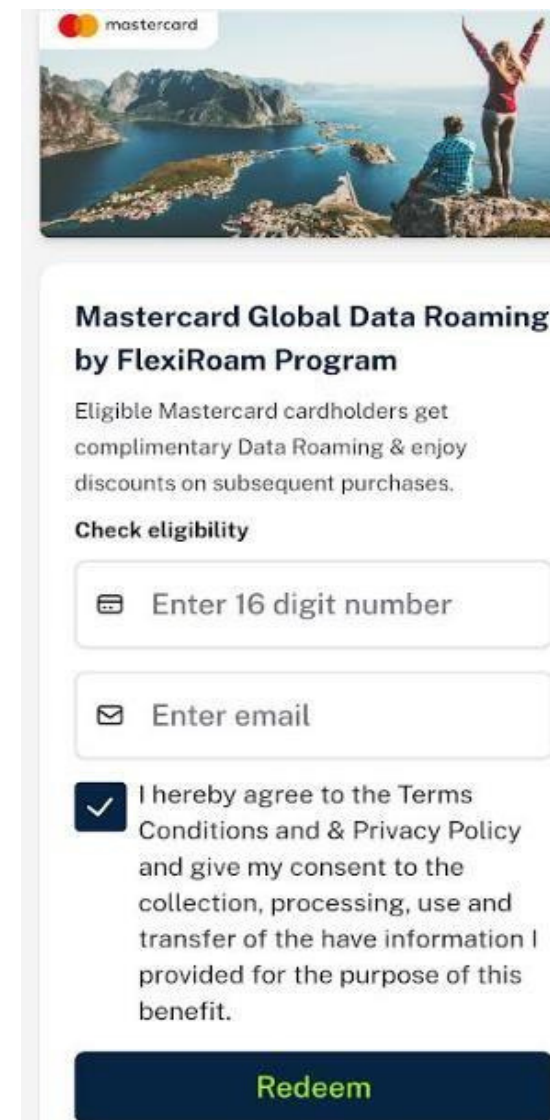
# Offer activation (FlexiRoam)



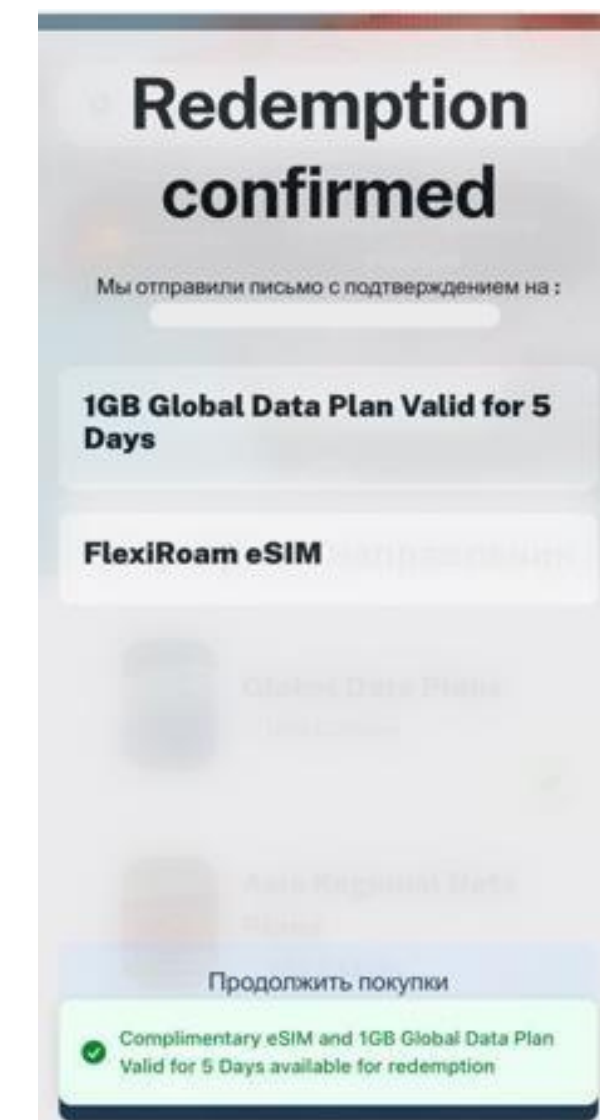
Select the offer designated for Mastercard cardholders



Enter your Mastercard card details to confirm participation in the program



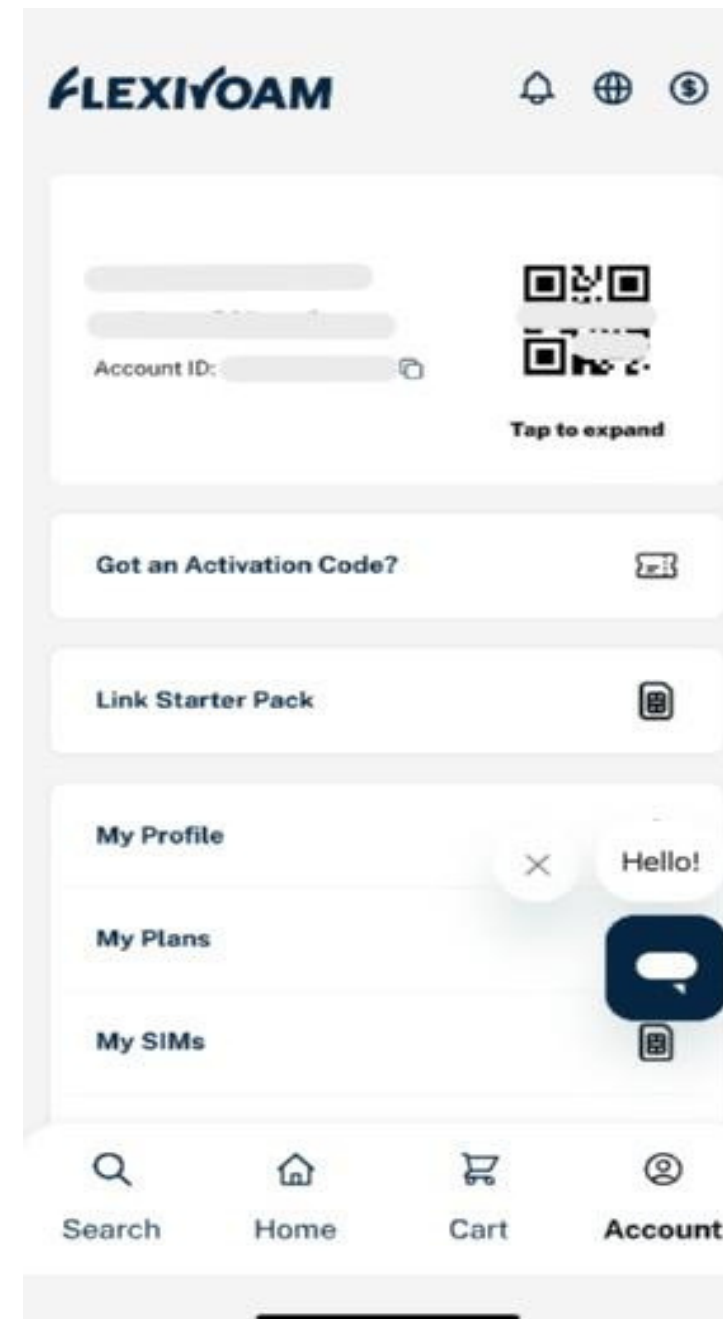
Information about receiving the special Mastercard offer will be displayed



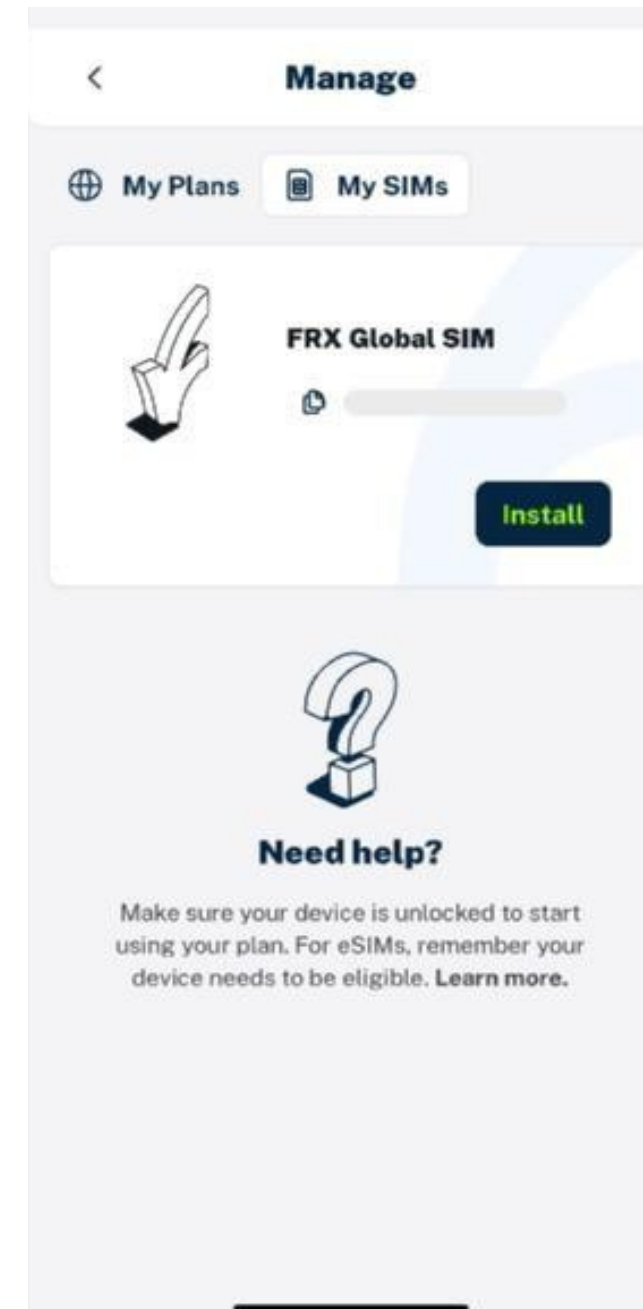
# eSIM Activation



Go to the "Account" section and select the "My SIM" subsection



In the "My SIM" subsection, select Global eSIM and tap the "Download" button

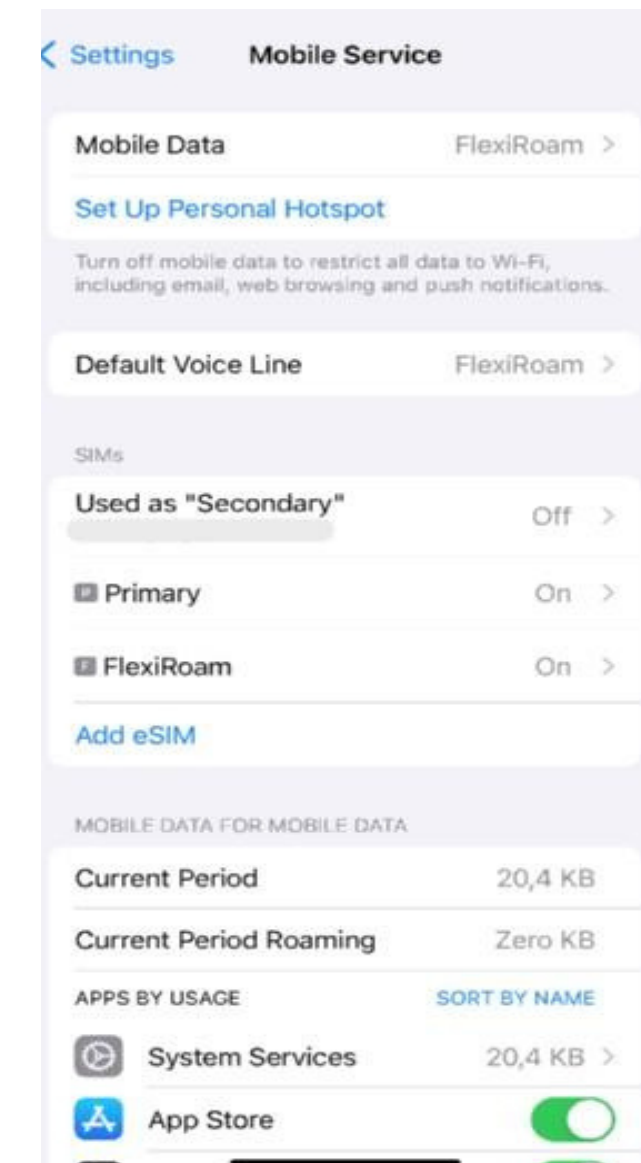
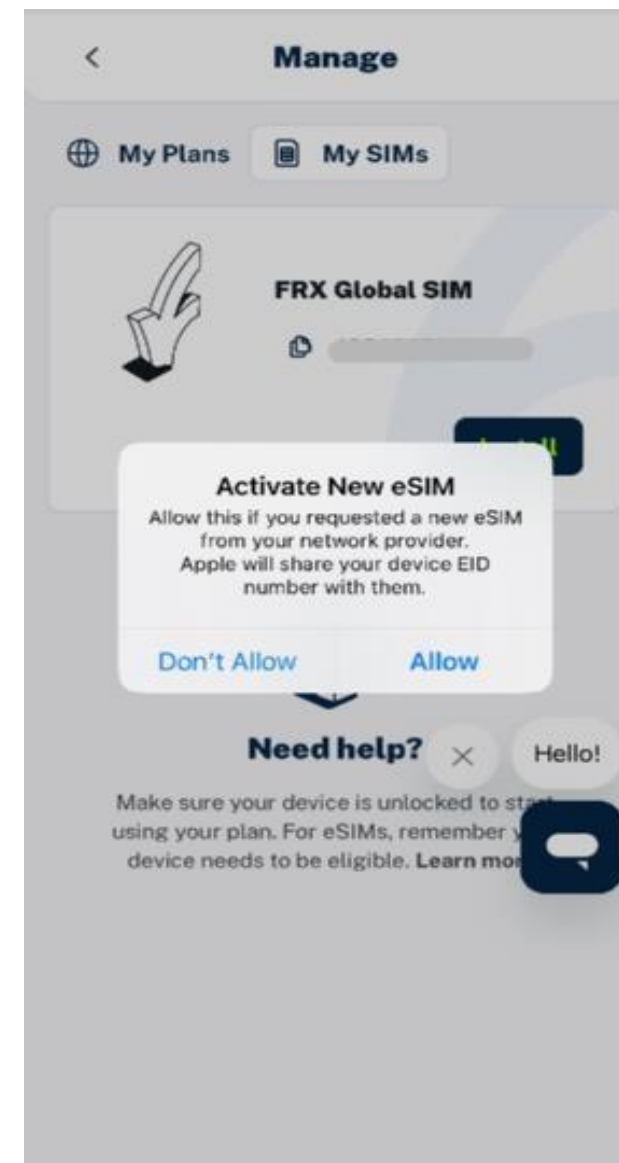


# Activation (eSIM)

To complete the eSIM activation, follow your smartphone's instructions

Follow the smartphone prompts to confirm the activation of the new eSIM by tapping the "Allow" button

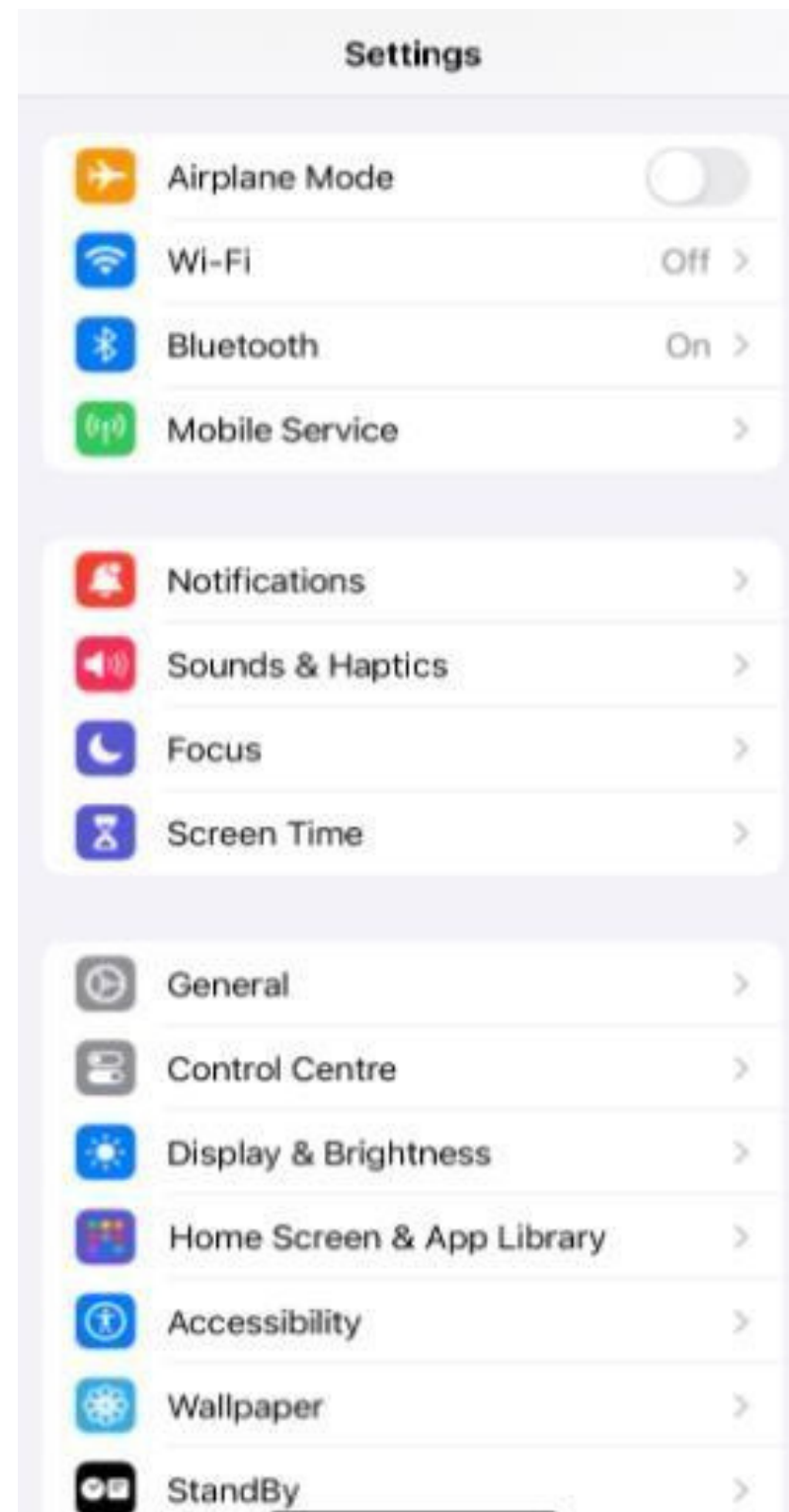
During or after the setup, to make the eSIM easier to use, choose a name for the eSIM, for example: FlexiRoam



# Completion of Setup (eSIM)



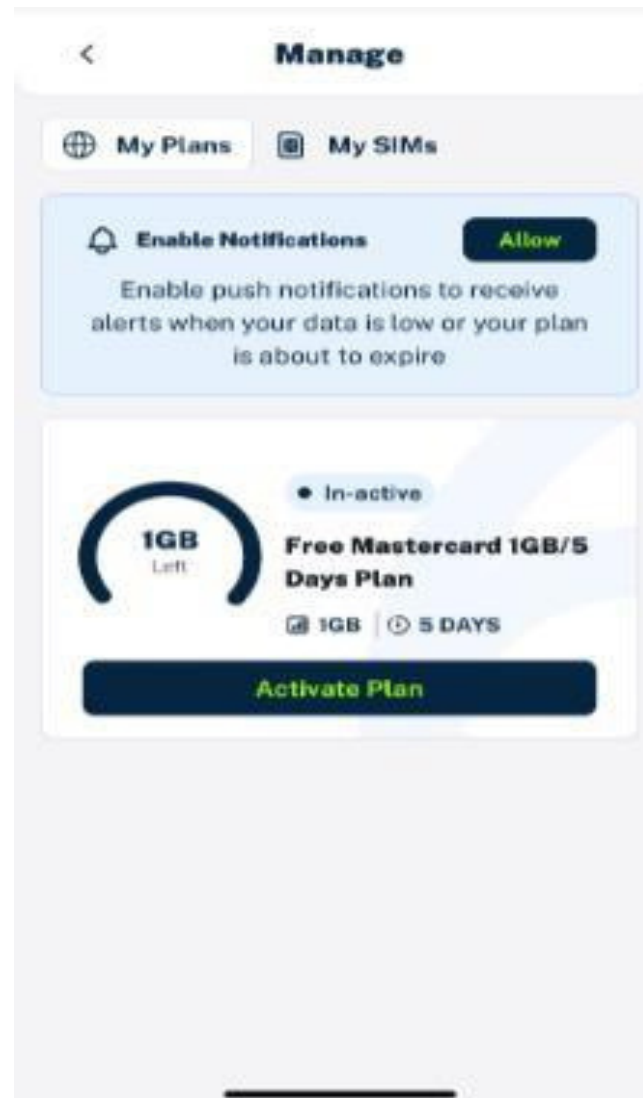
Ensure that the FlexiRoam eSIM is active and selected as the primary connection in your smartphone's settings



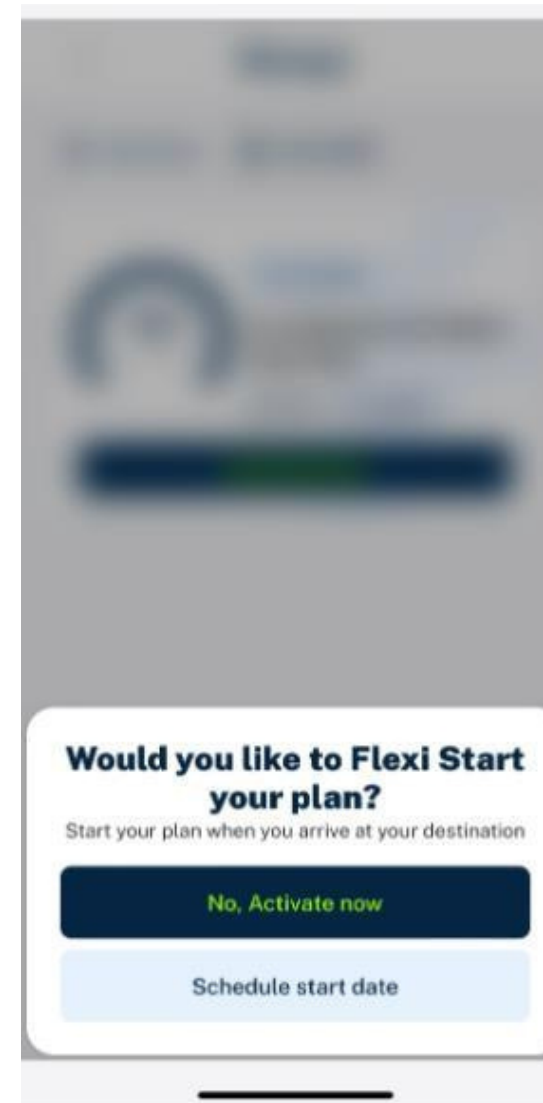
# Tariff Plan Activation (eSIM)



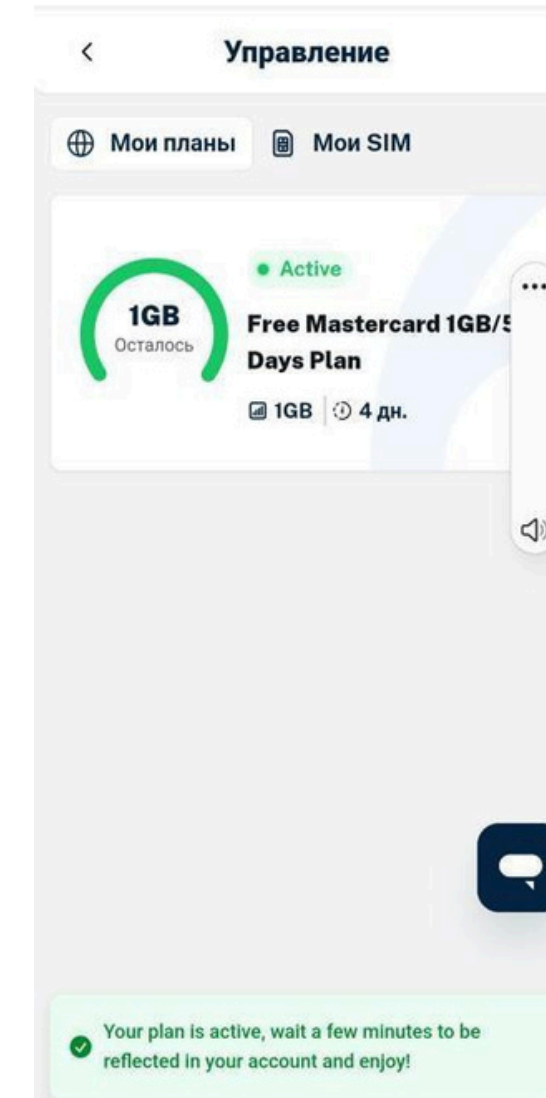
Go to the "Account" section and select the "My Plan" subsection



Tap on the selected data plan



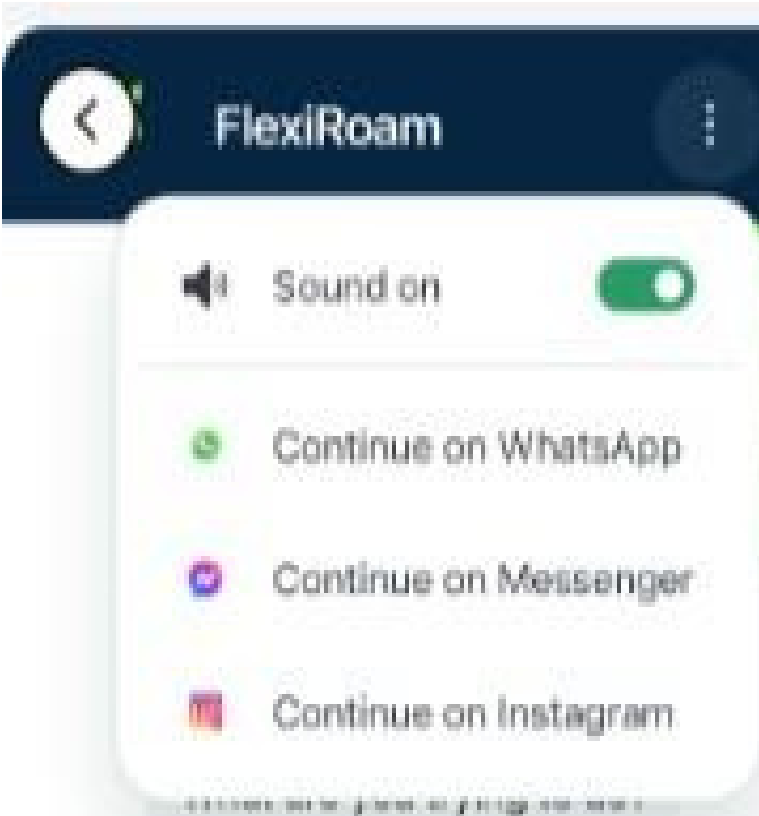
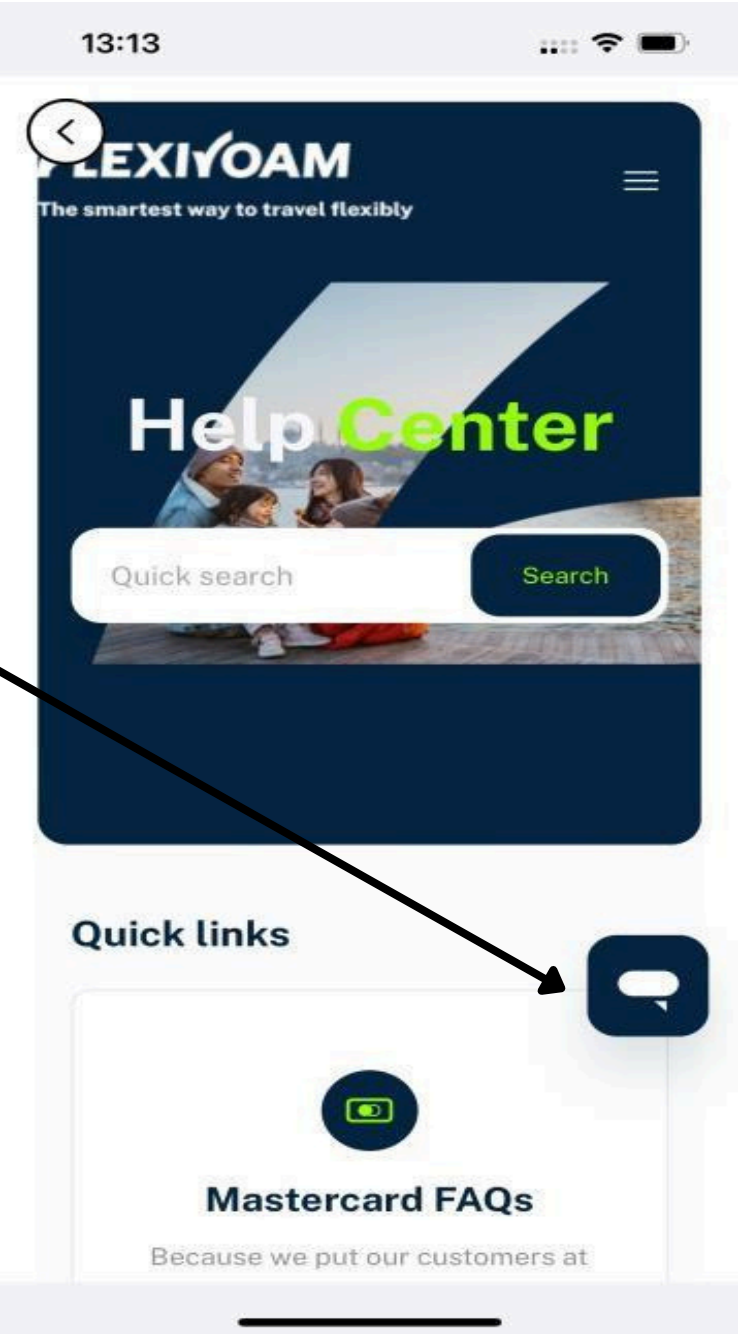
Either activate the data plan immediately or choose a convenient activation date



# FlexiRoam Support Unit



To contact the support team, go to the "Support Center" section or tap the following icon



Then select the appropriate contact method

**AMIO** BANK

